



Ellensburg Rodeo Volunteer Handbook

Welcome

Dear Volunteer,

Thank you for your dedication to making our PRCA Rodeo a safe, enjoyable, and successful event. Volunteers are the backbone of our rodeo, and we are grateful for your willingness to donate your time and energy.

This handbook outlines the expectations, policies, and procedures that help ensure a positive and professional experience for everyone involved. We are committed to creating a respectful, safe, and inclusive environment for all volunteers, staff, participants, and guests.

Sincerely,

Ellensburg Rodeo Board

Our Mission

The Mission of the Ellensburg Rodeo is to celebrate our community through hosting a world class rodeo and investing in our future while preserving the traditions of our valley's western heritage.

Volunteer Roles

Volunteers may be assigned to the following areas:

- **Ushers:** Assist guests with seating, crowd flow, and arena etiquette.
- **Arena Help:** Support livestock movement, gate operation, and on-site safety.
- **Parking Shuttle Support:** Shuttle guests to and from the rodeo grounds.
- **Hospitality Tent:** Welcome guests, provide information, and maintain a clean, welcoming atmosphere.
- **Concert Set-Up & Clean-Up:** Assist with concert unload and prep, and post-event breakdown and re-load.
- **Painting & Maintenance:** Help prepare facilities and set up prior to event, then tear down after event is over.

- **Security Support:** Work with professional security to monitor crowd activity and report concerns.
- **Retail Support:** Assist at merchandise booths with customer service and sales.

Volunteers may be reassigned as needed depending on event requirements.

Always Do Your Best — And Do What's Right

At the Ellensburg Rodeo we ask every volunteer to bring their best effort and highest character to the role. Whether you're helping guests, setting up equipment, or supporting behind the scenes, your actions matter.

We ask that all volunteers:

- **Give your full effort** — even in the small tasks. Everything you do contributes to the overall success of the event.
 - **Act with honesty and integrity**, even when no one is watching.
 - **Make decisions based on what is right**, not what is easy or convenient.
 - **Take pride in your role** — your attitude and energy set the tone for guests and fellow volunteers.
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Volunteer Expectations & Conduct

All volunteers are expected to:

- Treat all guests, fellow volunteers, staff, and participants with respect.
- Arrive on time and complete your assigned shifts.
- Follow instructions from supervisors and team leads.
- Remain professional and courteous while representing the rodeo.
- Notify your director lead if you are unable to attend or complete your shift.

Volunteer Code of Conduct

- As representatives of the Ellensburg Rodeo and the broader PRCA community, volunteers are expected to embody and uphold the highest standard of professionalism, integrity, and respect at all times. Our goal is to create a safe, respectful, and welcoming environment for all participants, guests, and team members.

- The following guidelines outline what is considered appropriate behavior while on duty or participating in rodeo-related activities.
- All volunteers must agree to the following:

1. Professional Behavior

- Conduct yourself in a respectful and courteous manner at all times.
- Avoid inappropriate language, gestures, or conduct.
- Treat guests, staff, participants, and fellow volunteers with fairness, kindness, and respect.

2. Respectful Communication and Professional Boundaries

- Speak to guests, participants, and fellow volunteers in a courteous, friendly, and professional manner.
- Listen actively, avoid interrupting others, and use a calm tone — even in stressful situations.
- Avoid gossip, offensive language, sarcasm, or rude behavior, whether in person, over the radio, or online.
- Avoid overly personal conversations or behavior that could be misunderstood as inappropriate.
- Do not engage in flirting, romantic behavior, or physical contact that might make others uncomfortable.
- Keep all interactions respectful and work-focused while on duty.

3. Positive Attitude

- Maintain a helpful and welcoming demeanor.
- Be patient, flexible, and solution-oriented — especially when dealing with the public.
- Represent the rodeo and its values with pride and enthusiasm.

4. Commitment & Reliability

- Arrive on time and complete your scheduled shifts.
- Notify your supervisor or your director lead if you are running late or unable to attend.
- Stay in your assigned area unless otherwise directed.

5. Inclusivity & Courtesy

- Treat everyone with fairness and dignity, regardless of their background or beliefs.
- Be mindful of cultural differences and personal space.
- Accommodate guests with disabilities or special needs to the best of your ability, and seek assistance when necessary.

6. Integrity & Responsibility

- Do not accept tips or gifts from guests or vendors.
- Do not misuse volunteer credentials for personal gain (e.g., access to restricted areas, free merchandise, etc.).
- Report any lost items, suspicious activity, or misconduct immediately.

