



**MARYLAND**  
**5STAR**<sup>TM</sup>  
AT FAIR HILL  
CECIL COUNTY, MD

# Maryland 5 Star at Fair Hill

## **2021 VOLUNTEER HANDBOOK**

MARYLAND5STAR.US | @MARYLAND5STAR





Dear Maryland 5 Star at Fair Hill Volunteer,

Welcome, and thank you for signing up to volunteer at the 2021 Maryland 5 Star at Fair Hill. We are excited to have you as part of our team for this inaugural event!

As a Maryland 5 Star Volunteer, you will be an integral part of the success of this event helping to create an amazing experience for athletes and spectators and building the foundation for future events in years to come. We greatly appreciate the time, support and expertise you are providing and we thank you!

Please take the time to read this handbook and sign the last page acknowledging that you understand and agree to adhere to the Maryland 5 Star Volunteer guidelines. If you have any questions or suggestions, please feel free to contact us at [volunteer@maryland5star.us](mailto:volunteer@maryland5star.us). We will update this handbook as needed and communicate those updates to you. Again, we thank you for your commitment and we are looking forward to working with you. Together we will make it a fabulous event and a 5 Star experience for all!

Sincerely,

*The Maryland 5 Star at Fair Hill Team*



## Event Core Values ...as a team, we...

We honor and recognize tradition.

We are forward-thinking and share a common passion and enthusiasm for growing the sport of eventing.

We dare to be different– by challenging the norm and being an industry disrupter when appropriate in an effort towards enhancing the overall fan and competitor experience and driving new revenues.

We strive to create a “5 Star Experience”

We strive to be a great community partner for Cecil County residents and businesses.

We serve as a platform for promoting Maryland, the Maryland Horse Industry, Maryland Department of Natural Resources, and Maryland Pride.

We are results-oriented by delivering successful and measurable outcomes for all of our partners.

We are inclusive, accessible, and transparent and demonstrate integrity at all times.

We promote a culture of teamwork, diversity, and open collaboration.

We are in the business of fun and providing memorable experiences!

## Maryland 5 Star Team | Event Leadership

<b>Jeff Newman</b>	<i>President &amp; CEO</i>	<b>Mary Coldren</b>	<i>Competition Director</i>
<b>Kaitlyn McNerney</b>	<i>Event Director, Partnerships</i>	<b>Connie Sawyer</b>	<i>Broadcast Production Director</i>
<b>Kaleigh Collett</b>	<i>Event Manager, Marketing</i>	<b>Marty Bauman</b>	<i>Communications Director</i>
<b>Marissa Melzer</b>	<i>Event Manager, Tickets</i>	<b>Bonnie LaMonte</b>	<i>Cross Country Course Supervisor</i>
<b>Dan Laufer</b>	<i>Operations Director</i>	<b>Debi Rogers</b>	<i>Volunteer Coordinator</i>

## About the Event

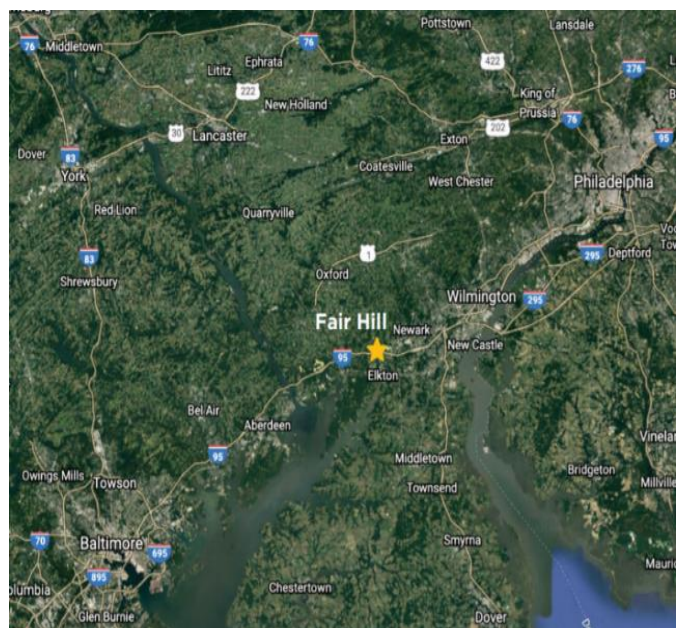
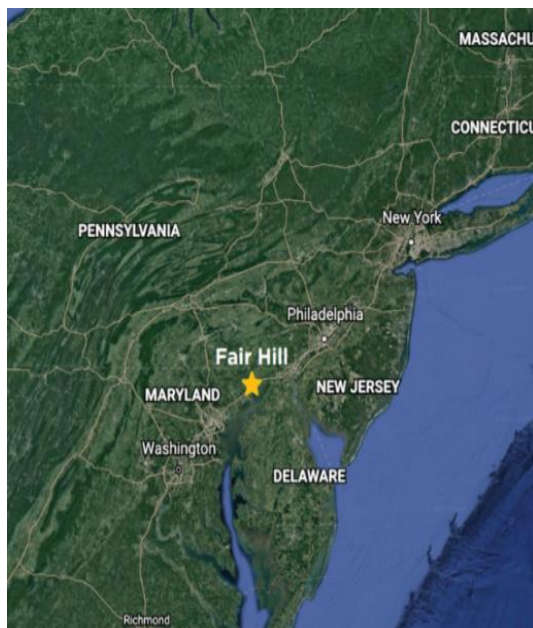
Arriving October 13 -17, 2021, the inaugural Maryland 5 Star at Fair Hill event marks a new chapter for the state of Maryland’s prestigious horse and equestrian



