



Volunteer Manual
GMS Queen City Marathon
Race Weekend
September 9-11, 2022

VOLUNTEER RIGHTS

As a volunteer you can expect the Queen City Marathon to treat you with respect. Part of our commitment to providing a safe and supportive environment for volunteers is making sure you understand your rights:

- Receive accurate information.
- Be assigned to a position that reflects your interests.
- Receive training so you can complete your role effectively.
- Feel valued and assist with meaningful activities.
- Receive support and guidance from your supervising Coordinator.
- To say NO if a situation makes you feel unsafe.
- Receive feedback and recognition for your contributions.
- Report a complaint without threat of reprimand.
- Have your personal information kept confidential.

VOLUNTEER CODE OF CONDUCT AND EXPECTATIONS

The Queen City Marathon expects volunteers to conduct themselves according to our volunteer code of conduct:

- Uphold the values of the Queen City Marathon.
 - Abide by all policies and procedures that pertain to a volunteer.
 - Model positive behaviours and attitudes for others.
 - Refrain from public criticism of other volunteers, staff, and participants of the Queen City Marathon. This includes online comments through social media or any other form of communication.
 - Maintain confidentiality and respect the privacy of others.
 - Failure to uphold the Code of Conduct could result in a change to your volunteer status
- Expectations of our volunteers include the following:
- Understand and execute all your duties to the best of your ability.
 - Operate as a team with fellow Queen City Marathon staff and volunteers.
 - Request assistance from your supervising Coordinator when handling difficult situations.
 - Dress appropriately for your role and maintain good personal hygiene.
 - Refrain from use of profane, insulting, or otherwise offensive language.
 - At no point be under the influence of alcohol, drugs, or banned substances.
 - Report all absences to your supervising Coordinator in advance.
 - Report immediately any injuries or complaints to your supervising Coordinator.

CUSTOMER SERVICE

The Queen City Marathon is committed to providing excellent customer service. As a volunteer with the Queen City Marathon, you can create a positive customer experience by providing prompt, welcoming, and courteous service. Some behaviours that contribute to an excellent service experience include:

Welcoming, patience and consistency

- Make customers feel welcomed and appreciated. Treat each customer with respect and consideration. Your goal is to provide the same quality of service to all customers while treating each customer as a unique individual.

Customer first!

- While the customer is not always right we need to empathize with their feelings. The ability to accept responsibility or negative feedback is crucial. We have to always keep the customer's happiness in mind. Adaptability
- Every customer is different! You should be able to handle surprises, sense the customer's mood and adapt accordingly. This also includes a willingness to learn– providing good customer service is a continuous learning process.

Clear communication

- Ensure you convey to customers exactly what you mean. Use positive language, stay courteous and polite and never end a conversation without confirming the visitor is satisfied. Listen thoroughly to be sure you understand the customer's need.

Knowledge

- Stay informed to respond to most inquiries and know where to turn if the questions become too detailed for you to answer. But don't be afraid to say "I don't know but I'm happy to find that out for you". Customers will appreciate the honesty and your efforts to find the right answer. Never be afraid to ask for help from your supervising Coordinator or other volunteers.

VOLUNTEER POLICIES & PROCEDURES

Attendance

- Volunteers should provide 24 hours notice if no longer able to attend a scheduled shift.
- Volunteers are expected to attend the full duration of a volunteer placement.
- As a general rule please arrive at your volunteer shift at least 15 minutes early.

Breaks

- Depending on the length of your shift, you may be scheduled for a break.

Dress Code

- Please dress appropriately for your position, weather, and any activities you may be participating in.
- Some volunteer positions might require a specific dress code. If you have been issued a uniform it is mandatory to wear it during your assigned shift(s).

- During inclement weather we understand that it is not always possible to present your volunteer uniform.
- Clothing with inappropriate or offensive logos, writing, and designs should not be worn when volunteering. Photography
- Professional and volunteer photographers, videographers, and other media outlets may be present at Queen City Marathon events. Please be aware that you may be photographed.

Media

- If a representative of the media approaches you, please refer him/her to your supervising Coordinator or a Queen City Marathon staff member.
- Do not make statements to the media.

Volunteer Dismissal

- Dismissal of a volunteer may include but is not limited to a situation wherein the volunteer is unable to:
 - uphold the conditions of the position;
 - is unable to attend scheduled shifts; or
 - is in violation of the Volunteer Code of Conduct.
- Volunteers may be removed from our Volunteer Program in its' entirety as determined by the Queen City Marathon. Confidentiality
- All Queen City Marathon information concerning participants, staff, volunteers, and corporation business is confidential.
- As a volunteer you are expected to comply with the confidentiality agreement that is included in the Volunteer Waiver. Confidentiality extends to all forms of information.

EMERGENCY SITUATIONS

If at any point during your volunteer experience you are concerned about an emergency situation, please speak with your supervising Coordinator.

Here are several tips that can be applied in any emergency situation:

- Stop what you are doing and ensure your safety.
- Do not attempt to handle emergency situations alone.
- Alert your supervising Coordinator that an incident/accident has occurred.
- Prepare to provide assistance as directed.
- If you are certified in First Aid or CPR, proceed according to your level of training.
- Ensure the proper authorities are contacted – call 911 if the situation requires it.
- Be calm and lead by example.
- Refer any questions from participants, public, and the media to your supervising Coordinator.

ACCIDENTS & INCIDENTS: REPORTING PROCEDURES

As a volunteer you are expected to report all accidents/incidents to your supervising Coordinator. The supervising Coordinator will complete an accident/incident report form. As a volunteer your role is to assist your supervising Coordinator throughout the situation. Volunteers can sign the accident/incident report form as a witness but a Coordinator should complete the form.

Incidents that should be reported include but are not limited to:

- Personal injuries to a participant, volunteer, or staff.
- Damages to property or equipment.
- Lost or stolen items.
- Threat of violence or disruptive/abusive behaviour.

HEALTH & SAFETY

The Queen City Marathon is committed to ensure a safe and healthy environment for everyone. Both staff and volunteers are responsible for safety.

Volunteer responsibilities include:

- Following the law and the Queen City Marathon's volunteer policies, procedures and instructions;
- Using and wearing protective equipment required by the Queen City Marathon; • Acting in a way that won't hurt themselves or anyone else present;
- Reporting any unsafe behaviour they observe.

Coordinators and Managers will:

- Tell volunteers about hazards and respond to their concerns about hazards.
- Do everything reasonable in the circumstances to protect volunteers from being injured.

Queen City Marathon Inc Mission, Vision and Values

Mission

Queen City Marathon Inc is a not-for-profit organization dedicated to engaging our community in running and walking experiences that promote the wellbeing of the individual and pride in our community.

Vision

Offering exceptional running and walking experiences for all.

Values

Wellbeing – We encourage holistic health (physical, mental, social, and emotional) through opportunities for active living, social engagement, personal accomplishment and community pride.

Inclusivity – We include all members of our community, providing an opportunity to be involved, supported and welcomed in their participation (participants, volunteers, partners, and spectators).

Stewardship – We are accountable for the resources entrusted to us and ensure the sustainability of the organization and events for years to come.

Achievement – We constantly innovate to provide “a race for every pace” and opportunities for all community members to be included in exceptional experiences that are fun and successful.

Relationships – We take a collaborative approach to partnerships with community groups, race events, sponsors and charities; we are better together.