



BANK OF AMERICA   
**Chicago  
Marathon®**

# HVC breakout session

2022 Bank of America Chicago Marathon Event Preparation Meeting

# Introduction

## **Volunteer Program Manager**

- Samantha Furlong

## **Volunteer Program Coordinator**

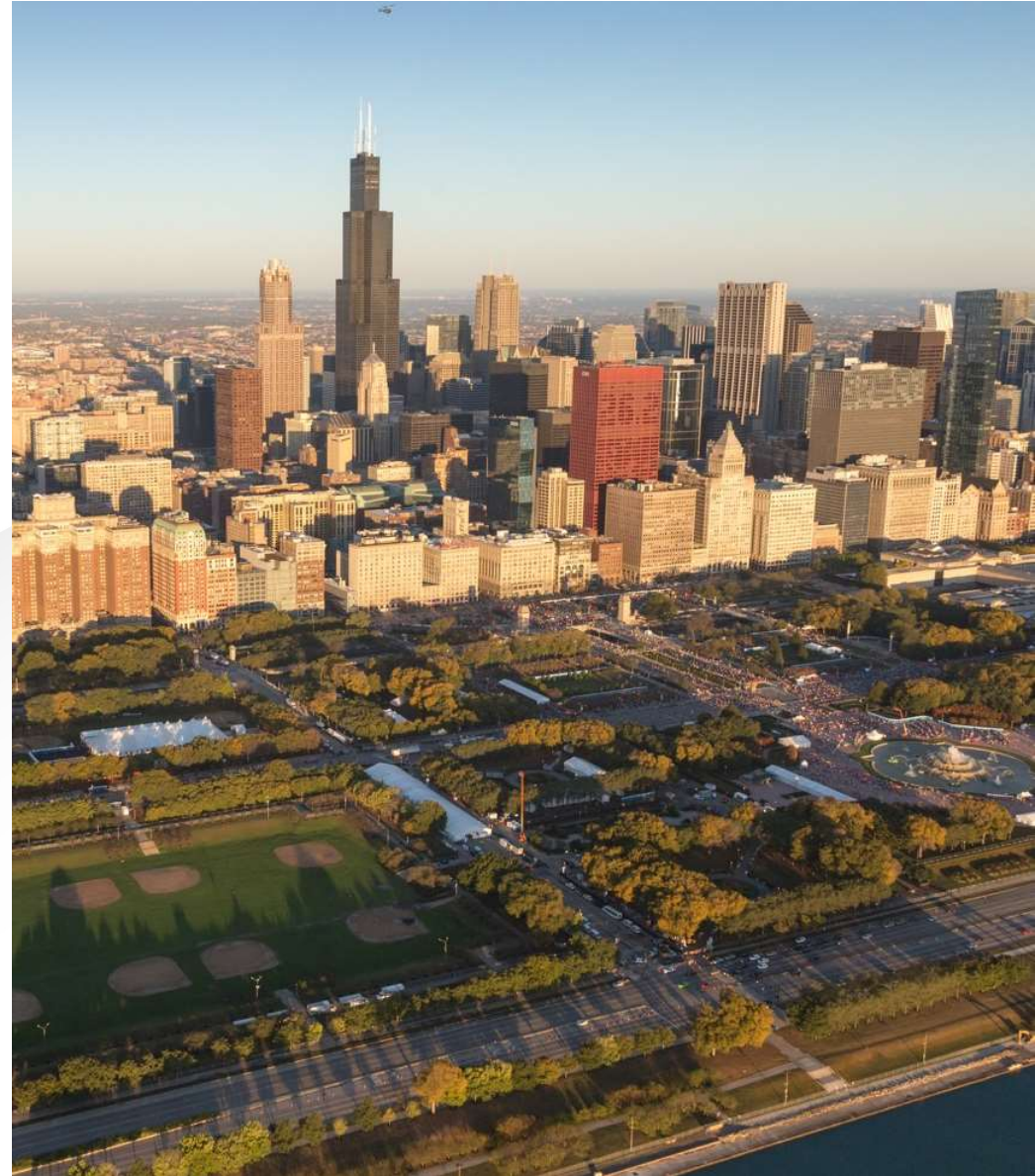
- Sabrina Schiftar

## **Harrison Volunteer Compound Logistics Captain**

- Tim Fisher

## **Harrison Volunteer Compound Logistics Support**

- Laurie England & Meghan Garrett



## HVC Team

Volunteer Program Manager	Samantha Furlong
Volunteer Program Coordinator	Sabrina Schiftar
Volunteer Captain	Shirley Pitts
HVC Logistics Captain	Tim Fisher
HVC Logistics Coordinator	Meghan Garrett
HVC Logistics Coordinator	Laurie England
HVC Solutions Coordinator	Susan Reese
HVC Volunteer Guide Captain	Danielle Burke
HVC Volunteer Guide	Myron Chin
HVC Volunteer Guide	Matthew Chin
HVC Volunteer Guide	Nicole Aguirre
HVC Volunteer Guide	Byron Cleal
HVC Volunteer Guide	Tiffany Mooyoung-White
HVC Volunteer Guide	To Be Announced
HVC Volunteer Compound Greeter	Cathy Roberson
HVC PA Announcer	Freddie Gilmer

## HVC Team

HVC PA Announcer	Freddie Gilmer
HVC Group Leader Check-In Coordinator	Grace Prado
HVC Individual Volunteer Check-In Coordinator	Wanda Gilmer
HVC BofA Employee Check-In Coordinator	Lillie Council
HVC Jacket Distribution Coordinator	Ron Valvick
HVC Jacket Distribution Coordinator	Carolyn Condiff
HVC Jacket Distribution Supervisor	Taryn Holt
HVC Jacket Distribution Supervisor	Jennifer Mindel
HVC Solutions Coordinator	Susan Reese
Volunteer Registration Support	Yvette Coleman
HVC Volunteer Hospitality Coordinator	Linda Stewart
HVC Volunteer Hospitality Supervisor	Betty Jenkins
HVC Volunteer Hospitality Supervisor	Antoinette Cavens
HVC Volunteer Hospitality Supervisor	Alice Savannah
HVC Volunteer Hospitality Supervisor	To Be Announced
HVC Volunteer Hospitality Supervisor	Guillermo Dominguez

