



VOLUNTEER AREAS, DESCRIPTION AND ROLES

Below are general descriptions of the various areas requiring volunteers. Please think carefully about the role you volunteer for and/or have been assigned. If outside, be prepared to be out and standing for long periods for any weather condition. Sunglasses are important, as well. Some roles require physical strength, and/or excellent vision. Your assigned role is based on the registration information you provide(d). If you have been assigned a role you are not suited to do, please let us know as soon as possible.

All volunteer roles are full-day commitments. We cannot accommodate shared or part day roles due to accreditation issues and logistics. As well, if you commit to a day, please do what you can to keep it available. Last minute changes do happen and can be very challenging for the organizers to manage.

As a volunteer for the International Biathlon Union (IBU) Events you will not only be responsible for your role, but will also be an ambassador for the sport, the event, and the Canmore community. We want everyone to feel welcome and respected. We, Canadians, are known for our diplomacy, warmth, and friendly smiles.

Let's sparkle!

Below are general descriptions for the various volunteer areas. The head of your designated area will be contacting you and will provide more detailed information shortly.

COMPETITION OFFICE

The Competition office is a sophisticated information centre that supports athletes/teams, fields questions, supporting jury and IBU representatives, organizing team leader meetings, managing registrations, bib distribution, wax room assignments, etc. It is where all the results come in to be compiled and distributed. It is a highly administrative area and requires people who are service-minded, highly organized, capable of working in a very hectic environment and always able to keep a cool head. German and Russian or other language skills are always helpful and appreciated as is familiarity with Microsoft Office applications.

Roles include: Office Assistant

RANGE CREW

Working at the shooting range is often fast-paced and requires speed and accuracy, but it allows you to be close to the action. Several levels of recording are present to ensure accurate recording. Results are recorded both electronically and manually (paper). Results are then sent to the Competition office and collated. It is critical that all volunteers participate in ensuring the range is safe and secure by watching that firearms are being handled appropriately and that the range can be navigated safely by athletes, officials, and volunteers by keeping it free from extraneous activity and debris.

Range recording is a very attentive position and requires fine eyesight. The ZERO Board prep position is in a heated environment.

Roles include: Range Recording, Range Setup/Maintenance/Takedown, Range Section Supervisors, Range Scorers, Keyboard Operators, Independent Scoring Teams, Sweepers, SiWiNET/TV Support, ZERO Board prep (post-competition), Range Access Control

PENALTY LOOP CREW (PL)

The Penalty Loop is where athletes do penance for missed shots. Volunteers here will 'witness' the heartbreak and excitement as athletes struggle to maintain position. Volunteers will be responsible for recording loops completed. Those results are then delivered to the competition office to be collated and cross-checked with the results coming in from the range to ensure athletes have completed the required loops for missed shots.

Roles include: PL Setup, Penalty Loop Controller/Recorders (working in pairs), PL Sticker Runner

COURSE CREW

Course volunteers are responsible for ensuring the ski trails are well maintained and safe for both training and competitions. As a member of the course team, you may assist with one or more of the following tasks: course security, air and snow temperature measurements, course marking, recording skier laps, and fencing. These roles are outdoors with exposure to the elements for lengthy periods. While in these roles, you will experience the thrill of the skiing aspects of the competition while being mindful of the activities of spectators and support crews. Course volunteers do not need to be able to ski unless they have signed up for the forerunner role. Join the course team and see the world's best biathletes up close and in competition!

Roles include: Course Setup/Maintenance/Takedown, Course Prep, Course Controller (working in pairs), Course Access, Snow Temperature recording, Forerunners

STADIUM CREW

This crew is responsible for the setting up of the stadium which includes start, finish, penalty loop, equipment check, clothing transportation and podium positioning. Stadium Crew ensures the proper functioning and safety of everything around these areas. Assignments will involve setting up fences, whiskers, v-boards and reconfiguring the Stadium throughout the week for the different types of races. This setup work takes place early in the mornings and maintenance throughout the day.

The EQUIPMENT CHECKS team will be responsible for doing equipment checks before and after races. Stadium Crew jobs are very physically demanding; there is a lot of lifting, pulling, etc.

Roles include: Stadium Setup/Maintenance/Takedown, Stadium Access Control, Clothing Exchange, Equipment Check, Stadium Porters

TIMING CREW

A variety of duties may be assigned to this group from marshaling athletes in the start area, pre-calling and recording the order of finishes, etc.

*Good vision (to read bib numbers from a distance) and attention to detail is required for most tasks. One should be comfortable with electronic data recording.

Roles include: Timing, Starter, Manual Start, Finish, Manual Finish, Manual Data Entry, Transponders (distribution and collection), Manual Backup Int Range, Manual Course, Sticker Supervisor, Sticker Official, Sticker Runner, Kurvinen Responders, <siwidata> (Timing) Assistant with technical knowledge of the Stadium, Porters

ACCREDITATION

With the exception of spectators, everyone at any of the IBU events must be accredited. All athletes, coaches, support staff, media, volunteers, officials, etc. must obtain accreditation passes to allow them access to appropriate parts of the various venues. Volunteers working in this area will be working with computer systems, taking photos, and printing. Service-minded volunteers here must be comfortable with projecting authority while being welcoming. This area is often a source of information for the entire event.

