



2022 Volunteer Online Orientation Session

Tuesday, May 24, 2022

AGENDA



- ▶ **Welcome and Introductions**
- ▶ **The Impact of Volunteers**
- ▶ **Volunteer Expectations**
- ▶ **Volunteer Supports and Digital Volunteer Handbook**
- ▶ **Basic Safety Procedures**
- ▶ **Volunteer Centre and Check-In Procedures**

Welcome to the Volunteer Team!



Volunteers are at the heart and soul of Run Calgary

- ▶ **Run Calgary Team**
- ▶ **Your Volunteer Lead**
- ▶ **Volunteer Website: <https://calgarymarathon.com/volunteer/>**

The Impact of Volunteers



- ▶ **Motivators**
- ▶ **Cheerleaders**
- ▶ **Way-Finders**

**You make a meaningful impact on
the race participant's experience!**

Actions and Words Matter



- ▶ **Be Recognizable as a Volunteer**
- ▶ **Dress for Success**
- ▶ **Bring your A-Game**
- ▶ **Keep it Clean**
- ▶ **Ask for Help If You Need It**

HEALTH - SAFETY - SECURITY



We are a community that cares deeply about health, wellness and longevity so let's do this right

▶ **HEALTH CHECK**

- ▶ If you're feeling unwell or showing any of the following symptoms (fever, dry cough, tiredness, aches and pains, sore throat), do not attend your volunteer shift
- ▶ Contact your Volunteer Lead or call/text Jill Petkau (Volunteer Coordinator) at 403-630-9716

▶ **Masks**

- ▶ We are a mask-friendly organization
- ▶ Disposable masks available in the Volunteer Centre for anyone who would like one

- ▶ **Social Distancing** - be mindful and respectful that everyone has different comfort zones

▶ **Hand Hygiene**

2022 Volunteer Handbook



- ▶ <https://calgarymarathon.com/volunteer/>
- ▶ **Download to your smartphone for easy reference**
 - ▶ Review prior to your volunteer shift
- ▶ **Questions?**
 - ▶ Ask your Volunteer Lead
 - ▶ Email Volunteer Coordinator (Jill Petkau): volunteer@calgarymarathon.com

VOLUNTEER CHECKLIST



- ▶ **Volunteer T-shirt and Name Badge**
- ▶ **Digital Volunteer Handbook downloaded on your phone**
- ▶ **Volunteer Captain contact information**
- ▶ **Reusable water bottle**
- ▶ **Clothing for any kind of weather during your shift;
appropriate footwear (no flip-flops)**
- ▶ **Sunscreen, bug spray**

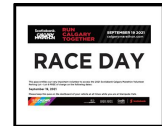
- ▶ **Valuables**
 - ▶ **Carry with you or use Runner Bag Check (Sunday only)**
 - ▶ **Do not leave in Volunteer Centre**

**Please do not
wear Scotiabank
clothing**

VOLUNTEER ARRIVAL - Stampede Park



- ▶ **Sunday Road Closure Information:**
calgarymarathon.com/info/road-closures/
- ▶ **Arrival by vehicle: Enter Stampede Park via 25th Avenue**
 - ▶ Lot 7 – if full, will be directed to overflow lot (Lot 6)
 - ▶ Parking Pass printed off and left on dashboard
- ▶ **Free street parking on Spiller Road SE - short walk**
- ▶ **Arrival by C-Train: Erilton Station**
- ▶ **Arrival by bike:**
 - ▶ Bike Check available on Sunday only (must bring own lock) starting at 5:30AM
 - ▶ Stampede Park bike racks



VOLUNTEER PARKING - Lot 7



Stampede Park Map

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Emergency Procedures

Serious Injury (Potentially Life-Threatening)



- ▶ **Call 9-1-1** yourself or have someone else call if there are others nearby
 - ▶ If qualified, provide basic life support and follow directions of EMS Dispatch
- ▶ **Secure the area**
- ▶ **Contact the Calgary Marathon Medical Dispatcher at (403) 200-0091**
 - ▶ Provide location details, information as requested by Medical Dispatcher
 - ▶ If somebody nearby with a race radio, contact the medical team on **Channel 2**
 - ▶ Do not broadcast any details on the radio
- ▶ **Complete the incident report**
- ▶ **Potential media questions:** Simply state "I cannot provide any comments at this time. Please contact the medical director."
- ▶ **Do not contact the media**

Emergency Procedures

Minor Injury (Not Life-Threatening)



- ▶ **Contact the Calgary Marathon Medical Dispatcher at (403) 200-0091**
 - ▶ Provide location details, emergency contact info on back of participant's bib
 - ▶ If somebody nearby with a race radio, contact the medical team on **Channel 2**
 - ▶ Do not broadcast any details on the radio
- ▶ **Complete the incident report**
- ▶ **Potential media questions:** Simply state "I cannot provide any comments at this time. Please contact the medical director."
- ▶ **Do not contact the media**

