



2016 Waitomo Trail Run VOLUNTEERS GUIDE

A HUGE THANK YOU

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 80+ 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 is on the website: www.waitomotrailrun.co.nz

REGISTRATION: FRIDAY 29 APRIL & SATURDAY 30 APRIL 2016

RACE DAY: SATURDAY 30 APRIL 2016.

MAP WITH CHECKPOINTS – please refer to last page.

KEY PEOPLE TO HELP YOU.

Paul Charteris – The Event Organiser. Paul will be in Waitomo from Wednesday onwards, registration all of Friday afternoon and evening and early Saturday plus the start of the various races.

Tim Day – The Race Director for the event. Tim is in charge of the race and has the best overview on how everything works together. Paul will be in Waitomo from Tuesday onwards, registration all of Friday afternoon and evening and early Saturday plus the start of the various races. Responsible for the operations planning, logistics, resourcing.

Nicole Leger - The volunteer and registration coordinator for the event. She is responsible for coordinating volunteers and marshals around the race and registration.
nicolelegerpr@gmail.com 022 646 7001

Nick Reader – Operations Manager. Nick has an overview of position of runners, packed up and packed down locations, traffic management and positions of safety staff. His role is overall supervision of the race on the day. 021 632 721.

Henry Worsp. Safety Manager, Peak safety. Overall safety of the Waitomo Trail Run. Safety management, outdoor safety, first aid. 021 385 623

Andrew Roigard – Traffic management coordinator. Andrew is responsible for ensuring compliance to traffic safety plans and ensuring traffic on the day runs in the smoothest and safest way for both motorists and athletes.

Tim, Nick, Nicole and Paul will all have extra supplies of signs, barricade tape, course markings and tools with them. Please let us know if you need anything.

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 the Event Manager.
- Be in your position/start your tasks on time.
- Stay in your position until you are released from your duty.
- All staff must sign off the course via text message to the Volunteer Manager, Operations Manager (see contact below) or physically at the event base.
- 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 27 April. 5.30 pm.



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.***
- 2016 official race programme. These are free for volunteers and athletes.
- Volunteers Guide.
- Aid Station Guide.
- Volunteers will receive a meal voucher, redeemable at the Waitomo Homestead.

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.

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.

The race and registration schedule for the 2016 Waitomo Trail Run. Please note – this is subject to change.

REGISTRATION SCHEDULE

Date	Time	Activity	Location
Friday 29 April	5pm to 8pm	Registration	Waitomo Caves Homestead, 5890 State Highway 3, Waitomo 3577
Saturday 30 April	6am to 7:25am	Registration - Super Long	Waitomo Caves Homestead, 5890 State Highway 3, Waitomo 3577
	6am to 9:15am	Registration - Long	Waitomo Caves Homestead
	6am to 11:30 am	Registration - Medium	Waitomo Caves Homestead
	6am to 12 noon	Registration - Short	Waitomo Caves Homestead

RUN AND WALK SCHEDULE

Event	Activity	Location	Time	Race finishers
Super Long	Bus pick-up	Waitomo Domain	7:15am - 7:30am	
Super Long	Race Start	Mangapehua Natural Bridge	8:20am	12 noon to 5pm
Long	Bus pick-up	Waitomo Domain	8am - 9:15am	
Long	Race Start	Stubbs Farm	10:30am	12 noon to 5pm
Medium	Bus pick-up	Waitomo Domain	11:30-12:45	
Medium	Race Start	Kaakori Caves	1pm	2pm to 5pm
Short	Bus pick-up	Waitomo Domain	12:55-1:45	
Short	Race Start	Kaakori Caves	2pm	2:30pm to 5pm

PRIZEGIVING

The prizegiving will be held at the Waitomo Caves Homestead on Saturday at 6PM. Meals and drinks will be available. There will be spot prizes courtesy of Waitomo Glowworm Caves.

VOLUNTEER ROLES

There are dozens of volunteer roles in this event, they include: track clearing and maintenance, course marking, race packet stuffing, aid station packing, transport, race packet stuffing, set up of infrastructure, race registration, expo helpers, course marshals, traffic marshals, aid station volunteers, finish line and medals, media drivers, transporters of food and drinks and drop bags, water transporters, tail-end charlies, cleaners, drop bag sorters and transporters.

