



Volunteer Handbook



Let The Games Continue
★ WHERE IT ALL BEGAN
Richmond

This handbook belongs to:

My job assignment(s): _____

My venue(s): _____

My shift(s): _____

- A member of the event management team that I will be working with has contacted me.

Contact name: _____

Contact phone number: _____

Alternate contact: _____

Alternate contact phone number: _____

- I attended general orientation and training on _____

- I attended job-specific training on _____

- I attended venue walk-through training on _____

I am ready to volunteer!

TABLE OF CONTENTS

Welcome	4
Games Facts.....	5
General Schedule	6
Volunteering for the Games	6
Volunteer Etiquette	7
Volunteer Logistics	8
Public Safety	10
Volunteer Training	11
Event Descriptions.....	11
More Volunteer Opportunities	16
Event Locations.....	18
Frequently Asked Questions.....	19

“Never underestimate the power of dreams and the influence of the human spirit. The potential for greatness lives within each of us.”

— Wilma Rudolph

Dear volunteer,

Thank you for supporting the 32nd National Veterans Wheelchair Games in Richmond, VA. The 32nd NVWG is presented by the Department of Veterans Affairs and Paralyzed Veterans of America. By becoming a volunteer, you join the ranks of thousands who are dedicated to making this event—the largest of its kind in the world—a success, and we welcome your contribution.

From June 24, when the participants arrive through June 30, 2012, more than 550 athletes from throughout the United States, Puerto Rico and Great Britain will compete in 17 different events in venues across Richmond, VA.

By volunteering your time and energy, you will help us show these Veterans and other guests our city's spirit of warmth and hospitality. We can think of no greater gift to our Nation's heroes.

If you have any questions after reviewing this handbook, please don't hesitate to contact the Games Volunteer Office at 804-675-5135. Thank you for your help, and I look forward to serving with you!

Sincerely,

A handwritten signature in black ink that reads "Janelle V. Giles". The signature is written in a cursive style with a large, looping initial "J".

Janelle Giles
Volunteer Coordinator
32nd National Veterans Wheelchair Games
804-675-5135

GAME FACTS

WHAT

The National Veterans Wheelchair Games is the largest annual wheelchair sporting event in the world, co-presented by the Department of Veterans Affairs and Paralyzed Veterans of America.

WHEN

June 24 – June 30, 2012

WHERE

Richmond, Virginia

WHO

- More than 550 disabled Veterans from the United States, Puerto Rico and Great Britain.
- 200 Coaches
- 1,000 family members
- 3,000 volunteers
- More than 15,000 fans in the stands

EVENTS

Air Guns	Handcycling	Softball
Archery	Motor Rally	Swimming
Basketball	Nine-Ball	Table Tennis
Boccia	Power Soccer	Track
Bowling	Quad Rugby	Trap Shooting
Field	Slalom	Weight Lifting

"The Games are a celebration of sheer joy in the face of adversity. If you can support, volunteer or attend the Games, you just may take away more than you could ever give."

- Kathy Lange, Sherman Hudson,
Ceremonies Vice-Chairs

GENERAL SCHEDULE

Sunday, June 24

Arrive in Richmond
Air Gun Registration

Monday, June 25

Registration
Expo
Games Kick-off
Athlete Reception
Opening Ceremony

Tuesday, June 26

Late Registration
Events Begin

Wednesday, June 27

Daily Athletic Events
Block Party
Kids Day

Thursday, June 28

Daily Athletic Events

Friday, June 29

Track & Field Events
Daily Athletic Events

Saturday, June 30

Daily Athletic Events
Closing Ceremonies

Sunday, July 1

Athletes Depart

For the full event schedule and more visit:

www.wheelchairgames.va.gov

www.pva.org/wheelchairgames

VOLUNTEERING FOR THE GAMES

The Games cannot be successful without community support. Our team of volunteers consists of people of all ages and backgrounds—some of them Veterans—who freely share their expertise and time to serve those who served us.

Volunteers contribute in many ways to support the Games, including:

- Working in the local organizing committee's office
- Serving on planning teams
- Helping with the execution of the Games.

