



**GOODSTAYS WANAKA
VOLUNTEER CREW MANUAL
2018**



INTRODUCTION

Challenge Wanaka is renowned as one of the most scenic iron distance triathlons on the international circuit. It attracts hundreds of athletes from all over the world and New Zealand to Wanaka, all with the goal of conquering triathlon's ultimate distance – a 3.8k swim, 180km cycle and 42.2km run.

At the same time, over 1,400 athletes will take on the Challenge Wanaka Half, half the distance of the Challenge Wanaka Full but still no mean feat with its 1.9km swim, 90km cycle and 21.1km run. This year we have also added an Aqua Bike Event, which is a 3Km swim and 120Km bike.

The Challenge Wanaka Half and Aqua Bike are both 2018 NZ Championship events

As volunteers, you are the face of the event and we're proud to have you as a member of the Goodstays Wanaka Volunteer Crew. Challenge Wanaka couldn't happen without the support of the community. In return, by volunteering for Challenge Wanaka, you are helping provide a huge benefit for the community, both economically and socially.

As a member of the Goodstays Wanaka Volunteer Crew you will be an essential part of the athletes' day – you will allow them safe passage, provide them with food and drink and give them the support they need to complete their 226km journey – the more vocal the better!

It is your enthusiasm, warm welcome and professionalism that will make this event a success and as a volunteer, you will inspire others and help Challenge Wanaka create a legacy for the community. You are part of a 650 strong team that will help deliver an event that will be seen by millions around the world via TV, magazines, newspapers and the Internet.

We have wonderful support from Volunteering Central and they along with the CW team would like to say a special thanks to the volunteers that help before or after in the more practical roles - bag packing, setting up and packing down Race Central etc. You quite often don't see any athletes but the event wouldn't function without your efforts.

Thank you everyone for your commitment and dedication and we hope you enjoy your time being part of Challenge Wanaka.

GENERAL INFORMATION

The Goodstays Wanaka Volunteer Crew is the face of Challenge Wanaka for both athletes and spectators and we ask that every volunteer is quick to help, always friendly and polite and a great team player.

As you are wearing a Goodstays Wanaka Volunteer Crew uniform and many of you will have a high visibility vest, expect to be approached by the general public, spectators and athletes requesting information about the event. Please make sure you are familiar with the timetable and all the other information in the official Challenge Wanaka programme. We recommend downloading the free Challenge Wanaka App onto your phone for reference.

VOLUNTEER HUB

Our Volunteer Hub is located in the expo area, next to the finish chute, which has a prime view of the finish line. On race day we will be there from 5am-1am. We'll have hot drinks, water, SUBWAY and treats here all day for you. There will be storage for your bags, shade and shelter and a place to meet other volunteers, all in a great setting provided by Barefoot Styling and Volunteering Central. Please pop in and say hi if you're around or if you're looking for a role, we'll be able to direct you somewhere we really need you. Please let anyone new know they can volunteer on the day by coming to The Hub.

PARKING

If you are volunteering in the Race Central area, in or around town, please try and walk or cycle to minimise traffic congestion. There will be bike racks available near the tent at Race Central. If you are based out on course, please park in a position that does not obstruct other traffic or athletes. If you are at an aid station, we strongly recommend car-pooling with your fellow aid station team mates.

BIKE RACK

There will be a bike rack outside the main marque in the Half bike racking area if you do wish to bike in to help out, please remember your bike lock as it is still your responsibility to look after your bike.

CHECK IN/ OUT

In your volunteer pack is your job description sheet that shows you what time you need to be at your post and when. Please make sure you are there on time. If you are unable to volunteer due to illness or unforeseen circumstances you must notify the volunteer manager, **Jo Guest on 021 253 8213** or Volunteer **2IC Perryn Lydford- 021 210 4008** so they can arrange for someone to take your place.

Your shift is finished when you are notified by your leg director or by the tail end charlie on the bike and run. If you have to leave your post prior to the end of your shift, please notify your leg director. If you finish your shift and would like to continue to help out, make your way back to the Goodstays Wanaka Volunteer Tent on Pembroke Park and Jo and Perryn will let you know if there is anything else we need help with.

