

Draft YCRC Race Volunteer Instructions – November 2018

Thank you for volunteering to assist at a YCRC event. Our events can't proceed without the assistance of our volunteers.

Before the event

You will be contacted by the Race Manager in the week prior to the event where you are assisting, to ensure that you are still available and be told the time and location of where to report on the day. You will be allocated to a task (or tasks) such as course marking, registration, results processing, timing, handing out place tags or marshalling. Specific guidance on each of these tasks is attached.

On the day, report to the start/finish area at the designated time. Unless you are helping to mark the course, please assist with setting up the start/finish area with cones, table and chairs, drinking water, the timing clock and a tent if needed. You must also sign in and will be issued with a safety vest.

Emergency procedures

Our volunteers are our eyes and ears out on the course, particularly if you are a marshal or are marking the course. While it is extremely unlikely that you will observe anything that may threaten the safety of our participants and volunteers, if you do, then let the Race Manager or Committee representative know immediately. If you can **safely** take action to resolve the situation, such as removing an obstacle or redirecting a vehicle off the course, do so. In the case of an emergency do not hesitate to dial 000 first, and then let the race officials know. For medical emergencies, if the person is conscious, ascertain whether they would like an ambulance called or some other action, such as contacting a friend or relative to collect them.

You may be required to complete an incident report after the event. Particular requirements regarding safeguarding children and young people are set out below.

If you consider that a participant should be removed from the event because they are a danger to themselves (eg by attempting to continue running while seriously injured or distressed) or to other participants (eg through inappropriate behavior) advise the Race Manager immediately.

In rare circumstances the Race Manager, in conjunction with any committee members present, will decide to cancel or modify the event, for example due to extreme heat, electrical storms, or strong winds that could bring down trees or power-lines, or due to some interference with the course. If sufficient warning can be given, an email will be sent to members, the website updated and Facebook used to advise members. Otherwise, the Race Manager will advise people as they arrive for the event. If you are volunteering, please do not assume the event will be cancelled unless you have been formally advised of it. Contact the Race Manager to confirm arrangements if in doubt.

Safeguarding Children and Young People

YMCA Canberra (YMCA) is committed to ensuring the safety and wellbeing of children, young and/or vulnerable people attending YMCA activities. **YMCA People** (including paid employees, volunteers, Board Directors, or contractors engaged by YMCA Canberra) working with these children, young and/or vulnerable people have an important role to play in protecting children who may be at risk of harm due to abuse or neglect. The YMCA's focus is on prevention and early intervention, with clear practice to support and empower children and young people.

YMCA requires that all YMCA People have an obligation, whether legal or not, to report suspicions of "risk of significant harm". All concerns regarding the health, welfare and wellbeing of children, young and/or vulnerable people needs to be reported to the Committee representative immediately.

What to do if you witness or suspect abuse and/or a child or vulnerable person discloses abuse:

1. If a child, young and/or vulnerable person discloses abuse it is vital to reassure, support and show care to the child or young person, do not disregard the child or young person in any way.

2. If you believe they are in immediate danger for health or safety, contact the police immediately using the emergency number: 000 and then contact the Race Manager.
 3. If you do not believe they are in immediate danger: Contact your Committee representative immediately and inform them of the situation (the Committee representative will document the report and contact Health and Fitness Executive Manager immediately following the report)
- **If you are faced with this situation please know that the YMCA Canberra is here to support you, please speak with your race manager or contact the YMCA for your support options*

After the event

Once the event has completed, please return to the start/finish area and assist with packing up and loading equipment. You may also be asked to collect course markings from along the course.

When your duties are complete, return your safety vest and sign out. In the unlikely event that you have witnessed an incident that needs to be formally reported, you will be given appropriate instructions and support.

If you have any feedback about the event eg suggestions for improved course marking, some change to procedures, please let your Race Manager know.

Course marking

In many cases someone will have already marked the course before you arrive. At other times you will be assisting the race manager to mark the course with cones, direction arrows and the like. Generally with the cones we place white on the right and yellow on the left. Assistance may also be required collected the course markings after the event.

Registration/Check-in

The Club is using a computer based system for registration and results recording. The race manager or Committee member will demonstrate how this operates and be available to answer any questions you may have about its operation. For insurance purposes, it is important that the club makes sure all runners are either a one-day or full member. That is the primary purpose of getting runners to check-in before the race, in addition to making runners aware of whether they are financial or not. Runners can quote their membership number or name for checking in. If they don't remember their number, ask them to write it on their arm so that it can be quoted at the finish.

Memberships

In the plastic box, there should be two sets of membership forms, one for 1-day memberships, and one for a full membership. Get both of these sets of forms out, and have them on the table where people can fill them out. Fees are listed on the forms, and make yourself aware of what they are. Have pens available too. Full memberships run for a calendar year, however around October/November (that is, for the Spring Series and last few Jogalongs of the year) the club will make available memberships for the following year, thus giving runners 14 months for the price of 12.

When a runner gives you a filled in form, make sure they have filled in **all** details including their name, the current date, their date of birth and contact details, and have signed the form. The date of birth is important for results processing, as it is needed to distinguish results between two people with the same name, or if a runner changes their name.

