

Kingdom Bound Volunteer Guidelines

Kingdom Bound Ministries welcomes all believers in Jesus Christ to have an opportunity to "serve" God. Volunteers complement the Kingdom Bound staff by engaging the church to serve and provide a vital link between Kingdom Bound Ministries and its ministry community.

IF YOU ARE NOT SURE YOU WILL BE ABLE TO VOLUNTEER, SUBMIT YOUR APPLICATION ANYWAY

It is easier to cancel your application than to take applications after the deadline date.

**Kingdom Bound reserves the right not to accept applications after June 30, 2010
and to make applications ineligible if needed items are not complete by July 15, 2010**

1. **VOLUNTEER APPLICATION** There is a **\$10.00 administrative fee to be paid by each regular festival volunteer**. All regular festival volunteers please follow and complete the volunteer application process. Incomplete applications may be returned. **Complete the Volunteer Application, sign it and return to: Kingdom Bound Ministries, Attn: VOLUNTEERS 8550 Sheridan Dr. Williamsville, NY 14221.** Direct application inquires to: volunteers@kingdombound.org or call 716-633-1117 Ext. 126.
2. **PAY-ONCE PARKING (CHANGE FOR 2010)** Pay-Once Parking is available for **\$8.00 to all commuter volunteers** staying off grounds no matter how many days you are volunteering.
3. **VOLUNTEER ORIENTATION GUIDELINES**
 - a. **Attending an Orientation Session – First-Time volunteers who live less than 100 miles** from Buffalo/Rochester need to select an Orientation Session to attend.
 - b. **Correspondence Orientation Sessions** - The following need to complete the Correspondence Orientation Program.
 - i. Returning Volunteers who volunteered within the last 3 years are asked to "**update**" their **Orientation Review**.
 - ii. First-Time Volunteers who live 100 miles or more from Buffalo/Rochester.
 - iii. **(NEW) First-Time Volunteers who live in Canada.**

ORIENTATION SESSION DATES

A. Buffalo, NY Area

Date	Time	Location	Location Phone
Thursday, June 17, 2010	7:00pm-9:00pm	Kingdom Bound Office-8550 Sheridan Dr-Williamsville, NY 14221	(716) 633-1117

B. Rochester, NY Area

Date	Time	Location	Location Phone
Thursday, June 24, 2010	7:00pm-9:00pm	Browncroft Church – 2530 Browncroft Blvd., Rochester, NY 14625	(585) 586-0930

4. **AGE GUIDELINES****
 - a. **Security*** - 18 years and older (NYS Security Certification or law enforcement preferred).
(CHANGE FOR 2010-PHOTOS) (*note- Only Security Volunteers need to submit a photo if not on file)
 - b. **Transportation** – 21 years or older. Must be 25 years or older to drive vans.
 - c. **All other positions** – 16 years or older
 - d. Volunteers under the age of 18 years old need to submit a Parent Consent Form.
**** If under the age of 18 years old, a parent consent form needs to be signed and submitted. Kingdom Bound Ministries does not assume responsibility for the care and welfare of the underage applicant.**

5. **REFERENCE FORM** - Each volunteer shall submit a Reference Form. Please forward the form, have it completed and returned to Kingdom Bound Ministries. Kingdom Bound Ministries reserved the right to have a volunteer submit reference forms anytime at its discretion.
6. **BACKGROUND CHECK** – A general background check shall be conducted on each volunteer. A national search company, Choice Point shall be used to conduct checks on Children's Ministry volunteers. If you have any questions, please call 716-633-1117 Ext.127
7. **VOLUNTEER SHIFT** - Volunteers are scheduled to volunteer an average "volunteer shift" of 5 hours per day. Volunteers staying at Darien Lake need to work all 4 days of the event or may choose the option to pay for admission for days they do not volunteer.
8. **CAPABILITY** – Need to be able to perform the position(s) selected.
9. **KINGDOM BOUND VOLUNTEER APPRECIATION DAY**
Kingdom Bound would like to thank all of our volunteers for their dedicated contribution to the ministry. You, your family and friends are invited to join us for a Kingdom Bound Volunteer Appreciation Day at Darien Lake Theme Park, Saturday, August 28, 2010 at 10:30am. The Cost is only \$12.00 per person and includes a day at the park and a picnic lunch (parking not included). Please call the office at 800-461-4485 (or 716-633-1117) ext 120 by July 30th to make reservations.

Acceptance of volunteer applications is at the discretion of Kingdom Bound Ministries.

To contact Kingdom Bound Ministries call 716.633.1117 ext. 126 or email: volunteers@kingdombound.org



VOLUNTEER APPLICATION 2010 ♦ August 1-4
DARIEN LAKE THEME PARK RESORT ♦ BUFFALO, NEW YORK

Kingdom Bound Ministries reserves the right not to accept
 Volunteer Applications after JUNE 30, 2010 and
 to make applications ineligible if needed items are not complete by July 2, 2010
Return to: Kingdom Bound Ministries, Attn: VOLUNTEERS
8550 Sheridan Dr-Williamsville-NY 14221

ID No		Date Recd		
OFC USE: <input type="checkbox"/> Pix <input type="checkbox"/> Train <input type="checkbox"/> Ref <input type="checkbox"/> Park Pass				
Sch	SU	MO	TU	WE
Pos				
Loc				
Tim				

<input type="checkbox"/> Administrative Fee	Submit with this application. Administrative fee to be paid by each regular festival volunteer. (Applications may not be processed until Administrative Fee is received)	\$10.00
<input type="checkbox"/> Pay-Once Parking	(CHANGE FOR 2010) Pay-Once Parking is available for \$8.00 to all commuter volunteers staying off grounds no matter how many days you are volunteering.	\$ 8.00
C#:	Non-refundable U.S. Checks or U.S. Money Order to Kingdom Bound Ministries (US FUNDS) Total submitted	\$

PERSONAL INFORMATION - (PLEASE COMPLETE ALL ITEMS BELOW)

Last Name		First Name		M.I.
Address				
City		State/Province	Zip/Postal Code	
Home Phone ()		Work Phone ()		
e-mail address		<input type="checkbox"/> Check here if you choose not to receive a KB Email blast.		
Have you ever been charged with a crime? (violation, misdemeanor, or felony) <input type="checkbox"/> No <input type="checkbox"/> Yes If yes, explain (attach additional sheet if necessary)				
Have your been charged with any type of sexual offense? (violation, misdemeanor or felony) <input type="checkbox"/> No <input type="checkbox"/> Yes If yes, explain (attach additional sheet if necessary)				
Date of Birth	Age	Ht.	Wt.	Hair
/ /				
		Eyes	Gender	
			Male	Female
Have you resided in any other states in the last 3 years? Please List. Use additional sheets if necessary.				
Address		City	State	Zip
				How Long
VOLUNTEER SHIRT - Please indicate your Volunteer T-Shirt Size. <input type="checkbox"/> Small <input type="checkbox"/> Medium <input type="checkbox"/> Large <input type="checkbox"/> X- Large <input type="checkbox"/> 2X				
Would you be interested in volunteering year-round for ministry events? <input type="checkbox"/> Yes <input type="checkbox"/> No				

EMERGENCY INFORMATION (Please list a person that may be called in an emergency)

Name	Relationship
Home Phone ()	Cell Phone (or Work Phone if no cell phone is available) ()

MEDICAL INFORMATION

Please list any medical alert information: (attach additional sheet if necessary)

PASTORAL INFORMATION (Please forward the enclosed REFERENCE FORM as area requests)

Church	Pastor	Church Phone Number ()	Ext.
Email Address	How Long have you attended this church?		

