

MANITOBA
LIQUOR
& LOTTERIES



PRESENTS

MANITOBA
Marathon

**VOLUNTEER
& EVENT STAFF GUIDE
2024**





MANITOBA
Marathon

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FOOD52

21.1k FINISHER
21.1k FINISHER
21.1k MARATHON
30
Manitoba
Marathon

44

Under Armour logo

Table of Contents

Welcome Message	01
Race Weekend Schedule	
Volunteer Check In Locations	02
Race Day Schedule	03
Code of Conduct	04
Princess Auto Stadium Volunteer Info	05
Media Info	
Lost and Found	
Sustainability	06
Event Alert System	07
Lost Child/Person	08
Runner Down	
Unattended Package	
Evacuation Plans	09
Race Pause & Diversions	10
What To Bring/Wear	
Road Closures & Parking	11
Working Your Shift	12
Start Map	13
Participant FAQ	14
Spectator FAQ	
Medical FAQ	15



Welcome

from Executive Director Rachel Munday

Thank you very much for joining us as a volunteer for the 46th running of the Manitoba Marathon on Sunday, June 16, 2024. 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

Race Weekend

Aqua-Tech Fit Expo	Friday, June 14 11:00AM - 7:00PM Saturday, June 15 9:00AM - 5:00PM	Investors Group Athletic Centre, 75 Sidney Smith
Princess Auto Family Fun Zone	Saturday, June 15 11:00AM - 1:00PM	Princess Auto Stadium Tailgate Area (east side)
FOODFARE Mini & Mighty Mites Races	Saturday, June 15 Mini Mites 12:00PM Mighty Mites 12:15PM	Check in at Princess Auto Family Fun Zone

Volunteer Check-In Locations

Princess Auto Stadium Volunteers	Volunteer Hospitality Tent, Gate 1, Princess Auto Stadium
Start Line Volunteers	Start line arches on Chancellor Matheson near Soccer Complex
Fit Expo Volunteers	Volunteer Booth, Investors Group Athletic Centre
Course Volunteers	Proceed directly to your location, Course Rovers will check in with you during the race

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.



Schedule of Events

Race Day, Sunday, June 16

Volunteer Check-in & Hospitality	5:30AM - 1:30PM	Gate 1, Princess Auto Stadium
VIP & Corporate Suites (wristband access)	6:00AM - 1:30PM	Princess Auto Stadium, Suite Level (east side)
Bag Check	6:30AM - 1:30PM	Pinnacle Club, Princess Auto Stadium
Manitoba Hydro Energy For Life Bike Valet	6:30AM - 1:30PM	East Side Parking Lot, Princess Auto Stadium
Info Tent	6:30AM - 1:30PM	Princess Auto Stadium, North of Gate 2
Full & Half Wheelchair Start	6:55AM	Start line on Chancellor Matheson near Soccer Complex
Manitoba Liquor & Lotteries Marathon and Wave 1 of Asics Runkeeper Half Marathon Start	7:00AM	Start line on Chancellor Matheson near Soccer Complex
Johnston Group Relay and Asics Runkeeper Half Marathon Wave 2 Start	7:10AM	Start line on Chancellor Matheson near Soccer Complex
Goodlife Fitness 10K Start	7:15AM	Start line on Chancellor Matheson near Soccer Complex
Manitoba Physiotherapy Association 5K (three waves)	8:00AM, 8:03AM, 8:05AM	Start line on Chancellor Matheson near Soccer Complex
Finish for the Elite Athletes Asics Runkeeper Half Marathon	8:00AM (approx.)	Princess Auto Stadium, Birchwood Winner's Circle (field level)
Finish for the Elite Athletes Manitoba Liquor & Lotteries Marathon and Johnston Group Relay	9:20AM (approx.)	Princess Auto Stadium, Birchwood Winner's Circle (field level)

Code of Conduct

Our Commitment

- We will treat you with respect and courtesy at all times and provide you with a safe and enjoyable environment to volunteer.
- We will ensure that we listen to your concerns and issues.
- We will provide 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.
- We will keep you informed about changes and updates to the Manitoba Marathon that pertain to you so you always feel prepared.