We need about 3,000 volunteers—each committing to at least one shift of four or eight hours—for the 32nd National Veterans Wheelchair Games.

VOLUNTEER ETIQUETTE

DO.....

- Bring a form of ID and arrive early (45 to 60 minutes) for volunteer check-in.
- Plan on volunteering regardless of the weather.
- Bring only what is necessary. There is no secure storage at venues for purses or other valuables.
- Bring family and friends as spectators.
- Dress for the weather.

DON'T.....

- Call the venue to which you have been assigned. People there will not have any information about your assignment.
- Assist athletes if they struggle or fall during competition. They could be disqualified if you interfere. Offer assistance only if athlete asks for it.
- Carry concealed weapons.
- Bring any alcohol or illegal drugs.
- Approach VIPs while on duty.

VOLUNTEER LOGISTICS

Registration

All prospective volunteers can fill out an application online at: www.wheelchairgames.va.gov and indicate their events of interest. Volunteers must also complete and sign the volunteer registration form (VA Form 10-7055), obtained by either hard copy or electronic version. Individuals unable to complete a volunteer application before the Games may register onsite by visiting the volunteer room at the Convention Center, Room E-11.

Orientation

This handbook provides general information about the National Veterans Wheelchair Games (NVWG) assignments, uniforms, meals, parking and safety requirements. The volunteer coordinator will organize job-specific orientations with the venue chairs and volunteer liaisons.

These sessions will cover procedures, liability and emergencies—as well as official rules and any other questions you may have. Should you need additional information that the venue chair or liaison cannot answer, contact Volunteer Services at 804-675-5135.

Volunteer Meals

For every shift you work, you will receive a meal voucher that may be used in the Convention Center. For venues away from the Convention Center, you will receive information about meals or snacks from your volunteer lead. We recommend you also pack a snack in case a situation arises that prevents you from getting food in a timely manner.

Clothing

Enrolled volunteers will receive an official NVWG volunteer T-shirt to wear during their shifts. Remember to wear comfortable and safe footwear.

The key to comfort is to be prepared for unseasonably warm weather and the possibility of thunderstorms. Bring a light jacket or rain coat if you will be attending outdoor events.

Check-in

Volunteers must check in when they arrive for their shift. This facilitates a secure environment for all NVWG participants and is absolutely essential for smooth operations.

When you arrive...

- Please check-in at the Volunteer table
- Someone will direct you to your assigned area.

Parking

Parking in downtown Richmond can be challenging. Special event parking is available at the Convention Center for \$6 per entry. To assist in locating parking for volunteers for downtown events, a volunteer lot has been arranged at The Showplace. Shuttles will be available during Monday through Thursday. Parking for volunteers who wish to park downtown may be done at the volunteer's expense.

Visit these websites for updates and changes:

www.wheelchairgames.va.gov

www.pva.org/wheelchairgames

About Richmond

For more information about the city, and things to do and places to eat and stay, go to www.VisitRichmondVa.com

You may also visit the Welcome Richmond Center and Visitor's Bureau table located at all the Games hotels and at the Convention Center.

PARTICIPANT SAFETY

MEDICAL ISSUES

A medical team will be on hand at each venue and at the hotels to handle first aid and medical emergencies.

We ask that you stay alert to the well-being of our guests and athletes. Some may have chronic medical conditions, and we want to stay attuned to any distress they may experience. Strenuous physical activity can affect some conditions. Watch for and report immediately to medical staff any of the following symptoms:

Signs of respiratory problems: wheezing, panting, gasping for air, rapid breathing, and dizziness.

Signs of heart problems: complaints of prolonged heavy pressure in center of chest, pain down left arm, severe sweating, shortness of breath.

Signs of heat exhaustion: extreme weakness, dizziness, nausea, headache, cold and clammy skin, dilated pupils, high body temperature, inability to sweat, reports of numbness, confusion, rapid pulse.

When in doubt, notify medical personnel and let them make the decision. If you or a participant sustains an injury, be sure to report it to NVWG staff.

