



Grandma's Marathon Volunteer Policies

Expectations:

Always be polite and courteous. For many people, you are the face of the Grandma's Marathon and the Northland. Please carry out your duties in a pleasant and professional manner. Smile! If a situation should arise that you do not feel comfortable addressing, please seek out your volunteer captain.

- Volunteers are expected to become familiar with these volunteers policies.
- All volunteers should report to their location at the time their shift starts. Please do not arrive early. The time needed to check in has been included in your volunteer arrival time.
- Volunteers are expected to report all accidents, injuries, and illnesses (no matter how minor) to their volunteer captain; please see emergency information below.
- Volunteers must notify the Grandma's Marathon at least 24 hours prior to their shift if they are unable to volunteer as scheduled. Volunteers can cancel their volunteer shift online on their Volunteer Local profile.
- Volunteers are asked to stay home if they are not feeling well.
- Feel free to cheer on the runners and congratulate them!
- Have FUN!

During event hours, everyone's work is necessary and important. Volunteers are provided with general job descriptions at sign up but may be reassigned on the day of the event to fill in as needed. If you do not know where to go, or what to do next, please check with your area volunteer captain. If you need to leave your area to use the restroom, eat, etc. please make sure your captain knows so your post can be covered.

What to Wear and What to Bring:

All volunteers will receive a volunteer t-shirt. Please make sure you wear your volunteer t-shirt on your outermost layer, so you are easily identifiable as a volunteer. If you receive any other credentials (finish line ribbon, etc.) When you receive your T-shirt make sure you wear them on race day. Dress appropriate for the weather (layers, sunscreen, etc.); the event will be held rain or shine. Please do not bring personal items; leave valuables at home. There will not be a secure location available for storing personal items and Grandma's Marathon is not responsible for lost, damaged or stolen items. To help law enforcement monitor the area, we ask that spectators and volunteers avoid bringing large bags or backpacks with them on race day; bags may be subject to inspection. If you do bring smaller personal belongings with you, please keep an eye on them and do not leave them unattended.

Media Interviews:

We encourage volunteers to speak to the media about why you decided to volunteer or what you enjoy about the experience. However, please refrain from answering questions about the conduct or

performance of the athletes; marathon policies or finances; situations regarding medical assistance to athletes, staff, or volunteers; incidents that involve the loss of property or injury to spectators or athletes; or other aspects of the marathon itself. Only a Grandma's Marathon representative can answer any questions from the media regarding these topics.

Parking/Vehicle Passes:

Parking information for your area will be sent to you in your June volunteer email. Parking in downtown areas and canal park may be necessary depending on your volunteer location. If you receive a vehicle pass in your volunteer email, please be aware of where it allows you to park. Any vehicles obstructing the racecourse will be towed at the owner's expense. Please check in with your area captain if you have questions. No vehicles will be allowed on the course once the race has started.

Lost and Found:

If you lose personal items, please check with your volunteer captain to see if anything has been turned in at the station. All lost and found items will be returned to the marathon office at the end of the day; please call 218-727-0947 if your item was not returned to your area captain.

If you find an item, please turn it in to your area captain so they can get it to the marathon office. If you are unable to get it to the area captain, please bring it to the marathon office as soon as possible. The Grandma's Marathon Office is located at 351 Canal Park Drive, Duluth MN.

Receiving Complaints or Comments:

If someone has complaints or comments about Grandma's Marathon Weekend Events, please:

- Thank them for their comments and their concern and confirm someone will look into the situation.
- If possible, collect contact information (email address and/or phone number).
- Volunteers receiving comments should provide this information to their volunteer captain before leaving the volunteer area. If unable to do so, the volunteer should email this information to alivia@grandmasmarathon.com within 36 hours of race weekend.
- Follow-up will occur as soon as possible

In Case of Emergency:

If you are in a location with a volunteer captain overseeing it, immediately let your captain know about any non-emergency and emergency situations. Systems have been set up for them to easily alert necessary resources (medical, police, etc.). If you are not near a volunteer captain, dial 9-1-1 and let the operator know you are on the marathon course; please provide a detailed description of your location on/near the course.

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