tradition. The prestigious 5 Star (CCI5\*) designation is the pinnacle of the sport of eventing, also known as the equestrian triathlon. An equestrian triathlon includes Dressage, Cross Country and Show Jumping to determine winners. An estimated 175 athlete and horse combinations will compete over 4 competition days.

**Event Location:** The event will be held at the newly constructed Fair Hill Special Event Zone at beautiful Fair Hill, located in Cecil County, Maryland.

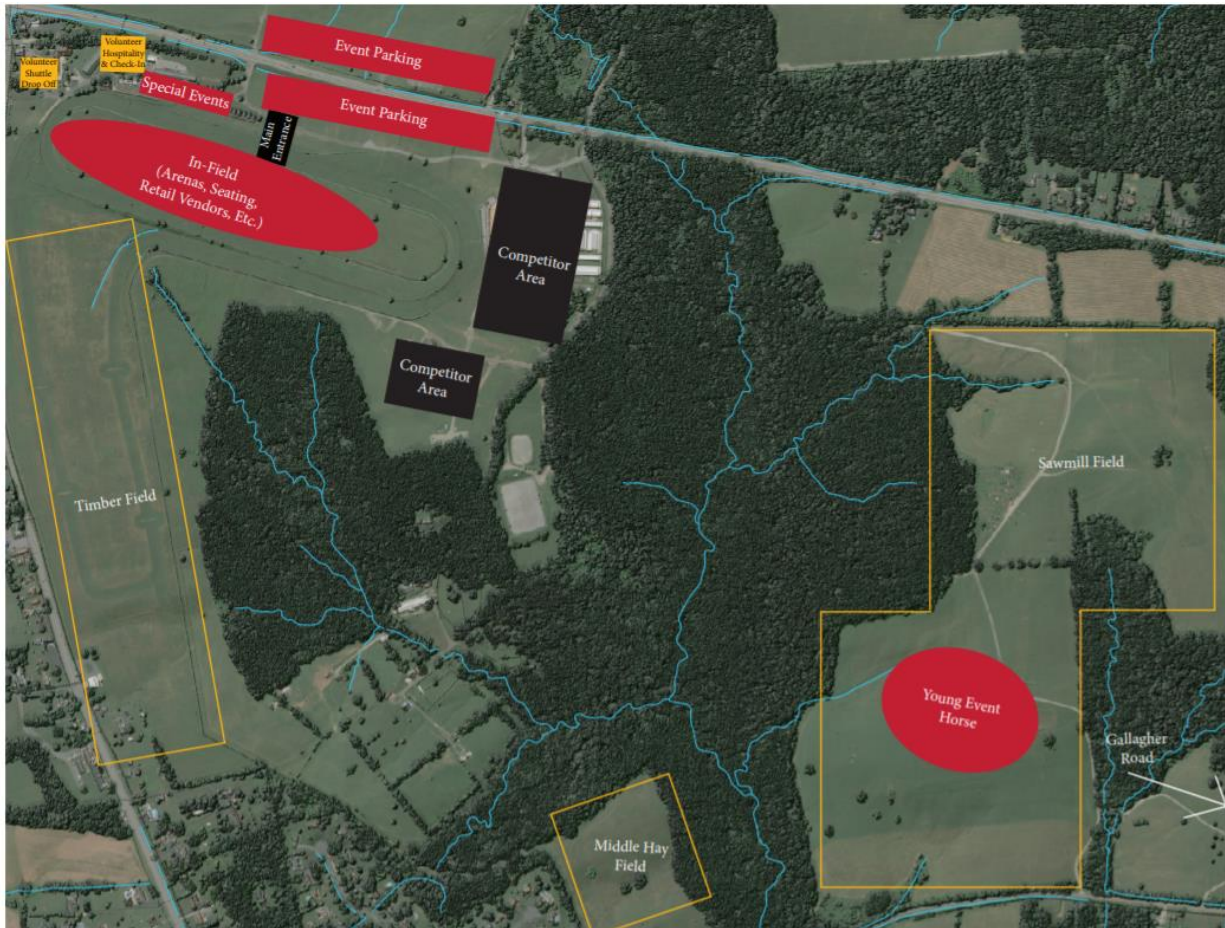
4600 Telegraph Road  
Elkton, Maryland 21921







