



Fiesta® San Antonio Commission Volunteer and Internship Handbook



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A welcome message from the CEO

Dear Fiesta® San Antonio Commission Volunteer,

Welcome and thank you very much for choosing to volunteer with the Fiesta® San Antonio Commission. We are pleased that you have chosen to commit your time and talent to the Commission.

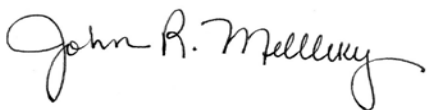
We believe that volunteers play a vital part of achieving our goals for the community. Our volunteers accomplish a wide variety of duties that help us successfully plan Fiesta® San Antonio every year. From crafting Fiesta® merchandise to helping out at events to membership mail outs, each volunteer brings their own unique skills and talents to the task.

By committing and dedicating your talents to the commission, you join hundreds of other volunteers who fulfill the Commission's Mission "...[To]plan, promote, coordinate, and preserve Fiesta® San Antonio, ... in presenting a safe, educational, annual celebration of the diverse heritage, culture and spirit of San Antonio for its residents and visitors."

The Fiesta® Commission Volunteer and Intern Handbook will serve as a guide and give you additional information about the commission. This handbook will include details about roles, responsibilities, rules and policies for the volunteer program.

Again, thank you in advance for helping us grow this important program and for your contributions to the Fiesta® San Antonio Commission.

VIVA FIESTA®!



John R. Melleky, CFRE

Fiesta® San Antonio Commission Chief Executive Officer



**2014-2015 Fiesta® San Antonio Commission
Executive Committee**

Fernando Reyes, President

Vonzetta Hickman, President-Elect

Erwin De Luna, Senior Vice President

Marcie Ince, Vice President

Bill Mitchell, Vice President

Byron LeFlore, Jr., Treasurer

Virginia Van Cleave, Secretary

Jack Hebdon Jr., Immediate Past President

John R. Melleky, CFRE, Chief Executive Officer

Rodrigo Gaona, Asociacion De Charros de San Antonio

Sue Ann Pemberton, San Antonio Conservation Society

Lynn Ziegler, Battle of Flowers Association

Salvador Gutierrez, Fiesta Flambeau Parade Association

Kent Calgaard, The Order of the Alamo

Claus Heide, Beethoven Mannechor

Jeanie Travis, Military-Civilian Club

R. Hunt Winton III, The Texas Cavaliers, Inc.

Tom Sandoval, Rey Feo Scholarship Committee

Brian Weiner, El Rey Feo Consejo Educational Foundation

Darrell Stewart, St. Mary's University Alumni Association

Bruce Hicks, SAZA Commission, Inc.



Fiesta® San Antonio Commission Full-Time Staff

John R. Melleky, CFRE, Chief Executive Officer

Shannon H. Houghtaling, Director of Communications & Consumer Marketing

Christine X. Hope, Director of Corporate & Media Relations

Nick Kaylor, Director of Operations

Mari Morales, Director of Retail Management

Hank Reyes, Director of Finance

Victoria Stendebach, Executive Secretary

Thalia Williams, Office Manager

Hope Frances Rangel, Volunteer and External Relations Manager

Fiesta® San Antonio Commission Part-Time Staff

Kristelle Ali

Rachel Castillo



About the Fiesta® San Antonio Commission

Mission Statement

The Fiesta® San Antonio Commission is a nonprofit, volunteer, self-supporting organization that plans, promotes, coordinates, and preserves Fiesta® San Antonio through support of its Participating Member Organizations in presenting a safe, educational, annual celebration of the diverse heritage, culture and spirit of San Antonio for its residents and visitors.

What is Fiesta® San Antonio?

Fiesta® San Antonio is one of the biggest festivals in the United States. It's the "Party with a Purpose" because more than 100 local nonprofit organizations and military units create each of the more than 100 terrific events you can visit over 11 days. Those groups spend the rest of the year giving back to their community, by providing education, religious ministries, cultural activities, athletic opportunities, historical preservation, health services programs and the defense of our great country.

Fiesta® takes place each April to honor the memory of the heroes of the Alamo and the Battle of San Jacinto. Fiesta® events also celebrate the diverse heritage, culture and spirit that make up the city of San Antonio.

Fiesta® San Antonio Commission, Inc.

Since 1959 the Fiesta® San Antonio Commission, an independent nonprofit organization, has overseen this massive effort.