VOLUNTEER COMP ADMISSION

I WILL NOT BE STAYING ON-GROUNDS AT DARIEN LAKE THEME PARK RESORT.
 I AM STAYING ON-GROUNDS AT DARIEN LAKE THEME PARK. We should have the name & site number where you are staying by July 2, 2010 or we reserve the right not to make a reimbursement for your comp volunteer admission ticket.

Name of Person Site is Registered to: Phone # () Site Number

VOLUNTEER CATEGORY (CHOOSE ONE)

A. ATTENDING AN ORIENTATION SESSION

First-Time volunteers who live less than 100 miles from Buffalo/Rochester select an Orientation Session to attend.

<input type="checkbox"/> Buffalo, NY Area			
Thursday, June 17, 2010	7:00pm-9:00pm	Kingdom Bound Office-8550 Sheridan Dr-Williamsville, NY 14221	(716) 633-1117
<input type="checkbox"/> Rochester, NY Area			
Thursday, June 24, 2010	7:00pm-9:00pm	Browncroft Church - 2530 Browncroft Blvd., Rochester, NY 14625	(585) 586-0930

B. CORRESPONDENCE ORIENTATION SESSIONS - The following need to complete the Correspondence Orientation Program.

- i. Returning Volunteers who volunteered within the last 3 years are asked to "update" their Orientation Review.
- ii. First Time Volunteers who live 100 miles or more from Buffalo/Rochester may complete the Correspondence Orientation Program.
- iii. (NEW) First-Time Volunteers who live in **Canada** may complete the Correspondence Orientation Program.

[Continued on reverse side]

KINGDOM BOUND VOLUNTEER STATEMENT OF UNDERSTANDING AND INDEMNIFICATION

I, the volunteer applicant, parent, guardian, legally responsible person or organization, understand that the volunteer applicant is not an employee, agent, subcontractor, or independent contractor of Kingdom Bound Ministries, Inc. or Darien Lake Theme Park Resort, Inc. I understand that my volunteer position is not a contract for hire, expressed or implied, and is with no promise of compensation or employment. I further understand that Kingdom Bound Ministries, Inc. and Darien Lake Theme Park Resort, Inc., will not provide me with any pay, compensation, insurance coverage, worker's compensation or any other benefit to which an employee may be entitled in consideration of my being allowed to volunteer for the purpose of general festival help or for any other purpose.

I the volunteer applicant, parent, guardian, legally responsible person or organization, hereby release, forever discharge and agree to indemnify and to hold harmless, Kingdom Bound Ministries, Inc. and Darien Lake Theme Park Resort Inc., and its officers, directors, employees, agents, contractors and subcontractors, from and against any and all liability, claims, action or actions, cause and causes of action, suits or demands for personal injury, bodily injury, sickness or death as well as property damage and expenses, and including without limitation, attorneys fees and court costs and any and all other liabilities of any nature whatsoever which may arise from my activities as a volunteer, through my participation in Kingdom Bound related activities, and/or my presence on Darien Lake Theme Park property during the Kingdom Bound festival (including set up and tear down) whether or not related to Kingdom Bound Festival activities. At no time while volunteering or at any other time shall I be considered as having purchased admission to Kingdom Bound or Darien Lake Theme Park due to or as a result of my activities as a volunteer.

I voluntarily and knowingly fully release and discharge, absolve, indemnify and hold harmless Kingdom Bound Ministries, Inc. and Darien Lake Theme Park Resort, Inc. your agents and any former employer, person, firm, corporation, or government agency, its officers, directors, contractors, subcontractors, employees and agents or representatives from any and all claims, liability, demands, causes of action, damages, or costs, including attorneys fees, present or future, whether known or unknown, anticipated or unanticipated, arising from or incident to the disclosure or release of any such Reference form, information, references and background investigation to you, your agents, or employees, or representatives. Kingdom Bound may obtain from the applicant their Social Security Number for the purpose of conducting a background investigation if needed.

I further agree that any and all controversies, disputes, claims or liability which may arise out of or related to this agreement or any of my activities at the Kingdom Bound event or Darien Lake Theme Park Resort property shall be settled by an arbitration panel of (3) three arbitrators administered by the American Arbitration Association. It is agreed that both parties will faithfully observe this agreement and that we will abide by and perform any award rendered by the arbitrators.

I further agree to take due care in my position as a volunteer and to conduct myself in a safe and hazard-free manner. I will report unsafe hazards to the officials of Kingdom Bound Ministries, Inc. immediately. I understand that as a volunteer I am to present myself with modest dress and conduct myself in a Biblical and Christ-like manner. I further understand and agree that in matters of security and/or medical assistance that I may not arrest or detain anyone, nor will I render medical assistance unless I am qualified to do so. I agree not to counsel any person under any circumstances. I will refer all counseling situations to authorized personnel. I am able to perform the duties of my volunteer position. I also give Kingdom Bound Ministries and Darien Lake Theme Park permission to video or photograph me while on park premises, without reward or compensation. No volunteer or ministry representative has the authority to enter into any agreement expressed or implied, or make any representations or agreement on behalf of Kingdom Bound Ministries, Inc. without written consent. I understand that Kingdom Bound Ministries reserves the right to accept or not accept a Volunteer Application with or without cause at the discretion of Kingdom Bound Ministries.

APPLICANT SIGNATURE AND AUTHORIZATION

I the volunteer applicant, parent, guardian, legally responsible person or organization (if applicant is less than 18 years of age), acknowledge that all the information in this application is true and accurate to the best of my knowledge. I authorize Kingdom Bound Ministries, Inc. and/or authorized personnel to complete at its discretion a criminal history, sex offender record check, motor vehicle, check, professional licenses and reference checks. I understand that this information may be used, in part, to determine my eligibility for a volunteer position with Kingdom Bound Ministries. I also understand that as long as I remain a volunteer for Kingdom Bound Ministries, records checks may be repeated at any time. I understand that Kingdom Bound Ministries, Inc. may choose not to extend a volunteer appointment or to dismiss me based on the results. I also understand that all information remains the property of Kingdom Bound Ministries, Inc. and will not be distributed to the volunteer applicant or any other organization, group or agency except as authorized within this search process.

I agree to pay for festival passes for entry into Kingdom Bound events if I attend Kingdom Bound and do not fulfill my volunteer obligation.

I have read and understand the volunteer guidelines, procedures and position descriptions and agree to all the conditions listed therein.

I also have read and understand the Statement of Understanding and Indemnification and agree to the terms and conditions therein.

If I am a RETURNING VOLUNTEER, I confirm that I have reviewed the Volunteer Orientation Manual and understand the contents therein.

If the applicant is less than 18 years of age, the parent or guardian agrees that the applicant may sign the Volunteer Orientation Review or Confirmation and Early Voucher without a parent signature.

I, the undersigned parent, adult supervision and/or legal representative understand that Kingdom Bound Ministries does not assume responsibility for the care and welfare of the underage applicant at any time and that the parent is responsible to assure that proper adult supervision may be reasonably available for the applicant while attending Kingdom Bound. **PLEASE WRITE LEGIBLY.**

Applicant Signature: _____ Date ____/____/____

Print Name _____

PARENT, GUARDIAN OR LEGAL REPRESENTATIVE (If applicant is less than 18 years of age)

Parental Signature (Needed if applicant is less than 18 years of age.) _____ Phone () _____

Print Name _____

Campsite # or off grounds location (for information only) _____

VOLUNTEER AREAS

1. Kingdom Bound makes the best effort to place volunteers in their selected areas. Kingdom Bound reserves the right to place volunteers where most needed.
2. Indicate the day(s) and time(s) you would like to volunteer.
3. **COMMUTER VOLUNTEERS.** If you are commuting from another hotel or campgrounds, you may volunteer as many days as you would like. You DO NOT NEED to volunteer for all four days.
4. **ON-GROUNDS VOLUNTEERS.** If you are staying on-grounds at Darien Lake Theme Park, you need to volunteer ALL FOUR DAYS to receive your comp admission ticket or you may choose the option to pay for admission for days you do not volunteer.