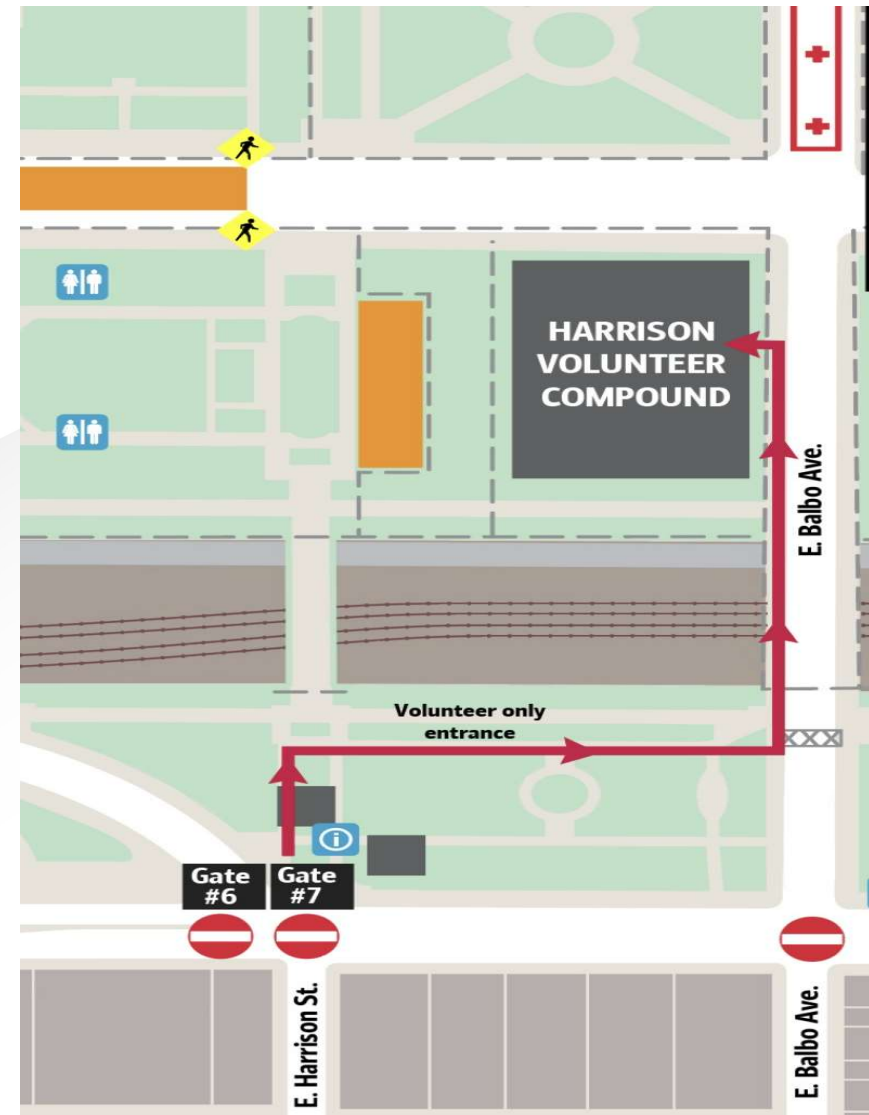


## HVC Team

HVC Coffee Supervisor	Curley Hudson
HVC Gear Check Coordinator	Nat Franks
HVC Gear Check Supervisor	Angela Brown
HVC Gear Check Coordinator	Shumaine Douglas
Key Volunteer Check-in Coordinator	Dee Franks
Key Volunteer Check-in Coordinator	La Rosa Jones
Key Volunteer Check-in Coordinator	Arlee Holt

## Location details

- HVC is located at the southwest corner of Columbus Dr. and Balbo Ave.
- Volunteers and key volunteers are instructed to enter Gate 7 Michigan Ave. and Harrison St.
- Follow signage towards the volunteer and key volunteer check-in/security line.
- The Harrison Footbridge is closed, so volunteers will be directed towards Balbo Ave. once they've gone through security.
- All are required to present a Race Week Confirmation Email to enter HVC.
- Call Shirley at 847.354.2316 if you are denied entry or have any troubles entering the facility.



# Build timeline

## Prior to race week

- Key volunteer bags

## Thursday

- Group leader bags
- Inventory and alphabetize group signs

## Friday

- Individual volunteer check-in preparation
- Jacket and hat inventory
- Tent setup
- 5K volunteer check-in setup

