



2023 Servus Calgary Marathon
Package Pick Up
Volunteer Online Orientation Session

Thursday, May 18, 2023

Agenda



- Welcome & Thank you to our volunteers
- Introduce your PPU Coordinators: Stephanie, Marni & Liane
- General stuff to know
- Explain the various Package Pick Up Jobs
 - Package Pick Up Set Up on Thursday, May 25
 - Package & T-shirt Pick Up- Friday, May 26 & Saturday, May 27
- Role of Volunteers as ambassadors for the Servus Calgary Marathon
- Stuff that's good to know
- Questions?

General stuff to know...

- What to bring: water bottle, sweater, smartphone, phone charger/power bank, lunch/dinner if you have any dietary restrictions
- Getting to the GMC Stadium: transit & parking (passes)
- Remember to check-in at Volunteer Check-In when you arrive.
- Be on-time for your shift for briefing & instructions.
- Volunteer instructions will be provided at the start of your shift.
- Changing or cancelling your shift- Volunteer Local profile.
- Good COVID protection practices are encouraged!

- Have a fun while you volunteer!

Set Up for Package Pick Up (Thursday)

Volunteers will...

- Assist with lay out & room set-up (i.e. tables, chairs, etc)
- Check bibs for missing chips or other problems (ie. Missing bibs or chips)
- Sort bibs to separate by: race distance; in-person/virtual; number
- Stock tables with supplies (ie. Pens, paper, bibs, staplers, safety pins, bag-check bags, Impact magazines, etc.
- Pull bibs for group pick ups
- Place signs indoors & outdoors for: line-ups; Solutions desk; bib pick up area; etc.

Package Pick Up (Friday & Saturday)

Various jobs...

- Assist with Solutions Desk as a "runner" to pick up original bib/t-shirt
- Help organize line-ups for Bib pick up & Solutions
- Close Up & Clean up (mostly on Saturday)
- Hand out race bib, safety pins, and-only as needed-a bag check bag with bib number visibly stapled inside.

What to put in the race package...

In-person runner...

- Bib with bib number on it
- Safety pins for the bib
- Bag-check bag & sticker

Virtual runner...

- Medal
- Bib with name only (no # or chip)
- Safety pins for the bib

When the runner has their stuff...

- Wish them fun & success with their run
- Direct them to the Runners Expo/T-shirt pick-up
- Move on to the next runner

NOTE: if a runner lines up in wrong-line: never have a runner line up twice! Take them over to the correct station and get them their bib.

If an alternate is picking up for a runner...

- The alternate ‘picker-upper’ must have some form of permission from the runner that allows them to pick up on behalf of the runner
 - Email, phone call, hand-written note, for example.

T-shirt Pick up (Friday & Saturday)



- T-shirt pick up is divided by race distances
- Check the back of runner's bib for pre-ordered size/gender
- Give the runner their T-shirt & put a large highlighter line across the back of the bib as proof of pick-up
- Wish the runner well!

Send runner to the SOLUTIONS DESK if...

A runner ...

- wishes to change their race distance
- wishes to change from virtual to in-person, or vice versa
- name is misspelled, age/gender is incorrect, other correction required (or see coordinator)
- has registered and paid, but has no bib number assigned

Other problems or issues:

- check with one of the PPU Coordinators to assist- we can fix anything!

Good to know...

- Race distances: 50km (Ultra); 42.2km (Full); 21.1km (Half); 10km; 5km; Kids Race (2 matching bibs- one for parent on for kid)
- Elite runners will have an “E” in front of the bib number
- Bibs have a timing chip on the back to capture time as they cross the start/finish line. Its important not to bend the chip.
- For virtual Participants: no timing chip; medal provided at PPU with bib
- Information Desk is available at the Expo and on Race Day for Runners
- All T-shirts are the same colour!!! Double Check the distance on the shirt.

Comfort of volunteers



- A light meal/snacks are provided if your shift occurs over mealtime. Some will be vegetarian, and some will contain meat.
 - Please plan to bring your own meal/snack for and food allergies, restrictions or preferences.
 - Please bring your own refillable water bottles.
 - Comfortable shoes and a sweater are recommended.
 - Outdoors layers may be required when managing the outdoor line-ups.
 - Limited space is available for extra sweaters/backpack. Leave valuables at home, and please keep track of your personal effects.
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- Getting to the GMC Stadium: transit, bike, car (limited parking)
 - Parking pass- a link will be emailed
 - Please review the Volunteer Handbook for further details at www.calgarymarathon.com/volunteer
 - Code of Conduct

Too much to remember?

- No need to worry!
- We will go over everything again at the start of your shift.
- Just show up and prepare to have fun!
- See you at Race Weekend!

QUESTIONS?

End