YES, I am camping on-grounds and will volunteer on Sunday. CHECK ONE ▶▶▶▶▶▶ AM PM EVE
 * If your area has an "NA" we will adjust your schedule to make up your volunteer hours.

AM – Schedule start times begin at 8am **PM** – Schedule start times begin at 12 noon **EVE** – Schedule start times begin at 5pm

PLEASE READ ALL OF THE POSITION AREAS AND THEIR DUTIES.
YOU MAY BE ASKED TO VOLUNTEER IN MORE THAN ONE AREA DURING THE FESTIVAL.

NEW BACKGROUND CHECK – A background check shall be conducted on each volunteer.

A national search company, Choice Point shall be conducted on Children's Ministry volunteers over 18 years old.

Position	Minimum Age	Duties	Volunteer Schedule				
			Days	Sun	Mon	Tue	Wed
<input type="checkbox"/> Admissions <input type="checkbox"/> PAC <input type="checkbox"/> Park Choice # ____	16 yrs.	Check Wristbands at venue Gates. Check Wristbands and distribute Program Booklet at Camp Gate mostly on Sunday. ☼ May need to stand for long periods of time. Assist with other duties as needed	AM				
			PM				
			EVE				
Altar Ministry <input type="checkbox"/> PAC STAGE <input type="checkbox"/> PARK STAGE Choice # ____	16 yrs	Pray with People. Position scheduled for all of the hours the venue is open and is an on-call position. ☼ May need to stand for long periods of time. Assist with other duties as needed	AM	* N/A			
			PM				
			EVE				
<input type="checkbox"/> Artist Merchandise Choice # ____	16 yrs.	Sale of CD's, Shirts, etc. If volunteering for at least 3 days of the event, you NEED TO volunteer for one evening shift. ☼ May need to lift more than 50 lbs at times Assist with other duties as needed	PM				
			EVE				
<input type="checkbox"/> Children's Ministry Choice # ____	16yrs.	Assist with ages 3-9. Need to volunteer on Mon., Tue. & Wed. * If staying on the grounds, you may be scheduled Sunday at another position. You will be sent the time for Sunday's meeting. Assist with other duties as needed	AM	MTG TBA			
<input type="checkbox"/> Greeter Choice # ____	16 yrs.	Distribute program book at entrance gates. Direct patrons and answer patron questions. ☼ May need to stand for long periods of time. Assist with other duties as needed	AM				
			PM				
			EVE				
<input type="checkbox"/> Transportation Must Submit a copy of Driver's License with Application Choice # ____	21 yrs.	Festival Transportation. Have a valid/clean driver's license Must be 25 yrs or older to drive vans. ☼ May need to lift, more than 50 lbs Assist with other duties as needed	AM				
			PM				
			EVE				
<input type="checkbox"/> Security Choice # ____	18 yrs.	Responsible for securing stage areas. PICTURE NEEDED Law enforcement or NYS Certification preferred. ☼ May need to stand for long periods of time. Assist with other duties as needed	AM				
			PM				
			EVE				
<input type="checkbox"/> Stage Production Choice # ____	16 yrs.	Responsible for stage set-up and tear down during the festival. Submit resume with related experience, if applicable. ☼ May need to lift, more than 50 lbs Assist with other duties as needed.	AM				
			PM				
			EVE				
<input type="checkbox"/> Usher Choice # ____	16 yrs.	Assist with seating in the Performing Arts Center. ☼ May need to stand for long periods of time. Assist with other duties as needed	PM				
			EVE				
<input type="checkbox"/> Other	16 yrs.	Function: _____ Supervisor: _____ If you have been selected to a team that is not listed above, please list the function and your supervisor's name. May need to stand for long periods of time. May need to lift, more than 50 lbs Assist with other duties as needed	AM				
			PM				
			EVE				

REFERENCE FORM KINGDOM BOUND 2010 ♦ PLEASE COMPLETE AND RETURN

Return to: Kingdom Bound Ministries: Volunteers ♦ 8550 Sheridan Dr. ♦ Williamsville, NY14221 or Fax 716-633-6567

VOLUNTEER APPLICANT: Please forward this form to the church pastor or leader that you are most associated with. Kingdom Bound may accept a work reference or in special circumstances a personal reference if a church reference is unable to be obtained.

A PASTORAL REFERENCE IS NECESSARY FOR ALTAR WORKERS, CHILDREN’S MINISTRY, PRAYER TEAM AND SECURITY VOLUNTEERS. Kingdom Bound Ministries reserved the right to have a volunteer submit reference forms anytime at its discretion.

REFERENCE COMPLETING THIS FORM: The following person has filed an application to volunteer at our Kingdom Bound event. Kingdom Bound is a non-profit, non-denominational organization that focuses on presenting the Gospel through a national Christian Music festival, that highlights national Christian Artists, Speakers and Children’s Ministries.

We ask for a reference from all of our volunteers in an effort to assure that we have volunteers with the highest degree of character, ethics and maturity possible. Your input is essential in helping us to choose people who will exhibit these qualities and the area they are best suited to volunteer in.

This referral needs to be physically received no later than JULY 2, 2010 so that we may complete the volunteer process

Please answer all of the following questions accurately and give a summary comment as to the character of this volunteer. All areas should be completed so that we may adequately determine applicant suitability. If you feel that this person should not volunteer at this time, please make a brief statement as to the reason. If you feel that this person would be better suited for areas other than that selected, please indicate where you feel this person would best serve. We appreciate you taking the time to complete this referral.

If you have any questions, please contact Danielle Pelletier at 716-633-1117 Ext. 126 or 800-461-4485. or email volunteers@kingdombound.org.

REFERENCE FORM INFORMATION

Name of Volunteer _____ Home Phone () _____ Work Phone () _____

Volunteer: Please check area(s) being requested on your application:

Volunteers in these areas need to submit a PASTORAL REFERENCE each year

Position	General Duty Description
<input type="checkbox"/> Altar Ministry (adults)	Pray with people. NO COUNSELING PERMITTED. Position scheduled for the hours the venue is open. Is an on-call position.
<input type="checkbox"/> Children’s Ministry	Assist with children’s program ages 3 to 9. Must volunteer all three days. Volunteer must be at least 16 years old.
<input type="checkbox"/> Prayer Team	A team that prays on the grounds during the festival.
<input type="checkbox"/> Security	Responsible for securing stage areas. Law enforcement or NYS Security certification preferred.
Volunteers in these areas need to submit a Reference one time and may need to be submitted periodically as determined by Kingdom Bound	
Position	General Duty Description
<input type="checkbox"/> Admissions	Check Wristbands at PAC Gate. Check wristbands and distribute program book at Camp Gate mostly on Sunday.
<input type="checkbox"/> Artist Merchandise	Sale of Artist’s CD’s, shirts etc.
<input type="checkbox"/> Deaf Ministry	Interpreting & ministry for the deaf. Experience required.
<input type="checkbox"/> Greeter	Distribute program book at Camp & Main Gates. Direct patrons to purchase tickets and answer patron questions.
<input type="checkbox"/> Transport	Festival transportation on grounds and off grounds. Must be 25 yrs or older to drive transportation vans
<input type="checkbox"/> Stage Production	Set up staging areas. Sound and stage experience preferred.
<input type="checkbox"/> Usher	Assist with seating in the Performing Arts Center.
<input type="checkbox"/> Other	Please Indicate:

