

Banff Marathon

Volunteer Information Package
June 2018



First and foremost, we would like to THANK YOU for your time and dedication as a volunteer for the 2018 Banff Marathon, Half Marathon, & 10K races. We can't do it without your help! Volunteer job responsibilities are not limited to what is listed below and we appreciate your willingness to cooperate with the needs of the race. This document is hopefully going to answer a lot of your outstanding questions and give you a chance to orient yourself with how things are going to go on race weekend. Thank you!

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1. Your Role as a Volunteer

The Face of the Event:

- As a volunteer you play an extremely important role in the Banff Marathon.
- You are responsible for helping to ensure that all participants enjoy the race.
- In the eye of the public you are the face of the event – upholding the standards of conduct and representing the community as a whole.

2. What to Wear/Bring

Wear:

- The Race Crew Volunteer shirt provided to you when you check-in for your shift. Please do not wear anything over your shirt – wear warm layers underneath, if necessary. Your volunteer shirt must be visible at all times.
- If you are marshalling you must wear a safety vest, which will be provided on race morning.

Bring:

- Sunglasses and sunscreen.
- Waterproof clothing, if necessary.
- Snacks and water. Lunch will be provided. Please bring your own portable water bottle and/or coffee mug to reduce waste.
- Bring a pencil/paper for taking notes or reporting incidents.
- If someone is injured it is important to get as much information as possible!
- Make a note of any wildlife on the course so that it can be reported back to Parks Canada.
- Bring your cell phone, if you have one, and provide the number to your Area Captain in advance.
- Please make sure your phone is charged and with you.
- If you are a marshal on the course bring your vehicle as a refuge from wildlife.
- Chair/Speakers
- If you are a course marshal you are encouraged to make your area your own and have fun with it. The athletes love it and will remember if you get creative!

3. Code of Conduct

- Safety is top priority – be safe and provide a safe environment for others.
- Be helpful, courteous and respectful of all people at all times. Please avoid coarse language. Remember to smile!
- Remain calm and collected at all times, even during emergency situations.
- When you are asked a question that you do not know the answer to, please find another volunteer that can assist.
- Keep your area and surrounding area(s) clean and free of garbage.
- Stay at your assigned station at all times, unless instructed to leave by your Captain.
- Be present and watchful at all times. (Please, no talking/texting/etc. while performing duties!)
- Alcohol and smoking are prohibited on course and violators could face fines and expulsion.

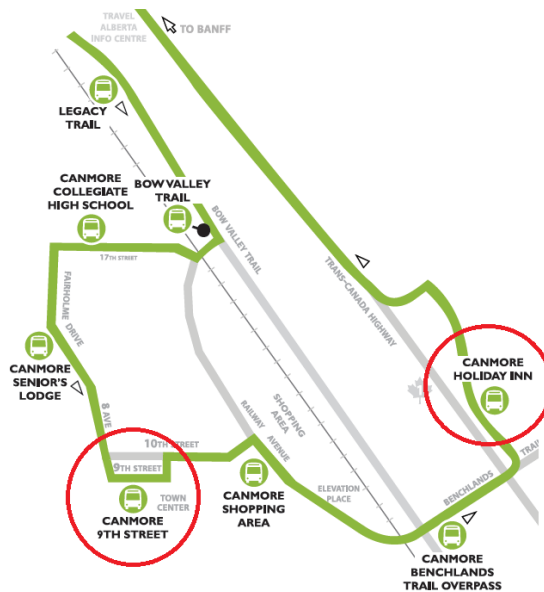
4. Parking & Transportation

Street parking will be limited close to the race course and Central Park. Please try to carpool, take public transit (ROAM bus), ride your bike, or walk to the event. Visit www.banffparking.ca for a list of local parking lots and the maximum time limit for each. Volunteers are encouraged to park at Fenlands Recreation Centre (expo site) and walk to Central Park (start/finish) from there – about a 10 minute walk.

