

WELCOME

As a volunteer, you will become an ambassador of the Society, our sponsors, partners, and runners. Our goal is to provide a safe, fun and memorable experience for all volunteers, officials, spectators, runners, supporters, and community. By volunteering you agree to uphold our values and put safety first on race day.

VOLUNTEER TIPS FOR EVENT DAY – VOLUNTEER MANAGER

THANK YOU for your time, energy and dedication in volunteering for the BMO Vancouver Marathon. **YOU ARE** what makes this event happen! Below are some tips and information to help you have fun, enjoy the day, be comfortable and safe.

Captains and Zone Leaders:

A Captain and Zone Leader will manage your team/group of volunteers and location on race weekend. If you have volunteered for various roles then you may be managed by more than one Captain or Zone Leader depending on the shifts you selected when you registered online. If you're not available for an assigned shift please let your team Captain know as soon as possible.

Duties:

A manual with your duties and a location map are already uploaded to your Volunteer Profile Link. If you have any questions, please contact your Captain directly before race day.

What to wear:

Race goes on rain or shine so please dress appropriately:

The weather and temperatures can change drastically. Please be prepared. You will receive a volunteer t-shirt that identifies you as a part of the Official Volunteer Crew and a rain poncho in case it rains. Wear comfortable shoes and dress in layers appropriately (for cool to hot temperatures). We want you to be comfortable!

What to Bring:

Do Not bring any bag(s) such as backpacks or handbags, they will not be allowed onsite. Leave all personal gadgets like iPads, iPods and cameras at home. During the event keep all valuable items on you at all times. Vancouver International Marathon Society the event organizer is NOT responsible for lost or stolen personal items. Bring Government issued Photo ID with you for check-in, a driver's licence, care card, student card or an international driver's license from your country will be sufficient.

Registration:

All Volunteers are required to register online before race day. Non-registered volunteers will be Refused Entry into areas of the event by Security and prohibited from volunteering unless registered using our online system. Volunteer Certificates of participation will be offered ONLY to those volunteers who indicated they wanted to receive a certificate during online registration.

Race Day Emergencies:

On Race Day if you encounter a problem or issue immediately look for your captain and inform them right away. Your Captain will have a Radio to communicate with command centre and report to the next level in our communication structure.

If you experience an emergency situation call 911 like you would do on any day. For example, Call 911 if you encounter major threats to safety of volunteers, runners, officials or spectators such as:

- Fire or flooding
- Medical emergencies such as runner collapse, heart attack, trauma injuries to the body
- Car accident
- Property damage & theft
- Physical and Verbal abuse and confrontation including fighting
- Protest and Demonstrations
- Street violence

Volunteer Check-In:

Arrive 15 to 20 minutes before your shift starts to allow enough time for check-in. Your Captains will pick up supplies and equipment necessary for you to do your role. On **race day**, check in first at your designated volunteer check-in location as communicated and illustrated by event organizers.

Food/Snacks:

You will receive refreshments and a beverage during your shift. It's a **good idea, however, to bring a few extra snacks like** granola/protein bars and water bottle to keep you going during your shift.

Social Media Guidelines

Please share your enthusiasm on social media and tag the event:

- @bmovanmarathon
- #bmovm
- #runvan
- #runvanfan

When posting, please add great photos and keep messages concise, ideally less than 120 characters or two lines in length. Be positive, add value, engage, proof read, and please exercise good judgement when posting outside of your volunteer shift. You are an ambassador of the RUNVAN® family and your writing tone should be light, engage and energize.

We look forward to having you volunteer as part of the BMO Vancouver Marathon Volunteer Crew.

Happy Volunteering!