

MANITOBA
LIQUOR
& LOTTERIES
PRESENTS

MANITOBA Marathon



Volunteer & Event Staff Guide 2023

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Welcome to the Manitoba Marathon

Thank you very much for joining us as a volunteer for the 45th running of the Manitoba Marathon on Sunday, June 18, 2023. We are thrilled to host the Canadian Half Marathon Championships again and continue bringing some of the country's fastest runners to Manitoba's biggest start line.

Supporting our runners on race day takes a lot of work and effort. Our 1,500 volunteers on race weekend make it happen. Everyone and every job is essential to making the weekend memorable for our participants and spectators, from our legacy volunteers to our brand-new faces. We could not create this experience without your dedication.

We are grateful for the work you do: your commitment not only helps 10,000 participants toe the line on race day but also helps the United Way Winnipeg support Manitobans living with developmental disabilities.

Schedule of Events

Friday, June 16

11:00 AM-7:00 PM Manitoba Marathon Fit Expo hours, packet pickup for all events, Investors Group Athletic Centre, 75 Sidney Smith

Saturday, June 17

9:00 AM-5:00 PM Manitoba Marathon Fit Expo hours, packet pickup for all events, Investors Group Athletic Centre, 75 Sidney Smith

11:00 AM-1:00 PM Princess Auto Family Fun Zone, Tailgate Area (east side), IG Field
11:30 AM Mini Mites & Mighty Mites races, registration in Princess Auto Family Fun Zone, race on Chancellor Matheson

Sunday, June 18

6:30 AM Clothing Check and Bike Valet open
6:55 AM Full & Half Elite Wheelchair Start
6:00 AM VIP Room* & Corporate Suites Open
7:00 AM Manitoba Liquor & Lotteries Marathon, Aquatech 50K, and Wave 1 of Asics Runkeeper Half Marathon Start
7:10 AM Johnston Group Relay, and Wave 2 of Asics Runkeeper Half Marathon Start
7:15 AM Goodlife Fitness 10K and 5K Wave 1 Start
7:17-7:20 AM 5K remaining wave starts
8:00 AM (approx.) Finish for the Elite Athletes Asics Runkeeper Half Marathon
9:20 AM (approx.) Finish for the Elite Athletes Manitoba Liquor & Lotteries Marathon and Johnston Group Relay

1:00 PM Clothing check, VIP Suite* and Bike Valet close

* Private venue, wristband required for access

Media Information

As a uniformed and credentialed volunteer, please do not speak to any media member on behalf of the event. If a media member approaches you and asks for a comment, please respond by saying, "I am not a spokesperson for the event," and provide them with the following number to contact a member of the event's media relations staff: 204-272-1650.

Race Day App and Runner Tracking

The Manitoba Marathon RTRT App is the perfect resource to prepare for the 2023 Manitoba Liquor & Lotteries Marathon. The free mobile app includes everything you'll need to be ready for an incredible race weekend experience. The 2023 Official Race App features unlimited live race day runner tracking, real-time weather, and an interactive course map.

Always check the app, namely the Volunteer Information tab, to ensure you are up to date. The Manitoba Marathon website and our Facebook page will also have current information.

The mobile app is available on the App Store and Google Play

Lost and Found

Lost and found items will be collected throughout race weekend at the Fit Expo and in IG Field on race day. If you are looking for an item that was lost, please go to the Information tent near Gate 2 in IG field. Following the event, items can be reclaimed at the Manitoba Marathon office (1479 Dublin Ave) beginning on Monday, June 19. Please call 204-415-4517 before arriving to check if your item is there. Any items unclaimed by Friday, June 30, will no longer be available.

Sustainability

Incorporating environmentally and socially responsible practices is an essential part of the operational planning, preparation and execution of the Manitoba Liquor & Lotteries Manitoba Marathon. Our race has a sustained commitment to environmental stewardship and social responsibility, ensuring that we leave the communities we run through cleaner than they were when we arrived. We ask that you join us race weekend as we continue our efforts to be a more sustainable event.

Safety & Security

Creating a safe environment on race weekend is everyone's responsibility. You can contribute to the overall safety of the event by reviewing and following the information outlined in this section.