- AGE GUIDELINES:**
- Security-** 18 years and older (NYS Security Certification or Law Enforcement preferred)
 - Transportation-** 21 years or older for golf carts, 25 years or older for van transportation
 - All other positions** – 16 years or older

Please complete all areas. (Attached additional sheets if necessary)

- How long as the applicant attended your church or worked for you? _____
- What area(s) is the applicant involved with in your church or work place? _____
- To your knowledge, has the applicant ever been charged with a crime (violation, misdemeanor or felony) or sexual offense? No Yes If yes, please explain _____
- Why do you feel the applicant is suited for the area(s) checked above? _____
- Is there any reason that you would not recommend the applicant as a volunteer for the event? No Yes If yes, Please explain. _____
- Please make any other comments regarding the applicant by attaching an additional sheet(s)

Reference Signature _____ Relationship: Church Work Personal Date _____

Please PRINT Name _____ Email _____

Church/Work Name _____

Address _____

City _____ State/Province _____ Zip/Postal Code _____

Phone () _____ Fax () _____ Contact Phone () _____

KINGDOM BOUND MINISTRIES VOLUNTEER ORIENTATION PROGRAM 2010

A Note from the Executive Director

I would like to take this opportunity to welcome you to the Kingdom Bound Volunteer Team. Since the initial festival in 1987, the vision and mission of Kingdom Bound, set forth by our President and Founder, Fred Caserta, has been “to present the Gospel through the arts”. Today, Kingdom Bound continues this mission. Our focus has been and will continue to be on prayer. It is what has sustained us and what has kept the presence of God interwoven within all that we do as a ministry. Please join us in daily prayer.

Your gifts and talents make all the difference between a ‘good’ festival and a ‘God’ festival. I love the way that Matthew 5:16 reads from the Message Bible– “Now that I’ve put you there on a hilltop, on a light stand--shine! Keep open house; be generous with your lives. By opening up to others, you’ll prompt people to open up with God, this generous Father in heaven.” Look for God to do something special for you as you serve in His Kingdom.

*We are praying for you.
Thank you for being a part of the Kingdom Bound team.*

Donna Russo and the Kingdom Bound Staff

SECTION 1- MINISTRY HISTORY, FAITH STATEMENT AND VISION

I. WHAT IS KINGDOM BOUND?

Kingdom Bound Ministries is a non-profit, non-denominational organization that produces a high-quality, family-centered, Christian music festival. The purpose of Kingdom Bound is to bring family-centered programs that present wholesome, traditional family values, that help develop the overall well-being of the family unit, through spiritually-based Christian music, speakers, youth and children’s programs.

II. HOW DID THE FESTIVAL START?

Kingdom Bound was an idea conceived in the hearts of two Buffalo, New York men! Fred Caserta, a long-time booking agent, and a local musician named Mike Caputy. They discovered a mutual belief in Jesus Christ and a desire to serve the Lord with their talents. They began to meet with area Pastors with the idea of using Contemporary Christian music to present the Gospel.

One of their first efforts was a concert featuring Sheila Walsh, Russ Taff and Mylon LeFevre. Following this successful concert, the Special Events Coordinator for Darien Lake Theme Park (now Darien Lake Theme Park Resort) presented the idea of a Christian music day in the park.

The first event of its kind in this area took place in October, 1987, on what should have been a beautiful Autumn weekend. However, the temperature hovered at a crisp 39 degrees with a few snowflakes gracing the event. Despite the weather, the concept astounded the modest crowd of 6,000 with a wonderful time of praise for the Lord!

Thus, the Kingdom Bound festival was born! After the first festival, the date moved to August, and the idea blossomed into one of the top three festivals in the nation with a growing attendance of more than 48,000 today.

III. OUR STATEMENT OF FAITH

1. We believe in one God, eternally existent in three persons; Father, Son and Holy Spirit.
2. We believe in the deity of our Lord Jesus Christ, His virgin birth, His sinless life, His miracles, His vicarious and atoning death through His shed blood, His bodily resurrection, His ascension to the right hand of the Father and His personal return in power and glory.
3. We believe that the Bible is the inspired and only infallible authoritative Word of God. We believe that for the salvation of lost and sinful men, belief in the Lord Jesus Christ and regeneration by the Holy Spirit is absolutely necessary.
4. We believe in the present ministry of the Holy Spirit by whose indwelling, the Christian is enabled to live a Godly life.
5. We believe in the forgiveness of sin, resurrection of the body and life everlasting.
6. We believe in the spiritual unity of believers in our Lord Jesus Christ.

IV. THE VISION OF KINGDOM BOUND MINISTRIES

The vision of Kingdom Bound is to present the Gospel through a variety of art forms including concerts, outreaches, and an annual performing arts festival; to bring people to a saving knowledge of Jesus Christ, and to encourage believers in their walk with God.

V. THE MISSION OF OUR VOLUNTEERS

The mission of our volunteers is to:

1. Serve Christ and people with love
2. Lead people to Christ
3. Be safe, friendly and Spirit-led
4. Be submissive

SECTION 2 - VOLUNTEER GUIDELINE

I. VOLUNTEER APPLICATION - There is a \$10.00 administrative fee to be paid by each regular festival volunteer. All regular festival volunteers please follow and complete the volunteer application process.

II. VOLUNTEER ORIENTATION - Each volunteer is to complete the orientation program to become familiar with the festival.

III. AGE GUIDELINES**

A. **Security**- 18 years and older (NYS Security Certification or Law Enforcement preferred)

B. **Transportation** – 21 years or older.

MUST BE– 25 years or older to drive vans.

C. **All other positions** – 16 years or older. Parental Consent form is needed for volunteers under 18 years of age

** If under the age of 18 years old, (a parent consent form needs to be signed and submitted.) Kingdom Bound Ministries does not assume responsibility for the care and welfare of the underage applicant.

IV. REFERENCE FORM – Each volunteer shall submit a Reference Form. Please forward your reference form, have it completed and returned to Kingdom Bound Ministries. Kingdom Bound Ministries reserves the right to have a volunteer submit a reference form at anytime at its discretion.

V. BACKGROUND CHECK – A background check shall be conducted on each volunteer. Children’s Ministry volunteer will continue to have a national search company, Choice Point conduct background checks on Children’s Ministry volunteers.

VI. VOLUNTEER SHIFT & ADMISSION -Your festival comp ticket is free of charge when completing the following:

1. **Commuter Volunteers:** You are expected to volunteer a minimum “volunteer shift,” of about 5 hours per day. For each “volunteer shift” completed, you are only entitled to receive a Kingdom Bound free comp admission for the day you volunteered. Early Voucher - Commuters desiring to enter the grounds before your volunteer shift may receive an early voucher for that day. Ask when you check in.
2. **Camping Volunteers:** Volunteers staying at Darien Lake need to work all 4 days of the event or may choose the option to pay for admission for days you do not volunteer.

VII. ON-GROUNDS VOLUNTEER ADMISSION REIMBURSEMENT

1. If you have reserved a Darien Lake Campsite in your name, you will pay the camping package in full. We will back out the ticket price from the camping package for all volunteers on that site.
2. If you are staying on another person’s site, include the name of the person who registered the site and the site number.
3. We will reimburse the ticket price to whoever actually made the payment. We should have the name & site number where you are staying by July 2, 2010 or we reserve the right not make a reimbursement for your comp volunteer admission ticket.

