



2017 Waitomo Trail Run VOLUNTEERS GUIDE

A huge thank you for being part of this event. We realise your school holiday weekend time is precious, so giving up a day (for many of you – a long day) is greatly appreciated. This event would not be possible without the 100+ volunteers that make it special.

Volunteers are often the most memorable feature of the race for our runners coming from all over the New Zealand. Our army of helpful, energetic, friendly volunteers help feed and water runners, sign them up at registration, rake leaves off the trails, mark the trails, assist media, feed runners and walkers, give out hugs and bandage blisters.

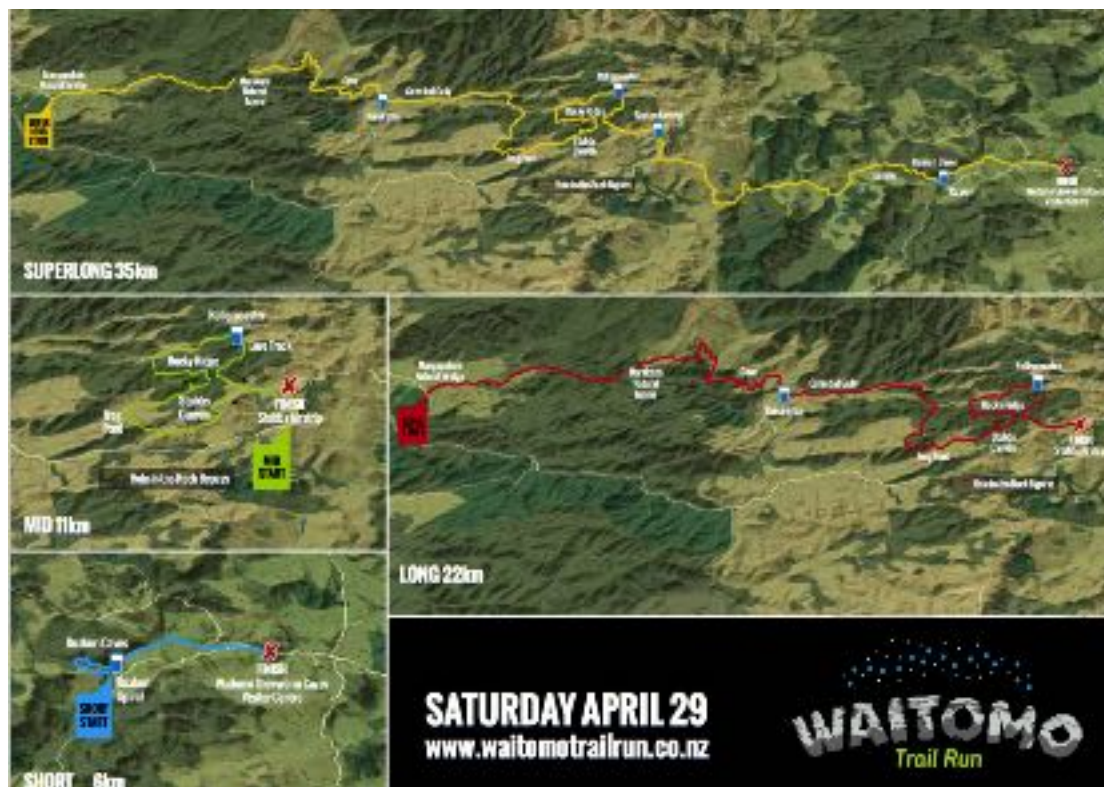
All of the public information about the event and the official 2017 race programme are on the website: www.waitomotrailrun.co.nz

