



VOLUNTEER HANDBOOK

This handbook is the property of:

I. Introduction

Dear Volunteers,

Welcome and thank you for being a part of the Terre Haute Air Show.

Many of you probably have fond memories of air shows attended during your lifetime. From the precision acrobatics to the sounds of radial and jet engines, a well-produced, high energy air show can bring joy to thousands of spectators.

As one can imagine, air shows do not organize and run themselves, and that is where you play a pivotal role. Through careful coordination with other air show committees, volunteers allow the air show to become a reality. Volunteer involvement spans the gamut from parking, admissions, ramp patrol and hospitality to even foreign object debris (FOD) removal. When a show is finely tuned and polished, much of what we do should blend into the background so that our guests can focus on the aerial wizardry above the ground. It is our pride and ability to serve in our roles during this fantastic event which will drive its success.

It takes thorough planning and dedication on the part of hundreds of volunteers to ensure that every aspect of the show is functional. Many of you have been a part of our show before. For those of you who will be volunteering for the first time, welcome to our air show family. For our veteran volunteers, please make time to take our new friends under your wing and help make their experience fantastic.

I am certainly very proud to be a part of this event. It is great to be “Back home again, in Indiana” where this crazy air show adventure started for me. I look forward to reconnecting with old friends and making new ones. More importantly I’m proud to be a part of this air show family. For it is true, without you this event simply could not take place. Thanks for all you do! Now once again...”IT’S AIRSHOW TIME!”

Sincerely,

Dennis J. Dunbar

Dennis Dunbar
Airshow Director

II. VOLUNTEER BASICS – GETTING STARTED

A. Volunteer Materials

The volunteer packets will be distributed on Tuesday, May 28th at the final volunteer meeting before the show. All volunteers should make plans to pick up their envelope at this time. Prior arrangements should be made through your chair person to pick up your package if you cannot make this meeting. This packet will contain your volunteer parking hang tag, maps, invitation's to the survivor party, your t-shirt and credentials if applicable. Volunteers must wear their Terre Haute Air Show Volunteer T-shirt on both days of the show. Your day specific volunteer bracelet will be given to you upon check in at the volunteer headquarters on each day of the air show.

B. Parking

Volunteer traffic should plan to take Hwy 40 (East or West) to Chamberlain Road (SR 342). Turn South on Chamberlain Road and take Chamberlain Road all the way to SR 42. Turn right (West) on SR 42 and enter the airport through the main entrance. Parking for volunteers will be straight ahead in the north main parking lot. Please do not park in the south main parking lot closest to the terminal as that is reserved for airport staff, tenants and performers.

Additional parking is located in the lot adjacent to the ISU Hangar. Please do not park in the spots reserved for the Blue Angels. Your volunteer parking pass must be visible to access the lot and should remain visible once you have left your vehicle.

C. Check-in Procedures

After parking your car, please proceed to the west side of the terminal building (between the terminal and the largest hangar on the field) to the Volunteer Headquarters. Check in with the appropriate member of the Volunteer Services Committee. Once you have checked in, report to your Chair or your station as previously briefed by your Chairperson. Please make sure you are on time!

D. Members in Good Standing

All volunteers must be members of the Terre Haute Air Show Volunteer Corps and must be members in good standing. It's pretty simple but very important to be in good standing. You must be nice, show up on time and complete a Volunteer Application every year.

III. Event Days

A. Before things start

Please bring necessary items only. There are no accommodations available for safekeeping.

Make certain that you know exactly what your responsibilities are, including your workstation location and times. Be flexible! Over 450 volunteers are involved in the events and there will be some unavoidable delays.

Know your responsibilities and the information in this booklet.

Enthusiasm goes a long way and can be contagious. If you are enthusiastic about your work, the public will notice. Be proud to be part of the Terre Haute Air Show.