Volunteer Code of Conduct

Our volunteers represent the Manitoba Marathon and it is important to portray a positive image. Regardless of your role, we ask that you, at all times:

 Volunteer Commitment
Arrive Prepared Respect Everyone Have fun

- ✓ Treat participants, spectators, staff and fellow volunteers with respect and courtesy and be sensitive to the diverse populations involved with our event
- ✓ Ensure that you understand your job before you begin, and commit to asking questions if you need more information
- ✓ Show up on time, stay through your entire shift and be prepared to help when/where asked.
- ✓ Dress appropriately for the weather and wear your volunteer shirt and credentials (where applicable) at all times. Only bring necessary items with you to your scheduled shift; valuables should be left at home
- ✓ Respect the confidentiality of our participants, especially for volunteers participating on our medical care team

Volunteer rights & responsibilities

Just as we ask that you abide by the Code of Conduct at all times, we are committed to treating you with the utmost respect as we appreciate your time and effort. We promise to provide you with the following:

 Commitment to Volunteers
Clear Expectations Predictable Experience Friendly Leadership

- ✓ Treating you with respect and courtesy at all times and as such providing you with a safe and enjoyable environment to volunteer
- ✓ Ensuring that we listen to your concerns and issues
- ✓ Providing you with all of the tools and information that you need to be successful at your volunteer position, as well as a volunteer t-shirt and credentials as required
- ✓ To keep you informed about changes and updates to the Manitoba Marathon that pertain to you

Race Day Volunteers & Event Staff Requirements

Before entering IG Field on race day, all participants, volunteers, spectators and event staff must pass through a designated security and bag screening checkpoint. The checkpoint is located at Gate 2 and available to participants, and specific checkpoints are designated for volunteers, spectators and event staff. All bags will be screened by security personnel. Limiting what you bring with you into IG Field, or opting not to carry a bag, will expedite the screening process and will help maintain an efficient flow on race morning. Please ensure that you arrive early on race morning to account for the additional time it will take to pass through security.

Event Alert System

The colour-coded Event Alert System (EAS) will communicate the status of race conditions leading up to and on race day. EAS levels range from Low (Green) to Moderate (Yellow) to High (Red) to Extreme (Black) based primarily on weather, as well as other conditions.

- Email and website communication during race week will inform you of the current EAS level and provide race weekend preparation tips
- Updates will be made at the Fit Expo on colour-coded signs in high-traffic areas

- On race day, pay attention to the current EAS level via public address announcements, radio updates and colour-coded signs/flags at the start and finish areas and at each of the aid stations along the course
- If necessary, additional emergency information will be communicated via email and/or text message

Familiarize yourself with the Event Alert System before race day, remain alert for directions from race officials, announcers and group leaders, and take precautions to prepare properly for varying conditions on race day

ALERT LEVEL	EVENT CONDITIONS	RECOMMENDED ACTIONS
EXTREME	EVENT CANCELLED/EXTREME AND DANGEROUS CONDITIONS	PARTICIPATION STOPPED/ FOLLOW EVENT OFFICIAL INSTRUCTION
HIGH	POTENTIALLY DANGEROUS CONDITIONS	SLOW DOWN/OBSERVE COURSE CHANGES/FOLLOW EVENT OFFICIAL INSTRUCTION/CONSIDER STOPPING
MODERATE	LESS THAN IDEAL CONDITIONS	SLOW DOWN/BE PREPARED FOR WORSENING CONDITIONS
LOW	GOOD CONDITIONS	ENJOY THE EVENT/ BE ALERT

Health Policy

The following health and safety procedures have been implemented to help create a safe race weekend environment. All attendees are encouraged to review and follow the safety procedures described below.