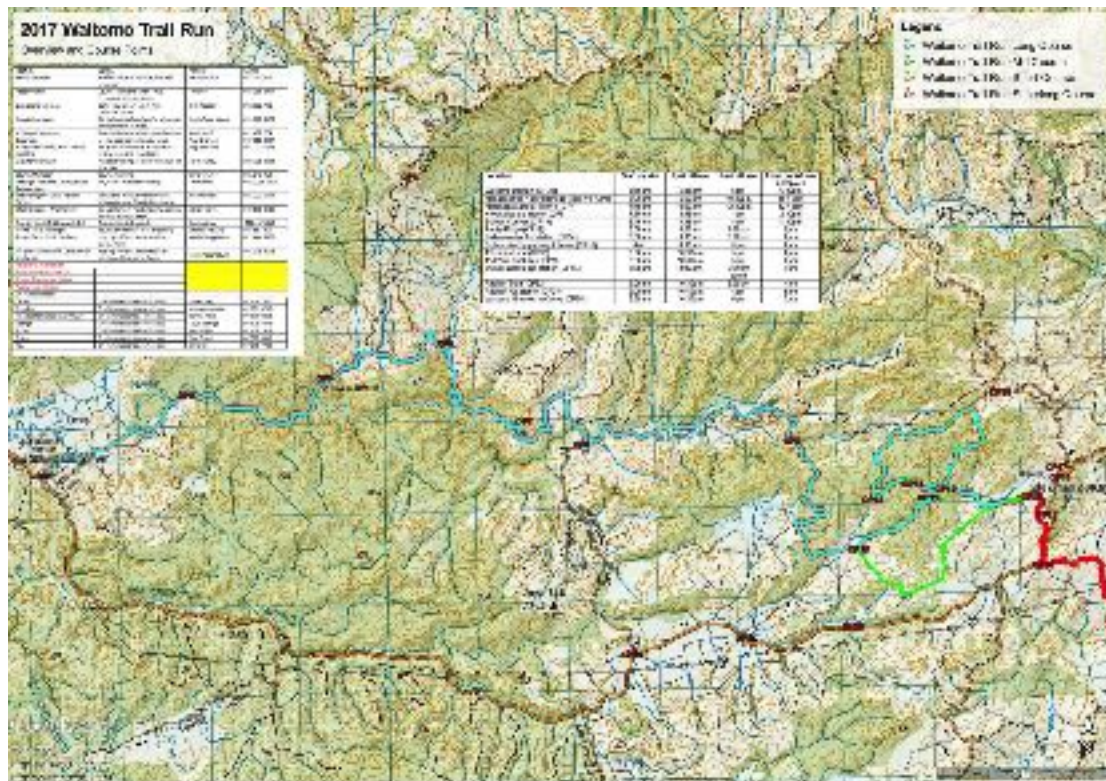
KEY PEOPLE TO HELP YOU.

Position	Call if...	Person	Mobile
Medical Manager	A safety issue or medical, first aid required	Henry Worsp	021 385 623
Race Director	Course. Start and finish setup. Communications / radios	Tim Day	027 255 2994
Operations Manager	Call if you cannot reach Tim. Logistical issues.	Nick Reader	021 632 721
Athlete Manager	Central point of contact for all runner and spectator queries.	Sarah Rosenbaum	021 115 8176
Volunteer Manager	Registration and Waitomo volunteers	Martha Ash	021 497 774
Organiser	Media, sponsors, signage, expo	Paul Charteris	027 600 0397
Course Manager	An issue on the course on race day	Chris Townley	021 943 913
Blackwater Rafting and Ruakuri startline	Issue in Ruakuri cave, Blackwater rafting vans and volunteers	Angus Stubbs	021 222 1278
Dispatch Manager	Athlete tracking and whereabouts on race day.	Steven Gray	027 705 0358
Site Mgr. – Stubbs Airstrip Finish. Signage Mgr.	Any issues at Stubbs Airstrip. Signage.	Tim Farmer	021 0299 4907
Site Manager – GWC Visitors Centre	Setup and management of GWC Visitors Centre.	John Robson	021 222 1275
Course check pre-race.	Check 6km course.	Carl Fischer	021 222 1415
Site Manager – The Domain	Set up Domain, road crossing, parking and bus management.	Adrian Verry	027 878 8585

GENERAL

- Be familiar with the relevant SAFETY and EMERGENCY section in this document before undertaking work. You don't have to read everything in detail, but do need to know the course layout, event schedule, course map, key hazards, emergency procedures and of course your job description.
- Do not perform any task that you are uncomfortable with.
- If you see unsafe behaviour/event risks, report them immediately to Tim or Nick (contacts above).
- Be in your position/start your tasks on time.
- Stay in your position until you are released from your duty.
- Cell phones to be on at all times so that you can respond to calls or texts. You must bring charged with credit, limit to event use only please.
- If you have any queries while on your point, please contact Nick – the Operations Manager.





BRIEFING

If possible - volunteers should attend the volunteers briefing. This is your chance to make sure you know what is going on, procedures and resources available to you.

