

# CSBL Volunteer Guidelines

**Ensuring the Safety and Enjoyment of all Guests is your mission.**

1. Registering as a CSBL volunteer on a computer or smart phone is required before participating. See [ChristmasStorybookLand.org](http://ChristmasStorybookLand.org) and select Volunteer Registration left side of home page.
2. At least 15 minutes before your shift, enter West side door of the Cascade Pavilion marked CSBL Volunteers ONLY. (If not registered, arrive 30 minutes before shift to allow time to register.)
3. Check out a CSBL lanyard and flashlight from the Head Greeter.
4. Receive station assignment from Head Greeter. Stay near your assigned station until a relief greeter or Head Greeter arrives unless there is an emergency.
5. Avoid use of phones and texting unless there is an emergency.
6. Ask children and adults
  - not to touch any displays or trains
  - not to run through aisles
  - not to go inside scenes—stay in front of scene fences
7. Do not touch any visitor (especially children) or assist them in the restroom. Ask for assistance from a parent or accompanying adult.
8. Be able to
  - Identify your Head Greeters
  - Locate and give directions to restrooms and emergency exits
  - Locate and be able to use fire extinguisher
  - ★ Marked “Extinguisher” just inside fences
  - ★ PASS: pull, aim, squeeze, sweep side to side at base of fire 6 feet back)
  - Locate the First Aid Kits
  - Use flashlight and lead people out of building in case of emergency
  - Report any scene that needs repair to the Head Greeter
  - Pick up any trash in your area
9. Check in with Head Greeter to return lanyard & flashlight before leaving.

**REPORT ANY CONCERN OR ACCIDENT TO THE HEAD GREETER**

**THANK YOU FOR VOLUNTEERING!**