MEDICAL AND SAFETY SUPPORT

There are safety, medical and search and rescue staff associated with this event – as well as ambulances and medical equipment. They include Peak Safety outdoor safety professionals, ambulances, a paramedic and Rescue Helicopter on standby.

EXTRA THINGS TO BRING

There are a number of things you could bring that will help make life a LOT easier.

- A toolbox with everything in it. 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).
- A gazebo to protect your team and the food from the elements.
- A thermos with tea / coffee for yourselves.
- Your volunteers race shirt or the costume for your aid station theme.
- Extra clothing for yourself to keep warm and extra outdoor chairs.

TIPS - INTERACTING WITH RUNNERS & THEIR CREW

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 handed to them in a cup 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 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

Contacts:

Phone 111 in an emergency.

The Safety Manager is Henry Worsp: 021 385 623

Criteria:

The decision to call out a Rescue helicopter is usually made by the Safety Manager, Doctors, St Johns or Operations Manager. The more information that can be given– the better. Criteria for call-out includes (but not limited to):

1. When a patient's condition requires urgent, rapid transportation to further medical treatment – i.e. life threatening injury such as major head injury, shock etc.
2. When a patient's condition would be significantly aggravated by other modes of transportation – i.e. spinal injury.

Location	Status zero	Status 1	Status 2	Status 3	Status 4
Patient condition	Dead	Critical	Serious	Moderate	Minor
Threat to life	N/A	Immediate	Potentially	Unlikely	None
Probable Treatment		Flown or ambulated from accident site to hospital.	Flown or ambulated from accident site or transported by St John's ambulance to hospital	Transported out by volunteers or ambulance to aid station and treated or provide transport to the finish line.	Walk out unassisted and receive aid at the aid station
Example(s)	Severe fall. Fatal medical condition.	Severe fall resulting in major trauma, broken limb(s), bone punctures skin, arterial bleeding.	Severe fall resulting in trauma. Limb dislocation or break, Severe medical condition, e.g. bee allergy.	Spain, strain, such as twisted ankle, severe foot, blisters	Cut or scrape, from falling. Blisters. Sunburn

General injury procedures

This is a guide only. It is fully recognised by race management that safety personnel are trained professionals in their area of expertise and will respond to each situation in the manner they deem most appropriate.

1. Incident reported to:
 - a. Nearest Aid Station or
 - c. Other participating athletes or pacers who run to get help.

2. Contact the Race Director, Operations Manager, Safety Manager, attendant Doctors or ambulance (safety personnel). Note:
 - a. Your location
 - b. Description of the problem as best as possible.
 - c. Safety personnel dispatched to that location to provide treatment.
3. Once the safety staff reaches the person, they can assess that person and/or provide treatment.
 - a. If the accident is minor and the person can be transported on foot or stretcher, they will be transported to the nearest road or aid station.
 - b. If the injury is serious and accessible the patient will be transported by Ambulance.
 - c. If the injury is serious and not accessible the patient will be evacuated by Rescue Helicopter
4. Safety Manager, Race Director, Operations Manager, ambulance or Medical Doctors can call in for ambulance or Rescue Helicopter support as appropriate.
5. All safety personnel will be advised once the injured party is back to base or otherwise removed from the course.
6. The incident is recorded in the Incident Register. The Form of Register or Notification of Circumstances of Accident or Serious Harm and the Accident Investigation may be completed after the race if time is pressing. .
7. The incident is signed off on the Accident / Incident Tracking Sheet.

Media Plan for Major Incident

Nobody connected with the event is authorised to speak to the media without the express permission of the Event Organiser.

Following a major incident the Event Organiser will create a press release and speak to media as he sees fit. This will only take place after he has complete information about the incident and has had time to digest it and develop a well-balanced response on behalf of the event.

Accident / Injury Reporting, Recording and Investigation

All accidents and incidents are to be reported to the Safety Manager and Operations Manager and are recorded to be investigated and reviewed after the event. The Incident/Accident Investigation procedure below should be followed.

