



NH Tourism Booth at the Big E THANK YOU FOR VOLUNTEERING!



We are so excited you could join us in the New Hampshire Information Booth within the New Hampshire Building at The Eastern States Exposition – The Big E!

Enclosed find (Expanded information available on www.NHGraniteStateAmbassadors.org/bige):

- Directions to the employee / volunteer parking lot where you will pick up the shuttle.

- Your parking pass (hang from car mirror)

If you are volunteering more than one day, please note if it is a multi-day pass or a single day pass. You may need to pick up a second pass at your first shift. If they forget – please ask!

** Unless they tear off your stub on a single day pass, please return it to us when you are done with it. You can leave at front desk of Candlewood Suites – tell them it's for Granite State Ambassadors or mail it to: Granite State Ambassadors c/o Candlewood Suites, 572 Riverdale Street, West Springfield, MA 01089.

There is a shuttle that picks up every 15 minutes at the employee/volunteer parking lot on Western Ave.

- Your admission ticket for your first shift– if you are working multiple days, your supervisor will give you a ticket for your next day when you arrive. If they forget – please ask!

- General information, safety information, booth rules & dress code

- Volunteer Service Agreement – please fill out and bring with you. If you forget, we will have copies available.

- COVID waiver - please fill out and bring with you. If you forget, we will have copies available.

- You will be given an apron to wear over your own clothes and a NH Tourism badge when you arrive as well. If you are a GSA volunteer, do not wear your uniform or GSA badge.

If you have any questions or anxieties, please don't hesitate to reach out to me:

Kelly Bryer 603-851-8624 kelly@nhgsa.com

We look forward to seeing you!

More information at: www.NHGraniteStateAmbassadors.org/bige

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NH Tourism Booth at the Big E 2022 Volunteer Orientation



WELCOME NEW VOLUNTEERS! The information below is intended to provide you with an overview of the Big E, the NH Building, and the NH Tourism Booth. Please be sure to visit our online orientation page at <http://www.nhgranitestateambassadors.org/bige> for additional resources and notes from the in-person orientation meeting.

About the Big E

The Big E is the largest festival in the Northeast, and the fourth largest fair in North America (by attendance numbers.) It is held at the Eastern States Exposition Fairgrounds on Memorial Avenue in West Springfield, MA.

Think of it as New England's State Fair: All six New England states are represented in their state buildings with food, shopping, tourism information, and displays. Residents of all six states can enter the agricultural and craft contests, and of course there's shopping, food, midway games and rides, and live entertainment.

The Big E began in 1917 as a way to bring New England's farmers together to demonstrate new farming methods and establish awards for the best and brightest in the New England region.

The 2022 Big E runs from Friday, September 16 through Sunday, October 2, and is the 105th anniversary of the fair. More than one million people typically visit the Big E over the course of the 17 days.

More details about the fair, including entertainment schedules, ticket prices, hours, etc. are available on their website, www.thebige.com.

About the New Hampshire Building

The New Hampshire building was built in 1930, a smaller scale replica of the then State House. It was built using New Hampshire granite for its columns and trims, and features a curved porch and tall columns similar in style to the White House. The state seal built into the main entrance walk is also made of New Hampshire granite. The NH Building is New Hampshire – so there is no sales tax!

The New Hampshire Building is operated by the New Hampshire Department of Agriculture, Markets and Food. Their website is www.agriculture.nh.gov. The Dept. of Agriculture estimates that 80% of the fair's overall attendance will visit the New Hampshire Building, or in round numbers, about 1.3 million people.

The NH Tourism Booth

The NH Tourism Booth is the first thing that guests see when they walk into the NH Building, so in addition to answering questions and helping guests find travel information, our job is to welcome everyone to New Hampshire.

At the NH Tourism Booth we will have about 150 individual pieces of literature to serve the needs of our Big E guests. One of our hottest items is the Official New Hampshire Highway Map. Please take a moment to familiarize yourself with both sides of the map when you arrive, and pay particular attention to the distance

charts, city/town inserts, and the backside of the map with its tour ideas and key telephone numbers that will help guests.