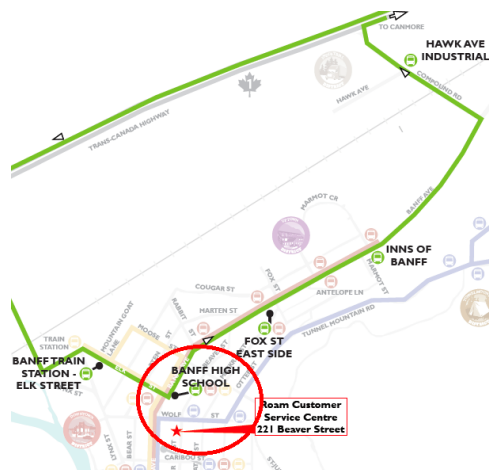
*Canmore area volunteers – we have a new volunteer shuttle/charter bus for Sunday, June 17th. The stop times and locations for the charter service for the Banff Marathon on June 17th will be:

- **9th Street Canmore** – departing at **6:24am** and **7:24am**
- **Canmore Holiday Inn** – departing at **6:30am** and **7:30am**
- Arrivals in Banff will be at the Banff High School at 7am and 8am – please make your way to central park after arriving at the school.

Pick Up Locations:



Drop Off Location:



5. General Event Information & FAQs

Athletes are coming from all over the world to participate in this event. Updates are sent out to everyone to ensure they know the protocol on race weekend, but as a volunteer you may be asked questions to do with the course, registration, and many other aspects of the race. The more you know the better! Please get acquainted with the following information. This will not necessarily prepare you for all the questions you will get; if you do not know something please direct the question to another volunteer or committee member.

The Banff Marathon will offer one of the planet's most incredible and beautiful running experiences, all in Canada's first and most treasured National Park. It will be the ultimate "Bow Valley Experience" as participants flow through a series of incredible natural, wildlife, and historical stages and experience a different chapter of the Valley's story and its significance to the area. This out and back route starts in the picturesque town centre of Banff, passes through the serene Vermilion Lakes, then along the new Legacy Trail and up the incredible Bow Valley Parkway. At the turn-around participants will journey back down the Bow Valley, experiencing the easterly views of the incredible mountain vistas as they finish to the cheering crowds in beautiful Banff's Central Park. With interpreters available at every stage, participants have an opportunity to learn something about the Bow Valley and Banff National Park, making this an incredibly unique event.

SCHEDULE – See 'Event Schedule' section below

FAQs

Are there medals for the runners?

Yes, there will be finisher medals for the Half and Full Marathon runners. 10K runners have the option to purchase a finishers medal during online registration. (All distances are included for the podium medals).

What is available at the aid stations?

There will be water, Gatorade and gels or chews at each aid station. There will also be a first aid kit, radio, and volunteer with first aid training. Washrooms are also located at every aid station (except #9).

Race Bib Colours:

Please pay attention to the colour of the racing bibs so that you know who should be going where. This is most important for course marshals, particularly if your position is near a turn-around. This event has two turn around locations: Half Marathon (8.94km) and Full Marathon (19.55km).

1. Full Marathon: Bib Numbers 1-320 (WHITE)
2. Half Marathon: Bibs Numbers 100-2300 (LIGHT BLUE)
3. Bibs Numbers 3000-3850 (LIGHT RED)

Gear Procedure:

Sunday, June 17 (RACE DAY)

Runners will be able to check their gear in the Start/Finish area on race morning. Anyone planning to check gear should allow a minimum of 10-15 minutes prior to the race to do so. Checked gear must be less than 10 pounds (no luggage will be accepted). Bags can be given to our volunteers at the Gear Check Tent.

In order to pick up gear, athletes will need to show their race bib. No checked gear will be distributed without a corresponding bib.

General Locations and Information:

Volunteer Tent: When you arrive on site for your shift, please check in at the Volunteer Tent, which will be at Central Park or Fenlands Recreation Center (if volunteering during the Banff Health and Fitness Expo). Your Volunteer shirts will be available there, unless your captain has made other arrangements. You will also be able to pick up any required equipment for your role (safety vest, radio, etc).

There will also be refreshments (coffee, water, PowerBar, fruit), sunscreen and bug spray available. Bagged lunches will be provided to the course volunteers. Lunch and/or food tickets will be available at the Volunteer Tent for pick-up for those working near the Expo.

Road Use: Road use will be limited due to closures for the course. Notifications of delays and closures have been distributed. Residents are aware of the event, however Banff is a major tourist destination - so try to have patience with motorists and pedestrians and direct them as best you can.

Lost and Found: Located at the Volunteer Tent.

Medical tent: In Central Park, near the finish line. There will also be medical volunteers on bikes and at various stages along the course.

Security: No one will be allowed in the finish line or food areas unless they are a runner or have accreditation as a volunteer, VIP or member of the organizing committee.

Race Results: Results will be listed on the website www.banffmarathon.com the afternoon of the race.