- If you have tested positive or been exposed to someone who has tested positive for COVID-19 within ten days of the event, please do not participate in or attend the event.
- If you feel sick or experience symptoms of COVID-19 (e.g., a fever of 100.4F or higher, cough, shortness of breath or difficulty breathing, chills, repeated shaking, muscle pain/achiness, headache, sore throat, loss of taste or smell, nasal congestion, runny nose, vomiting, diarrhea, fatigue or any other symptoms associated with COVID-19) you should self-isolate and not participate in event activities or enter event venues while symptomatic. We encourage individuals experiencing symptoms related to COVID-19 to consult a medical professional for additional guidance.
- All attendees must adhere to local and provincial COVID-19 guidelines and mandates.
- Please follow best practices on personal hygiene, including regular handwashing (vigorous handwashing with water and soap for 20 seconds or application of hand sanitizer consisting of at least 60% alcohol), avoiding touching the eyes, mouth or nose, and covering your mouth when coughing or sneezing.
- Individuals who are considered “high risk,” which includes but is not limited to underlying cardiac and pulmonary conditions, as well as individuals with immunocompromised states, should consult with their physician and/or reconsider attending or participating in the event.

Medical Support

Medical support is available at all aid stations. Medical areas are indicated by red signs with the medical icon. Each medical area is staffed by St Johns Ambulance and is equipped with emergency and first aid supplies, and has access to ambulance services. In IG Field, the Main Medical area entrance is located at Gate 1: participants can access it via the red tent to the left of the recovery centre on the main concourse. If you feel like you need medical assistance on race day, you are encouraged to seek help from a medical volunteer or visit the medical area in IG Field or on course.

Lost Child/Persons Instructions for IG Field

In the event you find a lost child/person or are approached by a parent/guardian of a lost child/person, please follow these steps:

1. Keep the child/person or parent/guardian with you. No food or drink should be offered, except plain water in case of allergies. You should kneel or sit while talking to the child whenever possible to create a sense of comfort. Staff should speak in a calm, quiet and soft voice to limit alarm or frightening the child
2. Spend a reasonable amount of time (approximately two minutes) checking the surroundings to see if a connection can be made
3. If you are not at an information tent, walk with child/person or parent/guardian to the information tent, located near Gate 2
4. Once at the information tent, the information tent coordinator will place a call to the comm centre
5. Keep the child/person or parent/guardian with you and inform them that the appropriate personnel have been notified
6. Do not communicate personal information of the child by radio. Do not relay details about the child over a radio or PA system without permission from the Comm Centre.
7. The information tent coordinator will communicate with an event staff member who will work directly with our Security team to document the situation. The Comm Centre will have information if the lost child or parent/guardian has already been communicated to our team from another location
8. Upon reuniting the child/person and parent/guardian, our Security team will request to see identification before releasing the child/person.
9. If you are approached by an individual who cannot locate their runner, direct them to the info tent where runner-look-up and medical patient tracking are offered.

Runner Down

If you encounter a runner who is on the ground and appears to be in distress, please follow these steps:

1. Scene safety - Make sure YOU are safe before assisting anyone else. If it is not safe, assess if there are steps you can take to make it safer
2. Notice where you are: Location (address, street corner, what seating section you are located at in IG Field)
3. Notice the position of the runner (lying down, sitting, standing) and whether conscious, breathing, and moving
4. Call the Comm Centre at 204-272-1650 to request help. Be prepared to identify the participant by bib number. DO NOT CALL 911.

Unattended Packages

If you see an unattended bag or package, follow the three “C’s”:

Claim: Ask if anyone in the area claims the item. If no one claims it, then go to the next step

Cop: Tell the nearest police officer about the bag. If there isn’t a police officer nearby, then go to the next step

Call: If there isn’t a police officer nearby, call the Comm Centre at 204-272-1650 as WPS and WFPS are in the room. Do not touch or attempt to move the package. Quietly move people away from the package without causing disruption or panic.

Evacuation Plans

Follow the directions of the Winnipeg Police Service (WPS) and/or event organizers. Event organizers will issue instructions to race officials (aid station captains/leaders, zone managers, etc.) through the radio dispatch team in the Command Centre. Follow the directions of the WPS or event organizers. If you are in immediate danger, evacuate to a safe location. If you self-evacuate or are part of a larger evacuation, once you are safe, call the Comm Centre to inform them of your location (204-272-1650).