We have brochure racks that hold specific interest brochures including statewide materials, attractions, historic and cultural sites, events, adventure, regional map and guides, area information, outdoor sports, shopping, dining, and campgrounds. We have some NH bags available for guests to hold their magazines and brochures.

There will also be a laptop computer and printer at the booth to help respond to guest inquiries regarding specialized topics, hard to answer questions, and questions that might not have a physical brochure. Our go-to website is the state tourism site, www.visitNH.gov. If you're not comfortable using the computer, the manager or supervisor on duty will be happy to help you assist your guest.

There is a full kitchen upstairs in the NH Building available for your use. Label any food that you put in the fridge. Any **unlabeled food is for anyone working in the building** - please put some \$ in the jar with your estimated value of what you ate and clean up after yourself. You are welcome to use the balcony and living room upstairs to relax on your breaks. Restrooms for NH Building vendors/volunteers are upstairs in the NH Building.

We will have a water cooler in the booth and a container with shelf-stable snacks.

There will be a space for you to store your personal bags/packs, coats etc in the booth.

Remember to take some time to visit the orientation page at <http://www.nhgranitestateambassadors.org/bige> before your shift, and most importantly, have fun!

What to bring/wear:

Dress neat/comfortable and for the changing weather. There is no AC or heat in the building. Bring layers. Zippered bags are best so your belongings don't get spilled into the community storage bucket. We have a water cooler in the booth. You can pack food, purchase food from our building kitchen or out on the grounds.

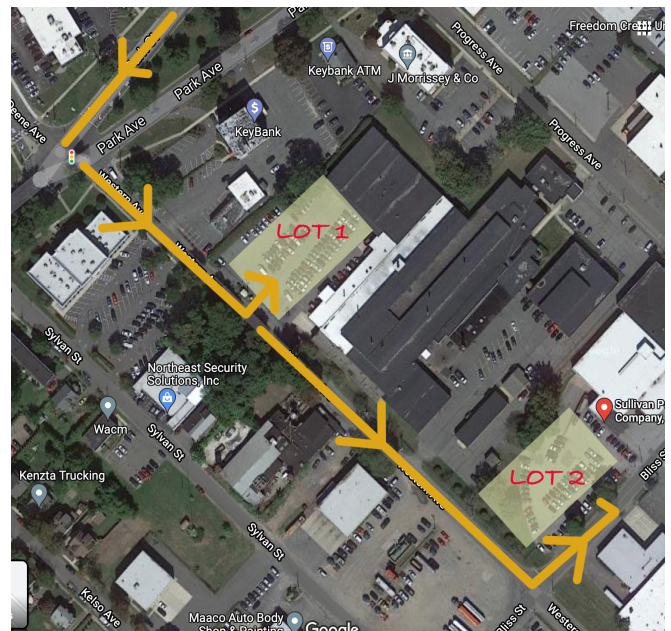
Getting There:

Leave with extra time for your shift to account for traffic and shuttle ride.

Dress clean and comfortable in your everyday clothes. No offensive, political, or non-NH shifts (that includes NE sports teams like Red Sox...). We will have a NH Tourism Booth name tag and apron for you to wear.

Drive to the Big E employee shuttle lot at Sullivan Paper, 7 Western Avenue, W. Springfield MA (Maps included in packet). Look for tent at entrance. Shuttle comes every 10 minutes or so. Put your parking pass in your window and bring your admission ticket with you.

There are 2 lots. Go to Lot 1 first. If it's full, go to Lot 2.



There is a third lot in Agawam. Pajer's Field – it's across from Pajer's Superette whose address is 400 Cooper St, Agawam, MA 01001. Map available on www.NHGraniteStateAmbassadors.org/bige.



Shuttle will drop you at the Transportation Center behind the Avenue of States. As you enter the grounds, turn left – the NH Building is the last one. You can enter from the front or back.