6. Confidentiality

- Do not share confidential information about rodeo operations, finances, guests, or staff.
- Respect privacy when dealing with lost children, medical incidents, or internal issues.

7. No Harassment or Discrimination

- Harassment, bullying, or discrimination of any kind will not be tolerated.
- Volunteers are expected to respect all individuals regardless of race, gender, age, disability, religion, sexual orientation, or background.

8. Teamwork

- Collaborate respectfully with other volunteers and staff.
- Avoid creating divisions or drama within volunteer teams.
- Offer help when others are overwhelmed and be willing to step in where needed.

9. Accountability

- Take ownership of your responsibilities.
- Ask questions if you're unsure about a task or procedure.
- Follow through on commitments and communicate proactively if issues arise.

10. Substance-Free Workplace

- Volunteers must not be under the influence of drugs or alcohol while on duty.
- Smoking or vaping is only allowed in designated areas and must not interfere with your responsibilities.

11. Use of Electronics

- Mobile phones should be used only during breaks or in case of emergency.
- Avoid texting, phone calls, or social media use while actively volunteering unless your role requires it.

12. Digital Conduct

- Do not take unauthorized photos or videos of guests, staff, or participants — especially minors.
- Do not post behind-the-scenes content, incidents, or complaints on social media.
- Refrain from using mobile devices during your shift, except for emergency use or job-related tasks.

13. Conflict Resolution

- If a disagreement arises, report the issue to your supervisor or the Volunteer Coordinator immediately. Do not attempt to resolve confrontations with guests or other volunteers on your own.

Disciplinary Action Process

- To maintain a safe, respectful, and effective environment, all volunteers are expected to follow the policies and Code of Conduct outlined in this handbook. In the event of a policy violation or inappropriate behavior, the following disciplinary procedures may be followed.

Step 1: Verbal Warning

- The volunteer will be informed of the concern or violation in a respectful and private conversation with their direct supervisor or the Volunteer Coordinator.
- Expectations will be clarified, and the volunteer will be given an opportunity to ask questions and correct their behavior.

Step 2: Written Warning

- If the behavior continues or if the initial offense is of a more serious nature, a formal written warning will be issued.
- This warning will be documented and placed in the volunteer file.
- The volunteer may be reassigned, suspended for the remainder of the event, or required to attend additional training before continuing their duties.

Step 3: Dismissal from Volunteer Program

- Repeated violations or any behavior that compromises the safety, integrity, or reputation of the rodeo may result in dismissal from the volunteer program.
 - Dismissal will be communicated in person (or by phone if necessary) by the Volunteer Coordinator or a member of the leadership team.
 - Dismissed volunteers will be asked to return any volunteer credentials, borrowed shirts and will not be eligible for future volunteer roles with the organization unless reinstated.
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Immediate Dismissal

- Certain actions may result in immediate dismissal without warning, including but not limited to:
 - Possession or use of drugs or alcohol while on duty
 - Theft or misuse of rodeo property
 - Harassment, violence, or threatening behavior
 - Willful endangerment of guests, animals, or other volunteers
 - Falsification of records or credentials
 - Gross misconduct or insubordination
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Appeals

- Volunteers who wish to appeal a dismissal may submit a written request to your director lead within 7 days of the decision. The appeal will be reviewed by the board and a final decision will be made within 14 days.
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Dress Code

- Clothing should be appropriate for the role and weather conditions. Western attire is encouraged but not required.
- Volunteers must wear closed-toe shoes or boots for safety.
- No offensive or inappropriate logos, slogans, or images.
- Volunteer identification (volunteer t-shirt or badges or shirts) must be worn when appropriate and on duty.

Alcohol & Substance Policy

- The use or possession of alcohol or illegal substances is **strictly prohibited** while on duty.
- Volunteers may not consume alcohol prior to or during their shifts.
- Violations will result in immediate dismissal.

Safety Procedures

Your safety and the safety of our guests and participants is a top priority. Please:

- Follow all posted signs and staff instructions.
- Report hazards, injuries, or emergencies to your supervisor immediately.
- Stay hydrated and take breaks as needed.
- Do not engage in tasks you are not trained in or comfortable performing.

Communication & Check-In

- Volunteers must check in with their director lead at the start of each shift.
 - You will receive your assignment, schedule, and any necessary gear or credentials.
 - If you need assistance, radios and contact numbers will be provided based on your role.
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