6. 2018 Event Schedule

FRIDAY JUNE 15: Afternoon/Evening

4:00pm - 8:00pm - Health and Fitness Expo - Fenlands Recreation Centre

4:00pm - 8:00pm - Race Package Pickup - Fenlands Recreation Centre

SATURDAY JUNE 16: All Day

9:00am - 6:00pm – Health and Fitness Expo - Fenlands Recreation Centre

9:00am - 6:00pm – Race Package Pickup - Fenlands Recreation Centre

11:00am - 5:30pm – Guest Speakers

1:30pm - FREE KIDS RUN - Central Park

Registration from 12:00 - 1:15pm

SUNDAY JUNE 17 RACE DAY!

8:00am - 10K Start

9:00am - Marathon Start

9:30am - Half Marathon Start

MONDAY JUNE 18TH 6:00-9:00PM

VOLUNTEER BOWLING APPRECIATION PARTY !!

Location: HighRollers, Banff

7. Racing Timeline Chart

In Appendix A you will find an overview of the expected timings for the runners at each point along the Marathon, Half Marathon, and 10k courses. A second set of timing tables show the same for the Contingency Route in Appendix B.

8. Communications & Key Contacts

Handheld Radios and Cell Phones:

Radios are the best way to communicate around the course. Please have your radio with you and ensure you have your Captain's contact information, and they have yours, before the race. Cell phones are for back up communication.

Banff Marathon Radio Protocol

Radios in the Town of Banff and Vermillion lakes road cannot communicate to radios on the Bow Valley Parkway.

If you are in the TOB/ Vermillion Lakes Road/ Legacy Trail you are zone 1.

If you are on the bow valley parkway you are zone 2.

Please use the following guidelines for communicating over the radios:

- Use radio only when necessary
- Please listen to the radio and ensure it is clear for your turn to talk. Try not to interrupt a conversation.
- Keep your conversations short and succinct.
- Avoid using racers names or personal details of others over the radio use bib numbers otherwise use a cell phone or other means
- When calling someone start with their name or call sign followed with your name or call sign. "John this is Susan"
- If someone is calling you acknowledge them by indicating who you are and indicating you are ready for information. "This is John, go ahead"
- Use closed loop communications "John can you bring ten chairs to the volunteer tent?" "Ok Susan, ten chairs to volunteer tent"
- Use plain language. "Over and out" ten codes and other catch phrases can lead to confusion.
- If it is absolutely imperative that you interrupt a conversation you can do so by saying "Break Break Break" this should not happen unless it is completely necessary!

To call Parks Canada

- Wildlife related issues (mainly BVP) call Wildlife 1
- Assistant Resource Management Officer (TOB) call Wildlife 2

Medical calls/conversations:

- All medical conversations will take place on a secondary station.
- If needing to contact medical please state your location and who you need on Channel 1.
- I.e. "Aid Station 2 to Medical Director"
- You will then be instructed to change to secondary station (Channel 2).
- **All runners are to be discussed by bib number not name.**

How to Communicate: Emergency situation, accident or medical crisis: CALL 911

If you do not have a phone, or are on a section of the course that does not have reception, go to or get a message to the nearest Radio Operator immediately.

Non-medical/ non-emergency communications:

If for any reason you cannot get through to the first person on the list below, carry on to the next option:

- Call or radio your Captain
- Contact the Volunteer Captain
- Contact the Race Director

Additional contact information and phone numbers will be issued to you at the start of your volunteer shift. Key race weekend contacts are as follows:

2018 Race Committee			
First Name	Last Name	Position	Number
Paul	Regensburg	Event Director	250-589-1230
Alison	Janssen	Communications/Traffic	250-701-7263
Lisanne	Mol	Event coordinator	403-688-0532
Karen	Guidos	Finish Area/ Site/ Parking	403-678-8487
Lisa	Miller	Expo Director	780-863-8033
Tony	Smith	Course Director	403-678-7813
Janet	Nielsen	Retail	250-516-4352
Phillip	Montgomery	Medical Director	403-609-7730
Pam	Nielsen	Registration Director	250-744-9847
Ricky	da Silva	Site/Infrastructure	250-217-2906
Joey	O'Brien	Sustainability Director	403-679-1158
Will	O'Brien	Sustainability Assistant	403-707-5021
Stephanie	O'Brien	Social Media Director	403-978-6788
Paul	Nolin	BLLT - Traffic Director	403-762-7905
Jennifer	Gagne	Park Liaison	403-431-4219
Connie	Grace	Town of Banff	403-431-3216

All Volunteers should be aware of the race officials, VIPs and Sponsors involved. They will be wearing accreditation on race weekend (lanyard). Please watch for these people and be helpful.