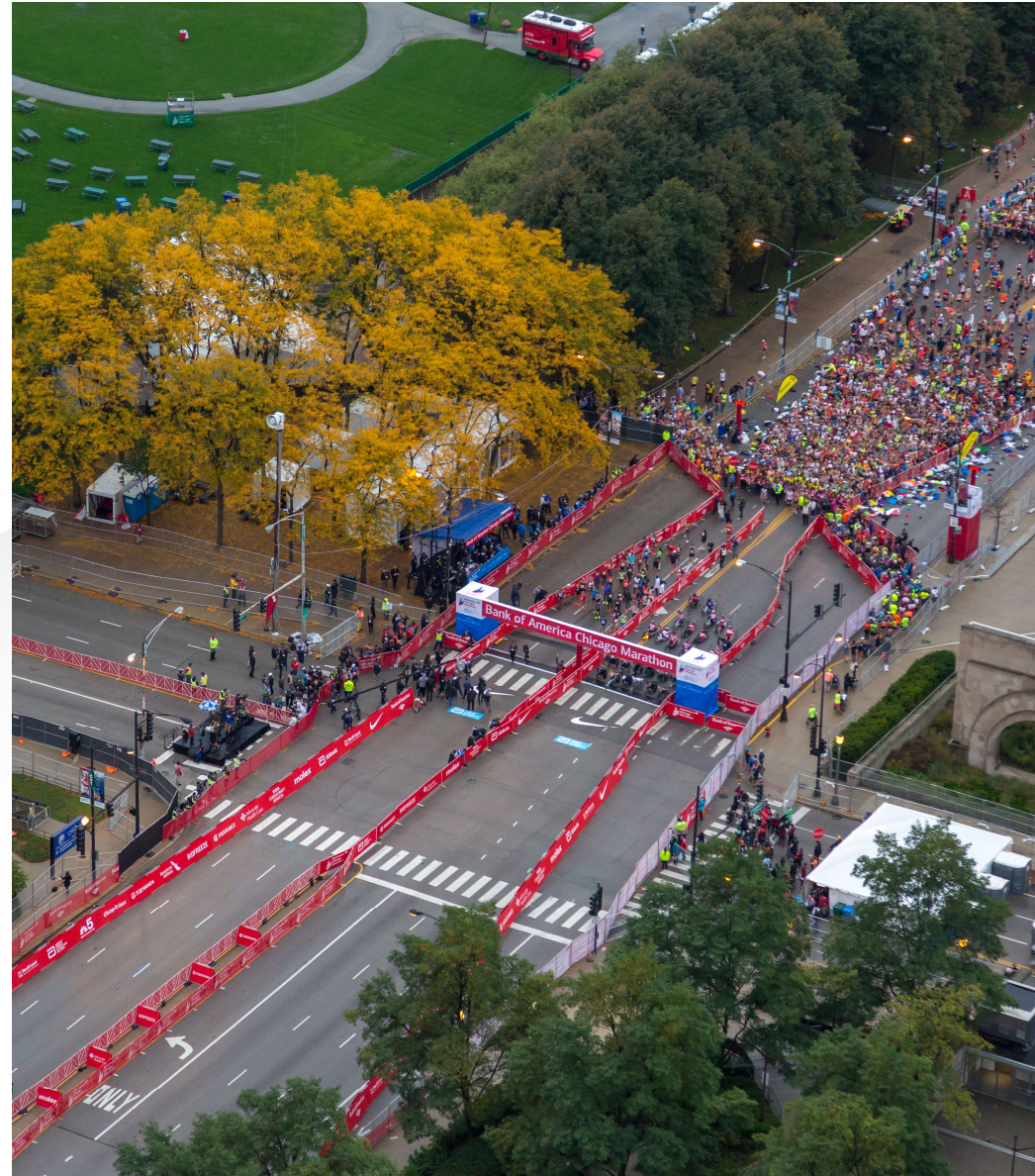




## Build timeline (cont.)

### Saturday

- Volunteer check-in – All
  - Abbott Chicago 5K
  - Gear check & finish line medals setup
- Hospitality inventory – HVC Team
- Radio distribution setup – LaRosa
- Key volunteer walkthroughs – TBD
- Key volunteer check-in setup – TBD





# Key volunteer check-in

## Process

1. Arrive early to check-in
  - Continuing with EMOS system
  - Must present ID
  - Pick-up ID vest and uniform
2. Check out radio and iPad, if assigned
  - Continuing electronic check-out through EMOS system
3. Pick up breakfast and check gear
4. Meet with your volunteers or report to your assignment as soon as possible

Lunch for key volunteers begins around 10 a.m. and will be served from the Key Volunteer Check-In Tent.



# Additional details for Harrison Volunteer Compound key volunteers

## Communications

- Tuesday, October 4 – Race Week Confirmation Email  
– Gives you access to Grant Park on race day
- Tuesday, October 4 – EAS Update
- Friday, October 7 – EAS Update

## Shifts

- Refer to your exact shift in the statement of work section of your online profile at [cem.emos1.com](http://cem.emos1.com)

## Walkthrough

- Recommended for new volunteer guides
- Coordinate a time with Samantha on Saturday



## General volunteer check-in steps

- Step 1: Check in
- Step 2: Get your gear
- Step 3: Hospitality
- Step 4: Check your gear
- Step 5: Meet with your group



# Step 1: Check-in

## A. Group leader check-in

- Wait until majority of the group is present before checking in
  - Follow-up if not on site in time
- Provide group sign and group bag
- Assign to a check-in team member
- Scan QR code and complete electronic check-in
- Provide credential
- Send to Step 2: Gear your gear

*If you have any issues with checking in, please send the volunteer to solutions.*

# Step 1: Check-in (cont.)

## B. Individual check-in

- Positions:
  - Start corrals\*
  - Information team\*
  - Post-Race Party beer
- Ensure the volunteer is checking in for the correct position
- Scan QR code and complete electronic check-in
- \*Provide assignment card
  - Only applies to start corrals and information team
  - Cards are pre-separated into multiple “Rounds” to ensure even allocation among zones. Distribute all of Round 1 before moving on to Round 2, and so on.
- Provide credential
- Send to Step 2: Gear your gear