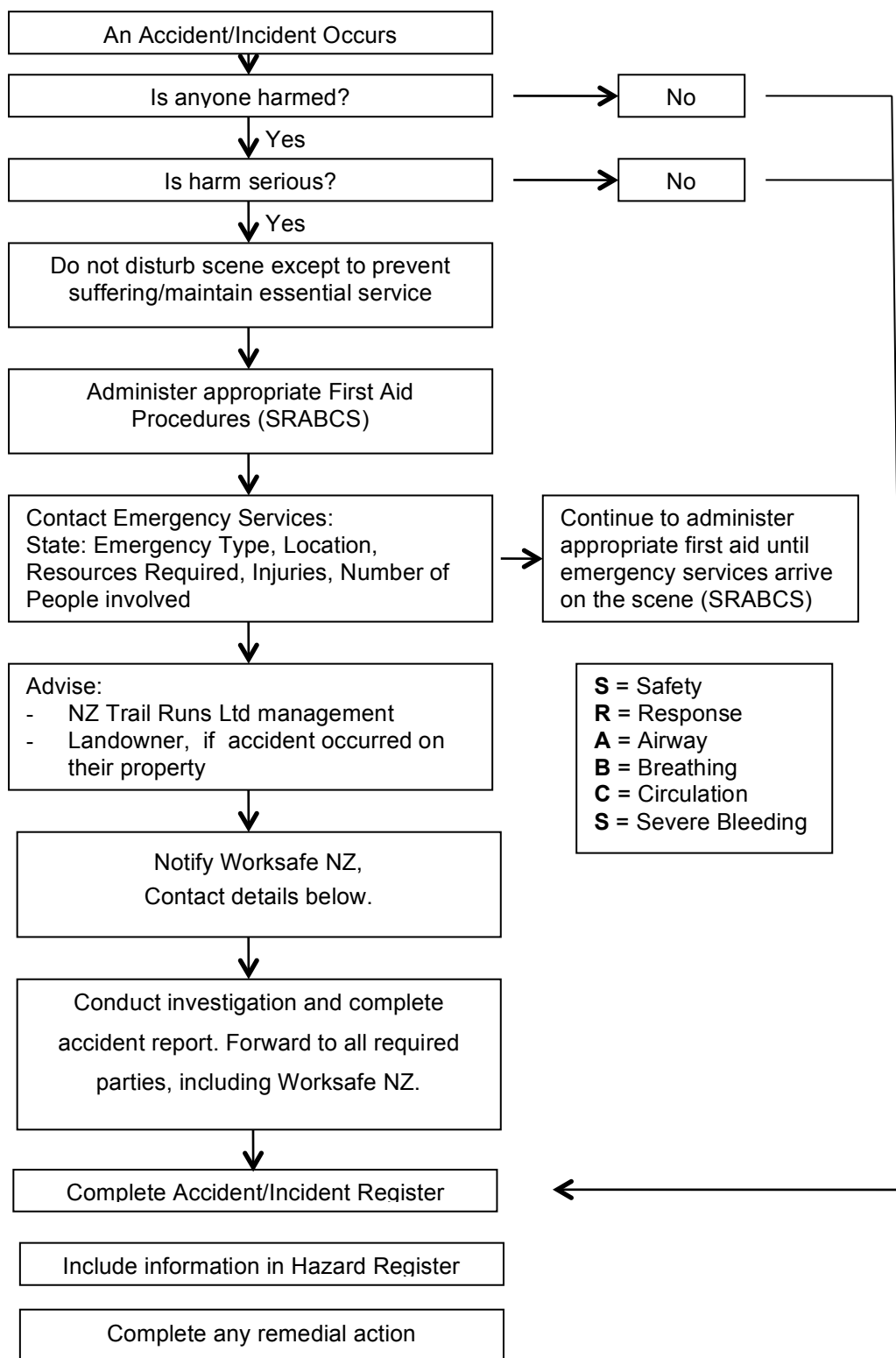
Incidents of Status Zero to Status 2 are considered Serious Harm and are reportable to Worksafe New Zealand. These incidents are to be passed on to the Safety Manager immediately and the procedures in the Emergency Response section of this document are to be followed.

Near miss incidents (such as potentially falling in a dangerous location) must also be reported and recorded. This will allow race management to identify new hazards and mitigate against their effect for future events.

The Safety Manager or an appointee of the Safety Manager is to Record all incidents (regardless of status) in the Accident / Incident Register using the Form of Register or Notification of Circumstances of Accident or Serious Harm.

Complete the Accident Investigation process for all incidents (regardless of accident status). It is important to consider how bad the level of harm might have been had the circumstances been different. The accident investigation should identify whether any previously unidentified (i.e. "new") hazards exist, and whether additional hazard controls are required for hazards that have previously been identified. The results of the investigation shall be communicated to all relevant interested parties.