Check in at the booth. We will show you where to put your things and point you to the restrooms.

If you are early, you can store your belongings in the booth and explore The Big E.

When you are ready to leave, go to the Transportation Center to board a shuttle back. Note that there are two shuttles that come in. You are Western Ave (not Agawam). The shuttle is great about driving you near your car when it's dark. Lots are lit and fenced.

BIG E HOURS

September 16 – October 2, 2022

Gates: 8am

The Big E Bakery: 9am - 10:30pm

Buildings and Craft Common: 10am - 10pm

Avenue of States and Storowton Village Museum & Shops: 10am - 9pm

Midway: Sunday-Thursday, 11am - 10pm; Friday-Saturday, 10am - 11pm

General Big E operator (413) 737-2443



COVID POLICIES and Safety Plan:

<https://www.thebige.com/p/generalinfo/health--safety>

The Big E adheres to current Massachusetts and City of West Springfield COVID-19 regulations and guidance and has taken action to protect the health and well-being of our customers and employees.

How We Are Protecting Our Guests

- Established thorough cleaning and disinfecting protocols throughout the grounds
- Hand washing capabilities or hand sanitizer at transaction locations

In the booth:

- We will be sanitizing the booth regularly with heavy-duty sanitizer
- We will have hand PPE on hand, including gloves, masks, shields, and hand sanitizer
- Masks are not required, but suggested.

The Big E Fairgrounds Safety

Our Security staff is comprised of Big E Security personnel as well as dedicated members of the West Springfield Police Force. The Security office is located on Hampden Avenue and is open the Monday before Opening Day and throughout the Fair, 24-hours a day.

Please note that no weapons are allowed on the grounds. Metal detectors are in use at every entrance gate to the fairgrounds and bags are subject to search at gates.

The full services of the West Springfield Fire Department are available on our grounds 24-hours a day during the Fair at the Fire Station on Hampden Avenue.

The First Aid Station and the Lost People Center (LPC) is located across from the Fire Station, staffed daily by dedicated, caring professionals. Guests are encouraged to seek assistance from the LPC immediately upon discovering when someone has been separated from their group. The LPC also maintains a waiting area and outside message board for postings. ALL lost and found items should be brought to the LPC.

Mobility Rentals

Wheelchairs and a limited number of oversized wheelchairs are \$25 per day. Electric scooters are \$60 per day and may not be available on extremely wet days. Wheelchairs and scooters from Scootaround can be rented on the grounds during the Fair at Gates 4, 9A and at the Transportation Center.

Strollers (\$11), double strollers and wagons (\$17) can also be rented at Gates 4 and 9A.

ATMS & Information Booths

ATMs can be found along the Avenue of States and inside the Coliseum, Young Building, Better Living Center, Mallary Complex, Food Court and Transportation Center. Machines are also located near the Midway, Flag Plaza, Craft Common, Lost & Found/First Aid, as well as Gates 4, 5 and 7.

Information personnel are on duty at booths located throughout the grounds to assist guests with questions, comments and concerns. Information booths are located near the Coliseum, across from the New Hampshire and Massachusetts Buildings, Gate 5 and at the Food Court.

