



**PUSHOR MITCHELL
APPLE TRIATHLON**

**Kelowna, British Columbia,
August 20, 21& 22, 2010**

VOLUNTEER MANUAL

This Manual belongs to: _____

My Supervisor (first resource for questions):

Supervisor's name: _____

Phone number: _____

What is a Triathlon?

Triathlon is a combination of 3 different sports - Swim, Bike and Run.
It is different than a Marathon which is just a run - a very long run!

Important Facts about the Apple Triathlon

1. This year will be Kelowna's 28th annual Apple Triathlon.
2. Last year was the largest Canadian Championship ever held in Canada!
3. Last year the Apple was sanctioned by the International Triathlon Union (world governing body) which allowed Elite athletes to earn points towards their world ranking and Olympic qualification.

How many Racers are expected?

We expect to see more than 1600 racers in our event as follows:

- Youth (8 to 16 years of age)
- Try-a-Tri (Adult Novice)
- Adult Sprint
- Adult Olympic
- Corporate Cup Sprint Relay
- Olympic Relay Teams
- Junior Elites
- Adult Elites

Ready for Work?

A checklist to help you remember: -

- Plan your route and parking to ensure you arrive on time (See Parking Guide on website).
- Wear your official Volunteer T-shirt at all times while on duty. This will be available to you at your morning *Check-In location* on your assigned race day.
- Prepare yourself for different weather conditions.
- Bring your:
 - Sunscreen
 - Water
 - Lawn chair
 - Smile
 - Pen/Pencil to make notes, suggestions or record issues with athletes or motorists
 - Cell phone
 - Jacket
 - Hat
 - Sunglasses

- ✔ Bring your Volunteer Manual.

Information

- ◆ Start Line ~ Tugboat Beach
- ◆ Finish Line ~ The Dolphins Fountain across from Prospera Place Arena
- ◆ Public Washroom Locations ~
 - ~ Tugboat Beach, Dolphins/Waterfront Parking Lot & Info/Volunteer Tent (in front of Prospera Place)
- ◆ Additional Washroom Locations~
 - Saturday ~ Clement/St. Paul, Clement/Graham, Ellis/Recreation and Rose's Boat Launch
 - Sunday ~ City Park Entrance, Ellis/Recreation, Knox Mtn, Mountain (1 block west of Waldie Crt.), Mountain/Clifton, High/Lowland, Glenmore/Watson, Glenmore/Bernard, Clement/Cerise, Coronation/Graham, Coronation/St. Paul.
- ◆ Medical/ First Aid ~ Finish Line
- ◆ Lost and Found ~ Information/Volunteer Tent (in front of Prospera Place)
- ◆ Race Results ~ Athletes Village(for athletes) and Information/Volunteer Tent (for spectators)
- ◆ Beer Garden (Sunday only) ~ Between Dolphins Fountain and Tugboat Beach
- ◆ Event Parking ~ Refer to Parking Guide at www.appletriathlon.com
- ◆ Awards ~ West of Dolphins Fountain

Workforce Information

- Check-in** Volunteers are to check-in at the appropriate Volunteer Check-In Tents (in front of Prospera Place) to have their attendance confirmed for the prize draws at the Volunteer Appreciation Party, and to receive their volunteer T-Shirt and final instructions (see "Check-In Times" on pages 4-5).
- Personal Belongings** There will be no secure areas to store personal belongings.
- Lost Property** There will be a lost and found area at the Information/Volunteer Tent, where all items and inquiries should be directed.
- Personal Safety** Under no circumstances should you put yourself in jeopardy. If you feel unsafe in any situation, contact your supervisor or the RCMP (762-3300). If it involves a vehicle, try to get a license plate number and description of the driver and the vehicle, but do not approach it or its occupants. The Police will issue tickets to offenders if the offence is well documented.

First Aid

In the event of a medical emergency:

- ✓ Assess the scene, but do not put yourself at risk
- ✓ Stay with the injured party and keep calm
- ✓ If you have a radio or a cell phone, contact your Supervisor, otherwise get someone else to contact him/her for you
- ✓ Note the facts and location to provide them to your Supervisor or Medical Coordinator - or call 911
- ✓ Never move a person if you suspect broken bones, back or neck injuries
- ✓ Only provide First Aid if you are suitably qualified (minimum requirement is a current First Aid Certificate). Otherwise wait for the medical support that you have summoned
- ✓ Assist persons responding to the emergency
- ✓ Ensure that someone warns oncoming athletes, especially on the bike course
- ✓ Advise the motorcycle drivers who patrol the race course.

