



CALGARY MARATHON

2022 Volunteer Handbook



Message from Calgary Marathon Society Chair: Louise Taylor

Dear Volunteers,

We hope you know that this event can't happen without you. We so appreciate the time, effort and determination you deliver to the Servus Calgary Marathon Race Weekend.

The energy and enthusiasm of a volunteer army is hard to match. Calgary and the running community is very fortunate to have so many people who care about this special race weekend.

If this is your first time volunteering at this event, I hope your experience is remarkable. If you are a regular, then thank you so much for coming back year after year.

Have an amazing day both giving and receiving the positive energy!

With warm regards,

Louise Taylor
President, Run Calgary

2022 Jim Clappett Volunteer of the Year Award:



Sharon and Tom Higgins

Since 2017, Sharon and Tom Higgins have been sharing their time and energy with the Run Calgary organization, volunteering for many different events.

When the pandemic hit in 2020, and Run Calgary needed to shift to virtual race events, Sharon and Tom jumped in to help our organization navigate this new way of delivering race experiences. Over the past two years, they have volunteered thousands of hours to pack and ship countless race packages to participants in Calgary, Canada, and across the globe.

Beyond package shipping, they can often be found throughout the year in the Run Calgary warehouse unpacking the deliveries of swag items for participants' race kits, always with a smile on their faces. They also provide valuable support for managing the post-race reception at Beat Beethoven each September.

The Run Calgary Volunteer Program has benefitted immeasurably from their leadership, commitment, and willingness to tackle big tasks. It is with great appreciation and grateful hearts that we present the 2022 'Jim Clappett Volunteer of the Year Award' to these two amazing volunteers.

Thank you for being part of the Team!

Did you know that it takes nearly 1000 volunteers to plan, prepare for, and execute the Servus Calgary Marathon? This world-class race event would not be possible without the time and energy invested by each volunteer who collectively works together to create a special and memorable experience for each and every runner, walker, and spectator. Each volunteer plays a vitally important role to help participants reach their finish line goals. Every encouraging word, enthusiastic cheer, and motivating smile creates an atmosphere of energy and support. As we welcome you this race weekend, please know how thankful we are for each and every one of our volunteers . . . THANK YOU!

Some things to remember for Race Weekend – Think DISNEY WORLD for Runners

- SMILE! This is Disney World for Runners! Welcome the people you come across, look them in the eye, and wish them luck or ask how their race was. Make each participant feel special, as they have been training for this day for months.
- If you don't know the answer for something - find out. Consult your handbook, ask the information booth, direct them to a map, go online, or tweet it and one of our social media gurus will answer you right away. We want our participants to feel secure in the information they are receiving from members of the team.
- The Race Weekend is a smoke-free and expletive-free zone. We want to make it a healthy and happy event for families and people of all ages. Cheer, hoot, and holler, but KEEP IT CLEAN!

Volunteer Checklist

- Volunteer T-shirt (you will receive your shirt at the start of your shift)
- Digital Volunteer Handbook downloaded on your phone
- Volunteer Lead contact information
- Reusable water bottle
- Clothing for any kind of weather on race day: rain gear, warm clothes, extra socks; please wear appropriate footwear (no flip-flops).
- Sunscreen, bug spray
- Please plan to carry your valuables with you, or use the Bag and Bike Check service, located in the Stampede Grandstand parking lot. We cannot be responsible for items left in the Volunteer Centre.
- We encourage you to wear something that makes you stand out - a costume, a cowboy hat, your favourite wig - HAVE FUN WITH IT!

Volunteer Shifts

- Prior to your shift, check out road closure information and plan your route for Race Day at calgarymarathon.com/info/road-closures/
- Plan to arrive a few minutes early and stay a few minutes after your shift ends to help with the volunteer transition.
- If your volunteer shift takes place on the Stampede Park grounds, sign in at the Volunteer Centre located on the main floor of The Grandstand. If your shift takes place outside of the Stampede Park grounds, sign in directly with your Volunteer Lead on location. Please arrive 10-15 minutes prior to shift start.
- Check out with your Volunteer Lead when you finish your shift.
- If you don't know where your work area is, please ask one of the race officials or ask for directions at the Volunteer Centre.

Volunteer Check In

The Volunteer Centre will be well marked with signs saying VOLUNTEER CHECK IN. The Volunteer Centre entrance is located within the interior building stairs, in the middle of the main floor of The Grandstand (south side of Stampede Park).