B. Food and Water

Complimentary Volunteer Meals are available throughout the day at the Volunteer Services Tent located next to the Volunteer Headquarters. Volunteer Services will also be responsible for providing water to volunteers throughout the air show grounds. We will have two golf carts constantly roving and providing water to volunteers. Admissions and Parking will be brought food at certain intervals throughout the day. In addition, water will be stationed with these two groups due to their location.

C. Code of Conduct

As a dedicated and professional volunteer group, projecting a positive image to the community is necessary. We ask that you represent Terre Haute Air Show in the following manner:

Be courteous and helpful at all times.

Observe security and smoking regulations in all areas.

Wear suitable clothing. Remember that you are highly visible.

Cooperate fully with other volunteers, staff, police, security and military personnel.

If you don't know the answer to a question, suggest they find the Information Tent or call your chair, if necessary.

D. Rules and Regulations

There are certain actions that seriously detract from our guests' enjoyment of our events. These same actions could pose a threat to everyone's safety. The following will result in termination of affiliation with the Terre Haute Air Show Volunteer Corps:

1. Willfully permitting any person to enter the events' grounds or restricted areas without proper authorization or without a valid ticket.
2. Damage to any Terre Haute Air Show property.
3. Failure to report to a shift as and when requested.
4. Theft of any property, including the property of any volunteer, sponsors, supplier or guest.
5. Any other activity that is viewed as being detrimental to the events.

6. “Stealing” someone’s assigned golf cart.
7. Drinking alcoholic beverages while on duty.

E. Equipment Usage

All volunteers will sign for and be personally and financially responsible for equipment that is issued to them. The replacement of equipment that is lost, stolen or damaged is also the responsibility of the volunteer.

F. Donations

All donations to the benefit of Terre Haute Air Show must be coordinated with the Air Show Director or Air Show Finance Chair prior to approach or implementation. This includes tips. Volunteers are not allowed to accept tips for any service provided.

G. Golf Cart Safety

Golf Carts are the leading cause of claims at an air show. There is a huge liability issue with the use of golf carts. Please be extremely careful when operating this vehicle. **No one** should be operating a golf cart unless they are assigned to that position and have received a golf cart safety briefing from our Golf Cart Chairperson.

1. 5-MPH speed limit will be enforced at all times.
2. Golf Carts may be operated only by persons with a valid drivers license.
3. The act of “Stealing” someone else’s golf cart can result in termination of affiliation with the Terre Haute Air Show Volunteer Corps.
4. Absolutely no alcohol is to be consumed when operating a golf cart or any other vehicle.

H. Alcoholic Beverage Safety

Consumption of alcoholic beverages **IS NOT** allowed during the air show. Consumption by or serving to a minor will not be allowed at any event.

I. Shift Issues

If you are unable to report to your shift or if you know you are going to be late please contact your committee chairperson as early as possible. Volunteers are required to stay at their workstation during the entire assigned shift. Please do not sign up for shifts that you cannot complete. If your replacement does not arrive by the end of your shift, notify your committee chairperson and stay at your post until someone arrives. In the event of an emergency, making you unable to complete your shift, contact Volunteer Services, which will secure your replacement.

J. Purchasing Policy

1. Absolutely no purchases are to be made for the Terre Haute Air Show without permission from the Air Show director or a Terre Haute Air Show board member.

2. All purchases must be made under the direction given by the Air Show Director or the board member.
3. A receipt must be returned to the **Finance Chair** if you are to be reimbursed, and the receipts must be turned in no later than the Wednesday after the air show.

K. Command post

1. Access to the command post is limited to Law Enforcement, Emergency Services, and Air Show Volunteers assigned an All Access Pass.
2. Access to Show Control (Show Center) is restricted to Law Enforcement, Emergency Service's, volunteers with an All Access Pass and volunteers who have made arrangements with the Air Show Director. Security will have information to know who is allowed at Show Control.

L. Guest services (Information and Lost and Found)

Patrons and guests of the Terre Haute Air Show should be sent to the Information and Lost & Found tent in those situations when you are unable to assist them. Locate these on the event map when you check-in! Radios will be assigned to those volunteers working this tent, so that the correct person may be contacted depending on the situation.