CHECKLIST

Please wear your official Goodstays Wanaka Volunteer Crew T Shirt at all times

Please check the weather forecast the night before and make sure you have sufficient clothing for the weather conditions

Don't forget:

- Sunscreen Food and water Deck chair Cell phone (charged)
- Hat Sunglasses Volunteer Manual Official Programme
- Pen and paper to make notes or suggestions or record any issues with athletes or motorists
- Official Challenge Wanaka Programme Smile and voice for cheering!

FOOD/DRINK

Please make sure you have enough snacks and water to last through your shift as it's very important you look after yourself and keep up your fluid and food intake. Subway is very generously providing volunteers with subs and a cookie over the lunch period. If you are around Race Central in Recovery, Finish Line, Transition or as a Town Marshal, your Subway will be with us at the Volunteer Hub at the finish line. Come and collect anytime you like.

GOODSTAYS WANAKA VOLUNTEER CREW THANK YOU FUNCTION

To say thank you to all of our amazing volunteers, we hold a party in the Race Central marquee on Sunday 18 February at 4.30pm. All volunteers are welcome – there's free food and drink and lots of spot prizes.

EMERGENCY PROCEDURES

All marshals are encouraged to bring a mobile phone with them to make an emergency call if needed during the event. If there is an emergency, we ask that all communication take place over mobile phones as the radios can be heard by everyone and this may cause unnecessary alarm.

Please note that all athletes with pre-existing conditions will have written their medical details on the back of their race number. Please check this information and advise the emergency services or leg director when you call.

The protocol for marshals and personnel to follow in the event of an emergency out on the course is as follows:

Emergency Status

1. Make sure you and the injured person are safe from hazards
2. If an emergency (cardiac arrest, convulsions, collapsing etc.) call 111 on your mobile phone.
3. Identify yourself and your role as a marshal for Challenge Wanaka
4. Identify your current location
5. Identify the situation (status of patient)
6. **Call the medical director also** as he will have someone close to the scene
- Medical Director – Donald Nortier - 0211704380
7. The medical Director will then put the appropriate procedures in place
8. Stay with the injured party, reassuring them and keeping calm until help arrives
9. Never move a person if you suspect broken bones, back or neck injuries

Minor Status

1. Make sure you and the injured person are safe from hazards
2. **Call the medical director** to advise of situation, - **Donald Nortier - 0211704380**
3. The Medical Director will then put the appropriate procedures in place
4. Note: if the minor status escalates to emergency status call 111 immediately.
5. Stay with the injured party, reassuring them and keeping calm until help arrives

There is an incident report sheet in your pack, please complete this and return it to the Volunteer Manager at the end of your shift.

If you get asked questions by the media about an incident, please do not comment and refer them to the Race Director, Bill Roxburgh.

Course Management Protocol

If a marshal sees a traffic management issue or potential problem out on the course while marshalling phone the STMS (the person in charge of all traffic management – Ted Pearce - 0275 885876) to advise of the situation. The STMS will initiate a solution then radio the Race Director and advise situation and solution taken. Please don't assume that we already know about it, you are our eyes and ears on the course and we value your feedback.

Key Phone Numbers

Race Director	Bill Roxburgh – 0274 331597
Race Director Assistant	Sally Hayes - 0274202831
Swim Leg Director	Chris Thornton – 021 709446
Bike Leg Director	Mel Saltiel – 0274 884 176
Run Leg Director	Duane Smith – 021 292 7157
Transition/Finish Line Director	Grant Crotty – 021 672 675
Volunteer Manager	Jo Guest – 021 253 8213
Volunteer 2IC	Perryn Lydford - 021 210 4008
Traffic Management	Ted Pearce - 0275 885876