The Commission is governed by an all-volunteer board of community leaders and representatives from those 100+ local nonprofit Participating Member Organizations. This dedicated group works year round to coordinate the thousands of details and day-to-day task essential to plan this huge citywide event. The Commission also serves as a liaison between those nonprofit members, local military organizations and the City of San Antonio.



Fiesta® Commission Charitable Corporation

The Fiesta® Commission Charitable Corporation supports programs, events and nonprofits organizations that create a safe, healthy and educational Fiesta®. We preserve the history, culture and heritage of San Antonio and positively impact economic development and tourism.

The pillars of the Fiesta® Commission Charitable Corporation include:

- ***Safety and Environment***

The Fiesta® San Antonio Commission Charitable Corporation Safety and Environment Program seeks to achieve a safe, sustainable surrounding for San Antonians in a spirit of solidarity with local government, business, and nonprofit partners.

- Fiesta Safe Rides® is a program designed to reduce the number of drunken driving incidents during the Fiesta® festivities. The program advocates alcohol responsibility, promotes safety during Fiesta®, and encourages planning ahead in obtaining a designated driver or a safe way home. With Yellow Cabs as a partner, Fiesta Safe Rides® has allowed individuals to obtain taxi vouchers or gift cards so they safely get to and from Fiesta® events while still enjoying their alcohol. In 2011, 2012, 2013 and 2014 there were no fatalities during Fiesta® week caused by drunk driving.

- Fiesta Verde® is the Fiesta® Commission Charitable Corporation environmental initiative. The Fiesta® Commission Charitable Corporation works with partners such as Keep San Antonio Beautiful, the City of San Antonio, and other organizations to promote an environmentally-friendly festival.

- Fiesta Verde® implemented a plan in 2012 to increase trash collection and recycling along the parade route including 96-gallon residential containers along the route.
 - Over 700 containers trash and recycling containers were located along the parade route on cross streets.
 - City of San Antonio Eco Station signage was located at each container site.
 - In 2012, overall trash collected at the parades was 67.9 tons compared with 93.8 tons in 2011, a decrease of 25.9 tons or 28 percent. The recycling rate for the parades increased by 1 percent to 14 percent.
- For 2014, the Fiesta Commission Charitable Corporation is growing the Fiesta Verde® program by expanding Fiesta's recycling and sustainability efforts. We are working on a new plan to have 75% of our events become more sustainable by 2015 as part of our contract with the City of San Antonio. In connection with this effort, we have applied for grant funding.

- ***Health and Wellness***

The Fiesta® San Antonio Commission Charitable Corporation Health and Fitness Program works to educate the local community in better health practices through outreach, community engagement, and

special programs in order to develop a sound, strong, spirited, more active population.

- Fiesta Fit® is our wellness platform and will include programs to educate festival-goers on healthy food options and how to remain fit throughout the year. As part of her internship program, Miss Fiesta San Antonio® 2013, Victoria Flores, conducted health fairs throughout the San Antonio community and taught Zumba classes at Fiesta-related events. This was her contribution to the programs of the Fiesta® Commission Charitable Corporation.

- ***History and Heritage***

The Fiesta® San Antonio Commission Charitable Corporation History and Heritage Program aims to preserve the robust, compelling history and heritage of the Alamo City via outreach, community engagement, and special programs designed to encourage education, civic spirit, and insight into our diverse traditions.

- **The Military Ambassador Program**
This program is unique to Fiesta®. A male and a female ambassador are chosen from each branch of service through a rigorous application and interview process. These individuals are escorted throughout Fiesta® to promote the armed services. In 2013, the Fiesta® Commission Charitable Corporation created a fund to help offset the costs of this important program, which was affected by cuts from sequestration. This has allowed the Charitable Corporation to set a course to ensure the continuation of celebrating the armed services during Fiesta®.
- **125th Anniversary**
This program is designed to make the 125th Anniversary of Fiesta® a wonderful celebration, including the history, heritage, and economic impact Fiesta® has had on our community over the years. 2016 is the 125th Anniversary of Fiesta® and our chance to showcase Fiesta® to the nation. Fiesta® is a unique fusion of traditions, arts and culture. As one of the few city-wide cultural festivals in the United States, we have something special to celebrate. Let's plan to make a big splash!

- ***Education***

The Fiesta® San Antonio Commission Charitable Corporation Education Program strives to improve educational outcomes in San Antonio through outreach, community engagement, and special programs as a means to strengthen the vital, vibrant voices of our local youth.

- The newest program under education is the Miss Fiesta San Antonio® program. This program selects an accomplished young woman to serve as a paid intern with the Fiesta® San Antonio Commission. Part of process allows for the applicant to create a project around one of the program areas of the Fiesta® Commission Charitable Corporation.