Venue Volunteers: Food and refreshments will be available in the Volunteer Centre throughout race weekend for volunteers whose shifts take place on the Stampede Grounds. Please bring your own refillable water bottle. If you have dietary restrictions, plan ahead; we are NOT able to accommodate allergies or gluten restrictions. We will have pre-packaged snacks, fruit and sandwich wraps. Thank you to Fresh Kitchen for fueling our 2022 volunteers!



Aid Station and Course Marshal Volunteers: Pre-packaged snacks and refreshments will be included in the drop-off to each Aid Station for Aid Station volunteers to stay fueled during their shift. When picking up Course Marshal packages at The Grandstand on Friday May 27 or Saturday May 28, Course Marshals will be provided with a nutritional snack package to bring to their shift on race day.

Volunteer Parking & Bike Lock Up

We encourage volunteers to take the C-train to Ertlon Station on Sunday, May 29th. Please check the Calgary Transit website (<https://www.calgarytransit.com/>) for transportation schedules and route planning. There is also the **FREE Bike Lock Up** area for day use on race day. It opens at 5:30am and bikes must be picked up by 2:00pm. Bring your lock and look for the sign, north of the Grandstand marked “BIKE LOCK UP” – it is in the same area as Bag Check.

Volunteer Parking at Package Pick Up (PPU) & Runners' Market - May 27 - 28

There is complimentary volunteer parking in Lot 7 with a pass that will be sent out by email to volunteers whose shifts take place on May 27 and 28. This pass will allow you free access to the volunteer parking lot only. This lot is at the south end of Stampede Park (access from 25th Avenue) before you pass through the main pay gates (see map below). Please print off the parking pass to show to the parking attendant for free access and keep it on your dashboard while you are parked in Stampede Park Lot 7. This pass will NOT work on Race Day (May 29).

Parking on Race Day

Given how many participants and volunteers are accessing Stampede Park on race day, please give yourself extra time to park. There is also free street parking on Spiller Road SE which is a short walk to the Stampede Grounds. Race day volunteers will be given a different parking pass to access Stampede Parking Lot 7 on Sunday, May 29. This lot tends to fill up early, so if you have a shift that starts later in the day, continue to enter the park via the 25th Avenue entrance and you will be directed to additional parking in lot 6, if lot 7 is full.

Health, Safety and Security

Run Calgary believes the health and safety of volunteers, participants, and spectators is of the utmost importance. Please follow all guidelines set out by provincial and public health officials pertaining to COVID-19. We are a mask-friendly organization and want all volunteers to feel comfortable in their volunteer role. Please be considerate of others and be mindful of maintaining respectful social spacing. There are hand washing stations and bathrooms located throughout Stampede Park. Please wash your hands regularly and reduce touchpoints as much as you can.

All volunteers are responsible for following the emergency procedures. Please take the time to review and ask a Race Official if you have questions. If you have concerns, please speak to your Volunteer Lead. Our goal is a safe and fun Race Weekend for all!

Additional Safety Concerns

Suspicious Package	Report directly to Stampede Grounds personnel or race official	Report to police (call 9-1-1)
Bomb Threat	Report directly to Stampede Grounds personnel or race official	Report to police (call 9-1-1)
Flash Flooding	Calgary Stampede protocol enacted	Forward Command protocol
Incident Involving Vehicle	<i>Assess as per Emergency Procedures above</i>	
<i>When in doubt, alert your Volunteer Lead immediately.</i>		

Emergency Procedures

Serious injury (potentially life-threatening injury):

1. Call 9-1-1. Or have someone else call if there are others nearby. Follow the directions of the EMS dispatcher. Provide basic life support if you are qualified to do so (priorities: airway, breathing, circulation)
2. Secure the area. Do not let anyone near the person unless they are part of the 9-1-1 response system, city police, Servus Calgary Marathon Medical Team, or Race Staff. Prevent further injury.
3. Contact the Calgary Marathon Medical Dispatcher at (403) 200-0091 to let them know you have a serious injury and tell them your location including the nearest km marker. If there is somebody nearby with a race radio, contact the medical team on channel 2. Do not broadcast any details on the radio.
4. Potential media questions: You may find yourself being questioned by the media or other interested parties. If questioned, simply state “I cannot provide any comments at this time. Please contact the medical director.” The medical director will then provide information to the CMS media spokesperson. Medical information will not be released without the consent of the patient and/or family and will come from city police or EMS.
5. Complete the incident report form to help determine exactly what happened. Attempt to find witnesses for additional information.
6. Do not contact the media.