9. Medical Situations and Emergencies

Medical aid is present for all athletes, spectators and volunteers. Additional medical handouts will be distributed to all medical volunteers.

The Medical Team consists of all levels of care including: Emergency First Aiders, First Responders, Paramedics, Emergency Nurses, Physiotherapists, and a Physician.

Medical Situations/Concerns: In an emergency always call 911.

Any and all medical concerns, issues or accidents are to be reported to the Medical Captain and/or Race Director immediately and documented by the volunteer reporting.

If an incident happens and you are unable to immediately contact the Medical Captain or Race Director - call 911.

Incident documentation should include a written record of race #, brief patient description, details of the incident, time of day, individuals involved, description of care provided, etc. for the continuum of care report. (Incident forms are provided at aid stations and start/finish line medical tent)

- When reporting medical incidents on the radios, do not report names – identify individuals by Race Bib numbers.
- Check the back side of the Race Bib for emergency medical information and report patient status – breathing, pulse, responding, etc.
- All volunteers must be familiar with the Medical Communications & Patient Flow information included in this package.
- Wearing gloves when rendering assistance is always recommended.

How to Contact Medical

For life threatening situations, call 911 and then report the incident to event medical. For non - life threatening situations call event medical via radio or contact medical director Phil Montgomery at 403-609-7730

The medical team is organized into three parts:

- **Vehicles:** cars and bikes are located at various positions on the course to provide aid to athletes, or transport them to other places as required for more advanced care.
- **Medical Tent:** At the finish line.
- **Aid Stations:** Most aid stations will have an emergency medical volunteer.

At the Aid Stations:

Most issues will be minor. The most common injuries that we expect to see at aid stations are blisters, and chafing. Aid station kits have the supplies for treating minor discomforts such as these. Please open the kits if you are stationed at an aid station and familiarize yourself with the content. At each aid station, identify those who may be trained in first aid. Decide in advance who will assist any runner asking for help, until an official race medical volunteer arrives. Most of the aid stations will have at least one Emergency Medical volunteer. In an emergency always call 911. (List of medical emergencies in every first aid kit at aid stations).

FAQ's

Athlete collapses at your location. – Call 911. Place them in the recovery position, keep them warm and await arrival of help. Give fluids if thirsty.

Athlete has collapsed somewhere. – Find out where the person is, then call 911 and give direct information to the operator.

Athlete has not collapsed, but needs some assistance. – Find a first aid person or call the Medical Director who will direct someone to the location. ***

Athlete wants to stop running and cannot continue. – Contact the medical captain to arrange for transport back to the finish line.

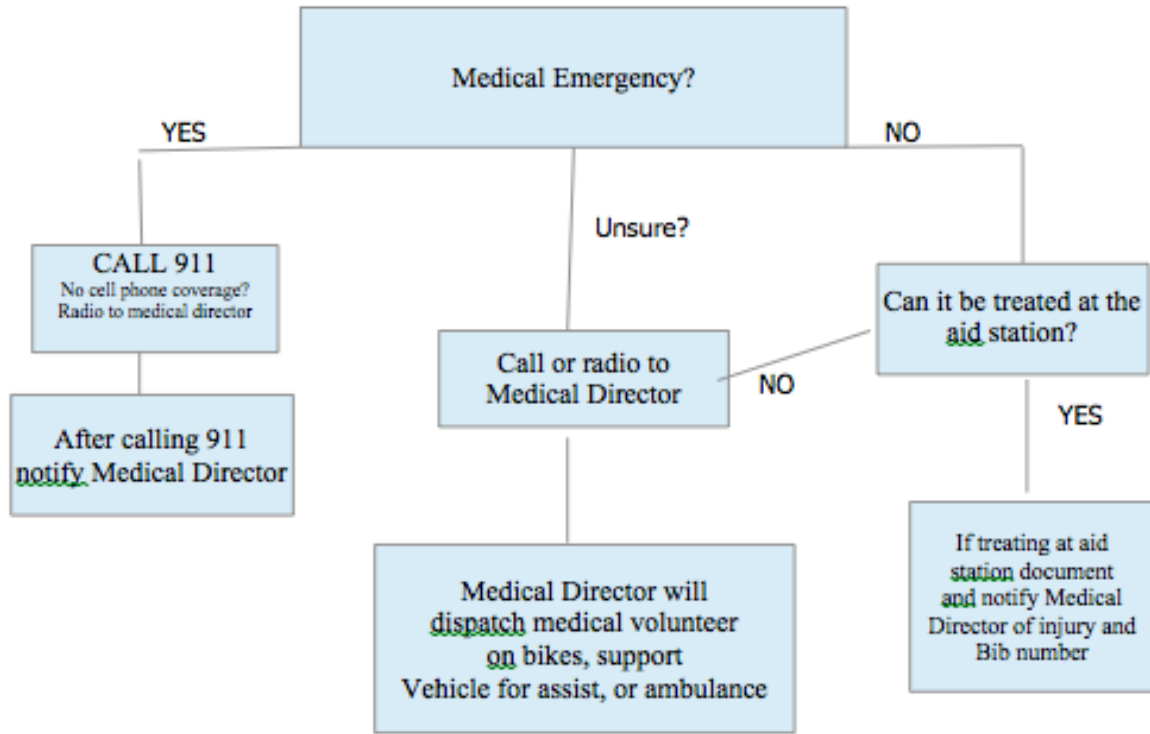
Athlete asks for help with a chafing problem. – Offer them some Vaseline if you have it. First Aid Kits located at aid stations contain Vaseline.