- ***Arts and Culture***

The Fiesta® San Antonio Commission Charitable Corporation Arts and Culture Program endeavors to enable local artisans, musicians, authors, dancers, actors, and chefs to more fully share their talents with the community through scholarships, outreach, and special programs that support the free expression, exploration, and enrichment of South Texas' rich and artistic cultural customs.

Fiesta® San Antonio Commission Volunteer and Internship Program Policies

Fiesta® San Antonio is the biggest festival in the Alamo City and the best celebration in Texas because of our great volunteers. Some 75,000 men, women and children donate their time and talents throughout the year to the 100 local nonprofit organizations that stage official Fiesta® events each April.

The Fiesta® San Antonio Commission has many opportunities for volunteers throughout the year. Our staff depends on the skills and talents of about 200 volunteers to help us bring the Fiesta® San Antonio Commission's mission to life.

Code of Conduct

The volunteers, interns and staff who work together have a great impact on each other's performance, productivity and personal satisfaction in their work. It is the Fiesta® San Antonio Commission's aim to encourage people to work together to achieve the mission of the Commission and coordinate the city's largest "Party with a Purpose."

Often times serving as the face of the Commission, the conduct of volunteers, interns and staff will influence Fiesta® attendees, customers and sponsor's experience with the Commission. Because your conduct affects so many people, everyone is expected to act in a professional manner while on the Fiesta® San Antonio Commission property, conducting Fiesta® business, or representing the Commission at business or social functions.

Volunteers and Interns are to:

- Follow all rules in the handbook;
- Behave in a professional manner, including refraining from profanity, disrespectful speech, offensive and rude behavior;
- Treat everyone with courtesy and respect, regardless of gender, size, race, age, religion, political beliefs, sexual orientation, national origin, marital status, disability and economic status;
- Follow the guidelines laid out in the Conflict of Interest policy.

Failure to follow the guidelines of these policies will result in disciplinary action leading up to, and including, termination.

Confidentiality Policy

The Fiesta® San Antonio Commission often deals with sensitive information. As a volunteer, you may be privy to such information, and it is your responsibility to treat that information with the strictest confidence. This is a policy of the Fiesta® San Antonio Commission, and by signing a Volunteer Application you acknowledge and agree to adhere to this policy.

It is the Fiesta® San Antonio Commission’s policy that Volunteers and interns of the Commission will not disclose confidential information belonging to, or obtained through their affiliation with Fiesta® San Antonio Commission to any person, including their relatives, friends, and business and professional associates, unless Fiesta® San Antonio Commission has authorized such disclosure. This policy is not intended to prevent disclosure wherein disclosure is required by law.

- Volunteers and interns will demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information and should, for example, refrain from leaving confidential information contained in documents or on computer screens in plain view.
- Upon separation of services, the volunteer/intern shall return all documents, papers, and other materials, that may contain confidential information.

Volunteer Contact

Due to the number of volunteers we have, volunteer opportunities and announcements will primarily be conducted through e-mail. Volunteers without a listed e-mail address will be contacted by phone or mail. Please keep in mind that volunteer communications by phone and postal mail take longer. It is strongly recommended that you sign up for a free email account with Gmail, Yahoo, or a similar provider. The San Antonio Public Library offers free computer use for those who do not have a computer or phone with which to check email.

Volunteer Sign-In

It is the responsibility of each volunteer to sign in at the volunteer sign in book upon arriving and leaving the Fiesta® San Antonio Commission office or any Fiesta® event. Each volunteer is responsible for ensuring that her/his volunteer hours are recorded in the book. The Fiesta® San Antonio Commission will not record volunteer hours that are outsourced to other organization’s events.

Remember:

Signing in is important because this provides proof and serves as an accurate documentation of volunteer hours and service.

Volunteer Identification

As a volunteer, you will receive a volunteer nametag with your full name and the Fiesta® San Antonio Commission logo on it. Volunteers should wear the identification while volunteering at the Fiesta® San Antonio Commission. Please return your volunteer identification after each volunteer session.

Dress Code

It is important for volunteers and interns to maintain a professional and friendly look while volunteering at the Commission. It is recommended that volunteers dress appropriately for the assignment.

- If you are working at the front desk or doing customer service at The Fiesta Store®, please wear business casual attire.
- If you are doing store inventory or making crafts, or doing something that requires heavy lifting, please wear a casual shirt, jeans/shorts and tennis shoes.
- If you are working at an event, follow the dress code of the event.