**MARYLAND  
5 STAR™**  
AT FAIR HILL  
CECIL COUNTY, MD



**Competition Schedule:** 8am-5pm (subject to change)

- Wednesday - Horse Inspection ("Jog"), main arena
- Thursday - Dressage, main arena; Young Event Horse...
- Friday - Dressage, main arena; Young Event Horse
- Saturday - Cross Country, brand new 5 Star level cross-country course
- Sunday - Show Jumping, main arena

**Non-Competition Events Schedule:** 9am-5pm

- Wednesday – Welcome Receptions
- Thursday – Community Day
- Friday – Horse Industry Day
- Saturday – Tailgating, Fall Fun Day and Beer, Wine & Spirits Festival
- Sunday – Maryland Fresh Food Fest

**Special Events (with more coming!)**

- Horse Land presented by Maryland Horse Industry Board
- Mounted Military Horse Showcase
- Maryland 5 Star Beer, Wine & Spirits Showcase powered by Grow & Fortify



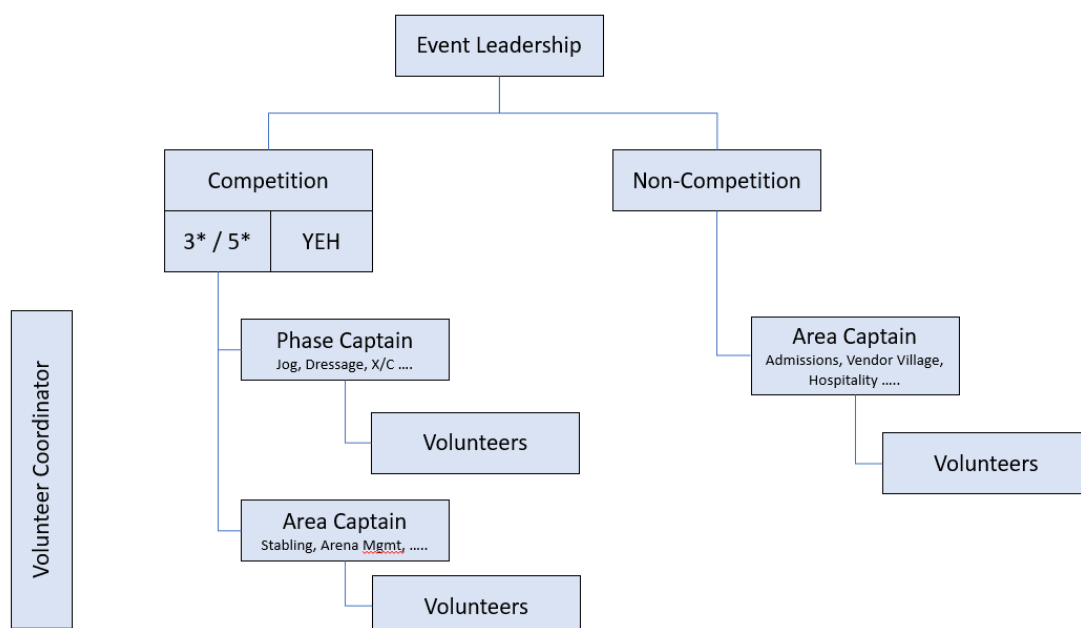
- Maryland Fresh Food Fest in partnership with Maryland Department of Agriculture
- VIPet presented by Mars
- Maryland Public Television Exhibit
- KONG Equine - Doggie Day Care
- Brookbend Interiors - Arts & Crafts
- Alo Yoga - Athlete Recovery Zone

## Volunteer Information

### Qualities

- 5\* Presentation at All Times
- Positive and Can-Do Attitude
- Highly Organized
- Effective Communicator
- Efficient Time Manager
- Present and Engaged
- Forward Thinker
- Calm Under Pressure
- Strong Leader and Team Player

### General Roles





**Competition Phase Captains** – Competition Phase Captains will coordinate with event organizers, the Volunteer Coordinator, and Phase Coordinator Captain to identify and manage volunteer support for their designated competition phase. Phase Captain positions can include but are not limited to Horse Inspection Manager, Dressage Manager, Cross-Country Manager, Show Jumping Manager, and Young Event Horse Manager.

