

Volunteer Guidelines For the Scotiabank Toronto Waterfront Marathon



PACKET PICK-UP



INFORMATION PACKAGE: PACKET PICK-UP VOLUNTEERS

- **Sign in at the Volunteer Check-in**
- **Check-In your bag**
- **Meet with your manager**
- **Keep your area clean and clutter free**
- **Sign out at the Volunteer Check-in before you leave**



RESPONSIBILITY

- You will be responsible for handing out race bibs to the participants at our Health and Fitness Expo!



Packet Pick-up Checklist

BIB NUMBER, EMAIL CONFIRMATION, PHOTO ID

In order for someone to pick-up their packet, or their friend/family

members' packet, they require:

- **Their BIB NUMBER**
- **Their Email Confirmation OR Photo ID**

If they don't know their bib number- send them to the "LOOK UP YOUR BIB # Station" to retrieve it

Picking Up a Packet for someone else

If they' re picking up for a friend/family member and have:

- A permission email/letter from that person
- Their bib number

You can hand them the envelope



CAN' T FIND THEIR ENVELOPE?

If they have provided you with a **bib#** but you cannot find their envelope, please ask a **manager** to help you

If the manager is not available please do the following:

- Ask if anyone would have already picked up their packet for them
- Make sure their envelope isn' t tucked in the wrong spot- sometimes the envelopes move around in the bins
- Double check the back up list to make sure they gave you the right bib number
- If you still can' t find it, please send the runner to the **Help Desk** to get their bib# reassigned

After you have handed them their envelope ...

- **Check the label** on their envelope, if it says they paid for shoelaces let them know they can pick everything up at the shoelace table
- Look for their shirt size on the envelope, then turn around and ask the t-shirt distribution volunteers for the size you need
- If they have **questions** you don't know the answer to, check with your **manager** OR send them to a **Greeter** or to the **Information table** for more assistance

Make sure your area is...

- **Clean**
- **Clutter Free**



CLOTHING CODE

- **Comfortable clothes**
- **Running shoes/comfortable shoes**
- **Wear your volunteer shirt**



CODE OF CONDUCT

- **Be nice, considerate, understanding and polite with participants and fellow volunteers**
- **Keep calm in a stressful situation**
- **Report to your manager if you encounter a problem**



**THANK YOU FOR
VOLUNTEERING!**

Canada Running Series