*If you have any issues with checking in, please send the volunteer to solutions.*

## Step 1: Check-in (cont.)

### C. Bank of America employee check-in

- Separate tent
- Positions
  - Finish line medals
  - Select hospitality roles
- Lillie Council – Bank of America Employee Check-in Coordinator
- Utilize guides to take employees from check-in to their hospitality tent





## Step 2: Get your gear

### Distribution

- Each volunteer receives one jacket and hat
- Distribute merchandise only to credentialed volunteers
- Mark the credential with permanent marker
- Reserve sizes for volunteers with later check-in times

### Inventory

- Inventory all remaining merchandise after all volunteers have checked in
- Make note of shortage or surplus of any size



## Step 3: Hospitality

### Products

- Light breakfast and snacks
- Water, Gatorade and coffee
- Sandwiches for general volunteers after 10:30 a.m.

### Supply levels

- Reserve products for volunteers with later check-in times
- Radio Tim if you are running low on supplies
- Radio Tim before running out of coffee and he will coordinate with coffee provider





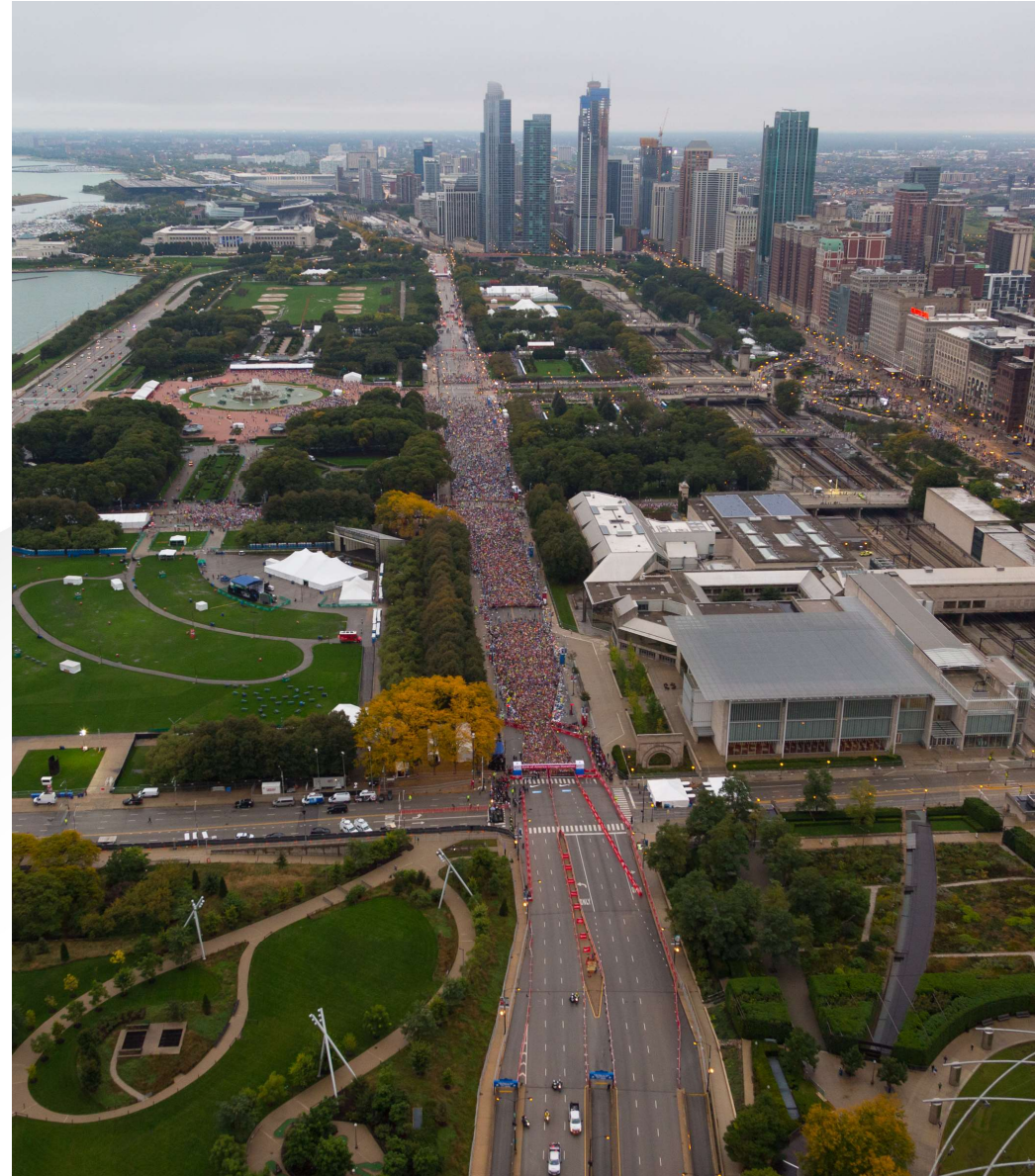
## Step 3: Hospitality (cont.)