Race Pause Procedures

If a dangerous course condition arises resulting in a decision to implement a race pause, follow these procedures when instructed by the event organizers from the Comm Centre:

- Water station personnel in the affected area will pull a rope with red banner flags across the race course and instruct available water station members and course marshals to stand on the course holding the rope to halt oncoming runners. Stop signs are in water station supplies and will be used to help stop runners.
- Where available, the DJ/PA announcer will make announcements to notify participants of the stop and hold.
- ARES radio operators will be responsible for changing EAS flags
- Event Alert System (EAS) course condition flags in the affected area will be changed to BLACK
- Once runners are stopped, St. Johns Ambulance volunteers will scan the crowd for runners requiring medical assistance.

Race Diversion

A race diversion is a change in the marathon route due to a dangerous condition on the roadway. This would occur after a race pause and only would be completed under the direction of the Winnipeg Police Service (WPS). There are two types of diversions. A race re-direct is a short change in the course around a problem area that brings runners back to the original course after a few blocks. A race re-route is a larger course change that utilizes a new route.

To implement a race diversion:

- WPS and event organizers will work closely to minimize race disruption while maintaining safety.
- Event organizers and WPS will review the new route for security and safety

- WPS will issue instructions to police commanders. Event organizers will issue instructions to race officials (aid station captains/leaders, zone managers, etc.) through the radio dispatch team and ARES volunteers via the Comm Centre. Race officials will communicate these instructions to event staff and volunteers.

Preparing and Volunteer Check In

All non-course volunteers should report to volunteer check-in at least 15 minutes prior to the start of the scheduled shift. Check in for each job is located as follows:

Volunteers working inside IG Field	Just inside Gate 1 at the south end of IG Field
Volunteers working at the start line/corral areas	Full Marathon start line arch on Chancellor Matheson
Fit Expo volunteers (Investors Group Athletic Centre)	Volunteer Booth, located just across from the Kit Pickup area on the left
Course volunteers	Proceed directly to your location: hospitality station leaders will be responsible for their own crew, Course Marshals will be checked in by a roving Course Coordinator

If you cannot attend your shift, contact your Volunteer Coordinator as soon as possible so that they can work to fill your place as every role is important.

What to wear

T-shirts and credentials (where applicable) will be provided either in advance of race weekend or at volunteer check in. Please wear the credential and shirt during your volunteer shift so you are easily identified for participants and spectators. If your job requires you to gain access to restricted areas, you MUST ensure that you bring your credentials on race day, or you will not be able to access your volunteer area. Security will strictly enforce access, and a volunteer t-shirt will not be sufficient.



Dress casually and comfortably: for outdoor volunteer positions, layers are best so you can take them off if the temperature increases. Check the weather before race day to know what you might need. Wearing sunscreen, a hat, a watch, and sunglasses is often a good idea; bring a jacket if the weather might require it.

What to bring

We recommend you do not bring unnecessary personal items or valuables. At most volunteer positions, a secured location will not be available for storing personal items, and the Manitoba Marathon is not responsible for lost, damaged or stolen items. Please note that if you volunteer at IG Field, any bags you bring will be subject to inspection by security upon entering.

It is a solid asset to bring your mobile phone if you can, keeping it with you at all times. The ability to contact the Comm Centre and access the Manitoba Marathon app could be important.

Road Closures & Parking

If your volunteer job is on the University of Manitoba property on race day, ensure you have checked area road closures and know where you can gain access to the campus. Some jobs make limited amounts of parking available in Q Lot for volunteers; Team Leads will provide parking passes in advance of race day as you will need it to enter the campus. **Please note arrival time restrictions on your pass: once the roads close completely before the race starts you will not be able to access the parking lot.**

Starting your shift

Please check in at the volunteer check-in location 15 minutes before your scheduled start time; your Team Lead will then have time to provide you with instructions and any supplies.

During event hours, everyone's work is necessary and important. General job descriptions were noted in the registration process, but you may be reassigned to fill in as needed. If you do not know where to go, or what to do next, please check with your Team Lead. If you need a bathroom break or otherwise need to leave your post, please ensure your Team Lead is informed before you go.