All reports for a serious harm incident will be submitted, in writing, to Worksafe New Zealand within seven days using the Form of Register or Notification of Circumstances of Accident or Serious Harm. This is a statutory requirement.



Notification of workplace accident, unsafe situation or serious harm to Worksafe New Zealand

Employers, principals and self-employed persons must notify WorkSafe NZ as soon as possible of workplace accidents and occurrences of serious harm.

For NZ Trail Runs Ltd, this will be done by the Race Director or tail-end Operations Manager.

If you are reporting a hazardous substances emergency, please call the New Zealand Fire Service on 111 and then our Response Team directly on 0800 030 040.

It is a legal requirement not to disturb an accident scene until clearance is authorised by a health and safety inspector except in certain situations, including when persons or property are at risk, as provided for by section 26 of the Health and Safety in Employment Act 1992. If you require scene clearance or other immediate assistance from a health and safety inspector, please call 0800 030 040. The event will provide written notice within seven days.

NZ Trail Runs Ltd will provide WorkSafe NZ with written notice of the circumstances of the accident or serious harm within seven days.

EMERGENCY RESPONSE

AN EMERGENCY IS:

- Any incident that requires the attendance of Emergency Services (Ambulance, Police, Fire etc).
- Any other serious incident that requires a significant change in operations (e.g.: a major storm that causes a route change).

An emergency might be declared by the Race Director (e.g. a severe storm) or you might be the first person on the scene to discover it (e.g. a participant with a heart attack, car accident etc).

HOW TO RESPOND TO AN EMERGENCY – MEDICAL – INSTRUCTIONS TO PERSONNEL

- Make sure the scene is safe from further danger if possible.
- Contact the Safety Manager. The Safety Manager is Henry Worsp: 021 385 623

Use a cell phone if you have coverage to report sensitive information such as a fatality. If you cannot get through, contact the Operations Manager to inform them of the situation. The nearest first aid team will be sent to help you.

- Use the INCIDENT SHEET to start recording information.
- While you are doing this delegate another staff member to apply first aid if required.
- Delegate another staff member or responsible person to assist if required with traffic management, erecting a makeshift shelter over injured people etc.
- At the first opportunity, pass on the relevant information from the INCIDENT SHEET to the Safety Manager.
- For most emergencies the Safety Manager will call 111 and request an ambulance.

YOU MIGHT NEED TO CALL 111 YOURSELVES

If you cannot raise the Safety Manager immediately and if you are responding to a life threatening medical emergency (e.g.: heart attack, severe asthma, allergic reaction etc) you must call 111 as follows:

1. Call 111
2. While starting the 111 call complete the INCIDENT SHEET (or delegate someone to do this)
3. Request AMBULANCE and say it is for The Waitomo Trail Run event.
4. Use the information on your INCIDENT SHEET to advise exact location, nature of injury and fastest access route.
5. Advise 111 of the name and bib number for the patient.

6. While this is happening, get someone else to call the Safety Manager (on the Emergency Phone number) or radio— a first aid team may be able to reach the location faster than Emergency Services and will initiate first aid.

7. Use your INCIDENT SHEET to advise Safety Manager of the location etc.

HOW TO RESPOND TO AN EMERGENCY – WIND OR RAIN STORM – INSTRUCTIONS TO PERSONNEL

If a major weather event occurs you might be asked to help with the following:

- Check possible dangerous parts of the course such as creek crossings or exposed cliff sections
- Change or place new route markers for a course change
- Close a section of the course
- Erect barriers and signage
- Walk into a remote section of the course that is not accessible by vehicle to set-up a makeshift safe location for trapped participants or to escort the participants to safety. Take extra clothes, tents, food and water
- Move people to safety on foot or in vehicles.
- Help find and record participant team numbers in your area so event organisers can track all teams.
- Move to a different checkpoint or location to help with other tasks.
- Move yourself and competitors out into open space as soon as possible to avoid falling trees.

THANKS

The event prides itself of being as safe as possible. However, there are a number of hazards and risks with any outdoor event. We will describe these for you and how we manage them at the briefings. They are summarised here for your information.

THANKS TO OUR WONDERFUL VOLUNTEER SUPPORT BASE FROM THE WAITOMO CAVES SCHOOL AND TE KUITI PRIMARY SCHOOL.

THANKS to all of our sponsors and partners, especially the This event would not exist without the generous support of several Waitomo local businesses, Hamilton and Waikato Tourism, The Department of Conservation, land owners and land managers.