### Sustainability

- Compost: banana peels, food and other items on compost signs
- Recycling: paper, plastic and cans
- Terra Cycle: wrappers

### Clean-up and inventory

- Break down boxes and set aside for recycling
- Inventory remaining products
- Make note of any shortage or surplus



## Step 4: Gear check

### Set-up

- Upon arrival, assemble boxes and arrange on and beneath tables
- Ensure boxes are not accessible to anyone outside of the tent

### Policy

- Volunteers are strongly discouraged from bringing personal belongings to the event. Gear Check will be required for belongings that cannot be carried in a volunteer's pockets
- Valuable items should not be checked, such as: wallets, jewelry, cell phones, cameras or other electronic devices
- The event is NOT responsible for lost, stolen or damaged items
- Absolutely no bags should leave HVC





## Step 4: Gear check (cont.)

### Drop-off process

- Place jackets and loose items in a clear gear check bag and affix ticket with zip tie
- Affix ticket directly onto strap or handle of larger bags
- Tear off claim ticket and provide to volunteer
- Place gear in box that corresponds to the ticket number
- When a box fills, label with the highest number and begin a new box with the next number

### Pick-up process

- Volunteer must present claim ticket
- Retrieve gear from box that corresponds to the ticket number
- Carefully remove ticket with scissors or letter opener
- Give gear back to volunteer and take claim ticket
- Condense gear into fewer boxes or line up gear check bags in chronological order



## Step 5: Meet with your group

### Staging

- Announcer will be announcing when groups should go to the staging area
- Group members will gather with group sign
- Volunteer Guide Captain will assign the group with a Volunteer Guide

### Deployment

- Before leaving, ensure volunteers have checked their gear
- Volunteer Guide will escort the group to their assignment
- Introduce to station manager
- Remind volunteers to return vests and credentials to HVC after their shift

### Volunteer guide cards

- A card will be provided for each group that includes: Group name, assignment, shift times, manager name and any special instructions