PARTICIPANT SAFETY, continued

WHEELCHAIRS AND ADAPTED VEHICLES

Be sure to:

- Lock wheels when helping someone.
- Watch for uneven road, grass or gravel, as these affect wheelchair handling.
- Back down steep ramps to maintain control.
- Be aware of curbs, steps, revolving doors and other barriers.

Do not attempt to operate vehicles with hand controls or hydraulic lifts without training. Check with staff before assisting with this equipment.

SECURITY

Security personnel will be on duty at all times. Notify them of any safety, security or fire concerns. Keep the following safety tips in mind:

- Wear credentials at all times and expect to show them at security access points.
- Report all suspicious persons and incidents to security.
- In case of emergency, contact the nearest medical or security volunteer, or dial 911 from the closest phone.
- Do not leave gym bags, luggage or backpacks unattended; they may be subject to confiscation.
- Lock your vehicles.
- Leave valuables at home.

Controlled Substances and Weapons

We have a zero-tolerance policy for weapons and illegal drugs. They are not permitted at the Games. Similarly, we do not permit alcohol at any of the venue sites.

We will remove volunteers from duty and refer them to security personnel if any of these items are found in their possession, or if they report to duty under the influence of drugs or alcohol.

VOLUNTEER TRAINING

Volunteer orientation sessions will be provided to answer any questions you may have. We will also provide job and venue specific training for certain roles and duties.

Proper training helps ensure the well-being and safety of athletes and volunteers, as well as a rewarding experience for everyone involved. It is recommended that you not bring personal items such as handbags, briefcases, laptops, etc. Please leave these items at home or secure them in your car. There is no secure space to store these items at any of the work sites.

TIPS FOR EXCELLENT CUSTOMER SERVICE

SMILE! You never get a second chance to make a first impression. A cheerful attitude makes any situation better.

Service – Make serving others your #1 priority. Exceed their expectations where possible.

Appearance – As a NVWG volunteer you represent the metro Richmond community and all of Virginia. Please maintain a neat, clean, and professional appearance at all times. Wearing comfortable shoes are also a must.

Courtesy – Engage our guests by looking them in the eye, speaking directly to them and letting them know that they matter.

Teamwork – A team is a group of people who provide a coordinated effort to deliver excellence.

Information – You can't know everything. If someone asks a question and you don't know the answer, always respond with a positive response. For example: "That is a great question. Let me find out that answer for you."



Your enthusiasm and personal dedication to this effort can help to assure an enjoyable experience for participants. Whether you interact directly with the participants or provide behind the scenes assistance your help is vital. THANK YOU!

EVENT DESCRIPTIONS

Air Guns

This event will take place at the Greater Richmond Convention Center on Tuesday, June 26 and Wednesday, June 27. Match time is one hour and 45 minutes and distance to the target is 10 meters (33 feet). Athletes must do all shooting in the prone position, which allows them to support the rifle with both elbows resting on the wheelchair table or stationary table.

Volunteers for this popular event help with duties such as checking in athletes, target setup and collection, setting up weapons, and providing water.

Archery

Bull's eye! Archery will take place Wednesday, June 28 at Dorey Park, where about 90 veterans will bring their talents to the archery event.

Volunteers are needed to check athletes in, keep score, locate and retrieve arrows, assign archery equipment/targets, provide water and distribute towels. They will also help with setting and wrapping up the event.

Basketball

Basketball, will take place June 26 through June 28 at the Greater Richmond Convention Center in Halls C & D. This is a two-day round-robin competition among eight teams of 12. This is an action-packed sport with lots of thrills for both competitors and spectators. The first round takes place the evening of Tuesday, June 26. The second and third rounds will commence the evenings of Wednesday, June 27 and Thursday, June 28. The consolation and championship finals are scheduled the evening of Saturday, June 30.

Volunteers will be responsible for checking athletes in, keeping stat sheets, running the clock, scoring, running water stations, and helping athletes who fall, collide or have flat tires. They will also help with event setup and takedown.

