

Hall of Heroes Volunteer Handbook

Thank you for your interest in volunteering at the Hall of Heroes Comic Con (HoHCC). Here is what you need to know when it comes to volunteering with us. This is subject to change at any time. If you have any questions, reach out to the Volunteer Coordinator at volunteer@hallofheroesmuseum.com

A. Volunteer Basics

1. Qualifications

- i. Must be 18 years or older, or 16 years old with a parent that is volunteering and a waiver
- ii. Must have reliable transportation
- iii. Must attend 1 of the 2 introduction meetings, either in person or virtually
- iv. Follow the Code of Conduct - Section A. 5
- v. Pass a basic background check, unless a minor
- vi. Remain in good standing with Hall of Heroes Museum and HoHCC, as decided by HoHCC and Hall of Heroes Museum

2. Perks of Volunteering

- i. Weekend pass to HoHCC
- ii. Volunteer t-shirt (if applicable)
- iii. Food and drinks on the day you work
- iv. Other things that will change year to year

3. Dress Code

- i. Anytime you are in the building
 1. Lanyard and badge
- ii. While on duty
 1. Lanyard and badge
 2. Volunteer shirt or a shirt of the same color
 3. No face coverings, except masks worn for health or cultural reasons
 4. Close-toed comfortable shoes
 5. Appropriate bottoms - jeans, leggings, skirts, khaki, shorts
 6. No bathing suits, miniskirts, short shorts, or anything with excessive holes

4. Entering the Cosplay Contest

- i. To participate you must have a ticket to HoHCC, either one-day, or weekend
- ii. If you are working during the pre-judging times, then make arrangements with the judges to get pre-judged

5. Code of Conduct

- i. Treat all guests, attendants, celebrities, vendors, staff, and artists with respect and courtesy
- ii. Do not behave inappropriately
 1. Cosplay is not Consent -this includes non-consensual touching, verbal or physical harassment, non-consensual pictures, video, or audio

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- iii. Do not stalk, harass, or disrupt guests, celebrities, artists, or attendees
- iv. Follow any instructions given by staff, staff are in black polos
- v. Present a positive demeanor with a smile
- vi. Help give everyone a positive, memorable experience
- vii. Understand that your online activity, even on personal accounts, can reflect on HoHCC, so act professionally and align with Hall of Heroes values.
- viii. Do not share any proprietary or sensitive information about HoHCC or its projects.

6. **Safety**

- i. Report any incidents to a Volunteer Captain or Staff member, this includes accidents, near-miss accidents, health emergencies, and inappropriate behavior
- ii. Do not confront anyone. Make a note of what happened and who was involved
- iii. In case of evacuation we will meet on the south side of Executive Parkway. This is south of the fountain across the main entrance road
- iv. After any incident everyone involved will be asked to fill out an incident report

B. Application and Scheduling

1. **Application**

- i. Fill out the application as soon as possible, submit only one application
- ii. Only sign up for shifts and positions you can commit to working
- iii. If your availability changes, please let us know ASAP so we can make any changes, email volunteer@hallofheroesmuseum.com or call Hall of Heroes Museum during business hours at 574-333-3406

2. **Setting the Schedule**

- i. We will do the best we can to get everyone in the position they asked for but it is impossible to guarantee
- ii. The first choices will go to returning volunteers, then first come first serve
- iii. Shift schedule will be sent out about a week before HoHCC date

3. **During HoHCC**

- i. Please arrive at the designated meeting place on time
- ii. We will do the best we can to get everyone out on time
- iii. If you can't work your whole shift, please let us know ASAP
- iv. If you do not show up or contact us, you will be ineligible from volunteering for future events

4. **Volunteer Captains requirements**

- i. Must fill out the application form
- ii. Must have worked at least two previous events
- iii. Must have an over the phone or in person interview
- iv. Must commit to 5 meetings before the event, a couple hours on the Friday before the event and either Saturday or Sunday

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v. All Volunteer Perks + extras

C. Volunteer Job Descriptions

1. **Everyone**
 - i. Have general knowledge of HoHCC and schedule of events
 - ii. Change all trash bags before the end of your shift
2. **Security** – requires all standing
 - i. You need to be assertive
 - ii. Check bags for weapons
 - iii. Mark cosplay weapons for safety using zip-ties
3. **Tickets** – requires sitting or standing
 - i. You need to be good with money and comfortable with Square type devices
 - ii. Check in and take money at the entrance
4. **Booths** – requires sitting or standing
 - i. Information, Merchandise, Museum, Photo and Kids etc
 - ii. Photo Booth volunteers will assist in getting VIP members to the front of the photo line
 - iii. Kids booth volunteers need to be good with kids and creative
 - iv. All booth volunteers will supervise the booth, answering questions, give information
5. **Door Monitors** – requires sitting or standing
 - i. Celebrity Green Room, Volunteer Green Room, Front Entrance, and Secondary Entrance Doors
 - ii. You need to be comfortable asking for badges wristbands and directing attendees who don't
 - iii. Make sure only those authorized (badge and wristbands) are using doors
6. **Roamer** – required full mobility
 - i. You need to have an outgoing personality and be able to answer a variety of questions
 - ii. Patrol areas, answer questions, trash cans and provide directions
7. **Stage** – requires full mobility
 - i. Panel Room, Main Stage
 - ii. Reset the room after each event, put chairs back, pick up any trash
 - iii. Bonus if you are familiar with general A/V equipment and Microsoft Suite
8. **Line Control** - requires full mobility
 - i. You need to be out going, assertive, and level headed
 - ii. Help control assigned lines, including cutting off lines, preventing line jumping, preventing photos from being taken when necessary
9. **Announcers** - requires full mobility
 - i. You need to be comfortable and professional on the microphone
 - ii. Make both general and scheduled announcements throughout the day
 - iii. Bonus if you are familiar with general A/V equipment
10. **Food Support** - requires full mobility

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- i. You need to be able to lift and carry extra large full trash bags
- ii. Keep eating area clean, empty trash cans

11. **Volunteer Captain** – requires full mobility

- i. You need to be outgoing flexible and a problem solver
- ii. Help build a link between volunteers, volunteer coordinators, and staff
- iii. Take attendance of volunteers in your area

By signing or applying to volunteer, I agree to abide by the Hall of Heroes Comic Con (HoHCC) policy and procedure as outlined in this Volunteer Handbook. I agree to be a positive ambassador on behalf of the Hall of Heroes Comic Con.

_____, _____ Volunteer Signature, Date

Hall of Heroes Museum Volunteer Mission Statement

"Our mission is to empower volunteers to make a positive impact at the Hall of Heroes Comic Con and beyond. We strive to foster a culture of community service, collaboration, and compassion, where individuals from all walks of life can come together to provide a positive experience. Together, we believe in the extraordinary power of ordinary people to create lasting memories, a legacy of hope and opportunity for future generations."