VIII. (CHANGE FOR 2010) PHOTO ID*- Only “Security Volunteers” need to have a photo for the volunteer identification. If you do not have a photo on file, photos may be taken at any of the orientation sessions or, you may email a photo on a “Neutral” background. A neutral background means a single color background with no other items in the picture.

IX. (CHANGE FOR 2010) PAY-ONCE PARKING - One "Pay-Once" parking is available for \$8.00 to all commuter volunteers staying off grounds no matter how many days you are volunteering.

X. CAPABILITY – Need to be able to perform position(s) selected. Volunteers may need to walk a long distance for volunteer check-in or to get to their volunteer position. See position descriptions.

XI. NOTIFICATION OF APPLICATION –Kingdom Bound may notify you by mail or email regarding your volunteer application information and may indicate any items have not been received to date. Please contact the Kingdom Bound office if you have a concern about your application.

XII. VOLUNTEER SCHEDULE-Volunteers are not scheduled until all volunteer items are received. Your schedule may be mailed or emailed to you prior to the event. You may be notified by mail if you have not been approved to volunteer.

XIII. ACCOMMODATIONS & FOOD -Volunteers are responsible to provide and pay for their own food and accommodations for the event. Kingdom Bound will not be responsible for providing lodging or meals.

SECTION 3- YOUR VOLUNTEER POSITION

I. SELECTING A VOLUNTEER POSITION

1. Please read all of the position areas and their duties. You may be asked to volunteer in more than one area during the festival.
2. Select the area(s) that reflects your greatest gifts and talents. If you enjoy it, you will probably do well at it!!
3. If you have any questions regarding your volunteer position, assignments or duties, please ask the volunteer coordinator or your supervisor at anytime. We will make the greatest effort to answer questions that you may have regarding your volunteer position.

4. We make the greatest effort to place you in your first-requested position. However, if that position is not available for any reason, we will attempt to position you in one of your subsequent position requests.
5. Volunteers are not scheduled until all volunteer items are received. Your schedule may be mailed or emailed to you prior to the event. You may be notified by mail if you have not been approved to volunteer.
6. Kingdom Bound Ministries reserves the right to accept or not accept a Volunteer Application with or without cause at the discretion of Kingdom Bound Ministries.
7. We also reserve the right to reassign volunteer positions at any time in order to accommodate festival needs.
8. Kingdom Bound reserves the right to have a volunteer submit a reference form at anytime at its discretion.

II. HOW TO ENTER THE FESTIVAL IF YOU ARE STAYING ON-GROUNDS AT DARIEN LAKE THEME PARK RESORT (CAMPERS)

1. ALL people staying at Darien Lake Theme Park Resort will enter through the Accommodations/Hotel entrance. (The first entrance on Rt. 77 if you are coming from the I-90 thruway)
2. Your "vehicle camping permit" with campsite number should be hanging from the rear view mirror.
3. You will show your VOLUNTEER LETTER and ALL non-volunteer campers will show their "Camping/Hotel" wristband.
4. We ask that anyone WITHOUT a "Camping/Hotel" wristband be taken to the Main Park entrance for entry so that the park may add him or her to the gate count. Only those with Camping/Hotel wristbands are permitted to stay overnight on campsites.
5. Once these are verified, you will be directed to your campsite.
6. All non-camping commuter guests must exit the grounds by 11:00 p.m.

III. HOW TO ENTER THE FESTIVAL IF YOU ARE STAYING OFF-GROUNDS AND COMMUTING (COMMUTERS)

A. Entrance to Darien Lake Theme Park Theme Park Resort

1. (NEW FOR 2010) ALL commuter volunteers will enter at the Park staff entrance off Sumner Road and park across from Security Checkpoint #2, then proceed to the Festival Office.
2. You will not be able to enter at the Accommodations/Hotel Gate. This is done for Darien Lake Theme Park Resort gate count purposes.
3. (CHANGE FOR 2010) PAY-ONCE PARKING - One "Pay-Once" parking is available for \$8.00 to all commuter volunteers staying off grounds no matter how many days you are volunteering.
4. You should have your Volunteer Letter with you.

B. Staying overnight at Darien Lake Theme Park Theme Park Resort

1. Volunteers who do not have accommodations at Darien Lake Theme Park Resort are not permitted to stay on the grounds overnight.
2. The park has an additional camping charge for extra campers. It would not be right to cheat the park or GOD. If you have any questions please check at the Communications Center or Festival Office.

IV. WHERE TO REPORT FOR VOLUNTEER CHECK-IN

1. Commuter Volunteers will enter at the Sumner Road entrance and park across from the Checkpoint #2 Security Post and check in at the Festival Office each day. You will be signing in and out with your group leader each day. Details will be in your volunteer letter. Please remember to bring it with you to the festival.
2. On-Grounds Volunteers will be signing in and out with your group leader each day. Details will be in your volunteer letter. Please remember to bring it with you to the festival.
3. Please report at least 20-30 minutes before your assigned volunteer shift.
4. Volunteers may need to walk a long distance for volunteer check-in or to get to their volunteer position.
5. You may be asked to verify your identification the first time you report for your volunteer position.

V. BEING RELIEVED FROM YOUR VOLUNTEER POSITION

1. Please do not leave your assigned area until your relief comes and your supervisor releases you.
2. If you must leave for any reason, please let someone know.
3. When you are relieved from your shift, please sign out.
4. Failure to report to your assigned volunteer shift or sign-out may result in termination of your volunteer position and/or payment at gate price for your admission ticket.

SECTION 4- VOLUNTEER EXPECTATIONS

I. VOLUNTEER EXPECTATIONS OVERVIEW

1. Kingdom Bound values its volunteers and is committed to a respectful, spiritual and rewarding relationship. Thank you in advance for your sacrifice of time and commitment to serving the Lord through your participation with Kingdom Bound Ministries. Your participation will help to make the festival a time of enjoyment, as well as a time of ministry for all those who attend.
2. As volunteers, you are often the first person that someone will encounter at the festival. Kingdom Bound expects that you will reflect the character and love of Jesus Christ to all you meet. Not everyone you meet may have a personal relationship with Jesus Christ, even if they are staying on-grounds.
3. The contents of this orientation manual may not cover every possible situation you may come upon. Please address any questions you may encounter during the festival where you check in for your volunteer assignment or a Kingdom Bound staff member. Questions regarding any part of this manual may be addressed in person if you are attending an orientation session, otherwise, please email them to volunteers@kingdombound.org or call our office at 716-633-1117 Ext. 126.
4. Kingdom Bound expects all volunteers to treat this position and everyone you meet with the utmost of respect. During the course of your volunteer position you will meet people of varied personal and spiritual backgrounds. What you say and do and how you conduct yourself reflect not only on the ministry, but creates a reflection of Jesus Christ.
5. Kingdom Bound expects all volunteers to fulfill their volunteer obligations and submit to Kingdom Bound leadership. We ask that volunteers be on time for their scheduled shift, to be at their assigned locations and to volunteer their assigned hours. If you are unable to keep your volunteer obligation, we expect to be notified as soon as possible so that we may fill that position.