Check In Times

All Volunteers are to check-in at the Volunteer Tents in front of Prospera Place to pick up their T-Shirts prior to proceeding to their assigned Meeting Places. (Note: Access to Prospera Parking Lot will close at 7:15 AM on Saturday & Sunday)

Meeting Places & Times for Volunteers:

Body Marking - at the Body Marking tables in front of Prospera Place

- Saturday & Sunday at 5:15 AM

Finish Line – at the Finish Line Gantry next to the Dolphins Fountain

- Saturday at 5:30, 6:30, 7:30 or 9:30 AM (depending on your shift)
- Sunday at 5:30, 7:30, 9:00, 10:00 or 11:00 AM (depending on your shift)

Transition Volunteers – at the Transition Area near the Finish Line Gantry

- Saturday & Sunday at 6:00 AM

Swim Volunteers

- Friday orientation at 5:15 PM. at Tug Boat Beach. (This will be a brief dry rehearsal. This run-through is optional, but attendance is strongly recommended.)
- Saturday & Sunday at 6:15 AM at Tug Boat Beach

Bike Course

- Saturday at 6:15 AM at Bike Volunteer Check-In Tent in front of Prospera Place
- Sunday at 5:45 AM or 10:45 AM (depending on your shift) at Bike Volunteer Check_In Tent in front of Prospera Place

Bike Course Tour

- Friday & Saturday at 1:30 PM at the Rotary Arts Center

Announcers

- Saturday & Sunday at 7:00 AM at the Finish Line

Run Course

- Saturday & Sunday at 6:45 AM at Run Volunteer Check-In Tent in front of Prospera Place

Set-Up Volunteers (Venue)

- Thursday at 4:00 PM at the Dolphins/Waterfront Parking Lot
- Friday at 7:00 AM at the Dolphins/Waterfront Parking Lot

Set-Up Volunteers (Bike & Run Course)

- Saturday at 5:15 AM at the Dolphins/Waterfront Parking Lot
- Sunday at 4:15 AM at the Dolphins/Waterfront Parking Lot

Take-down Volunteers (Venue)

- Sunday at 3:00 PM at the Dolphins/Waterfront Parking Lot

Take-Down Volunteers (Bike & Run Course)

- Saturday at 10:30 AM at the Dolphins/Waterfront Parking Lot
- Sunday at noon or 3:00 PM (depending on your shift) at the Dolphins/Waterfront Parking Lot

Beer Garden

- Sunday at 10:00 AM at the Beer Garden (west of the Dolphins Fountain near Harmony Bridge)

Chaperones

- Saturday at 9:15 AM at the Finish Line
- Sunday at 11:30 AM at the Finish Line

Athlete Food Preparers

- Saturday & Sunday at 6:30 AM at the Dolphins/Waterfront Parking Lot

Volunteer Food Preparers

- Friday at 5:30 PM at the Dolphins/Waterfront Parking Lot
- Saturday & Sunday at 6:00 AM at the Dolphins/Waterfront Parking Lot

Security

- Friday at 3:45 PM at the Transition Area
- Saturday & Sunday at 5:45 AM, 9:45 AM, 11:45 AM or 1:45 PM (depending on your shift) at the Transition Area

Awards

- Saturday & Sunday at 9:30 AM (west of the Dolphins Fountain)

Job Descriptions

Venue Area

Bodymarking: Direct athletes to the correct line-up for bodymarking. Check security wristbands. Make sure arms and legs are exposed. Wash off any sunscreen and dry skin - make ready for bodymarking. Verify athlete's name and race number from a list. Mark race number on athlete's body. Hand out electronic chips (checking that the number on the wristband matches the number on the timing chip). Direct athletes to the transition area.

Finish Line: Assist athletes as necessary (take to medical tent if required). Control athlete's clothing. Remove timing chip. On Saturday, hand out finish medals to all racers except Junior Elite. Direct athletes to food/refreshment area and to clear finish area as quickly as possible.