NH Information Booth Primary Managers

Kelly Bryer 603-851-8624 (cell & text) kelly@nhgsa.com

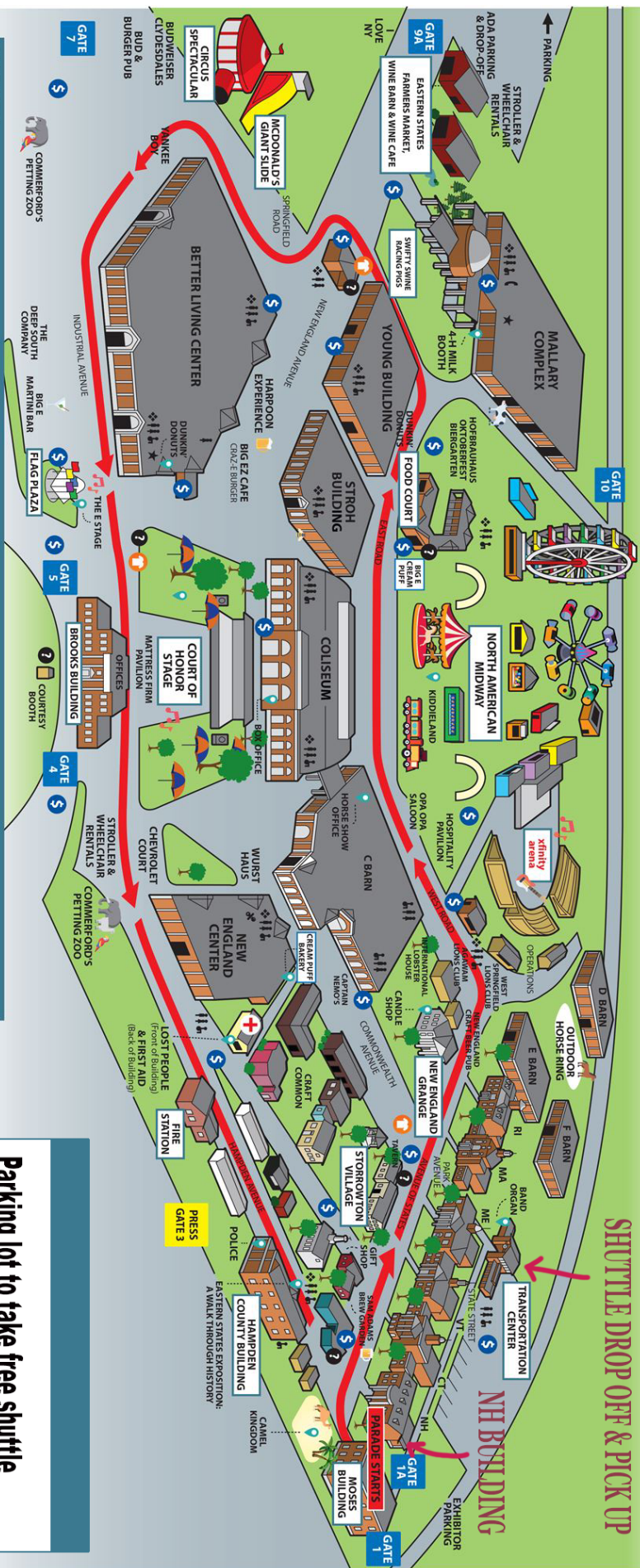
Emily McMaster 603-244-0757 (cell & text) emily@nhgsa.com