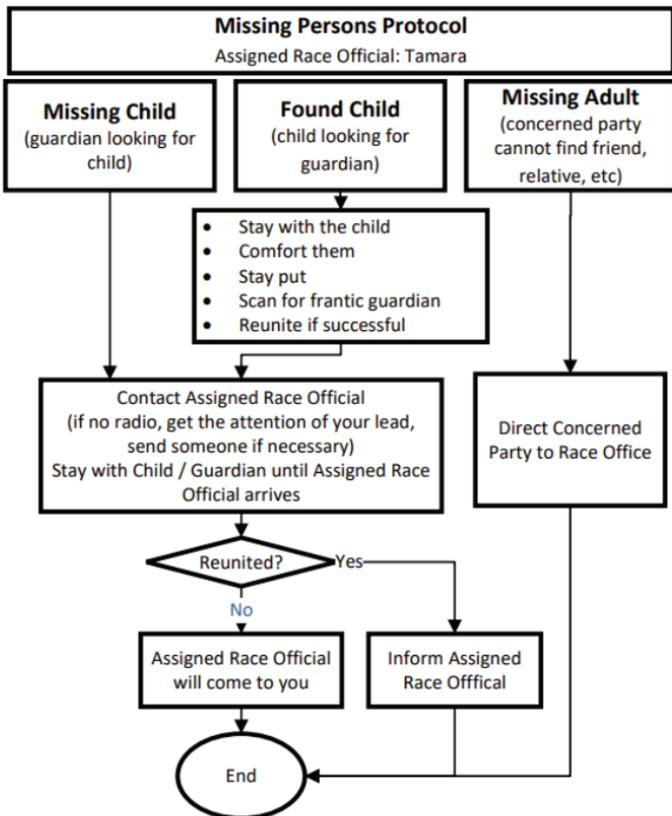
Minor injury (non life-threatening injury):

Contact the Calgary Marathon Medical Dispatcher at (403) 200-0091 (or via channel 2 if there is somebody nearby with a race radio) who will dispatch medics to your location for patient assessment, treatment and/or transport.

Important Phone Numbers

Calgary Marathon Medical Dispatch: 403-200-0091
City of Calgary Emergency Response System: 9-1-1
Medical Director – Dr. Andrew Wade: 403-891-9322
Volunteer Coordinator – Jill Petkau: 403-630-9716

Missing Persons Procedure



FAQs for Runners

Where is the Medical tent?

The Medical tent is located outside at the south end of The Grandstand tarmac, at the end of the finish line. Identify yourself as needing medical attention to access the controlled area if you have already left the finish area.

Where is the Information tent?

The tent marked INFORMATION is located outside in the main courtyard, in front of The Grandstand. The Race Office Tent is located next to the Information Tent. There are also volunteers walking around with "ASK ME" signs.

How do I corral?

Please seed according to the colour on your bib and follow the instructions of the emcee and volunteers in the start chute. There will be colored pace signs in the start chute that will correspond with a dot color at the top right-hand corner of your bib. Please use these flags as a guide to self-seed in your colored corral. Volunteers will be helping seed participants and holding signs in the openings to the chute to help you find your way.

Please note your assigned corral is based on the estimated finish time you provided when you signed up. If your training has gone better/not as good as expected and you would like to switch corrals, please do this at Package Pick-Up on Friday May 27 and Saturday May 27. If you are running with others, please corral based on the slowest corral time in your group.

FAQs for Runners

Where do I meet my family?

We encourage participants to have their family meet outside in the Grandstand seats, as there are 17,000 spots to choose from.

How can I track my athlete?

Check out <https://calgarymarathon.com/results/>

Where do I find my results?

Real time results are online as runners cross the finish line. Visit calgarymarathon.com under "RESULTS" for the live link.

