

**St. Patrick's Day Celebration  
Indianapolis, IN  
Staff/Volunteer Handbook & Safety Guidelines**

**Code of Conduct**

As a St. Patrick's Day Celebration volunteer or staff member, you represent the Indy Sports Foundation and the City of Indianapolis. High levels of service and code of conduct are expected at all times. As a representative of the event, you should be courteous, friendly and helpful at all times. We expect all volunteers and staff to be responsive to guests and handle all situations reasonably and calmly. For situations that cannot be resolved without management-level assistance, you should locate the Parade Director or Chairman or contact the event Control Center.

**Code of Conduct Guidelines**

- Be respectful of all individuals regardless of sex, age, race, color, national origin, religion, marital status, citizenship, disability and other personal characteristics.
- Always do your best to accommodate our guests. Never answer "I don't know." Instead say, "Let me find the appropriate person who can help you."
- Do not smoke during your shift when working the event.
- Alcoholic beverages are not to be consumed by volunteers or staff in uniform at any St. Patrick's Day event.
- Children, friends and family members are not to accompany volunteers or staff on a shift unless they are volunteering.

**Control Center**

- The Control Center for the St. Patrick's Day Parade and Block Party will be located in a tent at the northeast corner of North and Pennsylvania. If we cannot place a tent because of the weather conditions, we will still be at the northeast corner of North and Pennsylvania. This will be the Central location throughout the day on March 13 to direct your questions, address concerns and problem solving.
- The Control Center for the Shamrock Run & Walk will be located in the IFD Union Hall Local 416. This will be the Central Location throughout the day on March 14 to direct your questions, address concerns and problem solving.
- Staff and Volunteer team leaders will have radios and cell phones for communication. You can contact the control center by phone at 317-498-5299 for all events.

**Parking**

- Volunteers and staff working the St. Patrick's Day Parade and Block Party can park at no charge on Michigan Street between Meridian and Pennsylvania on both sides of the street and on Vermont Street between Pennsylvania and Delaware and Vermont Street between Meridian and Illinois. The parking spaces will be open from 6am to 5pm on the day of the event.

- Volunteers and staff working the Shamrock Run & Walk will need to utilize street parking around and near Mass Ave in downtown Indy.

### **Personal Belongings**

We ask that you not bring any personal items unless they can be kept in your control. Unfortunately, we do not have a secure location to store your personal belongings. As such, neither the Indy Sports Foundation, Parade Committee nor Sequence Inc., is responsible for any personal articles that you bring to your volunteer or staff assignments.

### **Schedule Changes**

The success of the St. Patrick's Day Celebration Events is directly related to the efficiency and reliability of our staff and volunteer team. We appreciate your time to lend your talents and friendly hospitality. As such, it is very important that you arrive on time, appropriately attired in the volunteer uniform (if applicable) and ready to perform your duties. If you are unable to work one of your assigned shifts, immediately contact the Control Center at 317-498-5299.

### **Volunteer/Staff Dress Code**

Each volunteer/staff should dress warm as March weather can be unpredictable.

- No clothing or materials with advertisements or commercial messages are permitted.
- We will provide each volunteer with a t-shirt. Depending on the weather your t-shirt may not be visible as it will be covered by a winter jacket and that is okay. Some volunteer positions will have a bright yellow or orange vest to distinguish you as a volunteer which can be worn over a jacket.
- Wear comfortable clothes. Jeans are acceptable.

### **Event Safety**

Our top priority of the St. Patrick's Day Celebration is to provide a safe environment for all guests, staff and volunteers. You are expected to act in a safe manner and report unsafe conditions to the Control Center or security personnel at each event. An essential task for all staff and volunteers is to report injuries or property damage to the Event Director, Parade/Race Chairman or volunteer team leader to the Control Center or security as soon as possible. Upon arrival of your volunteer/staff position, familiarize yourself with all exits. If you are faced with any uncomfortable or dangerous situation, immediately call 911 and contact the Control Center.

### **Suspicious Items**

In the event of a suspicious package, box or bag, do not touch or move the item. Immediately contact the Control Center.

### **Lost Person**

Contact the Control Center by radio or phone at 317-498-5299 and report.

### **Weather**

Weather will be monitored in the Control Center and by City Officials throughout the day. Should a threat of severe weather exist, the Event Director and Parade/Race Chairperson will alert volunteers and staff of any alternate plans.

#### **Parade & Block Party Security Policies**

- No weapons of any kind
- No throwing of any objects are allowed along the Parade route
- No selling or sampling of any products or services are allowed without authorization from the Parade Committee and proper permits are filed with the appropriate City agencies
- No advertisements or signs
- No promotional items are allowed to be distributed on the route without approval from the Parade Committee
- No political promotion on the Parade route
- Animals are not allowed in the Parade without prior approval by the Parade Committee and insurance requirements are met
- No equipment is allowed outside of the Parade route. See map for Parade location.
- Only persons authorized by the Indy Sports Foundation are allowed to operate equipment including but not limited to golf carts, radios, generators, parade vehicles etc.)

#### **Race & Post Race Party Policies**

- No weapons of any kind
- No selling or sampling of any products or services are allowed without authorization from the Race Committee and proper permits are filed with the appropriate City agencies
- No advertisements or signs unless approved by the Race Committee
- No promotional items are allowed to be distributed on the course without approval from the Race Committee
- No political promotion along the Race course
- Animals are not allowed on the race course at any time
- No equipment is allowed outside of the Race course route. See map for Race course.
- Only persons authorized by the Indy Sports Foundation are allowed to operate equipment including but not limited to golf carts, radios, generators, race vehicles etc.)

#### **General Conduct during Emergency or Urgent Situations:**

##### **Radio Etiquette:**

- Make sure the channel is clear before initiating a call.
- Remain Calm at all times; do not panic
- Assess the situation before taking action
- When taking action be sure to speak slowly so all information can be evaluated and the correct act can be made
- Do not say patients names over the radio

##### **Radio Etiquette:**

- Make sure the channel is clear before initiating a call.
- Hold down the “talk” button on the side of radio before speaking

- When calling: Example, “Bryan to Bob” and if you are called say: “Go for Bob” instead of asking if someone is there, etc.
- Be sure to give the person you are calling time to respond, if they do not respond then call for them again
- If you are the one being called and are busy say “Please Standby” and include your name then respond to the call as soon as you are able
- Be selective of what you are saying over the radios – remember everyone can hear you. Be brief and to the point.
- For extended conversation please let other people know that you will call them on their cell phone
- Listen and be ready to respond if someone is trying to contact you.
- Do not leave your radio unattended.
- If you switch your channel to speak with another person in a different talk group, make sure you switch back after your call.
- Be careful not to press the talk button by accident. This is common when sitting with the radio attached to your belt.
- If you are having problems with your radio, check the battery as it may need to be replaced.

#### **Golf Cart Safety Guidelines:**

- Golf cart should be operated on the Parade Route and closed streets only.
- Drivers will be responsible for security of cart – ALWAYS remove keys from cart when left unattended
- Golf carts will not be modified in any manner
- Never overload the cart
- Only carry amount of passengers that cart has seats
- Driver must operate equipment at a safe speed for conditions
- Driver should obey all regular traffic laws while operating the cart
- Drive should always look both ways before crossing an intersection
- A spotter should be used at all times when backing
- When parking, always set parking brake and never park on the route during the parade
- The Parade route is a pedestrian heavy environment – drivers should be mindful at all times of pedestrian traffic and always be prepared to give them the right-of-way
- Always conduct an inspection of cart before usage
- Cart should be kept clean and free of debris at all times
- Only authorized staff should ride on carts