II. WHAT CONDUCT IS EXPECTED FROM A KINGDOM BOUND VOLUNTEER?

Kingdom Bound expects all volunteers to conduct themselves with the highest degree of Christian character, morals and ethics, and to: (guidelines)

1. Respect all those you come in contact with.
2. Conduct yourself with honesty and integrity.
3. Not to misuse your Kingdom Bound credential. It identifies you as a Kingdom Bound volunteer only. It has no other rights or privileges.
4. Carry out assignments and ministry requests.
5. Not to leave your position or remove ministry property without permission.
6. Direct all Press or Media inquiries to the Festival Office. Only authorized persons may speak on behalf of the ministry.
7. Discrimination, harassment, and abuse of any kind toward any person are not acceptable conduct. Any person who feels that he/she has experienced any of these should report the matters to his/her supervisor or any other member of Kingdom Bound staff.
8. No Smoking: Smoking is prohibited during your volunteer shift. Darien Lake Theme Park Resort is a smoke-free environment. Guests cannot smoke anywhere in the park except for designated areas. (Please do not do something that may cause another to stumble)
9. Know that Kingdom Bound is a drug and alcohol-free event. Possession, consumption or being under the influence of alcohol, non-prescription drugs or a controlled substance is not permitted.

III. PERSONAL APPEARANCE

A neat, clean and modest appearance is an important part of the internal and public image of the ministry. Volunteers are to wear modest and appropriate clothing during their volunteer shift. Volunteers need to wear their Volunteer T-shirts during their volunteer shift. Footwear must be worn at all times. It is best to change your attire after your shift so that people do not bother you with questions on your free time. When in doubt, ask.

Clothing that would be considered not appropriate for your volunteer position would be improper fitting clothing, swim suits and attire that identifies any type of church, organization, association, club, group, fraternity. Kingdom Bound Ministries reserves the right to determine what appropriate attire is and may require volunteers to change attire at its discretion.

IV. COMMUNICATIONS (two-way radio and telephone) Kingdom Bound has set up a communication system for the smooth flow of operations. Telephones and two-way radios are used for this purpose. If you need to contact Kingdom Bound, you may contact a person with a radio/telephone or locate a telephone for communications. Know where the nearest form of communication is at your volunteer location.

V. KINGDOM BOUND CREDENTIALS – If part of your duties include checking credentials (e.g. wristband, tickets, volunteer identification), check to assure that the credential is valid for that area.

VI. VOLUNTEER PROTECTION & LIABILITY (The Volunteer Act of 1997)

The Volunteer Act of 1997 was enacted by congress ...to provide certain protections from liability abuses related to volunteers serving nonprofit organizations and governmental entities.” To review the act, and your protection and liability, please go to the Volunteer Section of our website and click on, “Volunteer Act of 1997.”

VOLUNTEER PROTECTION ACT OF 1997 SECTION 4. LIMITATION ON LIABILITY FOR VOLUNTEERS.

(A) LIABILITY PROTECTION FOR VOLUNTEERS- Except as provided in subsections (b) and (d), no volunteer of a nonprofit organization or governmental entity shall be liable for harm caused by an act or omission of the volunteer on behalf of the organization or entity if:

- (1) the volunteer was acting within the scope of the volunteer's responsibilities in the nonprofit organization or governmental entity at the time of the act or omission;
- (2) if appropriate or required, the volunteer was properly licensed, certified, or authorized by the appropriate authorities for the activities or practice in the State in which the harm occurred, where the activities were or practice was undertaken within the scope of the volunteer's responsibilities in the nonprofit organization or governmental entity;
- (3) the harm was not caused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed by the volunteer; and
- (4) the harm was not caused by the volunteer operating a motor vehicle, vessel, aircraft, or other vehicle for which the State requires the operator or the owner of the vehicle, craft, or vessel to- (a) possess an operator's license; or (b) maintain insurance.

(B) EXCEPTIONS TO LIMITATIONS ON LIABILITY-(1) IN GENERAL - The limitations on the liability of a volunteer under this Act shall not apply to any misconduct that-

- (a) constitutes a crime of violence (as that term is defined in section 16 of title 18, United States Code) or act of international terrorism (as that term is defined in section 2331 of title 18) for which the defendant has been convicted in any court;
- (b) constitutes a hate crime (as that term is used in the Hate Crime Statistics Act (28 U.S.C. 534 note));
- (c) involves a sexual offense, as defined by applicable State law, for which the defendant has been convicted in any court;
- (d) involves misconduct for which the defendant has been found to have violated a Federal or State civil rights law; or
- (e) where the defendant was under the influence (as determined pursuant to applicable State law) of intoxicating alcohol or any drug at the time of the misconduct.

SECTION 5- MINISTRY GUIDELINES

I. CODE OF CONDUCT (Abstain from all appearances of wrong doing)

1. Refrain from being alone with someone (adult, youth or child) of the opposite gender at anytime in an isolated area. When it is necessary to speak privately, find a place out of earshot, but within sight of others.
2. The privacy of youth or children in situations such as toileting, showering and changing clothes should be respected. When it is necessary to supervise youth or children in these situations, it is best that at least two adults should be present and intrude only to the extent that the health and safety of the children require. Adult volunteers should preserve their own privacy in these situations also.
3. Corporal punishment of any kind is not to be used.
4. Do not give anyone your personal information (address, phone or cell number, email address etc).
5. It is advisable not to transport anyone (adult, youth or child) of the opposite gender alone at any time. Spouses are acceptable.
6. It is advisable not to transport a person under the age of 18 alone at any time in a vehicle or a golf cart.
7. Men may only minister or transport men and woman may only minister and transport woman. Married couples together may minister or transport someone of either gender.
8. Personal Contact and Ministry
 - a. Never give a hug, without obtaining prior permission.
 - b. If permission is granted, never hug from a frontal position, always hug from the side.
 - c. If you are praying with someone, ask if you may place your hand on there arm, shoulder, or middle of the back. If in a group setting you may request to hold their hand while praying with them. If they say NO, please respect their decision and make no contact with them.
 - d. Never touch personal areas of a person at any time. (e.g. chest, buttocks etc).
 - e. Kissing, sensual massages or touching is inappropriate behavior.
 - f. Always ask a child if you can touch them, arm, shoulder, middle of back. (Example: when praying for a child, ask if it is ok to hold their hand or place your hand on the top of their shoulder or in the middle of their back.) If they say NO, respect their request!
 - g. If someone begins to discuss issues that you are not comfortable with, call your Ministry Leader. (See V. below)
9. Volunteer should take not commit and may be personally liable for: (See Volunteer Protection and Liabilities Section 4 (V) above)
 - a. Crimes or Acts of Violence
 - b. Sexual Offenses
 - c. Violation of a person's civil rights

- d. Willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of individuals.
- e. Harm committed and being under the influence of intoxicating alcohol or any drug while volunteering.
- f. Harm or injury to another when operating a motor vehicle for which the State requires the operator or the owner of the vehicle, craft, or vessel to (a) possess an operator's license; or (b) maintain insurance.

II. PRAYING WITH PEOPLE

Kingdom Bound Ministries believes in the power of prayer and encourages our volunteers to pray with people.

However, to protect against prayers that may be inappropriate or non-biblical, volunteers should focus prayers to salvation prayers and scripture-type prayers with people. Please remember that you are here primarily to volunteer so use discretion with your time.

III. COUNSELING PEOPLE

Counseling in any form is not permitted with anyone at anytime. There are no exceptions! If someone is in need of any ministry other than prayer, call your Ministry Leader. If a Ministry Leader is not available, please notify your supervisor, the Communications Center or Festival Office regarding the situation.

IV. GUIDELINES FOR ADDRESSING ISSUES OUTSIDE NORMAL PRAYER MINISTRY

It is our desire to provide prayer ministry through the Gospel of Jesus Christ to all who desire it.

It is our desire to provide prayer ministry through the Gospel of Jesus Christ to all who desire it.

1. If you encounter a situation you feel is outside the normal prayer operation, it is important that you involve your Ministry Leader right away.
2. If while praying with someone they begin to discuss issues that you are not comfortable with or report they are experiencing abuse or violence of any kind or degree call the Ministry Leader for assistance.
3. Do not detain, obstruct or stop the person from leaving.
4. Once your Ministry Leader arrives, you may remain to assist them unless they release you to return to your volunteer duties. Remain in an attitude of prayer and remember that you must keep anything the person shared with you private, other than notifying the appropriate Kingdom Bound personnel.