**Competition Volunteer Captains** – Competition Volunteer Captains will coordinate with event organizers, the Volunteer Coordinator, and Phase Captains to identify and manage volunteer support needed for their designated competition area. Competition Volunteer Captain positions may oversee functional areas such as Stabling, Arena Management, and Awards.

**Competition Volunteers** – Competition Volunteers will coordinate with their assigned Volunteer Captain to help execute the roles and responsibilities of their designated functional area. Roles can include Dressage Scribes, Cross-Country Crossing Guards, and Athlete Shuttling.

**Non-Competition Volunteer Captains** – Non-Competition Volunteer Captains will coordinate with event organizers and the Volunteer Coordinator to identify and manage volunteer support needed for their designated non-competition area. Non-Competition Volunteer Captain positions may oversee functional areas such as Admissions, Retail Vendor Village, and various Hospitality efforts, etc....

**Non-Competition Volunteers** – Non-Competition Volunteers will coordinate with their assigned Volunteer Captain to help execute the roles and responsibilities of their designated functional area. These areas may include Merchandise Sales, Hospitality Assistance, and Courtesy Shuttling...

## **Responsibilities**

Phase and Volunteer Captains will assign and communicate specific responsibilities to volunteers prior leading up to and during the event. Captains will communicate with the Volunteer Coordinator concerning volunteer needs and responsibilities.

Volunteers are expected to fully support their designated Captain and fellow volunteers. Volunteers are responsible for notifying their Captain if they are unable to fully perform their role.

Volunteers are also responsible for completing all committed volunteer shifts per their sign up on [EventingVolunteers.com](https://EventingVolunteers.com)



## **Code of Conduct**

- Treat all people and animals with respect
- Be punctual and prepared for all shifts
- Behave in a professional manner
- Be polite and courteous to all fellow volunteers, athletes, and spectators
- Neither solicit or accept gratuity or other benefits
- Do not use or possess drugs and/or illegal substances
- Limit personal cellphone usage while on shift
- Identify possible hazards and report them to the Volunteer Coordinator who then will report to Event Leadership
- Politely decline all requests from media for comments or information and direct media to Event Manager and Communications Director
- If a spectator or athlete asks you a question that you are not sure the answer, please do not guess. Simply say you are not sure the answer to the question but will find out from Event Leadership and follow-up shortly.

## **What to Expect**

The Maryland 5 Star at Fair Hill team will provide the following to Volunteers:

- Training and Support
- Supplies necessary to perform your role
- Volunteer Uniforms or specific items to be worn during Volunteer Shift
- Complimentary parking in designated Volunteer parking lots on your volunteer day(s)
- Access to Volunteer Check-In & Hospitality Tent on your volunteer day(s)
- Complimentary Gift Bag
- Complimentary Boxed Lunch, Snacks, and Beverages throughout the day on your volunteer day
- Complimentary General Admission
  - Complimentary General Admission to the remainder of the competition day
  - Complimentary Single Day General Admission Ticket for additional day of choice





## **Supervision & Training**

Each volunteer will have an assigned Captain. This may be another volunteer or Event Leadership member. The Captain is responsible for the day-to-day oversight and supervision of the volunteers on their team. Each Captain will be the primary point of contact for the volunteers on their team.

Volunteer training will vary depending on the role being filled. Some volunteer jobs require specific training to meet technical requirements of the event; other jobs can be executed with basic instructions. As much as possible, Captains will complete training and/or orientation activities in advance of the event.

Captains are expected to participate in orientations and/or one-on-one trainings as needed leading up to the event. In addition, Captains are expected to attend trainings provided to their teams. Volunteers are expected to participate in designated trainings and/or orientations prior to the start of their role and event.

Captains and Volunteers are expected to attend any on-site training and/or event briefing relevant to their role during the event.

Volunteer Captains and the Volunteer Coordinator will work together to schedule any needed orientations and training. They will coordinate on necessary content and information, and on dates and times that work best for the volunteer team within the constraints of site access, event prep and set up.

