



SPRING HILL PARENTS FOR KIDS

CABLE DAHMER ARENA (CDA)

Volunteer Policies & Requirements

Required Certifications & Permits

All volunteers must complete and maintain the following **prior to working events** at Cable Dahmer Arena:

- **Food Handler's Permit**
- **Alcohol Training**
 - Training cards from other venues are accepted **or**
 - SMART Training: <https://smartmo.education/>
- **City of Independence Liquor License**
Apply online: <https://apps.indepmo.org/apps/LiquorLicenses>

Required OVG Forms

In addition to the above, **OVG requires completion of the following forms:**

- Volunteer Acknowledgement and Release Form
- Alcohol Beverage Service Rules Agreement

Forms may be:

- Printed, completed, and turned in onsite **or**
- Emailed directly to **Chere White** at white.chere@yahoo.com

Uniform Requirements

- Black pants and black, closed-toe shoes
- Official **CDA shirt**
 - Layers must be worn **under** the shirt (hockey games can be cold)
 - Shirts must be checked out and **returned to the office**
 - Failure to return the shirt will result in a **replacement fee**
- **Clear bags only** (no exceptions)

Parking & Check-In Instructions

- Enter from the **main road entrance**, turn **left**, and park in the **far west lot**
- Follow parking staff directions as needed and inform attendants you are working
- Enter the arena through the **west loading dock**
- Once inside, turn **left** and proceed to the **north wall office**
- Sign-in sheets and stand notebooks will be available on the table
- Volunteers serving alcohol must complete an **additional alcohol service form** located on the table

Gate Lists & Staffing

- Cable Dahmer Arena reserves the right to **remove or replace volunteers** based on experience, position knowledge, or operational needs (e.g., leads, cooks)
- Gate lists will be posted on **Facebook**
- Volunteers must review gate lists for:
 - Check-in time
 - Stand assignment
 - Position placement
- Leads must:
 - Collect sales and tip documentation
 - Place paperwork in the provided envelope
 - Deliver envelopes to the office for safekeeping
 - Text photos of receipts to **Chere White at 816-419-0944**

If you are unable to work your scheduled shift, **notify Chere via text immediately.**

- ⊘ No volunteer may leave until the stand has been **cleared and approved by the Lead or Co-Lead.**
 - ⊘ **All stands must be left clean and orderly.**
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Employee Meals & Beverages

- Bring your own cup for fountain drinks at **KC Bier** (no extra cups available)
 - **Do not go to the President's Club Bar**
 - Employee meal includes:
 - Chicken strips
 - Hot dog
 - Fries
(Available from Main Stand 104)
 - Other arena employees may receive a **50% discount** at the register
 - Employee Meal Sheet must be completed
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Alcohol Service Policies

Acceptable Forms of ID:

- Valid Passport
- Valid Military ID
- Valid U.S. Driver's License
- Valid Missouri State ID

⊘ Paper IDs **will not** be accepted with expired licenses.

- Volunteers must **carry their liquor license at all times**
- Be prepared for **Alcohol Compliance checks** and **Mystery Shoppers**

ID Verification Reminders:

- Ask guests to remove ID from wallet
- Feel the ID — fake IDs are often slick or smooth
- Mystery shoppers are typically **18–19 years old** and **cannot lie**
- Common fake Missouri ID indicators:
 - Bottom numbers ending in **0072**
 - Slick or smooth finish
 - Photo appears oversized or disproportionate (“big head”)