Unacceptable attire includes:

- Cut-off jeans
- Tank tops, halter tops, spaghetti strap tops
- Slogan tee-shirts
- Midriff tops, low-cut tops
- Hospital/medical scrubs
- Sweat pants
- Flip-flops or shoes that do not protect your feet or could slip off easily (this is for your safety)
- Torn, frayed, or ragged clothes.
- Shorts, skirts, or dresses that are more than two (2) inches shorter than knee length.

Attendance and Punctuality

In order to ensure a smooth operation, we ask that volunteers extend the Fiesta® San Antonio Commission the common courtesy in informing us of absence, late arrivals, and early departures. Volunteers are essential to the operations of the Commission, and we depend on your commitment to the Commission.

We expect all volunteers to devote at least eight hours of service each quarter to the Fiesta® San Antonio Commission. These hours need not be fulfilled all at once, nor all at the same volunteer event. This policy enables us maintain a positive working relationship with our valuable volunteers and ensure that we have enough volunteer coverage to fill our needs. Volunteers who cannot commit to this small amount of service will not be considered active and will not be eligible for volunteer benefits.

Training

Training will be provided when required in relation to the volunteer assignment. Volunteer training may be administered by a staff supervisor or a Lead Volunteer within the area.

Office Access

Unless otherwise noted, the Fiesta® San Antonio Commission Office will be open during normal business hours; Monday through Friday, 9:00AM – 5:00PM. Volunteers should not enter the small conference room, the server room, or the staff office area without staff supervision. Volunteer projects will mainly be hosted in the large conference room.

Remember:

The staff at the commission work hard on assignments that are intrinsic to the success of Fiesta®. We ask that you please be courteous in keeping your noise level to a minimum. We all like to have fun, but loud voices and laughter distracts and affects staff productivity and conference room meetings.

Transportation and Parking

Volunteers will sometimes have the opportunity to volunteer offsite at a Fiesta® San Antonio Commission or other Participating Member Organizations' events. It is the responsibility of each volunteer to provide her/his own transportation to and from designated event locations. Unless otherwise stated, the Fiesta® San Antonio Commission will not be liable to reimburse gas mileage or parking fees.

Cleanliness

After each assignment, it is the volunteer/intern's responsibility to pick up and put away all materials used while working on an assignment. Please throw away all trash and properly dispose of recyclables. Do not leave food items or dishes lying around as this attracts pests and is discourteous to your fellow volunteers and the staff members at the Commission. All workstations should be kept clean and neat at all times. If you are unsure where supplies belong, please refer back to a supervising staff member or lead volunteer.

Breaks and Food Consumption

Volunteers and interns are welcome to take a break while working on assignments. During this time, volunteers/interns may utilize the kitchen and designated break area. If volunteering for longer periods of time, volunteers are welcome to sign out and go to one of the surrounding restaurants for lunch.

- Volunteers and interns may store their lunches/drinks in the refrigerator, but will have to remove them at the end of each shift.
- It is the responsibility of each individual to clean, wash or throw away all utensils after each use.
- All dirty dishes should be hand washed and placed on the drying rack or may be washed in the dishwasher.
- It is recommended that volunteers/interns do not eat and drink while working on crafts or other important staff projects. Everyone should practice good judgment about food and beverage consumption while volunteering in order to prevent and minimize possible accidents and property damages. If you are uncertain regarding eating or drinking during your project, please consult your supervising staff member or lead volunteer.
- It is the responsibility of each volunteer/intern to purchase or reimburse Fiesta Store® merchandise should an accident occur and an item is damaged. Reimbursement may be waived due to the discretion of the Director of Retail Management or the Volunteer and External Relations Manager.

Safety

The Fiesta® San Antonio Commission is firmly committed to the safety and wellbeing of our volunteers and interns. While working on assignments, everyone should follow some basic safety rules:

- Volunteers/interns should follow the Volunteer and External Relations Manager or supervising staff's safety instructions;
- Volunteers/interns should practice safe and good judgment when working on assignments;
- Volunteers on certain assignments may be required to wear protective equipment, depending on the safety plan of the event;
- Volunteers/interns are encouraged to report any unsafe work practices or safety hazards encountered on the job. All accidents/incidents should be immediately reported to the Volunteer and External Relations Manager or Director of Operations, that the Commission may look into the situation promptly.

In case of an emergency:

The Commission keeps emergency supplies on hand. First aid kits are location in the storage cabinet behind the reception desk.

