

# **VOLUNTEERS**

## **MISSION STATEMENT**

To positively engage the energy of the volunteer spirit, to creatively utilize the diversities of the people in Denver, through the unity of culture, community and pride in accomplishment, to leave a legacy of the true volunteer spirit, to strengthen and provide a positive and lasting experience for all involved in the North American Indigenous Games.

## **ROLE OF THE VOLUNTEER DIVISION**

The Volunteer Division will ensure that 2,700 volunteers are placed, trained, and fill all the volunteer positions for the 2006 North American Indigenous Games by June 30, 2006, and to provide recognition for their outstanding volunteer time, energy and talent.

## **RECRUITMENT**

Recruit 2,000 volunteers by: June 30, 2006.

We are currently implementing the primary phase of our recruitment efforts, which includes the following:

- Building coalitions with organizations that are capable of harnessing 50+ volunteers under their organization
- Staffing event tables
- Ongoing email blasts via various distribution lists

During the week of June 1, 2006, an assessment will be conducted which will include the following:

- Assessing our actual volunteer registration numbers versus goal numbers
- If our numbers are low or not where we expect to be, then we will rally our collaborative partners to assist with increasing our numbers and networks, as well as, utilize public service announcements via radio/television

The Volunteer Registration form is ready and available online. It is also available in a PDF format.

## **VOLUNTEER JOB POSITIONS**

The volunteer job positions have been created for the 2006 North American Indigenous Games. Each position has a job description to provide volunteers a clear understanding of their duties and responsibilities.

## **VOLUNTEER COMMUNICATION/ SCHEDULING/PLACEMENT**

The volunteer application database will be utilized to sort the various roles and schedules of volunteers as a tool in placing them in their positions. Volunteers will be notified via mail, phone calls, and email regarding their volunteer placement. Volunteers will receive a welcome packet, which will include a welcome letter, job description, schedule, and training and accreditation information. Volunteers coming from out of state will be placed in roles requiring minimal training. They will be directed to go to the accreditation area to get their credentials, volunteer job description/map of their venue/safety and emergency procedures (food voucher if necessary), and wardrobe. They will then be directed to check-in with the Event Manager at their venue. This will be implemented beginning May 1, 2006 and will continue through July 1, 2006.

## **VOLUNTEER TRAINING**

Volunteer training will begin the week of June 5, 2006, for lead volunteers and June 17, 2006-July 1, 2006, for all other volunteer positions. Training sessions will be held at the Auraria Campus.

All volunteers will receive the following information in their training:

- Complete overview of the 2006 North American Indigenous Games
- Communication protocol
- Venue Training - covers the layout, functions performed, and policies and procedures (including health, safety and emergency specific procedures) at their assigned role. Volunteers in leadership roles will receive additional details regarding their areas of focus.
- Visitor Hospitality- covers the expectations of providing all visitors to the Games with a positive experience including general information they can provide to visitors if needed.
- Cultural Awareness Training (Provided in collaboration with local tribal leaders) - covers specific cultural awareness training to ensure volunteers are sensitive to the various aspects of tribal customs.
- Handbook: provides written information relevant to the overall function of volunteers and their participation in the Games.

## **VOLUNTEER SUPPORT**

Volunteers will have access to fruit/water/snacks at all of the venues, Opening Ceremonies, and Closing Ceremonies. It is anticipated that food vouchers will be provided to volunteers covering events over the lunch hour. Sponsorships for food provisions may be sought to help curb cost. RTD will honor the Games credential as a pass to ride the bus free or at a discounted rate (awaiting confirmation for specific assistance)

## **COORDINATION OF VOLUNTEERS DURING EVENT**

### Volunteer Communications Hub

The Volunteer Management team will maintain a communication headquarters at the in the Beverly room at the Adam's Mark. This will also serve as a hospitality space for volunteers at the Adam's Mark. Dirk Kirsten and Lonnie McCabe will provide logistical coordination of volunteer placements/absences from the headquarters. A SWAT team of substitute volunteers will be utilized to fill volunteer absences and logistical needs of volunteers at events/venues. Venue Managers will communicate with Lonnie and Dirk regarding volunteer coverage needs. Yvette Larrea, Volunteer Manager will attend Chef de Mission meetings and CIGS debriefing meetings; which include information from Sports Managers. Yvette will filter identified needs and concerns to Dirk and Lonnie for resolution. Volunteers will be provided with the volunteer hotline phone number, which will be utilized to report absences or as a way to reach volunteers regarding personal emergencies.

### Volunteer Schedules

Volunteers will arrive to their venues an hour prior to the start of competitions, cover a four hour shift, and stay a half an hour after the end of competitions. All volunteer shifts will be based on the event and competition schedules outlined throughout the week of the Games.

## **TEAM SUPPORT**

It is anticipated that several teams will need additional support in supervising/chaperoning Jr. Athletes at certain Athletes' Villages and competitions. Given this, an effort will be made to provide volunteer chaperones to the extent possible.

### Athletes Villages

A Team Information/Communication station will be staffed by volunteers throughout the week of the Games to provide teams with the following information:

- Messages
- General visitor information
- At National Western Village: arrival check-in assistance, which will include: information about the village, sleeping/meal arrangements, emergency information, key contact numbers, and layout of the village

#### Attaches

Designated VIP's, including Chef de Missions will have a volunteer assigned to assist them with general needs throughout the week of the Games.

#### Opening Ceremonies

A Marshall will greet the teams at Invesco Field and direct them to check-in, then to the holding area, through the parade, and to their seating area in the stadium. At the end of the Opening Ceremony, a Marshall will guide the teams back to their buses.

#### Sports Competitions Volunteer Support

Volunteer Sports Managers will oversee in conjunction with Lisa Wayne, sports disciplines in the following categories:

- Combative sports
- Aquatics
- Court
- Field
- Projectile

Sports Managers will maintain contact with the Sports Commissioners in regards to specific sport needs and overall execution.

#### Competition Week

Upon arriving to the competition venue, teams will check-in at the registration table staffed by volunteers. An information volunteer will provide teams with updates about competitions and be available to coaches and athletes regarding overall logistics or concerns regarding the venue. Venue managers will oversee the overall logistics of the venue and will provide updates to the information volunteers. Spectators will be provided information on the competition either by the information volunteers or via

signage at the venues. Hospitality volunteers will maintain water/fruit stations for athletes throughout their competitions to the extent possible.

#### Competition Oversight/Communication Protocol

Lisa Wayne, Sports/Venue Manager will maintain overall oversight of the sports operations of all venues, via communication with the Sports Commissioners/Sports Managers. To assist in this process, Sports Managers will be assigned to Sports Commissioners within their sport discipline blocks. Sports Managers will serve as liaisons between Sports Commissioners and Venue Managers.

Venue Managers will provide onsite oversight of the operations related to their assigned venue in the following areas:

- Ensure presence of the following volunteers: registration, results, scoring, athletic trainer, First Aid responder, Media liaison, hospitality, set-up, access, announcer, transportation host, equipment,
- Maintain communication with the Sports Manager
- Maintain updated volunteer schedules/coverage needs, competition schedules, medical protocol, site incident protocol, radio access with Sports Manager/Volunteer Communication Hub

#### **VOLUNTEER RECOGNITION**

It is anticipated that volunteers will receive the following recognitions:

- Volunteer Wardrobe which includes: Nike shirt, backpack, hat or visor, and socks
- Thank you letter
- Public Acknowledgment at Closing Ceremonies
- Appreciation packs: Volunteer backpacks will include various forms of value in kind donations (VIK), from local companies.