Athlete complains of soreness, pain, blisters. – Offer Vaseline / Band-Aids from First Aid kit and advise them to check in at the Medical Tent at the finish line. ***

Athlete complains of dehydration and considers quitting. – Encourage a rest period including consuming some fluids and then continue with walking, if up to it, or arrange transport back to the finish line. ***

*** *This athlete is now categorized as an “athlete in distress” and needs to be monitored throughout the rest of the race via radio check-ins and assessment by a Medical Volunteer at an early stage after first contact. Record athlete’s name and race number and nature of their injury/illness and immediately contact the Medical Director.*

Medical Response Plan for AID stations



10. Wildlife Safety

Along with the wild nature and grand beauty of this natural mountain environment comes the possibility that the event may be rerouted, delayed, or even canceled to protect sensitive wildlife along the route or to avoid wildlife encounters. A Wildlife Response Plan has been prepared, and an alternative route has been organized if necessary.

Volunteers who encounter wildlife or are notified of a wildlife sighting, please first ensure that you and others around you are safe. If necessary, take refuge in a nearby refuge vehicle (these will be available at all water/aid stations on course). Then call or radio the race director immediately for instructions on how to proceed. Each water station and course marshal will be provided bear spray.

11. Sustainability

2018 Banff Marathon will seek to display the “best practices” in the world of sustainability. The 2018 Banff Marathon will complete the following steps and will lay the foundation to create a template for sustainable events in the future. The target areas for sustainability efforts will be comprehensive and attempt to cover all aspects of the marathon and production crew.

- GHG offsets (Global Greenhouse Gasses) Banff Marathon calculates total greenhouse gas generation for the event. Our partners in calculating and funding GHG offsets are Walker Industries and Brightspot
- Towards Zero Waste has the goal to achieve the “gold” standard in diverting waste from the landfill.
- Green Energy, the Banff Marathon will utilize grid energy that is certified from renewable sources. Our partner with green energy is Green Bow Valley Power.
- Purchasing and Procurement, Banff Marathon will utilize a sustainability purchasing and procurement guiding document within the internal and external operations and partners.
- Education and Engagement with almost all the sponsors and funding partners transferring education and knowledge is a critical part to their participation.
- Environmental and Wildlife mitigation- Special events held in Banff National Park must undertake and EIA (Environmental Impact Assessment) and develop a WRP (Wildlife Response Plan)
- Roam Transit for all participants and vendors allows free local transportation. Banff is the first municipality in Canada to introduce an all-hybrid electric transit fleet.
- Virtual Event Bags for the participants allows for the use of software, eliminating the need for a physical bag and coupons reducing the paper and plastic waste at the event.
- Bio Digestible Water Cups which are better than recyclable, compostable, and worst case “coated cups” which are simply garbage. The bio-digestible cups are made from corn and compost very quickly.
- Sustainability Village - the health and fitness expo features vendors where participants can learn more about sustainability initiatives.