Ashlee Rowley 339-223-3245 (cell & text) admin@lakesunapeeregionchamber.com

Booth Email bige@nhgsa.com

THE BIG E

SHUTTLE DROP OFF & PICK UP



MAP KEY

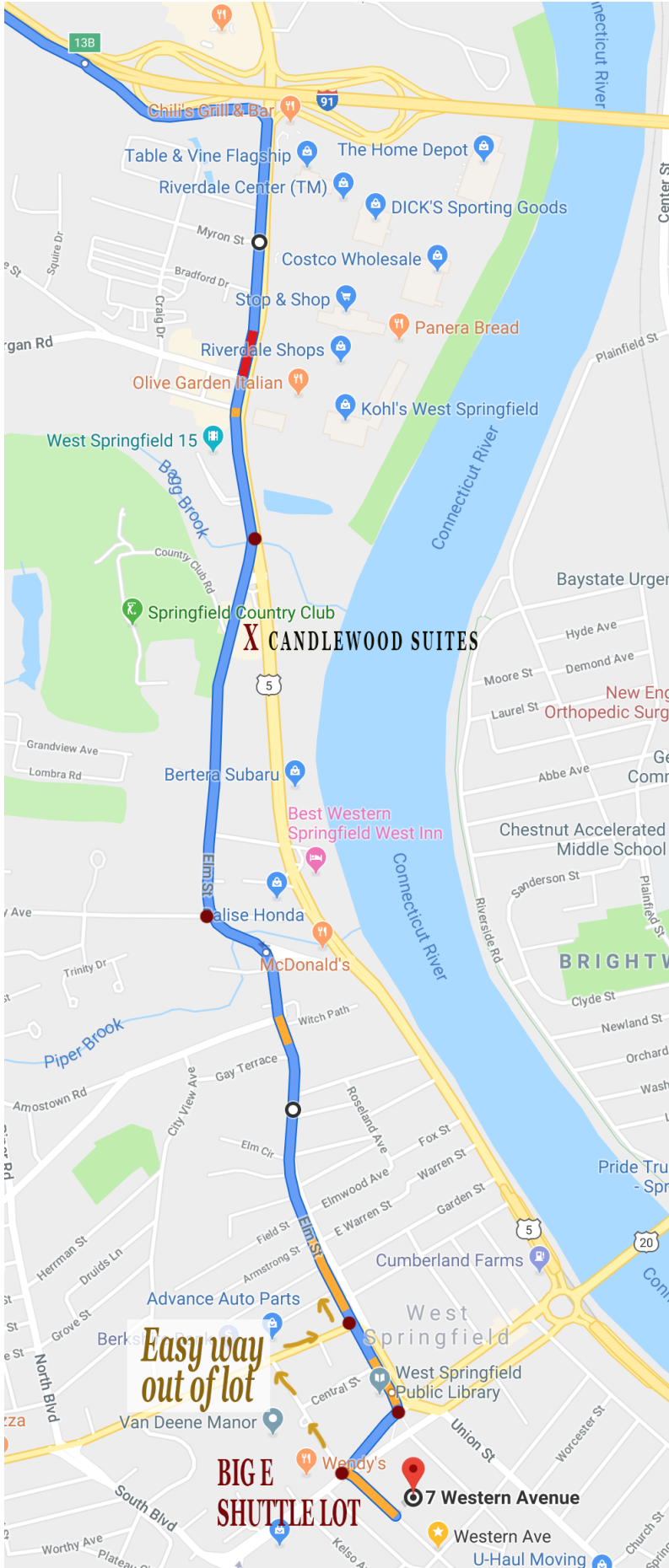
- Information Services
 - Telephone
 - Nursing Mothers Lounge
 - Restrooms
 - Unisex Handicap Restrooms
 - Baby Changing Station
 - First Aid Station
 - ADA Accessible
 - Parade Route
 - Westfield Bank ATM
 - Official Big E Merchandise
- BETTER LIVING CENTER**
 Dunkin' Donuts
 The Glass House Restaurant
 Official Big E Merchandise
- COLISEUM**
 Big E Box Office
 Eastern States Exposition Horse Show
 Horse & Ox Pulling
- HAMPDEN COUNTY BUILDING**
 Eastern States Exposition
 A Walk Through History
- MALLERY COMPLEX**
 Animals & Agricultural Demos
 Butcher Sculpture
 Christmas Tree Exhibit
 Sausage Making Pigs
 Milling Pail
 4-H Milk Booth
 MOO U Tours
- NEW ENGLAND CENTER**
 Big E Cream Parfait Bakery
 Community Exhibits
 Competitive Exhibits
 Specialty Contests
- NEW ENGLAND GRAUGE**
 New England Grange Stage
 Yankee Candle Shop
- STOROWTON VILLAGE**
 Craft Common
 Early American Children's Games
 Storowton Tavern & Terrace
 The Shops at Storowton
- STROHM BUILDING**
 Chick Hatchery
 Farm to Family Table Experience
 Hallenore Ciderstalls
 Pollinator Garden
- YOUNG BUILDING**
 Big E Bistro
 Dunkin' Donuts
 International Plaza
 The Glass House Restaurant
 Bakers from around the world
 Spencer Trippett Monastery
 Tasting Room
 W-One Craft Cocktail Bar
 West Side Grill
- GATE 9A**
 Eastern States Farmers Market & Wine Barn
 Cheese Cave
 Hallenore Ciderstalls
 Fiber Hook