Your Commitment

- 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 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 if you are participating on our Medical care team.
-

Volunteers at Princess Auto Stadium

Before entering Princess Auto Stadium on race day, all participants, spectators and event staff must pass through a designated security and bag screening checkpoint, located at Gate 2. As a volunteer entering at Gate 1, please note that your bag may be subject to screening by security personnel. Limiting what you bring with you into Princess Auto Stadium or opting not to carry a bag, will expedite the screening process. Please ensure you arrive early on race morning to account for the additional time it will take to pass through security.

Event App & Runner Tracking

The free Manitoba Marathon RTRT App is available on the App Store and Google Play and it will help you prepare for race day. The app features unlimited live race day runner tracking, real-time weather, and an interactive course map. Check the Volunteer Information tab to ensure you are up to date. The Manitoba Marathon website and our Facebook page will also have current information.

Medical Support

Medical support is available at aid stations on the course. Each medical area is staffed by St. John Ambulance and is equipped with emergency and first aid supplies, and has access to ambulance services. In Princess Auto Stadium, 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 Princess Auto Stadium or on course.



Media Info

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.

Lost & Found

Lost and found items will be collected throughout race weekend at the Fit Expo and in Princess Auto Stadium on race day. If you are looking for an item that was lost, please go to the Information tent near Gate 2 in Princess Auto Stadium. Following the event, items can be reclaimed at the Manitoba Marathon office (1479 Dublin Ave). 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.

Manitoba Marathon's Green Team works tirelessly on race day to ensure that waste is sorted correctly. Our annual goal is to have a diversion rate of 85%. On average this amounts to one dumpster of actual waste to the landfill for the whole event!

Our race is committed to environmental stewardship and social responsibility, ensuring we leave the communities we run through cleaner than when we arrived. We ask that you join us at race weekend as we continue our efforts to be a more sustainable event.

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.

You can familiarize yourself with the Event Alert System before race day, keep an eye on the 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

Lost Child/Person

Instructions for Princess Auto Stadium

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 the 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 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.

More Safety Info

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.

Runner Down or In Distress

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

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

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 and Cancellation 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 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 YELLOW. In the event of a full race cancellation they will be changed to BLACK.
- Once runners are stopped, Manitoba Marathon Medical team 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.

Race Day Info

What To Bring

We recommend you do not bring unnecessary personal items or valuables. At most positions, a secured location will not be available for storing personal items, and the Manitoba Marathon is not responsible for personal items. Any bags brought to Princess Auto Stadium will be subject to inspection by security upon entering.

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

What To Wear

T-shirts and credentials (where applicable) will be provided either before race weekend or at volunteer check-in. Please wear both during your volunteer shift so you are easily identified to participants and spectators. If your job requires you to gain access to restricted areas, you will need to make sure 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 is insufficient.

Dress casually and comfortably: for outdoor volunteer positions, layers are best so you can take them off if the weather changes. Wearing sunscreen, a hat, a watch, and sunglasses are helpful; bring a jacket if the weather requires it.

Road Closures and 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.

Limited amounts of volunteer parking are available in Q Lot: Parking passes will be distributed via email. Pass must be printed in colour and displayed on your windshield on race day for entry. Vehicles entering Q lot must enter the campus.