V. MEDIA INQUIRIES

Direct all Press or Media inquiries to the Festival Office located at Darien Lake's Security Checkpoint # 2 off, Sumner Road.

Kingdom Bound has designated a media spokesperson. Only authorized employees may speak to the news media regarding ministry business and issues related to Kingdom Bound's programs, those served or employees. If someone from the media approaches you and asks you for a comment, you should tell them that you are not authorized to speak for Kingdom Bound or the Darien Lake Theme Park Resort and instead, direct them to the Festival Office at Darien Lake Checkpoint # 2 off of Sumner Road.

SECTION 6- LOST PERSONS

I. GENERAL GUIDELINES

If in your opinion, you reasonably determine that a person may not be able to find their on-grounds camp site, is separated from their party and may not be able to locate them, you may report them as a lost person. Kingdom Bound will attempt to reasonably accommodate persons that may be separated from their party or may not be able to locate their accommodations on the grounds.

II. CATEGORIES OF LOST PERSONS

The safety of all those who attend the festival is of great importance to Kingdom Bound Ministries. The following are persons that may more commonly be considered as a "lost person." The list includes but is not limited to:

1. Children under the age of 14 years old. Anyone under the age of 18 years old who reports that they are lost should be reported to the Communications Center
2. Physically and mentally challenged persons
3. Disoriented persons
4. Elderly persons

III. WHAT TO DO IF YOU FIND A LOST PERSON

1. If you should encounter a person that is lost, take them or have a responsible adult take them, to the Communications Center or Festival Office. The Communications Center or Festival Office will house the lost person there until they are reunited with their party.
2. If a person reports to you that they have lost a person, take or send them immediately to the Communications Center or Festival Office. If you have a radio, contact the Communication Center immediately. Kingdom Bound may house the person there until they are reunited with their party.

IV. WHAT KINGDOM BOUND ATTEMPTS TO DO IF A PERSON IS FOUND OR REPORTED LOST

Kingdom Bound Ministries will take the following reasonable action:

1. We will make every reasonable attempt to notify departments with information regarding the lost person in case the other party should inquire about the lost person and will become attentive to look for the lost person.

2. Stage areas that have video screens may make a video presentation regarding the lost person.
3. The Darien Lake Security and Lost Persons Center may be notified about the lost person.

V. REASONABLE CARE OF LOST PERSONS

A lost person under the age of 18 shall remain in the custody of the ministry for a reasonable amount of time that shall be determined at the discretion of the ministry. The ministry reserves the right to contact authorities and surrender the lost person to their custody.

SECTION 7- CREATING A SAFE AND HEALTHY ENVIRONMENT

I. DEVELOPING AN ATTITUDE OF AWARENESS

In order to create the best possibilities for a safe and healthy environment, it is imperative that we all develop an "Attitude Of Awareness." This means that we should constantly be observant of the things around us that might create a safety or health hazard and report them to your supervisor. Be diligent, Be aware and Stay Alert!

II. SAFETY FIRST

Kingdom Bound is deeply concerned about the safety and welfare of people. We need your help in our efforts to assist with the safety of all of our volunteers and patrons. The following are items to be aware of that will help to produce a safe environment:

1. Report any injury, safety hazard, or damage to property immediately to your supervisor.
2. Be aware of and keep your individual area clean and orderly. Untidiness and clutter invites accidents.
3. Know and follow the safety rules established for your job, if applicable. When in doubt, ask before proceeding.
4. Do not allow unauthorized persons to operate equipment or have access to restricted areas.
5. Store and properly label all materials in their proper container and appropriate area.
6. Do not run or engage in horseplay.
7. Drive safely and courteously when operating ministry vehicles.
8. If you must lift heavy objects, use an adequate number of people.
9. Make sure that all and any applicable items or doors are secured before leaving for the day and that all electrical machines and appliances are turned off.

III. STAGE POLICY

For health and safety reasons, only authorized stage and security personnel will be permitted on the stage for festival business. All others must obtain special authorization to enter the stage area.

IV. WHO TO CONTACT IN AN EMERGENCY

Should an emergency arise, the first point of contact that should be made is the Kingdom Bound Communications Center. This may be done by telephone or by two-way radio. Find a location that has a telephone or a two-way radio and let them know that you need to contact the "Communications Center" for an emergency. The Communications Center phone number will be in your volunteer letter.

V. ACCIDENTS, FIRE AND MEDICAL EMERGENCIES

Should any accident, fire or medical emergency occur, Darien Lake Theme Park Resort Emergency Medical Technicians (EMT'S), Security, and Darien Fire Department are available to respond to any emergency.

1. Contact Kingdom Bound personnel immediately.
2. Please do not administer any medical assistance, unless you are qualified to do so.
3. Please make sure that you give them an exact location of the emergency. Never place yourself or others in danger.
4. You may help by keeping the area clear of spectators and by taking notes regarding what you have witnessed regarding the incident. Gather witnesses together so that we may get a report from them if needed. Kingdom Bound or an official agency may complete a report so your information may be very helpful.

VI. SECURITY EMERGENCIES

1. If a security situation should occur, it may be best to not get involved or intervene. The park has a Security Department to handle any matters that may arise. It is advisable that Kingdom Bound volunteers not to make arrests, detain, obstruct or stop the person from leaving. Please be advised that private citizens DO NOT have the same "reasonable cause" protection that police officers have and may be subject to personal liability or civil action. Call someone. IT MAY BE BEST TO NOT GET INVOLVED!

2. Suspicious Activities – Report any unusual activities, no matter how minor to the Communications Center or Festival Office via the nearest form of communication. (Phone or two-way radio). DO NOT attempt to confront any person. Get a good description of the person or vehicle.

Guidelines:

- a. Someone bragging or talking about plans to harm or attack people.

- b. Suspicious packages, luggage or items that has been abandoned in a crowded place.
- c. Someone suspiciously exiting an area (especially a secured area).
- d. Any type of activity or circumstance that seems frightening or unusual with the normal routine.
- e. Someone suspiciously watching, mapping or taking photographs of unusual things (buildings, entrances, etc).
- f. Someone unfamiliar loitering in an area, parking lot or building.
- g. Someone threatening to use a gun, bomb or poisonous substance.
- h. Strange odors, smoke, fire or an explosion.

VII. EMERGENCY EVACUATION PLAN

Should there be a need to evacuate the grounds due to a natural disaster or other circumstances, Kingdom Bound officials will work under the direction of Darien Lake Theme Park Resort, law enforcement officials, or emergency services personnel. Please follow all directions and evacuate in an orderly fashion.

SECTION 8- CUSTOMER SERVICE

I. GENERAL CUSTOMER SERVICE STATEMENT Direct Customer Service inquiries to the Communications Center or Festival Office. It is the intent of Kingdom Bound Ministries to serve all who attend the festival to the best of our ability and to take reasonable steps to bring a resolve to any customer service problems. It is of the utmost importance that all persons be treated with courtesy, respect and dignity.

II. KNOW WHAT'S AROUND YOU

Know where important services are. It is essential to be as accommodating to our guests as possible. This may seem minor, but most certainly shows the love of Christ, because you took the time to care. Your program book has a map, list of events, and other information.