Transition: Direct athletes to the proper exit and entrance (note that athletes will find their own bike rack during the race). Remind athletes that helmet must be on and strapped *before* taking their bike off the rack in order to race. Help to keep equipment clear of pathways.

Security: Check passes to ensure that only authorized people enter restricted areas (including Transition Area and Athletes Village). Protect bikes that have been checked in and left for the race.

Run Course

Course Marshall: Ensure that any barricades in your area are properly set up. Direct athletes in the proper direction. Warn spectators that runners are coming so they can get out of the way. Ensure that *no* vehicles drive on the course except for authorized race vehicles, supply vehicles and official emergency vehicles. Any offending vehicles should be warned and if they continue, warn oncoming runners, record driver and vehicle description and license number and advise your Supervisor. Give directions to vehicles to help them get to their destination using the detours. When necessary, assist vehicles that must cross the race course.

Water Station Attendant: Serve water and sports drinks to athletes. Fill cups and clean up discarded cups. Station Assistants should line up in a way that allows runners ample passage through the station. Hold the cup out and let the athletes know what type of drink you are holding (i.e. water or Gatorade). As the runners approach (allow them to grab the cup). *Note that Jr. Elites and Elites get only bottled Water*, as they are subject to doping tests.

Bike Course

Captains: Prior to race, meet with Bike Coordinator to review and organize *your* section of the bike course. On race day, meet with volunteers prior to race, record attendance, brief them on their duties, assign their positions, hand out Volunteer T-Shirts and call-in for replacements if necessary. Meet your volunteers at their assigned positions and ensure that barricades and signs are set up properly, then report “all ready” to the Bike Coordinator. Monitor your section of the bike course during the race and communicate any problems to the Bike Coordinator. When the signal is received from the Bike Coordinator to start the take-down process, ensure that equipment in *your* section is removed and stacked for pick-up.

Course Marshall: Ensure that any barricades in your area are properly set up (you may use your vehicle as part of the barricade in addition to the regular barricade as long as the regular barricade can be moved quickly to allow emergency vehicles to pass). Give athletes proper direction. Ensure that spectators and vehicles stay off the bike course. Warn spectators that cyclists are coming so they can get out of the way. *No* vehicles are permitted to drive on the course except for authorized race vehicles, supply vehicles and official emergency vehicles. Any offending vehicles should be warned and if they continue, warn oncoming cyclists, record driver and vehicle description and license number and advise your Supervisor. Give directions to vehicles to help them get to their destination using the detours. When necessary, assist vehicles that must cross the race course.

Swim Course

Various duties of divers, canoeists, kayakers and shore support as assigned by the Swim Coordinator.

Time Lines

Saturday

- 5:30 AM Body Marking for athletes opens
- 7:00 AM Opening Ceremonies
- 7:15 AM Try-a-Tri race starts
- 7:25 AM Youth KOS Races start
- 9:30 AM Junior Elite Sprint Race (female) starts
- 10:15 AM Junior Elite Sprint Race (male) starts
- 10:30 AM FINA Open Water 5 km Swim Competition starts
- 11:30 AM Awards ceremony starts at Dolphins Fountain
- 12:00 Noon Athletes Race-Pack pick-up opens at Rotary Arts Center
- 1:15 PM Swim practise permitted only in designated areas - closed at 2:00 P.M. in order to allow the tugboat to take down the course
- 2:00 PM Bike Course Tours for Sunday Racers leaves from Rotary Arts Center
- 4:00 PM Pre-Race Briefings for Sunday begin at Rotary Arts Centre

Sunday

- 5:30 AM Body Marking for athletes opens
- 7:00 AM Opening Ceremonies
- 7:15 AM Age Group, Corporate Cup Sprint and Olympic Relay Races start
- 10:00 AM Awards ceremony for Corporate Cup Sprint Relay
- 10:30 AM Beer garden opens
- 11:00 AM Awards ceremony for Sprint Races
- 11:30 AM Elite Race (female) starts
- 12:45 PM Awards ceremony for Olympic Races
- 1:45 PM Elite Race (males) starts
- 4:00 PM Final Awards ceremony starts at Dolphins Fountain

Don't Forget The Volunteer Appreciation Party on Wednesday August 25, 2010 (5:00 PM – 7:00 PM) at Pushor Mitchell Law Offices, 1665 Ellis St. Pizza from Boston Pizza will be served & Prizes Will Be Awarded!