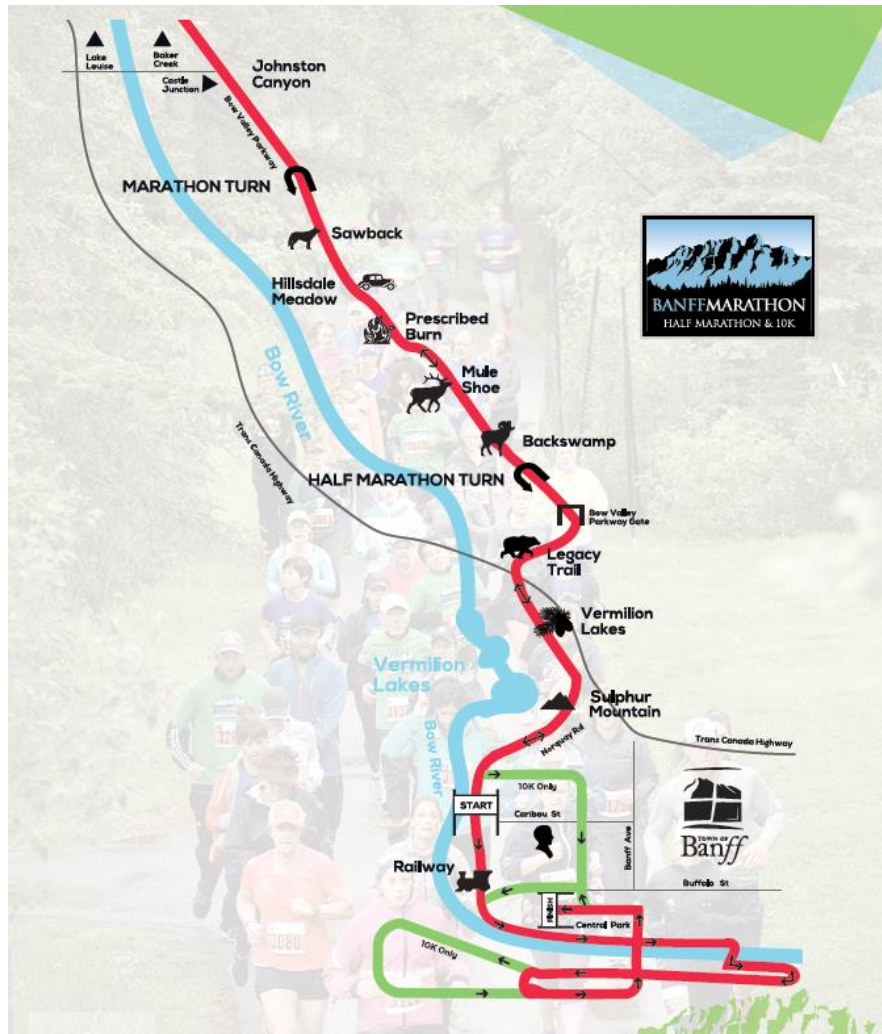
12. Course Maps/Routes

The **Banff Marathon, Half Marathon and 10K** will take place on Sunday, June 17th and will include runners of all abilities from the Bow Valley, around Canada and from 24 countries around the world. The Banff Marathon is partnering with the YWCA Banff, where all fundraising efforts will be put towards valuable services in the community. Participants in the full and half marathon events will begin and finish the course in Banff's Central Park and river trails, completing a loop out past the Vermilion Lakes, along the westerly Legacy Trail, and up the Bow Valley Parkway to a designated turn-around point. The 10K route will consist of 2 loops around the town utilizing mostly the river trails. The courses have been designed to have very few impacts on traffic around Banff. Please use alternative routes as signed, or allow time for delays during these periods. Please note also that there will be amplified music and race announcing in Central Park on Sunday.