## Illinois School Psychologists Association

### Position: Finish Line Beer Distribution

Check-in	8:00am
Depart HVC	8:30am
In-position	8:45am
Check-out	1:00pm

Group Leader: Katherine Campbell

Phone: (555) 555-5555

Registered volunteers: 21

Supervisor: Tim Piper

Phone: (555) 555-5555

Radio: FL VOLS



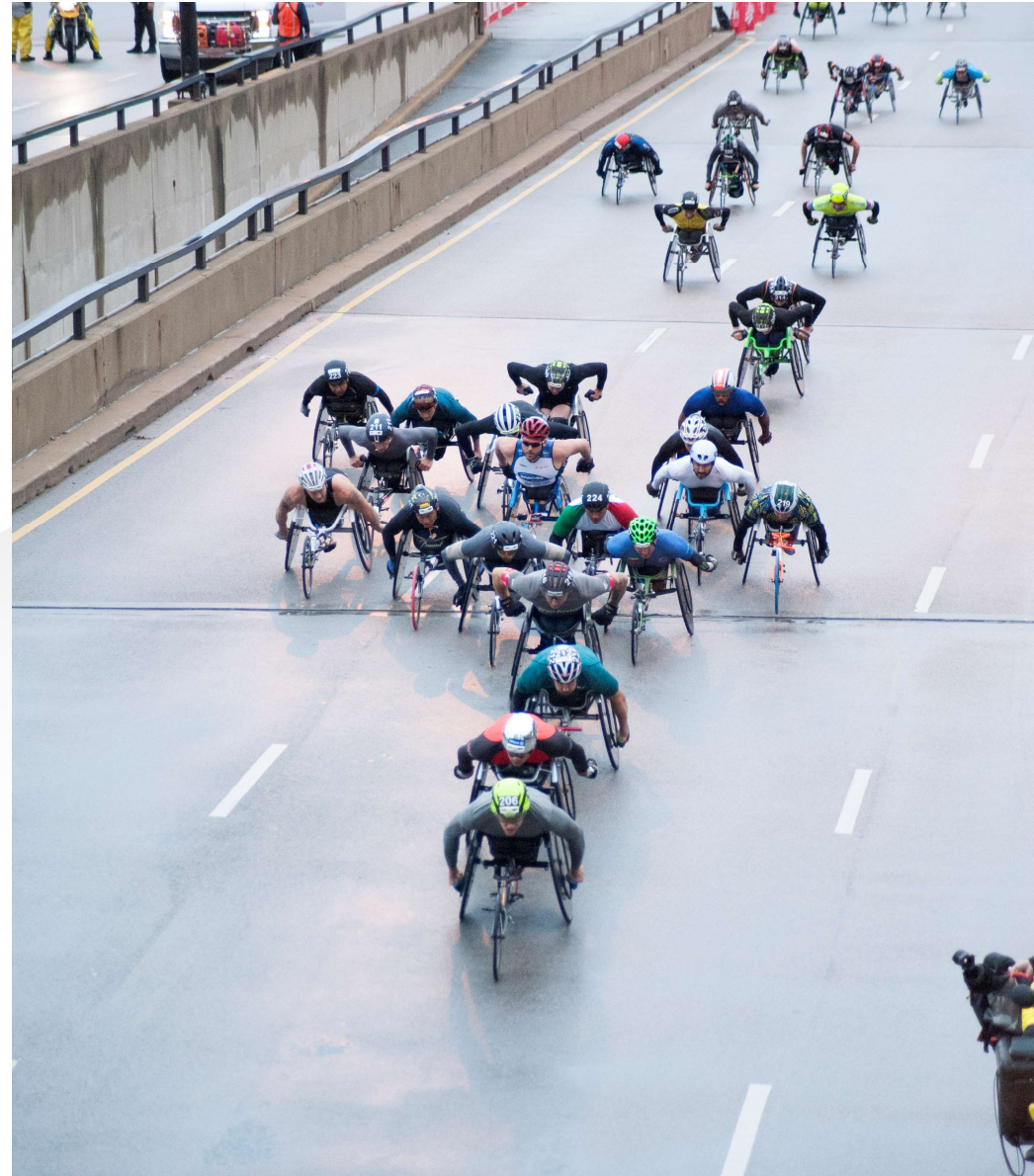
Guide: Yes

Note:



## End of day tasks

- Inventory remaining items
  - Very important for planning for next year
- Move late gear check to race office
- Tidy your area and return supplies to POD
- Return radios and vests to trailer
- Record feedback while thoughts are fresh
- Get some rest!