- Fire extinguishers can be found:
 - Below the sink in the kitchen.
 - Below the sink in large conference room.
 - By the copy machine.
 - Inside the Fiesta Store®.
 - In the hallway between the Fiesta Store® and the large conference room.
- **Fire** - If you hear the fire alarm or in case of an emergency that requires evacuation, please proceed quickly and calmly to the emergency exits. Do not return to the building to retrieve any personal belongings. Once outside, head towards the furthest corner of the parking lot away from the building, towards the back gate.
- **Smoking** - For the health, comfort and safety of our volunteers, staff, and customers, smoking is strictly prohibited in the building.
- **Violence** – Violence is strictly prohibited; this includes physical altercations, coercion, pushing or shoving, horseplay, intimidation, stalking and threats of violence. Any comments about violence will be taken seriously – and may result in disciplinary actions leading up to and including termination.
- **Weapons** - No weapons are allowed in the Fiesta® San Antonio Commission Office or the Fiesta Store®. Weapons include firearms, knives, brass knuckles, martial arts equipment, clubs or bats and explosives. Any volunteer found with an unauthorized weapon in the Commission Office will be subject to disciplinary action including termination.
- In the event of an emergency causing serious injury, please **IMMEDIATELY** inform a Fiesta® San Antonio Commission staff member and **IMMEDIATELY DIAL 9-1-1** to alert police and rescue workers of the situation.

Volunteer Grievances

In the situation that a volunteer feels that s/he has been treated unfairly, unjustly, or inequitably, said volunteer has the right to file a grievance.

- A volunteer should first meet with the Volunteer and External Relations Manager to discuss his/her concerns before filing a grievance form.
- All private meetings with the Volunteer and External Relations Manager will be kept confidential.
- Grievances should be filed within one week of the incident, to be reviewed and addressed by the Volunteer and External Relations Manager.
- It is the responsibility of the Volunteer and External Relations Manager to address all grievances within two weeks of receiving the grievance.
- Volunteers will not be subjected to coercion, discrimination, reprisal, or unreasonable interruption of services for voicing complaints or recommendations.

Remember:

- To better serve our volunteers, the Volunteer and External Relations Manager has an open-door policy. Volunteers are welcome to visit and discuss grievances, suggestions, and concerns.

Who can volunteer for the Fiesta® San Antonio Commission?

To volunteer at the Fiesta® San Antonio Commission, please complete a volunteer application. Applications can be found and completed online at <http://www.fiesta-sa.org/p/Get-Involved/211> or obtained in person from the Volunteer and External Relations Manager. Completed applications are accepted throughout the year and can be dropped off, mailed, faxed or emailed to the Volunteer and External Relations Manager. Incomplete applications will not be accepted. The submission of an application does not guarantee a volunteer position.

Upon submission of the volunteer application, volunteers will receive an e-mail confirmation with upcoming volunteer opportunities. It is the responsibility of the Volunteer and External Relations Manager to inform and provide details for upcoming volunteer opportunities based on availability. All volunteer placements will be scheduled through the Volunteer and External Relations Manager.

There are a few simple guidelines for Fiesta® San Antonio Commission Volunteers:

- The Fiesta® San Antonio Commission does not accept volunteers under the age of 15;
- Volunteers under the age of 18 must submit a signed parental consent form from his/her parent or guardian prior to volunteering;
- All volunteers are required to submit a completed and signed volunteer application prior to volunteering date;
- We require that at least one adult supervisor is present for volunteering youth and school groups;
- We ask that you keep the Volunteer and External Relations Manager updated with your current contact information so we can stay in touch with you. Please remember that the best form of contact is a current email address.

The Fiesta® San Antonio Commission Internship Program

The Fiesta® San Antonio Commission accepts interns for open positions each school semester, however, the Commission determines the actual number of interns hired every term and for what positions. Each internship may last for one school semester or two school semesters, depending on the needs of the individual student and those of the Fiesta® San Antonio Commission staff. Available internship positions can be found online at <http://www.fiesta-sa.org/jobs.aspx>.

To be considered for an internship, prospective interns must submit an updated resume and cover letter. All completed applications are accepted throughout the year and can be dropped off, mailed, faxed or emailed to the Volunteer and External Relations Manager. Incomplete applications will not be accepted.

Although internship applications are considered year-round and internship needs may change throughout the year, for the best chances at receiving a position application materials should be received by the following deadlines to be considered:

- March 10th for the following summer semester;
- May 15th for the following fall semester;
- November 25th for the following spring semester.