Once you have checked these details, and if they have paid with cash, write on the form how much money has been collected. This helps the treasurer keep track of whether there is the correct money in the cash box. Put completed forms somewhere safe (ie, in a clipboard, or in an envelope). Give them to the race manager or Committee representative at the end of the race. Money and cheques should go in the cash box. **Please make sure the cash box is not left unattended.** If the runner did not have sufficient cash, and they are a regular competitor, then next to the amount they paid, write "did not have correct amount, will pay remainder next race" on the form.

If runners claim they have joined the Club recently, but do not appear on the system as financial, get them to complete a one-day form including contact details and note that they claim to have joined. Similarly, if a club member has forgotten to renew their membership, but plan to do so shortly, then have them fill in a one-day membership form without paying, and you should write "did not pay" on the form. These forms should be handed to a Committee member for checking post race.

Results processing

As competitors finish their event, they will be handed a place card and requested to go to the recording table. The membership number is entered into the results form against the place card number. If the person is a new member or one-day registration, their name has to be entered.

In some cases there may be runners from two events finishing at the same time (such as when the fastest runners in the long race lap the slower runners in the short event). In this situation make sure you know which run the person was in and that this is recorded in the results.

Place Cards

The place cards boxes have 100 cards in them. Quickly check to make sure your cards are complete and in order. If you think there may be more than 100 runners in your race, then also get the box that contains numbers 101-200.

Each race should have a separate box of place cards, so that the winner of each race is given number 1. Where races are run simultaneously the finishers are allocated cards in order and separated as the results are entered.

As each runner crosses the finish line, give them the appropriate place card, and tell them to take the card over to the results table. It is normally easier if you stand a few metres behind the finish line to give the runners a chance to slow or stop. **The place card is what links a runner to their time. Therefore, it is important that you are in regular communication with the timekeepers to make sure you are both up to the same place.**

If a runner runs off without taking a card, but the timekeeper has given them a time, then place their card in your pocket to ensure that you are still up to the same number as the timer. Alternatively, give their number to the next runner (as well as their own number), and ask them to give it to the runner that has run off, and to tell them to take it to the results table. If you have any of these cards from missing runners at the end of the race, then take them over to the results recorder when you are free. Also after the race, help recollect and reorder the place cards so that they're ready for the next race.

Stopwatch timers

Before the 1st race: Press the **recall** button, then press and hold the **reset** button. This clears the stopwatch memory. Turn on paper printing, by sliding the power button to **on**.

Before each race: Check to make sure that the stopwatch has enough paper. 30cm of paper will be sufficient for approximately 50 runners. Make sure the lock switch is set to **unlock**. If the watch is not already showing zeroes, then press **reset**. Press the **1/100** button to remove the hundredths of a second from the display.

When the race starts: Press the **start** button. Then slide the lock switch to **lock**, so that you can't accidentally stop the clock. When each runner crosses the line, press the **lap/split** button. Remain in regular communication with the place card person, to make sure you are up to the same number. If you make a mistake (ie, miss a runner, or accidentally double press for a runner), then quickly press the paper advance button (top left) to create a gap in the printout, to make it easier to remember where the mistake occurred. After the race is over, write on the printout, near the gap, what the mistake was and tell the race manager (or even better, the results person) what happened. If you make a mistake, then you will no longer be up to the same number as the place card person, however, continue to stay in communication to check that the discrepancy remains unchanged for the remainder of the race or until the next mistake.

After the race has finished: Use the paper advance button (top left button) to wind the paper through so you can tear off the results and give to the race manager or results person when they are free. If there is only a tiny amount of paper remaining (ie, not even enough for a field of 20), then try putting in new paper. Finally, switch off the power (this will turn off the paper printing, though the display remains on). Return the watch to the watch case.

Inserting new paper: The stopwatch case has spare rolls of paper. Do not pull the old paper from the stopwatch. Instead tear off the remaining paper, and then use the paper advance button (top left button) to remove the small amount of paper still in the watch. Push the end of the new paper through the top of the watch, while using the paper advance button to feed in into the watch. Advance the paper far enough that the watch will not be printing on the sticky tape residue.

Marshalls

If you are appointed to a marshalling position, you will be shown the location and direction of running for the competitors. You will need to stay at this location until it is clear that all runners have passed. On a multi-lap course, it should be clear who is the last runner after the first lap but you will need to check with that runner that they haven't passed someone during the lap. Once the last runner has passed for the final time, you can collect the course marking equipment in your vicinity and take it to the start/finish area.

It is important that you have some means of communication with the start/finish area where the Race Manager will be. This will usually be a mobile phone but on some occasions you may be provided with a two way radio. If using a phone make sure you have the Race Manager's phone number with you. As noted above, advise the race officials if you see any issue which threatens the safety of the event. Dial 000 in case of emergency, and then contact the Race Manager.

If a participant suffers a minor injury, you should contact the duty first aid officer or the Race Manager who will arrange for the person to be treated. If the person is unconscious, call the ambulance on 000, seek assistance from the duty first aid officer, and then advise the Race Manager. If they are conscious ask them if they would like an ambulance called or someone else notified and seek assistance from the first aid officer. You will be asked to complete an incident report afterwards.