ALTERNATE RACE ROUTE

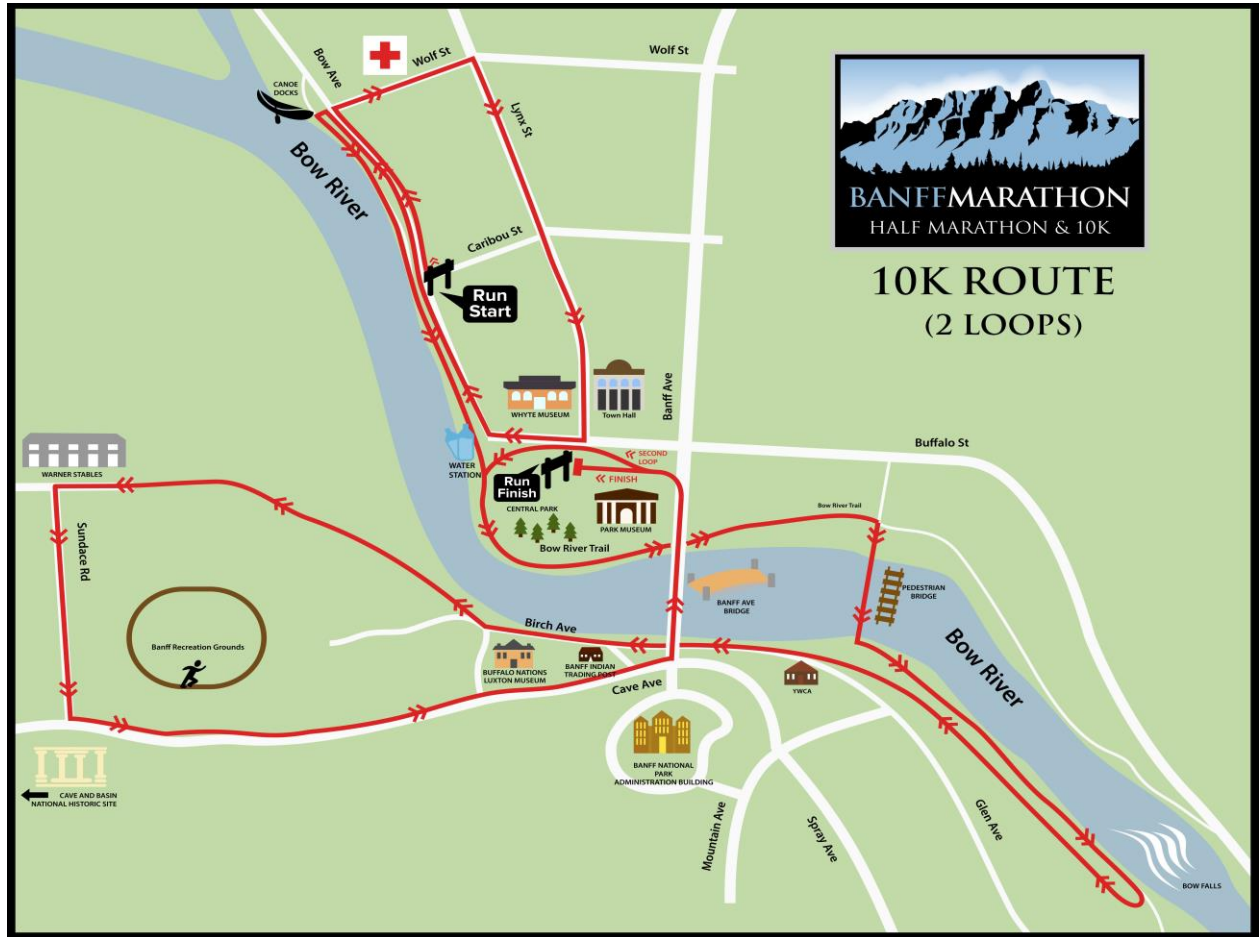
The Marathon organizers have also planned a contingency race route in the case of heavy wildlife activity – please also familiarize yourself with this route. This route would affect Muskrat Street (single lane traffic) and result in a closure of the Legacy Trail (from Banff to the eastern Park Gates).

Marathon and Half Marathon Route



10K Route

For Original (Plan A), and Contingency (Plan B) Routes



FULL ROAD/TRAIL CLOSURES

PLAN A:

The route of the Banff Marathon is designed to offer the participants the “Bow Valley Experience” as participants flow through a series of natural, wildlife, and historical interpretive stages. The Marathon and Half Marathon routes will be an “out and back” starting in downtown Banff, connecting to the Vermilion Lakes Road, Legacy Trail (westerly section) and 12km of the Bow Valley Parkway. On the return route runners will complete a loop in town utilizing the Bow River, across the Pedestrian Bridge to the trails on the south side of the river, along Glen Ave, Birch Ave, Birch Dr, the Recreational Grounds and Sundance Road (10k route only), trails adjacent to Cave Ave, before running north on Banff Ave across the bridge and finishing in Central Park. The 10K route will consist of 2 loops around the Town of Banff, utilizing the trails and roads listed above.