Waitomo – Curlys Bar – Wednesday 26 April. 5.30 pm.

All volunteer team leaders, including aid station captains will need to complete our health and safety induction and sign that you have attended this. You (and your team) will not receive their volunteer shirts and lanyards until you have been inducted.



Items handed out at briefings:

- Volunteers t-shirts. ***It is important that you wear this on race day so you are recognised as part of the event.***
- Lanyards for all key volunteers and staff. These contain contacts information for some of the key people in this event.
- 2017 official race programme. These are free for volunteers and athletes.
- Volunteers Guide.
- Aid Station Guide.

Some aid stations will have a theme and everyone will be dressed in a common costume – in which case wearing the event volunteers shirt is not necessary. We will donate \$200 cash to each aid station that themes out their aid station.

Topics discussed

- Overall event – numbers, timeframes, who is doing what.
- Areas accessed by runners, volunteers and public.
- Health and safety – from the safety team.
- Risks associated with the event.
- Emergency procedures – including chain of command and communication channels.
- What is in your aid station supplies – when and how it will be delivered.

EVENT SCHEDULE

SCHEDULE			
FRIDAY, 28 APRIL 2017			
TIME	ACTIVITY	LOCATION	
5.00pm to 8.00pm	Expo & Registration	Waitomo Caves School	
SATURDAY, 29 APRIL 2017			
TIME	COURSE	ACTIVITY	LOCATION
5.30am to 6.45am	35km	Registration	Waitomo Caves School
6.15am to 6.50am		Bus Pickup	Waitomo Domain
7.30am to 8.00am (3 waves)		Event Start	Mangapohue Natural Bridge
5.30am to 8.00am	22km	Registration	Waitomo Caves School
7.30am to 9.30am		Bus Pickup	Stubbs Farm
8.30am to 10.30am (7 waves)		Event Start	Mangapohue Natural Bridge
5.30am to 11.30am	11km	Registration	Waitomo Caves School
10.30am to 3.00pm (in waves)		Event Start	Stubbs Farm
6am to 12-noon	6km	Registration	Waitomo Caves School
10.00am to 2.30am		Bus Pickup	Waitomo Domain
10.30am to 3.00pm (in waves)		Event Start	Ruakuri Cave

Location	Staff on site	First athlete	Last athlete	Final packdown complete
Waitomo Domain (CP33)	5:30am	5:45am	6pm	6:30pm
Mangapohue Natural Bridge Reserve (CP1)	6:20am	6:50am	10:30am	10:45am
Marakopa Natural Tunnel (CP4)	7:45am	8:00am	12:30pm	12:40pm
Kokakoroa aid station (CP8)	7:30am	8:15am	1pm	2:30pm
Stubbs Canyon (CP11)	8:15am	8:45am	4pm	4:30pm
Rocky Ridge (CP12)	8:30am	9:00am	4:30pm	5pm
Rollercoaster Aid station (CP14)	8:30am	9:15am	5:30pm	6pm
Stubbs airstrip parking & buses (CP15)	6am	6:30am	5pm	6pm
11km start line (CP15)	8:30am	10:30am	5pm	6pm
11/22km finish line (CP15)	8:30am	10:30am	5pm	6pm
Stubbs airstrip aid station (CP15)	8:30am	9:30am	2:30pm cutoff	4pm
Ruakuri Start (CP22)	9:00am	10:30am	3:00pm	4pm
Ruakuri Aid station (CP28)	9:00am	10:40am	4pm	5pm
Waitomo Glowworm Caves (CP25)	8:30am	10:30am	6pm	7pm

VOLUNTEER ROLES

Aid Station Crew

- Refuel and rehydrate competitors

- Provide encouragement and support
- Administer basic first aid where required, or refer to safety crew
- Handle athlete withdrawals

Marshals

- Direct competitors in the right direction!

Tail Enders

- Support those at the rear of the course, ensuring no one is left behind
- Pick up any marking tape/flags (where required) and pick up all litter (important).
- Report any safety incidents to safety crew.

