



CHICAGO EVENT
MANAGEMENT

Medical Volunteer Policies

Thank you for your interest in volunteering as a medical volunteer with Chicago Event Management's Medical Program. We appreciate your commitment to helping us make this year's race a success. Without a doubt, the event could not take place without the kindness and commitment of all our volunteers.

To help make this year's race a memorable experience for everyone, we ask that you abide by the following requirements:

1. **Volunteers must register online.** All medical volunteers must register by the registration deadline, or they will not be allowed to volunteer for the event.
2. **The volunteer age minimum is 16 years old and accompanying children are not permitted.** We require that all volunteers be 16 years of age or older on the day they are volunteering. A Parent/Guardian must agree to the volunteer waiver for volunteers under 18 years of age. Individuals under the age of 16 are not permitted to accompany registered volunteers who meet the age requirement when they are volunteering.
3. **Adhere to public health guidelines and Event protocols.** Volunteers must follow the Event Code of Conduct Guidelines and adhere to city, state and other public health guidelines and orders. Volunteers who are sick should not attend the Event. This includes volunteers who:
 - Have a suspected or diagnosed/confirmed case of COVID-19.
 - Are exhibiting symptoms of COVID-19, such as: cough, fever, chills, muscle pain, shortness of breath or difficulty breathing, sore throat or new loss of taste or smell.
 - Are not fully vaccinated and have had exposure to a suspected or confirmed case of COVID-19 within 10 days of performing volunteer Event site work.
4. **Volunteers are not allowed to speak to the media on behalf of the event.** If you are approached by a member of the media please reply, "I am not an official spokesperson of the event," and direct them to the media phone number on the back of your credential.
5. **Wear your event volunteer uniform.** You are expected to dress in clothing appropriate for the work duties you have been assigned to perform. Dress appropriately for the weather. Wear closed toe shoes at all times and the current event attire logo hat, shirt or jacket, or shoes and wristbands, if provided.



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6. **Do not bring personal belongings.** Volunteers are strongly discouraged from bringing personal belongings to the event.
7. **Check the weather and dress appropriately.** It is important to prepare for the weather if you are volunteering outside, so bring enough layers/options of clothing to ensure that you will be comfortable for the duration of your scheduled shift.
8. **Please arrive on time.** Scheduled shift times are unique to each volunteer position and can be found when accessing your online registration and your volunteer account once registered. A confirmation email will go out the week of the race to remind you of your scheduled shift and check-in times.
9. **Listen to the instructions given by your Volunteer Captain/Group Leader and be alert when performing your role.** Each Volunteer Captain/Group Leader has received specific training on their area's respective volunteer positions. Please listen carefully to their instructions and comply with what they ask of you. Volunteer and participant safety is our first priority, so we need you to be prepared and aware of your surroundings at all times.
10. **If you have any questions or need assistance, contact the nearest Volunteer Captain or your Group Leader.** Volunteer Captains are outfitted in colored safety vests and/or event-branded gear so that they are easily identified.
11. **Treat all spectators, volunteers and race participants with courtesy and respect.** Never block the path of race participants, throw items, yell or argue with participants, spectators, or other volunteers. Any inappropriate conduct relating to race, ethnicity, gender, religion or physical disability is not tolerated. Exhibiting such behavior is grounds for dismissal from one's volunteer duties.
12. **Follow best practices when working with food and/or liquids.** Volunteers handling food or liquid must wear gloves at all times, pull long hair back in a secured ponytail, and sanitize their hands before working and after visits to the restroom.
13. **Follow best practices when working with biohazardous materials.** Volunteers handling biohazardous materials must wear gloves and be sure to place the materials in the appropriate red biohazard recipient (bag or container), as well as ensure that the recipient is properly closed and transported to the designated medical equipment return location for later destruction.



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14. **Adhere to social media etiquette.** Volunteers are encouraged to like and follow Chicago Event Management on [Facebook](#). During your volunteer shift, we ask that you focus on your event role and prohibit you from posting to your social media accounts. Additionally, volunteers are discouraged from posting sensitive event information on social media. If you do reference the event in social media, be sure to define your association with the event (i.e. volunteer).
15. **Drugs and alcohol are prohibited.** Volunteers are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. Violations of this policy may lead to disciplinary action, up to and including termination of responsibilities. Violations may also have legal consequences. Volunteers may not consume alcoholic beverages, smoke cigarettes or use illegal drugs while working on event related projects, assignments or during event production hours.
16. **Be sensitive to your surroundings.** You have a crucial role in the event as part of the medical team and have access to areas that many people cannot gain access to. Please be sensitive to the privacy of the medical facilities and the people in them and do not take or share pictures.
17. **Event Alert System (EAS).** The EAS System is a color-coded system that informs people of the status of race conditions and is used in the days leading up to and on race day. Please [click here](#) to learn more and familiarize yourself with this system in advance of the event.
18. **Enjoy your time as a volunteer – have fun!** You are one of the reasons that race participants love coming back every year! We highly value your kindness and commitment.

The Bank of America Shamrock Shuffle, Bank of America Chicago 13.1, Abbott Chicago 5K and Bank of America Chicago Marathon are produced by [Chicago Event Management](#). To learn more about CEM and additional volunteer opportunities within the Chicago running community, visit [cemevent.com](#) or like us on [Facebook](#)