The route will utilize and affect the following roadways:

- Bow Ave (between Buffalo and Wolf Street) - 7:00am to 10:30am
- Buffalo Street (between Bow Ave and Bear Street) - 7:00am to 10:30pm
- Wolf Street (between Bow Ave and Lynx Street) - 7:00am to 10:30am
- Lynx Street Southbound (between Wolf Street and Bear Street) - 7:00am to 8:30am
- Bear Street Southbound (between Lynx Street and Buffalo Street) - 7:00am to 8:30am
- Mount Norquay Road (between Lynx Street and Vermilion Lakes Road) - 7:00am to 10:30am
- Legacy Trail Connector (between Bow River Trails and Vermilion Lakes Road) - 7:00am to 3:30pm
- Vermilion Lakes Road (Mount Norquay Road to Legacy Trailhead) - 7:00am to 3:30pm
- Legacy Trail (westerly section – from Vermilion Lakes Road to Bow Valley Parkway) - 7:00am to 3:30pm
- Bow Valley Parkway (from Trans Canada Highway easterly junction to Johnston Canyon Campground) - 8:00am to 3:00pm
- Bow River Trails (North and South Side of the River) - 8:00am to 3:30pm
- Glen Ave/Birch Ave (Mountain Ave to Birch Drive) - 8:00am to 3:30pm
- Birch Drive (Birch Ave to Cave Ave) - 8:00am to 3:30pm
- Birch Ave/Eastern Recreation Grounds Trails (Birch Drive to Sundance Road): 8:00am to 10:30am
- Sundance Road (Single Lane): 8:00am to 10:30am
- Trail parallel to Cave Ave (Sundance Road to Birch Drive): 8:00am to 10:30am
- Trail parallel to Cave Ave (Birch Drive to Banff Ave Bridge sidewalk): 8:00am to 3:30pm
- Banff Ave Bridge sidewalk (south side of Bow River), across Bridge to bus pull-out lane (west side of Banff Ave) to Banff Park Museum walkway: 8:00am to 3:30pm

PLAN B:

The contingency route for the half and full marathon distances would begin on Buffalo Street (at Bear St. adjacent to the race finish area), travel east, turn north on to Muskrat Street, run the length of Muskrat Street connecting to Banff Ave (northbound) and then on to the Legacy Trail eastbound. The route would carry on the Legacy Trail eastbound to the East Park Gate (for the full marathon) to a designated turnaround point where the participants will return to Banff (westbound) on the same route used on the outward portion. The route differs on the return once the participants arrive at Muskrat and Buffalo Street. At this point the route travels across Buffalo Street and on to the Bow River trail system across the Pedestrian Bridge to the trails on the south side of the river, along Glen Ave, Birch Ave, Birch Dr, the Recreational Grounds and Sundance Road (10k route only), trails adjacent to Cave Ave, before running north on Banff Ave across the bridge and finishing in Central Park. The 10K route will remain the same as Plan A and consist of 2 loops around the Town of Banff, utilizing the trails and roads listed above.

The Route will utilize and affect the following roadways at the following times:

- Bow Ave (Between Buffalo and Wolf Street): 7:00am-10:30am
- Buffalo Street (between Bow Ave and Bear Street): 7:00am-10:30am
- Buffalo Street eastbound lane (Between Bear Street and Muskrat Street): 9:00-9:10am, & 9:30-9:40am
- Muskrat Street (between Buffalo Street and Fox Street, to Banff Ave): Northbound lane 8:45am-10:15am, Southbound lane 10:00am-3:30pm
- Banff Avenue (Fox Street to Legacy Trailhead): Single lane Northbound: 9:00am-3:00pm
- Legacy Trail (easterly section – from TCH at Banff Ave to Banff National Park Gates): 9:00am-3:00pm
- Bow River Trails (North and South side of the river): 8:00am-3:30pm
- Glen Avenue/Birch Ave (Mountain Ave to Birch Drive): 8:00am-3:30pm
- Birch Drive (Birch Ave to Cave Ave): 8:00am-3:30pm
- Birch Ave/Eastern Recreation Grounds Trails (Birch Drive to Sundance Road): 8:00am-10:30am
- Sundance Road (Single Lane): 8:00am-10:30am
- Trail parallel to Cave Ave (Sundance Road to Birch Drive): 8:00am-10:30am
- Trail parallel to Cave Ave (Birch Drive to Banff Ave Bridge sidewalk): 8:00am-3:30pm
- Banff Ave Bridge sidewalk (south side of Bow River), across Bridge to bus pull out lane (west side of Banff Ave) to Banff Park Museum walkway: 8:00am-3:30pm

CONTINGENCY PLAN (PLAN B)

- Expect minor delays during the race: 8am – 3:30pm

