

# Volunteer Duties and FAQ

Thank you so much for volunteering for Base 2 Space!

To get in touch with the volunteer director either before or during the race please call 206-330-5967

**For any emergency situations please dial 911.** We will have a first aid tent set up on the Broad Street Lawn, for non-emergency medical issues. Certain staff members have radios as well.

## Race Day, September 29:

### Volunteer Check-In

- Volunteers will be required to check in with you when they first arrive.
- You will have the master volunteer list with each person's assigned duties.
- You will have a list of Lead people for each major station so they know whom to check in with
- Hand them a volunteer shirt, a volunteer nametag
- Make sure they know where they are supposed to go and that they are with the right staff escort.
- We will have some volunteer food and drink
- Replenish shirts, food and drink as they get low.

### Greeter

- You will be wandering the start/registration area with an info sheet.
- Welcome climbers
- Answer any questions people might have. If you do not know the answer, look on your info sheet. If the info is not there, direct them to the registration tents.

### Registration

**You will be using your phone to check people in. Please download the free app called Race Day Check In before you arrive.**



When someone arrives who has already registered:

- When someone comes up ask them their last name, type it into the system and their registration should pop up. On the screen will have their name, wave start time, shirt size and if they have fulfilled their fundraising minimums.
- Find any available unassigned bib in their wave start (you will have stacks of each wave next to your station). Type in that bib number on the app and click "check in"
- Hand them their bib and shirt.
- We are not allowing shirt sizes swaps. After the race they can check in at registration to see what sizes we can exchange for.
- Remind them to take safety pins and attach the bib to their front side.
- If someone has not yet fulfilled their fundraising we are asking that they pay before they get to climb. Have the participant go on their phone and donate

- the minimum to their page. Within 10 seconds the app should update with current totals, allowing you to check them in.
- Thank them for coming, point out the bathrooms, gear check and starting line
- If someone has not yet registered, have them scan the QR code on the table, register on their phones and then their name will appear within 30 seconds of them completing their registration. Follow steps above.
- If someone is climbing more than one time, send them to the “Repeat climber Check In” line, located at the end of the registration tent.
- Any problems or questions, please send them down to the “solutions” tent at the end of the registration tent.

### **Gear Check**

- You will be stationed at the gear check tent and will be in charge of storing everyone’s gear, organizing it and re-distributing at the end of the race.
- When someone wants to check their stuff please hand them a bag that they can fill to their heart’s content.
- Mark their bib number on the outside of the bag
- Organize it in whatever fashion makes sense to you, probably by bib number
- Make sure you tell them not to leave any valuable. This area will be monitored the entire time but we will not be responsible for lost or stolen items
- When someone comes for their stuff just match their bib number with their bag.

### **Rehab and Stretch Zone**

- New this year, we will have a hang out area with rehab and stretching tools.
- Greet people as they enter, let people know what is available.
- Answer any questions they might have.
- Make sure they are not taking any of the tools with them.

### **Pedestrian Traffic Flow – Start**

- Make sure people know where the start line is and inform them which staircases are available. There is one stairwell for racers and one for more casual climbers. They will be asked at the beginning of the line which stairwell they wish.
- Some of you will be bib tear takers. Everyone’s bib has a tear tag on the bottom that says “Climb Tag” This is each participant’s “ticket.” If they do not have one attached to their bib that means they have already climbed and will not be permitted up the stairwell. Tear each person’s tag right before they head to the start line.
- We send a climber up every 5 seconds or so. Coordinate with the timer at the start line as to when to send the next participant. They will let you know the pacing.

### **Start Line Cheer Team**

- You will be stationed just before the stairwell entrance. You will be provided pompoms and other noise making devices.
- Cheer for people as they start, hype them up, let them know they are about to do something epic.
- Encourage people who look nervous.
- Cheer as each person starts.

## **Stairwell Guide**

- You will be directing climbers at certain floors to make sure they stay on the right staircase.
- You will be taken to your position by the staff.
- When Climbers come by be enthusiastic and upbeat and point them in the right direction.
- There will be a sweeper that will come through with the last participants so you know when you can leave your station. Do not leave your position until the sweeper comes through or the next shift of volunteers has arrived to relieve you.
- You will be required to walk up to the top floor after your position, to catch a ride back down the elevator.

## **Finish Line**

- You will be stationed just after the finish line
- Ensure participants are moving past the finish area, into the recovery/Observation area
- Replenish water and medals as they get low
- Cheer for finishers
- Direct finishers where to catch the elevator back down
- Direct finishers where the bathrooms and stairs down the glass floor are.

## **Medal Presenters**

- You will be stationed just after the finish line.
- Cheer for each finisher.
- Hand each finisher a medal.
- Replenish medals as they get low.
- Ensure that people flow through your area in a timely fashion to prevent back ups at the finish line.

## **Observation Deck Picture Helpers**

- Roam around the Observation Deck (inside and out) and help people taking photos.
- Ask participants if they would like help in taking photos with their phones.
- We will have several backdrop photo stations, hang out there and help with people's picture taking needs.

## **FAQ**

Q: Can I climb for free if I volunteer?

A: No, if you would like to climb in addition to your volunteer shift, please sign up on the website.

Q: Do I have to fundraise to volunteer?

A: No!

Q: Will I get a volunteer shirt?

A: Yes, and we ask that you wear it on event day so you are easily identified as a volunteer.

Q: Where can I park?

A: Street parking is free on Sundays. There are also numerous paid garages near the Seattle Center.

Q: Will there be snacks?

A: Yes! We have breakfast items for our morning shifts and lunch items for our afternoon shifts. All food and drink will be located at the volunteer tent.

Q: Where do I check in?

A: Find the volunteer check in tent, next to registration, on the Broad Street lawn. Address is 400 Broad Street.

Q: Will I be inside or outside?

A: Depending on your job you will either be inside the Space Needle, or outside but under cover of a tent. Please do bring rain gear if it is raining.

Again, thank you so much for volunteering and making this event happen so we can raise a ton of money for Fred Hutch!

Have fun!