## **Credentials**

We will provide event credentials to all volunteers to ensure their access to designated credentialed areas based on assigned volunteer position. Most volunteers will pick up their credentials at the Volunteer Check-in; some may be issued in advance of your volunteer shift. All volunteers must wear credentials for the duration of the volunteer shift.

## **Dress Code**

We will provide Volunteers with attire and supplies/equipment as applicable to their position. Options may include a hat, scarf, shirt, vest, pinny that will help the public and event staff identify volunteers. This is an outdoor event that will be held rain or shine, so please come prepared with weather-appropriate attire. We strongly recommend dressing in layers and wearing comfortable footwear.

## **Volunteer Check-In & Hospitality Tent**

The Volunteer Check-In & Hospitality tent will serve many purposes for volunteers during the event. Among these are serving as the main volunteer headquarters, the



primary check-in location, a source for food and drinks when volunteering, and as a general volunteer help desk for any questions you may have during your shift(s). Further, more detailed information that volunteers may require will be communicated through the Volunteer Coordinator and Volunteer Captains.

### **Confidentiality**

Please maintain confidentiality of information either provided or overheard while involved with, volunteering for, on or off the event facility. Do not relay the personal information of any other volunteer, spectator, or athlete. Please do not relay any confidential information or attempt to speak on behalf of the organizations involved with the event, including but not limited to Fair Hill International, Department of Natural Resources USEF, USEA, FEI and Sponsors. Remember that you may have access to areas of the event where regular spectators are prohibited. Sharing any confidential information on Social Media platforms (such as Instagram, Facebook, Twitter, TikTok) is strictly prohibited.

### **Social Media**

The Maryland 5 Star Team encourages all volunteers to use social media responsibly. Social media activity should support, not jeopardize, event operations and the athlete and spectator experiences.

You are personally responsible for the content you publish; please err on the side of caution. The Event Staff may remove or request the removal of any posts or publications that conflict with event guidelines.

The Event maintains the right to use photographs and videos taken by volunteers without informing or compensating. Those images can be used for promotional purposes as undertaken by the event and its partners which could include but is not limited to social media, advertising, and press releases.

### **Property and Equipment Use**

Event resources are entrusted to volunteers in order to carry out their roles. All volunteers are responsible for safeguarding Event funds, records, tools, vehicles, equipment, property, etc. Volunteers who lose or damage (beyond general wear and tear) Event equipment may be required to replace items at their own expense.

### **Incident Reporting**

Volunteers must report any incidents to their Volunteer Captain and/or Event Staff in a timely fashion. An "incident" could include..... An incident could include but is not limited to lost or stolen items, vehicular accident, injury, verbal or physical



misconduct, damage to equipment or venue etc... The Volunteer(s) and their Captain will promptly complete an Incident Report for any incident involving damage, injury, harassment, accident, to be given to Event Staff to assess an appropriate resolution following the incident. Event Staff and Volunteer Coordinator will provide training to volunteers on the processes surrounding incident reporting.

### **Feedback**

The Maryland 5 Star values your feedback. Please share any compliments, complaints, or questions with your Captain and/or the Volunteer Coordinator at an appropriate time and in an appropriate manner. Volunteers will have an opportunity to provide feedback following their shift. After the Event, the Volunteer Coordination will request feedback from all volunteers through a distributed survey.

### **Terms & Conditions**

Please review Event Terms & Conditions at

[www.maryland5star.us/policies-FAQs/](http://www.maryland5star.us/policies-FAQs/)

### **Waivers & Liability Release Forms:**

Waivers and Liability Release Forms: As a prerequisite to volunteer, you agree to sign the necessary waiver and liability release form in adherence with US Equestrian and Maryland Health and Safety Protocols and any others as deemed necessary by the event.

Visit [www.maryland5star.us](http://www.maryland5star.us) for more event information, or follow us on Instagram and Facebook @Maryland5star

***\*\* Please see final Signature Page below\*\****



## Maryland 5 Star Volunteer | Signature Page

*Please sign below to acknowledge that have read and agreed to volunteer information outlined in this handbook.*

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**Volunteer Name**

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**Volunteer Signature**

**Please return this signed page and the Waiver and Release of Liability form to Volunteer Coordinator, Debi Rogers, at [volunteer@maryland5star.us](mailto:volunteer@maryland5star.us)**

**THANK YOU FOR VOLUNTEERING WITH THE INAGURAL MARYLAND 5 STAR AT FAIR HILL!**