EVENT DESCRIPTIONS, continued

Bowling

This event takes place at AMF Hanover Lanes on Tuesday, June 26 and Wednesday, June 27. In past Games, more than 300 bowlers have competed. We encourage anyone interested to cheer on the athletes or get involved.

Volunteers help register bowlers, retrieve balls and place them on ramps, adjust ramps, check the electronic scorekeepers, assign lanes, compile scores, serve meals, and distribute water, towels and ice.

Field Events

The field events will be held at Mary Munford Park on Friday, June 29. Athletes will compete in javelin, shot put, discus or club. Each competitor's score is decided by the best distance out of three throws from a stationary point. In past years, more than 400 athletes have competed in all or some of the field events.

Volunteers help with pit setup, registering competitors, keeping score, measuring distance, retrieving equipment, strapping wheelchairs, helping athletes transfer into throwing chairs and distributing water, towels and ice.

Handcycling

The 5K and 10K handcycling races will take place Saturday, June 30 at 7:30 a.m. This popular event—which is timed and runs an asymmetrical course—will start and end on Monument Avenue between Lombardy St. and Davis Ave.. The event is designed to measure both speed and endurance.

Volunteers help register competitors, set up handcycles and monitor the course, position themselves along the course to assist athletes, ride along on a bicycle to facilitate traffic flow, keep track of laps, and notify the athletes of lap numbers.

EVENT DESCRIPTIONS, continued

Motorized Rally

The motorized wheelchair rally will take place at the McGuire VA Medical Center on June 30. The rally is similar to a poker run in some ways: Participants receive a map and set of instructions at the starting point to guide them through the course. What an ideal way to bring the Games to an end by returning to the home of the Games.

Volunteers help register athletes, staff checkpoints throughout the course, escort athletes and time the event. They also hand out water, towels and ice.

Nine-Ball

Join us Tuesday, June 26 and Thursday, June 28, at the Convention Center Ballroom A for Nine-ball – a contemporary form of billiards.

Volunteers check athletes in, keep score, make assignments and hand out water.

Power Soccer

This unique athletic event gives power wheelchair users an opportunity to compete in a team sport. Teams of four will play on a basketball court in the Convention Center in Halls C-D, using a special 18 inch diameter soccer ball. This event is scheduled for Tuesday, June 26, through Thursday, June 28. The consolation game will be the afternoon of Saturday, June 30.

Volunteers will help keep score, record stat sheets and help with falls. They also help put on and take off the chair guards required for play in addition to helping distribute water, towels and ice.

Quad Rugby

This sport is played on a basketball court with teams of four and volleyball. The objective is to carry the ball across the opponent's goal line. Quad rugby is scheduled at the Convention Center on Tuesday, June 26 in Halls C-D through Thursday, June 28. The consolation and championship games will be held Saturday, June 30.

Volunteers help at the score table; keep stat sheets, serve as timers, help with falls and flat tires, and give water, towels and ice to the athletes.

EVENT DESCRIPTIONS, continued

Slalom

This riveting athletic event pits competitors against what seems to be mission impossible: wheeling, maneuvering and muscling through an obstacle course of ramps, raised bridges, rough surfaces and other challenging barriers – all while a clock is running. Slalom is a test of agility, strength, skill and speed. This event is held in the Convention Center’s Hall B from Tuesday, June 26 through Thursday, June 28.

Volunteers will register athletes, serve as timers and spotters, help with course setup and takedown, replace pylons and maintain stat sheets. They also provide water, towels and ice to the athletes.

Softball

Wheelchair softball is played on a hard surface with a 16-inch ball. This event takes place in the Diamond Green Lot from Wednesday, June 27 through Thursday, June 28.

Volunteers retrieve balls, maintain the area and set up and tear down the softball field. They also help athletes check in, assist with putting wooden braces under wheelchairs at the batter’s box, keep the score-book, make announcements and provide water, towels and ice.

Swimming

The strokes used in the swimming competition are breaststroke, backstroke, freestyle and butterfly. Swimming will take place at the Greater Richmond Aquatic Center on Friday, June 29.