Race Day Info

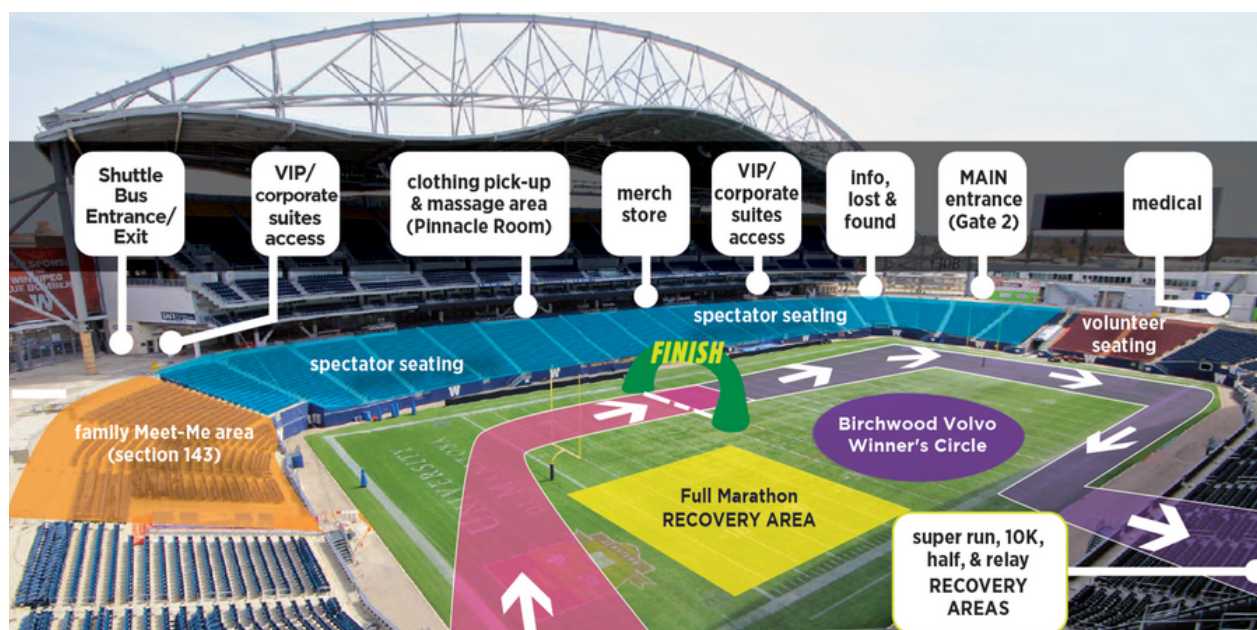
Starting Your Shift

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.

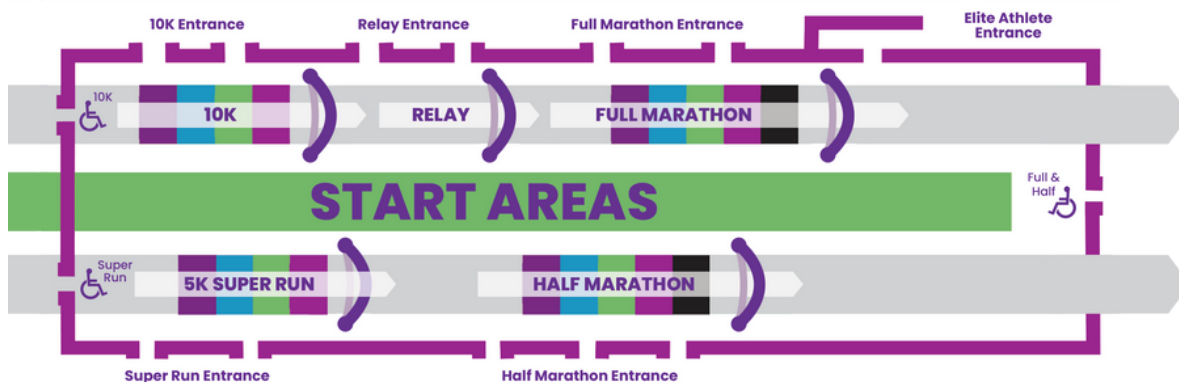
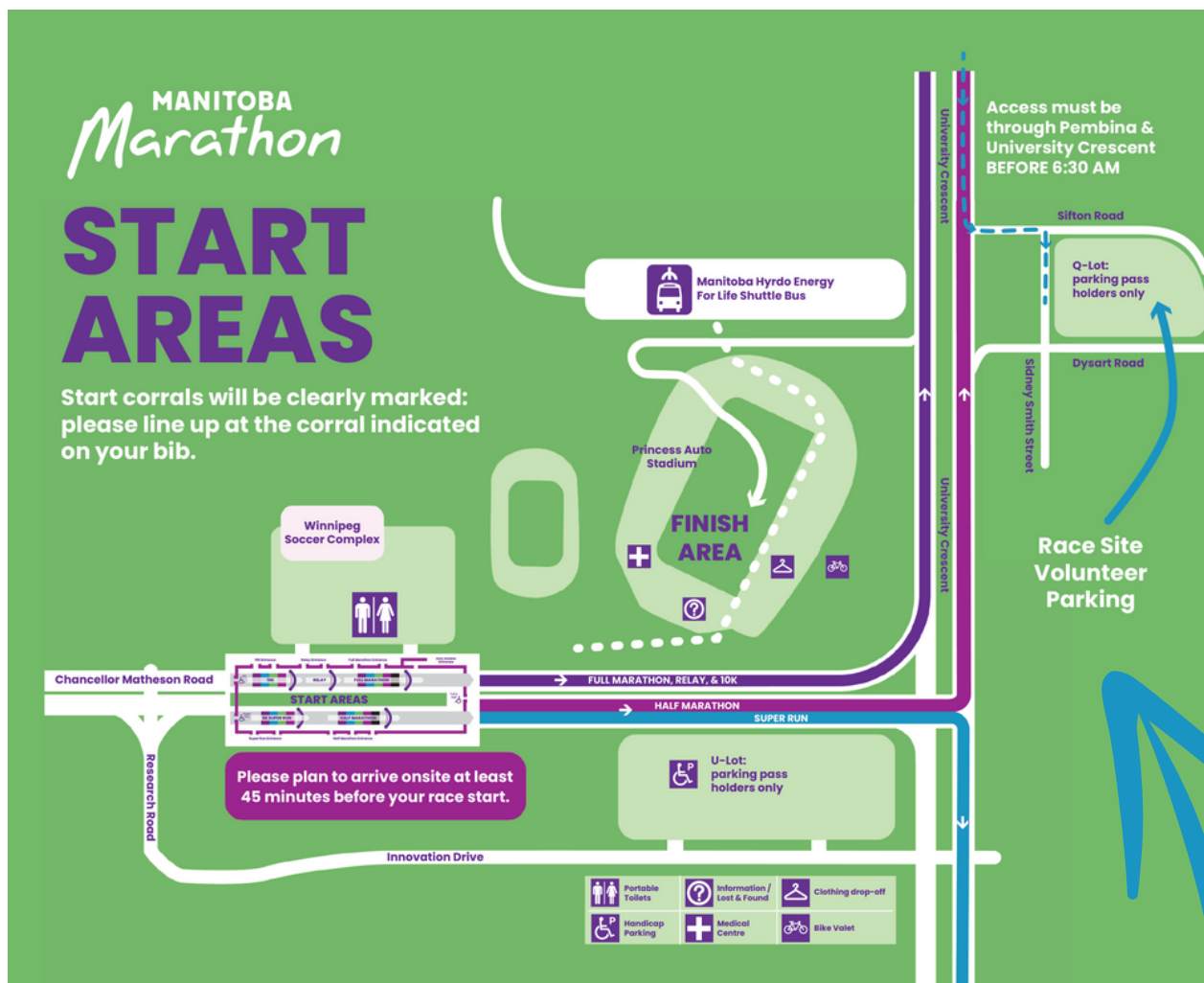
During event hours, everyone's work is necessary and important. General job descriptions were noted in the registration process, but you may be reassigned to fill in as needed. If you do not know where to go, or what to do next, please check with your Team Lead. If you need a bathroom break or otherwise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