TIMETABLE OF EVENTS

Tues 13 February	5.30pm	Goodstays Wanaka Volunteer Crew Briefing	Race Central Marquee, Pembroke Park
Weds 14 February	5.30pm	Goodstays Wanaka Volunteer Traffic Management Briefing	Race Central Marquee, Pembroke Park
Thurs 15 February	7.00am – 8.30am	Swim the Course (2km). You do not need to register for swim the course, water safety staff will be on duty between 7.00-8.30am	Wanaka Lakefront
	2.00pm – 6.30pm	Challenge Wanaka, Challenge Wanaka Half & AquaBike registration open	Race Central Marquee, Pembroke Park
	9.00am – 6.00pm	Health & Lifestyle Expo open	Pembroke Park
	9.00am – 6.00pm	Racers Edge Bike Checks	Pembroke Park
	12.00pm	Media Conference	Race Central Marquee, Pembroke Park
	3.00pm	Challenge Wanaka Half Pro Athlete Briefing	
	6.30pm – 8.30pm	Pasta Party	Race Central Marquee, Pembroke Park
Fri 16 February	7.30am	Puzzling World Junior Challenge Wanaka registration opens	Pembroke Park
	8.30am – 4.00pm	Challenge Wanaka registration open	Race Central Marquee, Pembroke Park
	8.30am – 6.00pm	Health & Lifestyle Expo open	Pembroke Park
	8.30am – 6.00pm	Racers Edge Bike Checks	Expo, Pembroke Park
	9.30am	Puzzling World Junior Challenge Wanaka Start	Pembroke Park
	10.00am	Challenge Wanaka Athlete Briefing (Individuals & Teams)	Race Central Marquee, Pembroke Park
	11.45am	Challenge Wanaka Half Athlete Briefing (Individuals & Teams)	
	12.45pm	Challenge Wanaka AquaBike Athlete Briefing	
	2.00pm	Open Water Swimming seminar – Dan Abel	
	3.00pm	PURE Sports Nutrition information & advice seminar	
	3.00pm – 6.30pm	Transition open. All bikes, including teams, must be racked by 6.30pm without exception	
	3.00pm – 6.30pm	All T1, T2 and recovery bags to be dropped off before 6.30pm	
	4.00pm	Puzzling World Junior Challenge Wanaka prize giving	Finish Line Area

Sat 17 February	5.30am	Race Central opens	Race Central, Pembroke Park
	6.30am	Remaining T1, T2, Special needs and recovery bags to be dropped off by 6.30am. No bags will be accepted after this time	
	6.45am	Challenge Wanaka Start	Lake Wanaka Swim Course
	7.30am	Challenge Wanaka Team Start	
	8.15am	Challenge Wanaka Half Pro Men Start	
	8.20am	Challenge Wanaka Half Pro Women Start	
	8.30am	Challenge Wanaka Half Individual Men Start	
	8.35am	Challenge Wanaka Half Individual Women Start	
	8.40am	Challenge Wanaka Half Corporate Team Start	
	8.45am	Challenge Wanaka Half Men's Teams Start	
	8.50am	Challenge Wanaka Half Women's Teams Start	
	8.55am	Challenge Wanaka Half Mixed Team Start	
	9.15am	Challenge Wanaka Individual Swim cut-off	
	9.20am	Challenge Wanaka Half Swim cut-off	
	9.45am	Challenge Wanaka Team Swim cut-off	
	11.00am	Challenge Wanaka AquaBike Men 18 – 39 years Start	
	11.03am	Challenge Wanaka AquaBike Men 40 years and over Start	
	11.06am	Challenge Wanaka AquaBike Women 18 – 39 years Start	
	11.09am	Challenge Wanaka AquaBike Woman 40 years and over Start	
	12.40pm	Challenge Wanaka AquaBike Swim cut-off	
	9:00am – 2:00pm	Health & Lifestyle Expo open	Pembroke Park
	4.00pm	Challenge Wanaka Half Corporate Teams Prize Giving	Finish area, Pembroke Park
	4.15pm	Challenge Wanaka Half Secondary School Team Prize Giving	
5.30pm	Challenge Wanaka Half course closes		
5.30pm	Challenge Wanaka Individual, Team and AquaBike Bike cut-off		
5.30pm	Transition reopens for Challenge Wanaka & AquaBike gear collection	Transition, Pembroke Park	
7.00pm	Challenge Wanaka Corporate Team Prize Giving	Finish area, Pembroke Park	
11.30pm	Course Closes		
11.30pm	Finish Line Party and Fireworks	Finish area, Pembroke Park	
Sun 18 February	10.30am	Awards Brunch	Race Central Marquee, Pembroke Park
	4.30pm	Goodstays Wanaka Volunteers Party	
	7.00pm	Wrap Party	Barluga Bar, 33 Ardmore Street

We'd also like to say a big thank you to the amazing teams at



who have provided so much help and support to Challenge Wanaka and all our wonderful volunteers