Volunteers help with registration, lift athletes out of and back into wheelchairs, hand out towels to swimmers, make sure wheelchairs are available for each competition, serve as timers and assist with crowd control.

Table Tennis

Open to all competitors, table tennis will take place on Tuesday, June 26 through Thursday, June 28 in the Greater Richmond Convention Center – Ballroom A.

Volunteers are needed to check athletes in, keep score, locate and retrieve balls and to provide water, towels and ice.

EVENT DESCRIPTIONS, continued

Trapshooting

Limited to 50 competitors, trapshooting takes place at The Conservation Park in Charles City, VA on Tuesday, June 26.

Volunteers are needed to help set up the competition, distribute ammunition, record results and provide water, towels and ice to the athletes. Volunteers may handle firearms ONLY if necessary (i.e., for a participant that needs help carrying it to the firing line) and must point them up and down range at ALL times. Volunteers also should make sure that firearms are cleared when shooting ceases.

Track Events

These highly competitive events include the 100, 200, 400, 800, and 1500 meter races, which will take place on Friday, June 29 at Sports Backers Stadium. Many of the athletes who participate also compete at a national level.

Volunteers assist athletes with check-in; record times, count laps, distribute water, towels and ice, keep track of heats, serve as timers and turn judges, and help organize participants for each run. We encourage you to come on down to watch, cheer and get involved!

Weightlifting

Competitors for this sport are classified strictly by body weight and only do the bench press. Weigh-in takes place on Thursday, June 28th at the Greater Richmond Convention Center in Ballroom C-D.

Volunteers help check in athletes and transfer them to benches, set up and take down weightlifting benches, serve as side judges, loaders and spotters, prepare the scoreboards, assist with statistics and weigh-in (getting athletes on and off the scales), record weights, spray the benches after each press, and distribute water, ice and towels.

MORE VOLUNTEER OPPORTUNITIES

REGISTRATION

During registration on Sunday, June 24 and Monday, June 25, we need volunteers to help staff the registration booths, distribute banquet tickets, classify athletes, take identification photos, distribute memorabilia items and assist with registration packets and crowd control, among other duties.

We would appreciate extra help on these two very busy days.

CEREMONIES AND SPECIAL EVENTS

There are three ceremonial and special events at the 32nd National Veterans Wheelchair Games that require volunteers: the Opening Ceremony (June 25), the Block Party (June 27), and the Closing Banquet (June 30). Specific duties vary but may include helping with crowd control and meals, carrying flags, signs and banners, ushering and directing.

GAMES KICK-OFF

The kick-off is an opportunity for the community to learn about the Games before the activities actually begin – and to see a demonstration of the athletic events. This year, the kick-off will spotlight Slalom. Set-up for this event is scheduled for Monday, June 25 at 8:00 a.m. at the Virginia State Capitol in Capitol Square.

We need volunteers to help with a number activities, including pre-event cleanup; traffic flow to and from the event, shadowing athletes, passing out event brochures, water, ice and towels, directing event spectators to seating, tents and restrooms, acting as wheelchair escorts, managing the event timer, and post-event cleanup.

KIDS DAY

Kids Day will take place on Wednesday, June 27 at 9:00 a.m. at the Diamond Parking Lot. Local children in wheelchairs will meet Games athletes and participate in several sports with the Veterans' guidance.

Volunteers are needed at 7 a.m. to help set up the Kids Day tent, assist with equipment, hand out water, distribute towels, and welcome and register guests, record visitors. They will also help with take down of the area when the activities conclude in the early afternoon.

MORE VOLUNTEER OPPORTUNITIES, continued

ATHLETE MEALS

Throughout the week, three meals are served each day. Breakfast will be provided at the hotels. Lunch and dinner will be available in the Convention Center. Volunteers play an important role in this process, helping to carry trays, pass out plates and silverware, clean off tables and assist in any way possible to ensure that the Veterans enjoy their meals.

PHOTOGRAPHY

A team of NVWG photographers will take photos of all athletes from Tuesday, June 24 through Saturday, June 30.