Please note: Race Site Volunteer Parking (Q Lot). Access must be through Pembina and University Crescent BEFORE 6:30 AM. After that time there is no access to the lot.

Race Day Info

Participant FAQs

I missed the Expo - Where can I pick up my race bib? OR I lost my bib. There is no race day pick-up. Please send them to the Information Tent inside Gate 2 at Princess Auto Stadium so we can provide them with a blank bib. They will not receive a finish time, but it will allow them on the course.

Where do I put my possessions during the race? Clothing Check is in the Pinnacle Room: only official clothing bags can be checked. Extra clothing bags are available in the room.

I am late! What should I do? Don't panic: Late participants can still proceed to the start line and begin when ready. Timing mats will be in place until 8:30am. Note that normal race cut off times will still apply regardless of late starts.

Can you take my bag to Clothing Check for me? For security reasons, volunteers CANNOT take bags for a participant under any circumstances. Bags must be checked by the participant at the Clothing Check in Princess Auto Stadium. Any bags left unattended will be removed and unavailable to the participant post race.

Is there a place to change? There are no formal changing facilities, but washrooms are available inside Princess Auto Stadium on the east concourse.

Where can I get safety pins/other runner supplies? Various supplies will be available before the race at the Info Tent near Gate 2.

I am a relay runner - how do I get to my Relay Exchange zone? Relay runners are responsible for getting to their relay exchange zone - no transportation is available from the start line. Participants would have received communications to that effect.

Where can I find my race results today? Unofficial results are available on the website and through the Manitoba Marathon RTRT App.