While on Shift

Manitoba Marathon will do its best to provide you with refreshments and breaks. Please appreciate that the pace of race day is quite steady, but we will do our very best to ensure that you receive adequate downtime. Volunteers at IG Field will have access to the Volunteer Hospitality tent at Gate 1, which has coffee, World of Water water (please bring a water bottle to fill) and snacks. Your Team Lead will let you know when there is time for breaks and where you can get refreshments.

Race Day Site FAQs

For course and site maps, refer to the Manitoba Marathon RTRT App

Where is/are...?

Please use the site map in the Manitoba Marathon RTRT app to guide them.

Where can I pick up my race bib? I missed the Expo.

There is no race day pick-up. Please send them to the Information Table inside Gate 2 at IG Field so our staff can provide them with a blank bib. They will not receive a finish time (as they do not have timing chips) but it will allow them on the course.

Where do I put my possessions during the race?

Direct to Clothing Check in the Pinnacle Room: only official clothing bags can be checked. Extra clothing bags are available at the Information table inside Gate 2 at IGF.

I am late, what should I do?

Do not panic. Timing mats will be in place at the start line until 8:00 AM. Participants can go to start line and begin when ready.

I am late, can you take my bag to Clothing Check for me?

For security reasons, volunteers CANNOT take baggage for a participant under any circumstances. Bags must be checked by the participant at the Clothing Check in IG Field. Any bags left unattended will be removed from the race site and will not be made available to the participant.

I do not have my event-issued participant bag. Is there somewhere I can get one so I can check my gear?

Additional bags will be located at the Clothing Check at the Info Tent (near Gate 2) for those who did not bring their bags or have damaged bags.

Is there a place to change?

Unfortunately there are no formal changing facilities, but washrooms are available inside IG field on the east concourse.

Where can I get safety pins/other runner supplies?

Band-Aids, safety pins, skin lubricant and other supplies will be available prior to the race at the Info Tent near Gate 2.

I lost my bib. What can I do?

Unchipped replacement bibs are available at the Info Tent, located near Gate 2.

I am a relay runner – how do I get to my Relay Exchange zone?

It is the runner's responsibility to get to their relay exchange zone – no transportation is available from the start line. Participants would have received communications that they should start at their assigned zone.

When/where are awards handed out?

In the infield of IG Field at approximately the following times: *Half- 8:30 AM, Full & Relay between 10:00 and 10:30 AM*

Where can I find my race results today?

Unofficial results are available at manitobamarathon.mb.ca and through the Manitoba Marathon RTRT App.

How do I attach my timing device?

Participants will use the MYLAPS BibTag timing device. The timing device is permanently attached to the back of your bib number (it does not attach to your shoe as in years past). Important: Do not remove or fold the timing strips on the back of your bib number. You must wear your bib number on your outermost layer of clothing to record an official finish time and finish place.

Which start corral should I be in?

Check your bib for the event wave of your assigned start corral.

Spectator FAQs

Can my family/friends watch the start?

Spectators can view the start line from behind the fenced areas along Chancellor Matheson and University Crescent. They may not enter the start corrals for any reason

Where can my family/friends watch me from the course?

There are multiple locations along the course where spectators can view the race, many of which are accessible either on foot or via Winnipeg Transit. Refer them to the race route map available on the Manitoba Marathon RTRT app or the website.

Can my family/friends watch the finish?

Spectators can view the finish line from the stands accessible from the East Concourse. Only participants will have access to the recovery area on the West Concourse.

Where can I find my runner/my friends and family?

Our suggestion would be to plan in advance what section of the stands that you want to meet with your participant post race. Section number signage is easily viewed and identified throughout the concourse.

Medical FAQs

How do injured participants get back to IG Field?

Runner Transport teams are connected via radio to all aid station on the course. Transported participants are dropped off at Gate 1 of IG Field so that they can be escorted to the Medical area.

How can friends/family find out about an injured participant?

If a participant is transported to a local area hospital at the discretion of the medical team, that information will be available to family members at the Info Tent.

When your shift is complete, please check out with your Team Lead. Thank you so much for your time and dedication to the event's success!

<p>On Monday after the event, you should receive an email invitation to complete a survey on your experience as a volunteer. Please take the time to provide a thorough response: the more information you can provide helps to make the race better for everyone.</p>