We need volunteers to help the photographers record and document athlete names and other pertinent information such as athlete numbers and identifying characteristics.

FREQUENTLY ASKED QUESTIONS

Do I have to be a Veteran to volunteer?

No! We welcome volunteers with a variety of backgrounds.

Can I attend athletic events when I'm not volunteering?

Yes! Spectators are most definitely welcome to be fans in the stands.

Will lodging be provided?

No, volunteers are responsible for arranging their accommodations.

Can I volunteer if I'm in a wheelchair?

Yes!

Can I bring my children with me?

As a Volunteer, you will be too busy to watch your children. If your child is 14 or older, he or she can sign up to volunteer with you.

Is there a limit to how many events I can work?

No. Volunteer as much (or as little) as you like.

Can children volunteer?

Children aged 14 to 18 years can volunteer with a signed parental consent form (back page of VA Form 10-7055). Those aged 13 and younger can participate with a chaperoned group (Boy Scouts, Girl Scouts, etc.)



EVENT LOCATIONS

Greater Richmond Convention Center

401 North 3rd Street, Richmond, VA

Events: EXPO, opening/closing ceremonies, athlete reception, nine-ball, air guns, quad rugby, table tennis, slalom, basketball, power soccer, weightlifting and closing banquet.

Dorey Park, Henrico County

7200 Dorey Park Dr., Richmond, VA

Event: Archery

AMF Hanover Lanes

7317 Bell Creek Rd, Mechanicsville, VA

Event: Bowling

Greater Richmond Aquatic Partnership

5300 Ridgedale Parkway, Richmond, VA

Event: Swimming

Mary Munford Park

211 Westmoreland Avenue, Richmond, VA

Event: Field

McGuire VA Medical Center

1201 Broad Rock Blvd., Richmond, VA

Event: Motor Rally

Science Museum of Virginia

2500 West Broad Street, Richmond, VA

Event: Block Party

Sports Backers Stadium

100 Ave. of Champions, Richmond, VA

Event: Track, Power Chair 200, Power Chair Relay

The Conservation Park

5100 Charles City Road, Charles City, VA

Event: Trapshooting

The Diamond

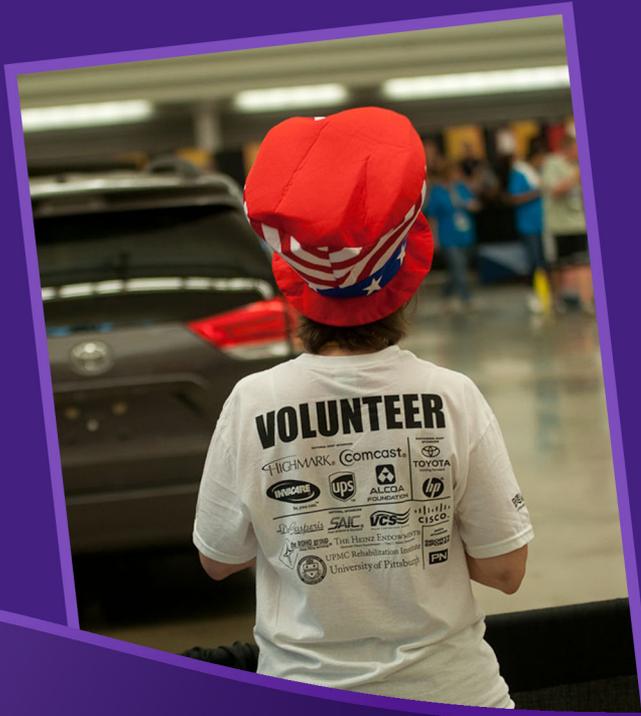
3001 North Boulevard, Richmond, VA

Events: Kids Day, Softball

Virginia State Capitol

1000 Bank Street, Richmond, VA

Event: Games Kick-Off



Co-presented by:
 Department of Veterans Affairs,
 Paralyzed Veterans of America

www.wheelchairgames.va.gov • www.pva.org/wheelchairgames



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