Roles include: Accreditation Assistant

MEDICAL

Volunteers for this position must be medical professionals or have current First-Aid certifications* and must be vetted by the Chief of Medical.

Roles include: Medical personnel

*Specific requirements/accreditation: Under CNCPP guidelines Medical personnel must have a minimum of an 80 hour wilderness first aid course, or serve as a paramedic, nurse, doctor, or EMR trained personnel.

MEDIA/TV

To work in this section, you need to be solution-oriented and prepared to 'go the extra mile' to ensure that the people tasked with communicating news about the event via the various media channels have the best possible working conditions. Work will involve rigging, organizing press conferences, coordinating the photo zone and stands, making sure refreshments are available, and keeping check of the mixing zone. This can often be a high paced and hectic area. Media and TV experience is helpful. Provide support to TV, <siwidata> Timing, infront advertising, and OC. Includes off-loading from delivery trucks, pallets of equipment/materials etc.

Roles include: Media Room Assistant, TV Spotters, Media Runners, Media Room Access Control, IBU/EBU Tv support for cabling/dismantling. May include Snowmobile operator* (must have: Canada Safety Council's, Snowmobile Operators Course), Forklift operator*

*These key positions need to reside/stay within the Bow Valley to provide support to TV, <siwidata>, and infront advertising. Must be able to offload/load equipment and materials as required.

ACCESS CONTROL AND IBU BIATHLON FAMILY CLUB

Access to the IBU Biathlon venues is restricted and requires accreditation or tickets to be allowed appropriate access. Access Controllers will be stationed throughout the venue. Volunteers here will support Stadium, Range and Course crews to ensure that proper fencing and access controls are in place.

The **BIATHLON FAMILY CLUB** is a venue for teams and IBU officials to gather privately. Access is tightly controlled. Discretion and security are required as is checking Accreditation ID. Volunteers at this location must be comfortable asserting authority while maintaining a positive friendly environment.

Roles include: Venue Setup/Takedown, Venue Access Control, Biathlon Family Club Access Control, Parking/Security

HOSPITALITY

There are several areas requiring hospitality services including greeting and welcoming teams, officials, guests, and spectators, providing information,

language support, spectator/family fun activities and such. Fluency in Italian, French, or German languages are an asset.

HOSTS AND GREETERS

Individuals volunteering in this area will be called upon to welcome, assist and provide language support to teams, media and/or VIPs when they arrive in Calgary (YYC) and/or Canmore.

Greeters may be needed to meet buses arriving at the Nordic Centre and guide people to where they need to be whether they be volunteers, spectators or public users, etc.

Roles include: Team Hosts (fluency in specified language required), Greeters

INFORMATION & TICKETS

Volunteers in this area will be available to provide information to teams, officials, spectators, special guests, school students and the public on everything from transportation, event schedules, food and retail services, special events, health services, weather conditions, highlights and services in the community, and more. Volunteers in this area will also provide ticket services such as ticket pick-up and sales.

Ticket and Information desks will be set up in the Daylodge of the Nordic Centre.

Roles include: Information, Tickets (when applicable), and Economic Development & Survey

VOLUNTEER OFFICE

This area will be the central meeting place for volunteers to get up-to-date information, directions, refreshments, hand warmers, meals and so on.

Volunteers will be needed to assist in checking volunteers in and directing them to meeting locations. Volunteers will work with the caterers to ensure food and beverages are available, as needed.

Roles include: Volunteer Room Assistant, Volunteer Runner

COVID-19 SERVICES

We want all our athletes, volunteers, and spectators to enjoy the races! Let's ensure Covid-19 protocols are in place and adhered to when applicable, to keep everyone safe and healthy. Keep hand sanitizing stations stocked, secure testing location if required. Any other covid-19 related tasks.

Roles include: Covid-19 Service Assistant

ANTI-DOPING

Volunteers in this are tasked with ensuring that competitors selected for doping tests are appropriately chaperoned and escorted to testing facilities following the rules and guidelines set by the IBU. Volunteers must be discreet, professional, and respectful of privacy at all times.

Roles include: Doping Control Coordinator, Chaperones: Female & Male - 18 year minimum age requirement *(IBU EHD Annex 13/ 2022)

CEREMONIES/PAGEANTRY

We pride ourselves on delivering a world class experience for this world class event! Volunteers as part of ceremonies and pageantry will be at the heart of the celebration of this sport. Help coordinate medal ceremonies - staging awards, presenting awards, preparing VIPs, communicating with PA announcer. Ceremonies include race day awards, opening ceremonies, wrap-up parties. Join the party!

Roles include: Ceremonies Setup/Takedown, Presenters

LOGISTICS CREW

There is an intricate network of personnel that is required for an event of such grandeur. A volunteer in the logistics crew is someone who can do it all, they are problem solvers. Some roles may include lifting and handy work, and driving.

The **PRE AND POST CONSTRUCTION** team will be required to build and install fences, banners, and other projects as required.

Roles include: Gopher, Drivers, SWAT, Pre/Post Race Construction, Venue Setup/Takedown

RETAIL/MERCHANDISE

We will need people to help distribute toques, coats and other swag and material required for volunteers. As well, we will be setting up a SWAG retail centre and will need volunteers to manage it.

Roles include: Retail Assistant