INCIDENT REPORT FORM



- ▶ Complete with known information
- ▶ Obtain information from witness(es), if available
- ▶ Obtain Emergency Contact Name and Phone Number from back of bib, if available
- ▶ Return form to Medical Tent at Finish Line outside the south end of The Grandstand Building or give to any member of the Race Organizing Committee

INCIDENT REPORT FORM

Date: _____ Time of Incident: _____
Name (injured person): _____ Bib #: _____
Address: _____
City: _____ Province: _____ Postal Cd: _____
Describe What Happened:

Location (note km #: _____
Authorities Notified: 911 Other (Specify): _____
 Calgary Marathon Medical Dispatcher (403) 205-0091
 Medical Director, Dr Andrew Wade, (403) 891-9322

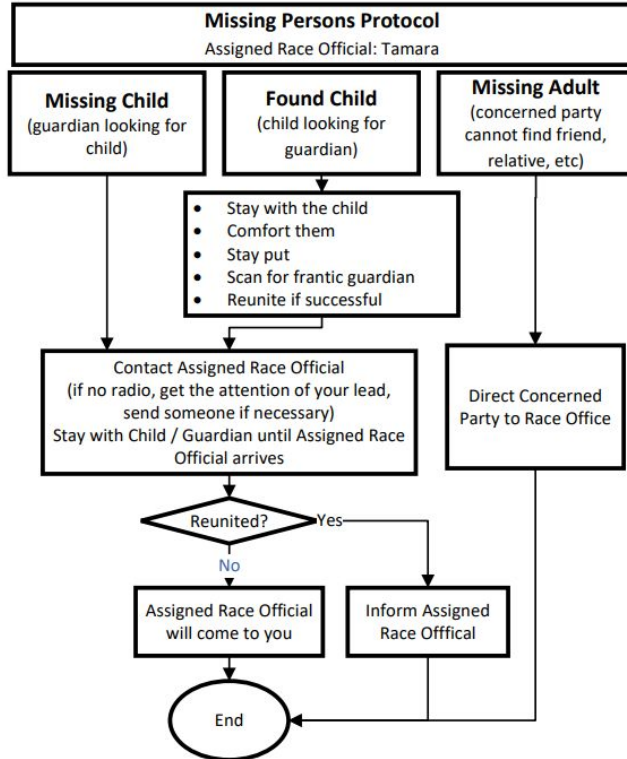
Actions taken by you: _____

Actions taken by others: _____

Transported by: _____ to: _____
Your Name: _____ Phone: _____
Address: _____
City: _____ Province: _____ Postal Cd: _____
Witness Name: _____ Phone: _____
Address: _____
City: _____ Province: _____
Emergency Contact Name (back of bib): _____
Emergency Phone Number (back of bib): _____

****Return form to the Medical Tent at the south end of the Grandstand on race day, or give to any member of the Race Organizing Committee.****
When you speak with the Medical Dispatcher - let them know the name & phone number of the Emergency Contact person on the back of the bib so that we can contact them.

MISSING PERSONS PROCEDURES



KEY POINT:
**ASSIGNED RACE OFFICIAL
COMES TO YOU IN EVENT OF
MISSING CHILD OR FOUND
CHILD**

VOLUNTEER CENTRE CHECK-IN



- ▶ **Volunteer Centre – Main Floor, The Grandstand**
- ▶ **For Venue (Stampede Park) volunteers**
- ▶ **Arrive at least 15 minutes prior to your shift start**
- ▶ **Check in at reception desk – Volunteer T-Shirt and Volunteer Badge**
- ▶ **Food and Beverages:**
 - ▶ **Coffee, water**
 - ▶ **Pre-packaged snacks, fruit**
 - ▶ **Wrap sandwiches from Fresh Kitchen**
 - ▶ **Plan ahead for dietary restrictions**



VOLUNTEER HOURS



- ▶ **New for 2022: Volunteer Hours Certificate will be accessible on your Volunteer Profile**
- ▶ **If using Volunteer Hours for high school credits**
 - ▶ Print off your form and bring to your volunteer shift
 - ▶ Obtain signature from your Volunteer Captain at end of your shift

CANNOT GET ENOUGH OF VOLUNTEERING?



- ▶ **Run Calgary race events – Volunteer through Race Roster (raceroster.com)**
 - ▶ Flapjack 15
 - ▶ Fall race series

- ▶ **Want to take on a bigger volunteer role?**
 - ▶ Email the Volunteer Coordinator (Jill Petkau) at volunteer@calgarymarathon.com
 - ▶ Let your Volunteer Lead know (to forward on your name and interest)

THANK YOU!

