



SPRING HILL PARENTS FOR KIDS

RULES, POLICIES, AND PROCEDURES

Spring Hill Parents for Kids (SHPK) provides fundraising opportunities for families to support educational, athletic, artistic, and extracurricular expenses. Through partnerships with local venues, SHPK volunteers staff concessions and, in some cases, retail operations in exchange for donations that directly benefit participating organizations and families.

These policies exist to protect our nonprofit status, maintain strong venue partnerships, and ensure a safe, respectful, and professional environment for all volunteers.

Code of Conduct

When volunteering, all members represent **Spring Hill Parents for Kids**, our partner venues, and their parent organizations. Volunteers are expected to conduct themselves professionally at all times.

General Expectations

- Volunteers must remain in their assigned location for the **entire duration** of the shift, from stand opening until dismissed by the Stand Lead.
- Volunteers are expected to actively work their assigned position and **not observe or attend the event**.
- Follow all instructions from Stand Leads, Group Leads, and venue supervisors.

Front Line Standards

- **No eating** on the front line. Eating policies vary by venue and will be communicated by the Stand Lead. Eating inside of a location that is preparing food poses a health risk to guests and is typically a food safety violation.
- Drinks are not permitted on the front line. Approved beverage containers must remain in designated areas.
- **Cell phone use is prohibited** on the front line at all times. Phones must be silenced and stored away.
- Short personal calls may be taken only with Lead approval and must occur away from the stand.
- Earbuds or headphones are **strictly prohibited** as they are noise canceling devices and should never be worn in front of guests.

Media & Social Media

- Volunteers may **not record events**, take photos or videos, or post on social media while volunteering.
- Volunteers may not speak with media representatives at any venue.
- Violations may result in removal from the event and jeopardize SHPK's venue relationships.

Uniform & Appearance

- Volunteers must comply with **venue-specific uniform requirements**.
- Appearance must be clean, professional, and appropriate.
- Venue-issued shirts, badges, or uniforms must be returned as instructed.
- Failure to comply with uniform standards may result in dismissal from the shift and loss of donations.

Respectful Workplace

- SHPK is committed to a safe, respectful, and inclusive environment.
- Sexual harassment, discrimination, intimidation, or foul language will not be tolerated.
- Volunteers must treat fellow volunteers, staff, and customers with courtesy and respect.

Prohibited Conduct

The following behaviors are **strictly prohibited** and may result in immediate suspension or termination:

- Abusive, threatening, or foul language
- Possession or use of alcohol, marijuana, or illegal drugs
- Weapons or unauthorized dangerous items
- Harassment (physical, verbal, or visual)
- Theft or misuse of funds or property
- Violence or threats of violence
- Failure to follow Lead or venue instructions

Scheduling Policy

- Volunteers must register through the **Spring Hill Parents for Kids website and SignUpGenius**.
- Volunteer contact information will be securely stored for scheduling and communication purposes.
- Monthly schedules are typically posted around the **1st of each month**.

- Volunteers must not double-book events.
- Repeated sign-ups followed by cancellations may result in disciplinary action.

Requests & Notes

- All sign-ups must be completed via SignUpGenius.
- Minor requests (late arrival, working with another volunteer) may be noted in the comments section.
- Late arrival requests must include an estimated arrival time.
- Special requests are not guaranteed.

Backups

- Backup or 'waitlist' volunteers must remain available until dismissed.
 - Removal from backup assignments must be communicated to the Scheduler.
-

Lead Expectations

Stand Leads and Event Leads are experienced volunteers entrusted with additional responsibilities, including:

- Early arrival and later dismissal
 - Managing attendance and reporting absences
 - Inventory counts (opening and closing)
 - Supervising stand operations and cleanliness
 - Handling customer service concerns
 - Completing venue paperwork
 - Managing employee meals and spoilage documentation
 - Collecting and securing donations
 - Communicating attendance and issues to Group Leads
-

Cancellation & Attendance Policy

By signing up for an event, volunteers commit to being **on time and present for the full shift**.

Cancellation Deductions

- Same-day cancellation: **\$100** + venue charges
- Within 24 hours: **\$75** + venue charges
- Within 48 hours: **\$50** + venue charges
- Within 72 hours: **\$25** + venue charges

No Call / No Show

- \$100 deduction + venue charges

Late Arrival / Early Departure

- May result in reduced or forfeited donations unless approved in advance
- Carpooling does not excuse early departure

Discipline Procedure

- Step 1: Verbal discussion or warning
- Step 2: Written warning
- Step 3: Suspension
- Step 4: Termination (if warranted)

Severe violations may result in immediate termination.

Insurance, Medical & Waiver

- SHPK does **not provide medical insurance**.
- Volunteers must have a signed waiver (*Waiver & Release of Liability*) on file.
- Volunteers must be physically able to perform assigned duties.
- Working while ill or exposed to contagious illness is prohibited.

Reimbursement & Accounting

- Venue donations are credited to volunteer accounts as received.
- Payment timing varies by venue.

- Payments to organizations are preferred.
 - Volunteer reimbursements require receipts retained for **7 years**.
 - Unclaimed funds after **2 years of inactivity** will be donated back to SHPK.
-

Donations & Distribution

- All donations must be turned in to the Stand Lead.
 - Failure to submit donations is considered theft.
 - Donations are calculated per event and not pooled across venues.
 - Bonus or extended-event donations are distributed to volunteers who remain on-site.
-

Acknowledgment

By participating with Spring Hill Parents for Kids, volunteers acknowledge and agree to abide by all policies, procedures, and venue requirements.