GEAR

We Supply:

- Hi-viz vests (marshals)
- Food, drink, tables, water containers, tablecloths, first aid kits, signage, etc (aid stations)

Please Bring (Aid Stations):

- **Ice** –at least 6-8 bags per aid station (keep receipts for reimbursement by us)
- A **toolbox** is really handy. Hammer, nails, screwdriver, pliers, masking tape, scissors, zip ties, staples, staple gun, stanley knife, mallet... You never know what may need to be fixed in the bush (including cutting open a runners shoe if their feet have swollen).
- Large chilly bins or large insulated fishboxes would be fantastic – we have lots of drinks to keep cold.
- A gazebo or easy-up tent (or two)
- Any additional supplies your crew may like – extra clothes (if its hot/cold/rainy), a thermos, extra food (you can eat/drink the aid station food but you may get sick of it!)
- Extra outdoor chairs.

TIPS - INTERACTING WITH RUNNERS

Do not under-estimate how utterly lost some supporters, crew and even runners will be. Some may be confused – and very anxious to meet their runner.

The runners will be mostly really friendly and super excited to see you. They will often want to stop and talk and thank you. A very few will be having the most miserable days of their lives – they will be grumpy.

The fast runners are REALLY fast – they may just want water poured to them from a jug or will fill up their bottles really quickly from the water dispenser.

Many will want to fill their own water bottle and hydration packs from the drink containers. Make sure water flows quickly. Loosen the tops of drink containers (unscrew the lid a little) to help the water flow freely.

Label the water containers to distinguish them from Tailwind sports drink.

Many runners will love to stop and chat. Most likely, they will want to know:

- What distance am I at?
- How long to the next aid station?
- What is the terrain like to the next aid station?
- Do you have lubricant / sunblock?
- Do you have electrolytes?
- Do you have something for a blister?
- Who was the in the lead of the race?
- Can I have a hug?

Most of all they will want encouragement – tell them they look amazing – they look strong, they look beautiful ... anything to make them feel special – because many are taking on one of the biggest challenges of their lives.

Be proud of yourself, your club, the Waitomo region and New Zealand. Some runners have travelled half way around the world – they want to interact with real kiwis. Have fun – this is a fun day out.

EMERGENCY PROCEDURES

Refer, in the first instance, to the Operations Manual provided to your team, as it contains the most up to date Health & Safety and Emergency information that you need to know on race day. Every team will have a small foldout emergency card from Peak safety. It provides some simple go-to instructions for many situations.

General instructions

- Make sure you know exactly what is expected from you.
- Know who your team leader is.
- Your safety and the safety of others is paramount, think, act, be safe.
- Be in your position on time.
- Stay in your position until you are released from duty.
- Cell phones to be on at all times, you must bring charged with credit, limit to event use only.
- Be familiar with the Event Management Plan before you turn up. You don't have to read everything in detail, but do need to know the course layout, event schedule, course map, key hazards, emergency procedures and of course your job description.
- Please sign out with your team leader once your duties are finished by phone (text) or radio.
- Return all event issued equipment to your team leader once finished.

If working outside, take the following equipment:

Warm clothing, rain jacket, hat/gloves, sunhat, cell phone (charged with credit), any personal medication, appropriate footwear, hi-viz vest, maps (issued), information/emergency protocol (issued), sun protection, pen and paper, lunch, chair. Possibly a radio.

Instructions for using a radio

- Radios are often a crucial piece of event equipment. They help us run the event and respond to incidents.
- First listen for any current conversations for about 30 seconds
- Then press the transmit (talk) button, PAUSE, then talk, then pause a second, then release the button.
- State who you want to talk to then who you are, and DO YOU COPY?
- If you get a reply back then state where you are and what you want to communicate

- Medical incidents or emergencies take precedence over other communications.
- Don't have the radio too close to your mouth
- No jokes, or non-essential talk please.
- Make sure you are ALWAYS LISTENING OUT. Do not put your radio down, keep it on you.

Dealing with an injured person

- We don't expect you to be a medic, but do expect you to provide some assistance
- Apply first aid if you have some knowledge, make the person comfortable, try to keep them warm.
- Contact Peak Safety (Henry Worsp) or the medic at your aid station and communicate, who you are, where you are, the participants number and what the problem is
- Reassure the person that someone will be with them soon to provide assistance.

Emergency Procedure

Fire, major accident, flood etc. Stay calm. Contact Nick Reader 021 632 721 or the Race Director – Tim Day 027 255 2994. If you cannot make contact with anyone, call 111, but only if an emergency. State, who you are, where you are and what the emergency is.

KEY CONTACTS

These are provided on the Volunteer Lanyard that every volunteer will be issued with.