Parking lot to take free shuttle to grounds - must have parking pass:

**7 Western Avenue
W. Springfield MA**

HAMPDEN COUNTY BUILDING
 EASTERN STATES EXPOSITION:
 A WALK THROUGH HISTORY



Directions to Big E Employee Shuttle Lot – 7 Western Ave, West Springfield

Get to 91 South and take Exit 10B (formerly 13B) (Even if you are coming in from the Mass Pike – follow it all the way to 91 South to avoid the heavy traffic). Turn right off the Exit. Follow Route 5 (Riverdale St) for about a mile.

After the Cinemas there is a light. Just after the light, fork to the right onto Elm Street. Candlewood Suites will be on your left.

To continue to the Shuttle Lot - Follow Elm Street for just over a mile. At the third light (lights marked with red dots on map), turn right onto Park Street.

Get into left lane. At the first light turn left onto Western Ave. The Employee Parking lot is on your left – look for white and yellow tent. If this lot is full, they will direct you around the corner to lot 2.

Your GPS will direct you other ways – be aware that traffic can be very heavy coming in from Springfield Downtown.

- Kelly Bryer 603-851-8624
- Emily McMaster 603-244-0757
- Ashlee Rowley 339-223-3245

GETTING BACK

To leave employee lot, turn right onto Western Avenue. At light, go straight across to Van Deene Ave.

At end, turn right onto Route 20.

At end of Route 20, turn left onto Elm Street. Follow Elm Street to Candlewood Suites.

To get to I-91 North, at end of Elm Street, turn left. Follow Route 5 (Riverdale St) to I-91 (both directions) on right.

Candlewood Suites:
 572 Riverdale St (Route 5)
 West Springfield, MA 01089

We use entrance on Elm Street – easier

EMERGENCY PROCEDURES – NH TOURISM BOOTH

The Big E has emergency services and its own telephone system onsite, so in any emergency the best response will be to call the appropriate number. These numbers are noted in the front of the schedule book just inside the back room. If there is a supervisor or manager available when an emergency occurs, they will be the one to make the call. In a pinch, the Big E operator can be reached by dialing “0” from the phone in the office upstairs, or someone can run across the street to the Big E Information booth there.

In Case of Medical Emergency:

1. Volunteers tell supervisor or manager
2. Supervisor or manager calls Big E emergency line, or the Big E operator
3. Help injured person by keeping the area clear until emergency personnel arrive

In Case of a Lost Child:

1. Have the child stay where they were when they approached you (make sure there is someone to stay with them – this may mean asking another bystander to go for help)
2. Volunteer gives supervisor or manager the child’s name, parents’ names, and where the child lost sight of them (if they know)
3. Supervisor/manager will call Big E lost person line (413) 205-5164 / general Big E operator (413) 737-2443

In Case of Evacuation:

Either on the Big E grounds or contained within the NH Building

1. Listen for announcements over the NH building’s public address system
2. Guests will be instructed to proceed to the nearest building exit in a calm manner
3. Further instructions from the Big E administration will be passed on to the public
4. Information Booth staff and volunteers follow the procedures outlined below

NH Information Booth Evacuation Procedure:

VOLUNTEERS

1. Check in with Supervisor (if possible) before leaving the building
2. Proceed immediately to the nearest exit and meet Supervisor behind the building, near the Mardi Gras floats
3. Check in with Supervisor before leaving the area
4. If you are elsewhere on the grounds and something happens, do your best to call and let the supervisor or manager know your location and that you’re safe