Applications will be reviewed by the Volunteer and External Relations Manager and appropriate Commission staff. Once all applications are reviewed, the Volunteer and External Relations Manager will arrange an interview with the top applicants. During the interview, the Volunteer and External Relations Manager and appropriate Commission staff will discuss internship goals, work plans and expectations.

Once selected, interns will be assigned a supervisor from the Commission's staff. It is up to the intern and assigned supervisor to further discuss a work plan and work schedule. This supervisor will serve as the intern's primary contact during the duration of the internship. The Volunteer External Relations Manager will supervise each intern's internship experience and coordinate with the educational institution to ensure a valuable opportunity for all parties. If, as an intern, you should have any issues, concerns, suggestions, or compliments, please bring them to the attention of the Volunteer and External Relations Manager.

Intern Expectations:

It is each intern's responsibility to sign into the sign-in sheet at the start of each work period and sign out at the end of each work period. This is the only method of tracking intern hours, and thus the only way you will get academic credit for your time (or volunteer hours for your time if not for academic credit). If the Commission discovers any falsification of records or dishonesty in timekeeping, your position is subject to immediate termination and such dishonesty will be disclosed to your course supervisor.

It is expected that, as an intern, you will:

- Treat this as a professional working environment;
- Respect our time as we respect yours. That is,

- Do not conduct school work during office time unless directed that you may do so;
- Please refrain from using your cell phone or other personal devices unless it is an emergency situation;
- Refrain from gossip and conduct your interoffice relationships with professionalism
- Treat this as a learning experience;
- Maintain the rules of this handbook and those of the Conflict of Interest form you signed

Volunteer Opportunities

It is the responsibility of the Volunteer and External Relations Manager to provide as much notice as possible to volunteers for all volunteer opportunities. Sometimes situations will arise in which it will be impossible to give volunteers much notice for volunteer openings, and we hope you will be understanding of these occasions. Volunteer opportunities will be divided into four categories, Retail and Merchandising, Operations, Events, and the Speakers Bureau.

When an individual fills out the application, he/she will select the area of interest, volunteer skills, and time availability. The Volunteer Coordinator will inform him/her about upcoming volunteer opportunities based on these selections.

Retail and Merchandising

Volunteers in this category will work closely with the Director of Retail Management and The Fiesta Store® staff. Volunteer assignments can range from conducting inventory counts, pricing Fiesta Store® merchandise, and restocking Fiesta Store® shelves, to folding tee-shirts, preparing items for sale, and more. Volunteers in this category should have experience in retail operations, cash handlings, and customer service. If you are not experienced in these areas, you can still help and we will provide training.

Crafting:

We also invite volunteers to join our crafting group. Under the instruction of the Director of Retail Management, volunteers will have a chance to make different crafts and handmade merchandise to be sold in The Fiesta Store®. Our wonderful group of crafters produces over 100 Fiesta® wreaths each season, in addition to jewelry and other and other creations. Come get crafty with us!

Operations

Volunteers in this category will work under different staff throughout the Commission, depending on individual projects. Assignments may vary from data entry, offering front office and reception support, preparing marketing collateral, putting together medals, helping organize storage, and more.

Volunteers in this category should be detailed oriented, have administrative experience, excellent phone etiquette and customer service, be experienced with Microsoft Office, and have an overall good knowledge about Fiesta®. Again, if you are not as experienced in this category of tasks but are willing to learn, we will be happy to train you to help in this area.

Phone Corps:

The phone corps is a group of lead volunteers who help serve as a phone tree to contact volunteers, members, PMO leaders, and other Fiesta® Commission contacts during the course of the year. This group helps to organize phone bank calling with individual group member availability and according to staff needs. Most of the work can be conducted from home or another location. Training and contacts will be provided.

Events

Volunteers in this category will have the opportunity to work different Fiesta®-related events. Assignments may range from event registration, event security, event set-up and tear-down, event merchandise sales, and more. Volunteers will sometimes be outsourced to Participating Member Organization events. Volunteer assignments at these events vary based on the needs for each event.

Event Coordination Corps:

The Event Coordination Corps is a select group of lead volunteers that helps coordinate the volunteers for certain large Fiesta® Commission events. These volunteers serve in the planning, development, and leadership aspects for events. They work on events throughout the year, not just during the Fiesta® festival. Training for the Event Coordination Corps will be provided.