Schedule of Events

Friday May 27th	Package Pick Up and Runners' Market	11 am – 8pm	The Grandstand Main Floor
Saturday May 28th	Package Pick Up and Runners' Market Venue/Course Set Up	10am – 5pm	The Grandstand Main Floor
Sunday May 29th	RACE DAY	5:30am – 2:00pm	Stampede Park

Race Day, Sunday May 29 2022

Bag Check and Bike Lock-Up Opens	5:30am – 2:00pm	Parking Lot in front of The Grandstand
Information/Race Office (Runners Supplies) Opens	6:00am – 1:00pm	Main Courtyard in front of The Grandstand
Food & Coffee Truck Opens	6:30am – 2:00pm	Main Courtyard in front of The Grandstand
Marathon, 21.1K, 50K Start Chute opens to 1st Corral	6:30am	Start line on Stampede Trail
Marathon, 21.1K, and 50K Start	7:00am	Start line on Stampede Trail
10K Start	7:30am	Start line on Stampede Trail
Kids Marathon Start	9:30am	Start line on Stampede Trail
5K Start	12:00pm	Start line on Stampede Trail
Results Available	LIVE	calgarymarathon.com/results - Live Results Link

Be a Green Volunteer

The Servus Calgary Marathon is on a mission to make race weekend and the industry of racing more sustainable. We're excited to welcome Fluid Projects as our new Sustainability Sponsor.



Here are a few ways to help:

- Bring a reusable water bottle for your shift
- Take transit, ride your bike, or carpool to your volunteer shift
- Use the recycling, organics and waste bins- encourage participants to do the same

Thank you for being Green Race Ambassadors!

Meet the Team!

Organizing Committee

Aid Station Program Lead - Sari Waldman

Aid Station Program Support - Courtenay Smart

Announcing - Andrea Rice, Ted Henley

Athletes' Food Lead - Tracy Prokopetz

Awards Lead - Alice Daszkowski

Bag and Bike Check Lead - Sarah Barton

Canadian Ski Patrol (CSP) Lead - Jarrett McRitchie

Charity Block Party Lead - Pam Pruden-Ziwani

Course Logistics Lead - Rick Richard

Organizing Committee

Course Marshal Leads - Scott McArthur & Devon Griffiths
Course Measurer - Marcel LaMontagne
Course Signage Lead - Mark Jones
Customer Service Support Lead - Lindsey Hayden
Elites Program Lead - Mert Shepard
Entertainment Support - Stan Price
Equipment Lead - Tanya Scanga
Equipment Support - Lawrence Mah
Finish Area Venue Zone Lead - Brian Scrivener
Finish Line Aid Station Lead - Rob Christie
Finish Line Lead - Chris Beringer
Finish Line Support - Chris Rurka
Grandstand and Courtyard Venue Zone Lead - Trevor Beckman
Information Ambassador Program/Race Office Lead - Meredith Smith
Information Ambassador Program/Race Office Support - Elaine Mew
Kids Marathon Lead - Amber Stallard
Lead Cyclists Program Lead - Hermann Kraus
Media Relations Lead - Ceilidh Price
Medical Director - Dr. Andrew Wade
Medical Leads - Rachel Brewer, James Northwood, & Anita Sterna
Pace Program Lead - Amy Li
Package Pickup Leads - Liane Blandford, Patricia Fleming, & Marni Plunkett
Radio Management Lead - Heather Ferns
Start Area Venue Zone Lead - Brent Smith
Start Line Lead - Justin Petkau

Organizing Committee

Start Line Support - Carly Watts
Start and Finish Line Production Lead - Kathy Underhill
Venue Directors - Rob and Tamara Stichbury
Venue Equipment Logistics Lead - Blake Petkau
Venue Office Lead - Rachel Rogers
Venue Road Crew Lead - Raymond Yong
Venue Signage Lead - Jason Olandesca
Volunteer Centre Lead - David Campbell
Volunteer Centre Management Support - Laurie Russell

Organizing Staff

Executive Director - Kirsten Fleming
Operations Director - Jon Bird
Charity Challenge Manager + Director of Participant Experience - Maureen MacDonald
Marketing Manager, Runners' Market + Entertainment Lead - Steph Symington
Volunteer Coordinator + Volunteer Centre Lead - Jill Petkau

Volunteer Board of Directors

Louise Taylor	Nancy Farries
Shari MacDonald	Melissa Paauwe
Cheryl Palamar	Justin Petkau
Amy Coppens	Neil Barss
Paul Chiswell	Chetan Anand

Be more involved with Run Calgary

RUN CALGARY

Run Calgary plans and executes a dozen in-person and virtual events a year and we always need experienced volunteers to help.

Visit www.runcalgary.com to learn more and volunteer for other events.

Interested in leading a team or joining a committee?

Email Jill at volunteer@calgarymarathon.com