SUPERVISOR

1. Account for volunteers in immediate area and escort them out of the building
2. Proceed immediately to the nearest exit and meet the NH Building Manager behind the building, near the Mardi Gras floats
3. Check in with the NH Building Manager before leaving the vicinity for any other location
4. Keep your eyes out for any volunteers not accounted for
5. Perform the Manager role as best as possible if Manager is not available

MANAGER

1. Act as Supervisor if Supervisor is not available
2. Unplug laptop and put away in back room (if there’s time)
3. Get and bring Management Book (with addresses, phone numbers and daily schedules)
4. Communicate with NH Building & Big E Management
5. Pass along any information to Supervisor
6. Assist Supervisor as needed

ACTIVE SHOOTER EVENT

Quick Reference Guide



An “active shooter” is an individual who is engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

- Victims selected at random
- Event is unpredictable & evolves quickly
- Knowing what to do can save lives

When law enforcement arrives:

- Remain calm and follow instructions
- Drop items in your hands (e.g., bags, jackets)
- Raise hands and spread fingers
- Keep hands up and visible at all times
- Avoid quick movements towards officers, such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not ask questions when evacuating

Information to provide to 911 operations:

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons shooter has
- Number of potential victims at location

When an Active Shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation. You have 3 options:

RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Evacuate regardless of whether others agree to follow
- Help others escape, if possible
- Do not attempt to move the wounded
- Prevent others from entering an area where the active shooter may be
- Keep your hands up and visible
- Call 911 when you are safe

HIDE

- Hide in an area out of the shooters view
- Lock door or block entry to your hiding place
- Silence your cell phone (including vibrate mode) and remain quiet

FIGHT

- Fight as a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with as much physical aggression as possible
- Improvise weapons or throw items at the active shooter
- Commit to your actions... your life depends on it

The first officers to arrive on the scene will not stop to help the injured. Expect rescue teams to follow initial officers. The rescue teams will treat and remove injured.

COVID WAIVER – NH Information Booth, The Big E

Date:

I, _____, wishing to volunteer my time and services as a volunteer in the New Hampshire Information Booth at The Eastern States Exposition (ESE) hereby acknowledge that the NH Division of Travel and Tourism and Granite State Ambassadors are doing everything they can to protect the public as well myself as a volunteer. To this extent, I agree to follow Center of Disease Control (CDC) and changing local health district guidelines set forth by New Hampshire, and Massachusetts as well as The Big E's policies and procedures for social distancing to reduce the spread of Novel Coronavirus / COVID-19.

Massachusetts Requirements - Effective July 1, 2022, the Department of Public Health advises that individuals should wear a mask or face covering when indoors (and not in your own home) if you have a weakened immune system, or if you are at increased risk for severe disease because of your age or an underlying medical condition, or if someone in your household has a weakened immune system, is at increased risk for severe disease.

Big E Guest Protection:

- Established thorough cleaning and disinfecting protocols throughout the grounds
- Hand washing capabilities or hand sanitizer at transaction locations
- Recommend face masks be worn

I acknowledge that Personal Protection Equipment (PPE) is available for my use to reduce the risk of exposure to myself and others. I agree to wash or sanitize my hands after using the restroom, sneezing, and coughing, and before/after eating.

I attest that I have done a self-assessment in regards to my health the same day/prior to my shift.

The NH Division of Travel and Tourism and Granite State Ambassadors Inc are not responsible for any potential exposure to Novel Coronavirus, COVID-19, which is not a direct result of negligence on the part of their employees, volunteers, or the organization.

By signing below, I agree to comply with the written instructions above. Failure to comply with these written instructions or verbal instructions from staff may result in my volunteer privileges being removed and I may be asked to leave the premises.

Printed Name

Signature

REQUIRED DAILY SCREENING

Have you been within 6 feet of a person with a lab-confirmed case of COVID-19 for at least 5 minutes, or had direct contact with their mucus or saliva, in the past 14 days?

In the last 48 hours, have you had any of the following NEW symptoms?