Speakers' Bureau

Volunteers selected into this category will be asked to speak on behalf of the Fiesta® San Antonio Commission. These volunteers will serve as the faces of the Fiesta® San Antonio Commission at multiple speaking events throughout the city, providing audiences information about Fiesta®, the history of the events, how they can get involved in Fiesta®, and more. Training will be provided to this group of volunteers to ensure consistency throughout all presentations.

Volunteer Leadership Opportunities

In addition to serving as a lead volunteer in one of the groups, another excellent leadership service opportunity is one on the Board of Commissioners.

The Board of Commissioners, which is the leadership of the commission, is comprised of volunteers. Leadership roles include elected commissioners which serve as ambassadors for the Commission. Elected Commissioners are nominated by the Nominating Committee of the Commission. Nomination Forms are available each April and are due in early May. A slate of 10 individuals is developed by the Nominating Committee.

The duties of the Elected Commissioners are:

- Support the mission of the Fiesta® San Antonio Commission through activities such as:
 - Interacting with the PMOs assigned and becoming familiar with the issues that are important to those PMOs;
 - Serving as the Commission representative to the PMO and be available to assist the PMO with any issue that may arise;
 - Selling Commission membership to the PMO organization members;
 - Tracking the PMOs to meet Commission requirements and deadlines;
 - Attending PMO Outreach sessions throughout the year.
- Help grow the commission and its ability to fulfill its mission through activities such as:
 - Recruiting new members and assisting in retention of members;
 - Facilitating new business partnerships and sponsorships with local, regional or national businesses;
 - Building advertising revenue for the Fiesta® magazine by providing leads and introductions, soliciting advertisers or selling advertising space.

- Support the Fiesta® Commission Charitable Corporation through:
 - Donating an individual gift (to ensure participation);
 - Soliciting or providing leads for other individual, corporate or foundation donors.

For full details about nominating procedures, please refer to the Fiesta® San Antonio Commission, Inc. Bylaws.

Fiesta® San Antonio Commission Volunteer Opportunity Chart



Volunteer Recognition and Benefits

We at the Fiesta® San Antonio Commission recognize that we have a lot of wonderful, hardworking volunteers. Without you, we would not be able to achieve the success we have earned for Fiesta®.

As appreciation:

- All volunteers will receive a Fiesta® San Antonio Commission Volunteer medal and will be given a hang tag to be attached to the medal for every year the individual has served the Commission.
- Volunteers are invited to the Annual King's Visit before Fiesta®. During this social event, volunteers will have the opportunity to meet with King Antonio and El Rey Feo and receive pins or medals from Fiesta® Royalty.
- Volunteers have the opportunity to partake in the new Fiesta® Volunteer Rewards Program. Please refer to the following page for further details.
- All volunteers who have donated their time and efforts for the year will be invited to the annual Volunteer Appreciation Celebration after Fiesta®.
 - Invitations to the volunteer appreciation celebration will be mailed out to individuals based on the volunteer sign-in book. During this appreciation celebration, the Commission will award a group of volunteers for their outstanding efforts, as well as award one exceptional individual the Fiesta® Volunteer of the Year Award.
- Volunteers may use their experience acquired at the commission as a reference towards employment or college applications. Upon request, recommendation or reference letters may be provided to further support the individual.

Remember:

There are times that staff may want to reward individual volunteers for helping on tasks. This is up to the discretion of the individual staff member. The Fiesta® San Antonio Commission is absolved from any obligation to provide documentation of merit for such rewards.

Fiesta® Volunteer Rewards Program

The Fiesta® San Antonio Commission has a lot of dedicated and committed volunteers who donate their time and efforts year round to ensure the success of Fiesta®. This is why we created the Volunteer Rewards Program. We want to reward you for your hard work and dedication, and what better way to do that than with Fiesta® event tickets?

Volunteers will be rewarded based on the number of volunteer hours:

Volunteer Hours	Volunteer Reward
50 Hours	Two wristbands to the Carnival
75 Hours	Two tickets to Night in Old San Antonio
100 Hours	Two tickets to Taste of New Orleans
150 Hours	Two tickets to Oyster Bake
200 Hours	Two tickets to the Battle of Flowers Parade
250 Hours	Two tickets to the Fiesta Flambeau Parade

- It is the responsibility of each volunteer to sign in and out, so that the Volunteer and External Relations Manager may accurately total the volunteer hours.
- This opportunity is available only for volunteers who are not serving on the Board of Commissioners.
- The Volunteer and External Relations Manager will sum up each volunteer's hours based on the volunteer sign-in sheet on a monthly basis.
 - Volunteer hours will be counted from May 1st, 2014 through March 31st, 2015. This is to ensure that the Fiesta® San Antonio Commission has adequate time to mail out your Fiesta® Volunteer Rewards tickets in early April.
 - Fiesta® Volunteer Rewards tickets are non-transferable and will not be exchanged for monetary value. Lost Fiesta® Volunteer Rewards tickets will not be replaced or refunded.