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Safety and security



# Safety program overview

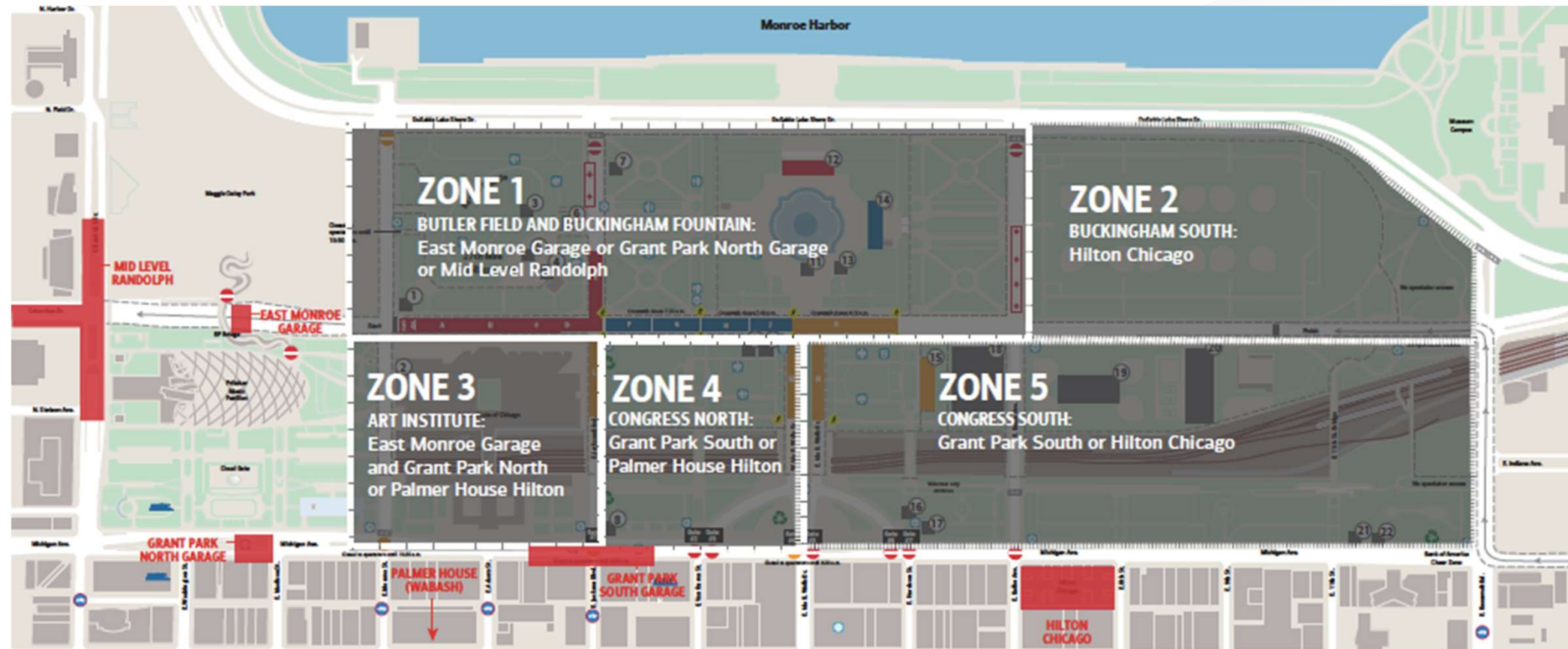
## **Safety team includes:**

- Safety manager
- Designated safety coordinator

## **Safety coordinators will be focused on:**

- **Personal preparedness equipment (PPE)**
  - Event staff and volunteers are wearing necessary safety equipment including Fall protection harness and use helmets when working under elevated heights, safety vests, etc. for their role
- **Forklift safety & Pedestrian Interaction**
  - Forklift operators drive at appropriate speeds, use horn, wearing seatbelts, using lights, drive in reverse when transferring full loads, especially in congested areas with workers and/or volunteers
- **Environmental safety**
  - Supply and equipment storage, to prevent a slip, trip and/or fall, secure overhead structures, secure fencing, etc.

# Grant Park evacuation zones



# Evacuation roles and resources

## Roles

- *Captain*
  - Facilitate the evacuation process for event area
  - Identify appropriate shelter location based on GP Zone
  - Designate personnel for additional emergency roles
- *Co-captain*
  - Lead the evacuation process to the appropriate shelter location
  - Responsible for wearing the fluorescent vest and leading the team to the shelter
  - Responsible for holding signage for team to follow to the shelter
- *Communications*
  - Responsible for communicating with the entire team with the bullhorn

## Resources

- Designated evacuation lead(s) for key facilities
- Grant Park emergency shelter checklist & map
- Yellow Shelter Sign/stick
- Fluorescent vest(s)
- Bullhorn(s)
- Emergency evacuation lollipop(s) (or other signage)

# Race week preparedness actions

**All area leads will be provided emergency preparedness documents to review with staff**

## **Area managers:**

- Conduct a safety, evacuation and communications briefing for event staff and volunteers in your area at the beginning of every shift.

## **Everyone:**

- Review Hands only CPR
- Stop the Bleed Certification (training available race week)
- Monitor weather and dress accordingly
- Be aware of surroundings and report anything suspicious





Thank you