1. Communications Center (KB Security, KB Lost Children, information, volunteers, customer service)
2. Festival Office - located off Sumner Road near Security Checkpoint #2.
3. Darien Lake Theme Park Resort Security and Medical.
4. Darien Lake Theme Park Resort Guest Services (located at the Main Gate has Darien Lake Theme Park Lost Children, wheel chairs and customer service)
5. Phone or two-way radio communication in your area.
6. Public rest rooms and phones near you.
7. General areas of interest around you (food areas, attractions, direction to other locations, gates etc.)
8. Location of all event venues (PAC Stage, Park Stage, Kids Tent , Youth Tent, Worship Tent, Media area)

III. PROPER TICKETING (KB Wristbands)

If you encounter a customer without a Kingdom Bound wristband, ask them if they are attending the Kingdom Bound event.

1. If they say “**Yes**,” let them know that this is a special event and they need to purchase a KB wristband for the event. Inform them that only funds from Kingdom Bound wristband purchases go toward funding the event to assure its future.
2. If they say “**No**,” direct them to a gate supervisor or the Communications Center for further assistance. We are a ministry-oriented organization and make reasonable accommodation to make ministry available to all. Direct all ticket and customer service problems to the Communications Center.

KINGDOM BOUND MINISTRIES VOLUNTEER CORRESPONDENCE ORIENTATION REVIEW - 2010

Instructions: If completing the CORRESPONDENCE ORIENTATION, please review the volunteer orientation manual and answer ALL questions. Sign the Review and return to Kingdom Bound Ministries. If attending an Orientation Session - Do not complete this form.

Name (Please Print Clearly) _____

Location _____

I. Please answer True or False.

1. ___ All volunteers need to complete a volunteer application.
2. ___ All volunteers must provide a reference form.
3. ___ I agree with the Kingdom Bound Statement of Faith.
4. ___ Christian character, morals & ethics is vital conduct for volunteers.
5. ___ Kingdom Bound does not allow volunteers to counsel others.
6. ___ Volunteers are expected to tell Kingdom Bound if someone tells you they have experienced domestic violence or abuse.
7. ___ Volunteers are often the first person someone will encounter. It is important reflect the character and love of Christ to all we meet, whether with the festival, Darien Lake or just a visitor.
8. ___ Commuter volunteers may not stay on someone's site overnight.
9. ___ Volunteers staying on grounds at Darien Lake are expected to volunteer all 4 days of the festival.
10. ___ Volunteers commuting to the festival must enter through the Darien Lake main entrance, have a valid parking pass and sign in at the KB booth to let us know you have come on the grounds.
11. ___ If I am not able to volunteer, I need to call Kingdom Bound.
12. ___ Upon entry, volunteers staying on-grounds during the festival must present your volunteer letter, camping wristband if you are not volunteering, and mirror vehicle parking tag.

II. Circle the response that best answers each question.

A. What is considered appropriate attire during your volunteer shift?

1. your volunteer T-Shirt and modest attire.
2. swim suit under jean shorts.
3. a church baseball team jersey.
4. tube top with cut-off shorts.

B. Where should volunteers report to begin and end their shifts?

1. directly to their volunteer location.
2. to their volunteer supervisor.
3. Commuters to Festival Office, Groups to group leader all other to the Communications Center.
4. to the Kingdom Bound information table.

C. Volunteers should remain at the volunteer position until:

1. they are fatigued.
2. your replacement comes.
3. the shift is finished and your supervisor releases you.
4. after 3 hours have passed.

D. How long must a person volunteer to receive free comp admission?

1. a few hours each day.
2. 5 hours at least 2 days of the festival.
3. a total of 15 hours.
4. about 5 hours per day each day of the festival.

E. Where should volunteers staying on grounds at Darien Lake enter when coming to the park?

1. Darien Lake employee entrance.
2. Darien Lake Main Entrance.
3. Darien Lake Accommodations entrance.
4. Sumner Road.

F. What should be done if a person is lost?

1. Assist them with finding their party.
2. Direct the lost person to the Darien Lake lost persons center.
3. Call Darien Lake Security.
4. Take the lost person to the Communications Center or Festival Office immediately once you have told your supervisor.

G. What should be done with a customer without a Kingdom Bound wristband?

1. Absolutely nothing.
2. The police should be notified.
3. Let them know that only funds from wristbands fund this event, then direct them to the Communications Center.
4. Escort the person off the grounds.

III. Circle ALL the answers that apply to the question.

A. Volunteers are to:

1. Meet the age guidelines of their selected area.
2. Treat their position and everyone you meet with the utmost of respect.
3. Complete all items on the application and the orientation process.
4. Have a parent sign the Parental Consent Form if under the age of 18 years old
5. Must be able to perform the position selected.

B. Kingdom Bound reserves the right to:

1. Accept or not accept an application with or without cause at the discretion of the ministry.
2. Reassign volunteers to accommodate the needs of the festival.
3. Place volunteers in other than their first position choice, if not available.
4. Determine what is not appropriate attire and require volunteers to change to more appropriate attire at the discretion of the ministry.
5. Require volunteers not to ride on Darien Lake amusements.

C. As a Kingdom Bound volunteer, you may expect:

1. To provide and pay for your own food and accommodations.
2. To pray prayers of salvation & scripture prayers with others.
3. To have access to a telephone or a two-way radio.
4. To encounter a wide range of people who expect you to be helpful and knowledgeable about your job and the services provided by Kingdom Bound and Darien Lake.
5. To wear any type of clothing during your volunteer shift.

D. For volunteers staying on grounds to be reimbursed for your comp admission:

1. The camping package needs to be paid as normal.
2. We must have the name of the site the volunteer is staying on.
3. Volunteers must complete their volunteer obligation.
4. Reimbursement will be made to person who actually made the payment.
5. You may have commuter volunteers stay on your site.

E. In order to help make the event a safe place you should:

1. Develop an "attitude of awareness."
2. Report safety hazards, injuries and property damage.
3. Let anyone operate ministry equipment if they need to.
4. Not run or engage in horse play.
5. Not worry about securing doors or unplugging appliances before leaving.

F. If you encounter an emergency while volunteering, you should:

1. Call the Communications Center immediately.
2. Not administer any medical assistance unless qualified to do.
3. Make sure you give the exact location of the emergency.
4. Leave the area until the emergency is over.
5. Detain anyone causing trouble.

G. The mission of our volunteers is to:

1. Serve Christ and people with love.
2. Lead people to Christ.
3. Be safe, friendly and Spirit-led
4. Be submissive to leadership.
5. Enter into a deeper, more spiritual relationship with Jesus.

H As a Kingdom Bound volunteer, your conduct should be to:

1. Respect all those you come in contact with.
2. Leave your position at anytime you need to.
3. Conduct yourself with honesty and integrity.
4. Not to discriminate or harass others.
5. Not to smoke, consume alcohol or non-prescription drugs.

I. Suspicious activities may be recognized as:

1. Someone talking about plans to harm or attack people.
2. Wheeling a child in a carriage in the middle of a crowd.
3. Someone watching, mapping or taking photos of unusual things.
4. A person who looks out of place, unfamiliar or loitering.
5. Packages, backpacks etc., left unattended.

J. The Volunteer Act of 1997 does not protect volunteers against

1. Criminal or Acts of violence, Hate Crimes or Sexual Offenses.
2. Violation of a persons civil rights.
3. Willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of individuals.
4. Harm committed and being under the influence of intoxicating alcohol or any drug while volunteering.
5. Harm or injury to another when operating a motor vehicle for which the State requires the operator or the owner of the vehicle, craft, or vessel to (a) possess an operator's license; or (b) maintain insurance.

I have read and understand the contents of the orientation manual. I meet and agree to all requirements set forth. I further certify that I understand what is expected of me during my volunteer position.

Signature _____

Date _____