Remember:

Upon request, volunteers may view their total volunteered hours by checking with the Volunteer Coordinator.

Fiesta® Volunteer Awards

Each year there are a few volunteers who will have demonstrated unparalleled commitment and gone above and beyond the call of duty in their support of the Fiesta® San Antonio Commission's mission. These volunteers will be honored at the annual volunteer appreciation celebration.

Outstanding Volunteer Award and the Fiesta® Volunteer of the Year Award:

- The recipients of these awards will be selected through staff nominations. This is the staff's way of showing their appreciation and recognizing the individual efforts of the volunteers. Up to ten outstanding individuals will be selected to receive this award.
- To be eligible for consideration for this award, nominees must:
 - Be a current volunteer for the Fiesta® San Antonio Commission;
 - Have donated a significant amount of time towards the cause of the commission;
 - Have provided significant enthusiasm, organizational assistance and/or specific expertise;
 - Have shown initiative and leadership in his/her efforts;
 - Have demonstrated a positive and professional attitude in his/her efforts/
 - Have exemplified his/her dependability.
 - Have made documentable difference to some aspect of Fiesta® itself or to the operations of the Fiesta® San Antonio Commission;
 - Have received no payment for services directly associated to his/her volunteer activities.
- Once all nominations are collected, a committee will be put together to select the top nominations.
- The Fiesta® Volunteer of the Year will be selected from one recipient of the Outstanding Volunteer Award.
- The recipient of the award should exemplify all qualities sought as an Outstanding Volunteer throughout the year.
- The recipients of these awards will be highlighted and recognized during the Annual Meeting and Volunteer Appreciation Celebration.

Order of the Cascarón

Each year more than 75,000 volunteers from all areas of our community contribute a tremendous amount of time and effort to the making of Fiesta® San Antonio. This year-round work of so many people makes Fiesta® one of the truly unique festivals in the country.

In 1992, the “Order of the Cascarón” was established to recognize “Super Volunteers” – individuals who have made singularly outstanding contributions to Fiesta® throughout the year. Selected members have distinguished themselves in their Fiesta® volunteer roles above and beyond the usual duties of any Fiesta® position. Their contributions have clearly reflected extraordinary achievements and have made a positive lasting effect on Fiesta®.

- Membership shall be open to any Fiesta® volunteer, and anyone may nominate a candidate for membership.
- Nominations shall be made on a nomination form obtained from the Fiesta® San Antonio Commission or by letter addressed to the Order of the Cascarón.
- Nominations shall be submitted no later than the last day of February to the Fiesta® San Antonio Commission office.
- The next volunteer(s) selected will be recognized at the Fiesta® San Antonio Commission Medal Meeting.

Faces of Fiesta® Volunteer Award

The Faces of Fiesta® Volunteer Award is a city-wide award open to volunteers of all Participating Member Organizations (PMOs). We want to celebrate and recognize outstanding individuals throughout the community who help put together this amazing festival every year.

Each year after Fiesta®, PMOs have the opportunity to submit one nomination for the Faces of Fiesta® Volunteer Award. From all nominations, five individuals will be selected as the recipients of this award.

- Nomination forms shall be obtained from the Fiesta® San Antonio Commission.
- Nominations will be submitted no later than May 15, 2015 to the Fiesta® San Antonio Commission.
- A committee will be put together and will select the five recipients of this award.
- Recipients of this award will be invited to the Fiesta® San Antonio Commission Volunteer Appreciation Celebration where they will be highlighted and recognized for their efforts.



A Note Concerning This Handbook:

The policies described herein are in effect and supersede all other policies previously given to former or current volunteers and interns either orally or in writing. The provisions of these policies may, at the discretion of the Commission and the Volunteer and External Relations Manager, be modified, revoked, or changed from time to time. Note that the Fiesta® San Antonio Commission's volunteer program policies and procedures do not address every situation that can or may arise in the workplace. Therefore this handbook is considered a living document and subject to change. Your signature on the Volunteer Application confirms that you have read these policies in full and that you agree to adhere to them. If you have questions regarding your volunteer position or anything contained in these policies, please speak with the Volunteer and External Relations Manager.



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