



SPRING HILL PARENTS FOR KIDS

ARROWHEAD STADIUM

Volunteer Policies & Requirements

These policies apply to **all volunteers working Arrowhead Stadium events** and are intended to ensure a professional, safe, and consistent experience across all areas of the venue.

What is the age requirement to volunteer?

- All volunteers must be **18 years of age or older**
 - **Cashiers and Stand Leads must be 21+**
 - Volunteers serving or selling alcohol must be **21+**
 - All volunteers must carry a **valid government-issued photo ID** showing date of birth
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What is orientation and how often is it required?

Orientation includes:

- Aramark Policies & Procedures
- Food Handler Certification
- TEAM (Techniques for Effective Alcohol Management), if applicable

Requirements:

- **Policies & Procedures:** Required **annually**
- **Food Handler Certification:** Valid for **3 years**
- **TEAM Training:** Valid for **3 years**

Volunteers may attend a **virtual Policies & Procedures orientation** only if Food Handler and TEAM certifications are current. Your Group Leader can confirm certification status.

What is TEAM Training and why is it required?

- Required for volunteers who may **serve or sell alcohol**
- Each group must have **multiple TEAM-certified volunteers**

- Certification is valid for **3 years**
 - TEAM cards are distributed at the volunteer's first event (not mailed or emailed)
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Do volunteers need to pay for Food Handler certification?

No. Aramark provides Food Handler certification **at no cost** during orientation.

If completed online:

- Cost: **\$25**
 - Website: www.statefoodsafety.com
 - Select: *Missouri* → *Kansas City, MO*
 - Card must be picked up within 30 days at:
Kansas City Health Department
2400 Troost Ave, Kansas City, MO
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How long are volunteer shifts?

- Typically **6–10 hours**
 - Volunteers should be prepared to **stand for extended periods**
 - Arrival times will be communicated in advance
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Is parking provided?

Yes.

- Complimentary parking at **Graceway Church**
5460 Blue Ridge Cutoff, Raytown, MO 64133
 - Shuttle service provided to and from Arrowhead Stadium
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What is the required uniform?

Top

- Chiefs polo and hat provided for the season
- Chiefs-branded hats permitted
- Cooks will receive an apron from the uniform room

Pants

- Black jeans or khaki pants
- No capris or shorts (unless preseason or special event)
- No leggings, sweatpants, blue jeans, or ripped pants

Shoes

- Black or dark-colored shoes required
 - Non-slip shoes or shoe covers strongly recommended
 - Shoes available at: <https://www.shoesforcrews.com>
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What personal items are allowed?

- Clear bags only (12"x6"x12") or gallon-size clear freezer bag
 - Clear cups with clear liquid and lid allowed
 - No metal bottles, tumblers, coffee mugs, or Stanley-style cups
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Do volunteers receive breaks or meals?

- Breaks assigned by Stand Lead during slower periods
- Breaks **may not** be taken:
 - Before gates open
 - During halftime

Meals

- Volunteers may eat from designated locations
- Eat Sheets must be completed:
 - All items rung in
 - Meal manager-comped
 - Receipt attached before exiting the stadium