Lost and found items should be taken to this tent. A log listing items that have been found will be maintained. Patrons who have become separated from their group should be encouraged to re-group at this tent. Lost children **MUST BE ESCORTED** to this tent by an air show volunteer. Volunteers will respond immediately to any announcement made regarding lost children or an elderly person. A log will also be kept for Lost Parents.

Items found cannot be released without a signature of that person claiming the Lost/Found Item. In some cases, they may be required to show their ID. Lost children/Elderly will be required to show ID and sign off on the log.

M. The Sierra Hotel

Access to the Sierra Hotel is restricted to only aviation related air show performers, static display aircrews, and other properly credentialed air show personnel. Gate Security will strictly enforce this policy. The only volunteers allowed in the Sierra Hotel are those picked to work the Sierra Hotel by the Hospitality Chair.

III. Emergency Procedures

With many patrons at the Air Show, accidents could occur. One of your top priorities as a volunteer is the safety and care of anyone involved in an accident. With this in mind, you are asked to follow these guidelines: (Working with local emergency services on 911 status)

1. Know the location of the First Aid area(s). Locate these on the event maps when you check-in.

2. Report any unsafe conditions to your chairperson, Terre Haute Air Show Officer, Director or Airport Staff Member.
3. In the event of any possible serious injury or illness, locate a radio-equipped event volunteer, police officer, military police officer or security officer. Advise them of the situation immediately.
4. DO NOT ATTEMPT TO MOVE ANYONE THAT IS INJURED! Stay with the individual until help arrives.
5. In the event of an accident, Terre Haute Air Show representatives will make an accident report for insurance purposes. Please remain at the scene until all questions have been answered.

NEVER MAKE ANY STATEMENT TO THE MEDIA REGARDING AN ACCIDENT OR INJURY. Refer Any Questions about the Incident to the Lindy Linebaugh, Marketing and PR Director.

TERRE HAUTE AIR SHOW VOLUNTEERS WILL RESPOND IMMEDIATELY TO ANY ANNOUNCEMENT MADE REGARDING LOST CHILDREN OR ELDERLY PERSON!

IV. Helpful Tips and Reminders for Volunteers

It will be important for you to fully understand your responsibilities and the information in this booklet before arriving at the event to begin your shift. If you are in doubt about something, please ask your team leader.

Suggestions

- Volunteer T-Shirt
- Any pre-assigned credentials
- Sunglasses & sun screen
- A hat
- Comfortable shoes
- Stay Hydrated

Have FUN! Without you there would be no Air Show!

Note: Your Volunteer T-shirt is your uniform and is to be worn while you are “on duty.” If you are wearing your T-shirt after or before your assigned shift, you may be asked to help in an area needing your assistance. By wearing your “uniform” you are agreeing to assist as required. If you plan to spend time at the air show “off duty” once you have completed your shift, we ask that you change into something “unofficial.”

V. Sponsorship and patronage

Because we want to support those sponsors and patrons that support the air show, it is our policy that any air show expenditures are offered to air show sponsors first. Any questions about specific sponsors can be directed to the Air Show Director or Sponsorship Chair.

Be sure to support our sponsors with your patronage.

VI. Conclusion

All volunteers are asked to contribute at least two full days to the Terre Haute Air Show. Exceptions will be given under certain circumstance by either the Volunteer Manager or the Air Show Director. The minimum age for an unsupervised volunteer is 18 years of age. Individuals under this age will require special approval by the appropriate committee chairperson. These events are created and conducted by volunteers, the efforts of each and every person are important to the Terre Haute Air Show. Please remember that we are counting on you to arrive on time, be prepared for your duties and complete the job to which you have committed.

The Survivor Party is always on the Sunday at the end of the Air Show, so plan to stay around and enjoy meeting the performers.

THANK YOU FOR BEING A VOLUNTEER!

“There’s nothing stronger than the heart of a volunteer”

-Jimmy Doolittle