Where is my timing device? The timing device is attached to the back of the bib. Important: Please don't remove or fold the timing strips on the back of the bib. You must wear your bib number on your outermost layer of clothing.

Which start corral should I be in? Your bib will indicate the event wave and your assigned start corral. Colours will correspond.

Race Day Info

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.

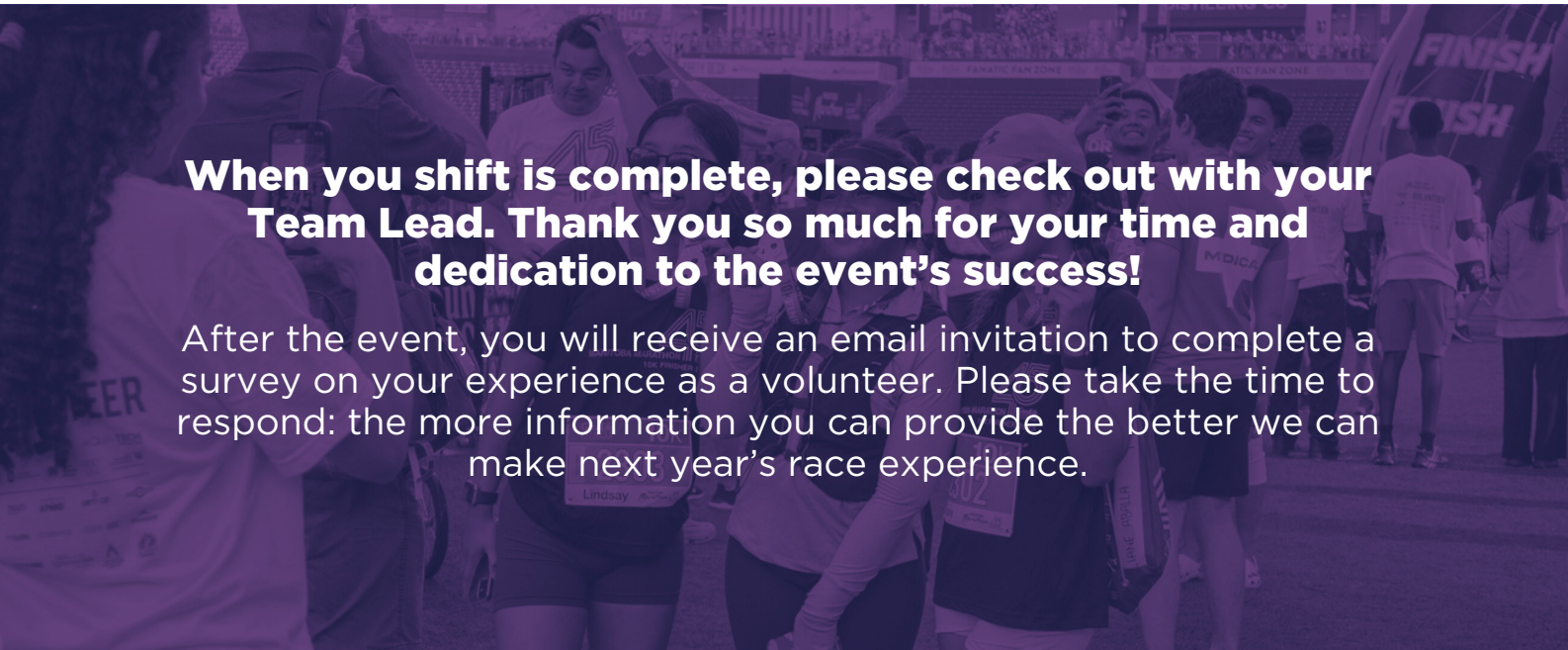
Can my family/friends watch the finish? Spectators can view the finish line from the East Concourse stands. Only participants will have access to the recovery area on the West Concourse.

When can I find my runner/my friends and family? Our suggestion would be to plan in advance what section of the stands 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 Princess Auto Stadium? Injured stable participants transported by the medical team are dropped off at Gate 1 of Princess Auto Stadium to 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, that information will be available to family members at the Info Tent at Gate 2.



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!

After the event, you will receive an email invitation to complete a survey on your experience as a volunteer. Please take the time to respond: the more information you can provide the better we can make next year's race experience.



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