- Fever of 100 F (37.8 C) or above, or possible fever symptoms like alternating chills and sweating
- Cough
- Trouble breathing, shortness of breath or severe wheezing
- Chills or repeated shaking with chills
- Muscle aches
- Sore throat
- Loss of smell or taste, or a change in taste
- Nausea, vomiting or diarrhea

STATE OF NEW HAMPSHIRE
DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS
DIVISION OF TRAVEL AND TOURISM
1 Eagle Square, Suite 100, Concord NH 03301
Website: www.visitnh.gov

Lori Harnois
Director

TEL: 603-271-2665
FAX: 603-271-6870

Big E Volunteer Service Agreement for NH Tourism Booth in the NH Building

Whether you are strictly a volunteer or are an industry employee, please complete this *Volunteer Service Agreement*. Doing so covers your “volunteer service” during the Eastern States Exhibition (Big E).

NH Granite State Ambassadors in contract with the NH Division of Travel and Tourism Development provides management of those who volunteer their services in the preparation, actual event, and breakdown of the event. This is all volunteers as well as any industry personnel acting in a volunteer capacity to help us staff the NH Tourism Booth in the NH Building at the Big E

This Agreement, established on **September 16, 2022** by and between NH Granite State Ambassadors (charity) in contract with NH Division of Travel and Tourism and

_____ (Volunteer)

_____ (Home Address)
_____ (City/State/Zip)
_____ (Phone Number(s))
_____ (E-mail)
_____ (Business Affiliation)

WITNESSETH:

Whereas, volunteer intends to donate services to the charity identified above, and the said charity intends to accept the donation of volunteer services.

NOW THEREFORE, in consideration of the mutual promises, the parties hereto agree as follows:

1. Volunteer agrees to donate services to the charity in the capacity of a member of the NH Tourism Booth Staff located in the New Hampshire Building at The Big E in Springfield Massachusetts. Said services shall include, but may not be limited to, the following:
 - a. Guest Services Advisor
 - b. NH Information Specialist
 - c. Special Event Volunteer and/or Supervisor
2. It is mutually and expressly understood that volunteer services shall be donated, and that said volunteer is not entitled to nor expects any present or future salary, wages, or other benefits for these voluntary services.

3. Volunteer agrees to follow the supervision and direction of any personnel, employee, or volunteer, to whom volunteer has been assigned to perform services, and to participate in any training required by the charity in order to perform the voluntary services.
4. Volunteer agrees that he/she will not be considered to be an employee of the charity, for any purposes other than tort claims and injury compensation, while performing the above described voluntary services.
5. Volunteer further understands that if volunteer is responsible for injuries to their parties or damages to their property while acting outside the scope of assigned volunteer duties that said volunteer may be held personally liable for any monetary damages a court may award to the injured party.
6. It is further understood and agreed to by volunteer that the services rendered to the charity shall apply only in the case of liability arising out of the ordinary negligence that occurs during the scope of the volunteer's service agreed to herein, and that in no way do any of these provisions apply for the benefit of volunteer, his/her heirs, executors or administrators in any action arising out of gross negligence, willful misconduct, or any other conduct on the part of said volunteer, which cause or may give rise to criminal liability.
7. Volunteer further agrees that volunteer will fully cooperate with the charity and its agents in any investigation lawsuit, arbitration, or any other legal or quasi-legal proceedings that arise from the matters covered by this agreement. Volunteer further agrees to notify the charity immediately of any incident that occurs or may occur within the knowledge of the volunteer, which gives rise to liability on the part of the volunteer of the charity.
8. I understand that my volunteer assignment will be between the dates of **September 16, 2022 and October 2, 2022**. I also understand that my volunteer assignment may be terminated at any time by either party to this agreement.
9. IN CASE OF EMERGENCY, please contact:

_____ (name)

_____ (phone)

_____ (relationship to volunteer)

_____ Doctor's Name & Office Phone Number

Signature of Volunteer _____

Signature of Event Manager _____

