Aid Station Key Volunteer Job Descriptions

Click on the job title to view the role’s description

1. Captain
2. Co-Captain
3. Side Coordinator
4. Gatorade Supervisor
5. Water Supervisor
6. Food Supervisor (Aid Stations 15-18)
7. Truck Inventory Supervisor
8. Crowd Control/Safety Supervisor
9. Distribution Supervisor
10. Volunteer Check In Supervisor
11. Photographer
12. Fluid Tower Announcer (Aid Stations 1-4 only)
13. Clean Up/Green Supervisor
14. Volunteer Gear Check Supervisor
15. Fluid Status Supervisor
Aid Station Captain

Job description
As the Aid Station Captain, you will oversee all aspects of Aid Station operations. You are the primary Group Leader of your Aid Station acting as the primary recruiter of volunteers. Moreover, you will communicate and work with Chicago Event Management (CEM), and must attend key meetings leading up to the event.

This job description outlines pre-race, race day, and post-race tasks of the Captain. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre-race
• Staffing the Aid Station: Key Volunteers and volunteer groups
  ✓ Review Key Volunteer roles and appoint your Co-Captain and other Key Volunteers. Utilize your Co-Captain’s help. For Key Volunteer job descriptions visit, http://www.chicagomarathon.com/aidstationkeyvolunteers
  ✓ Hold a pre-race meeting with your Key Volunteers to ensure that everyone understands their roles and responsibilities
  ✓ Communicate with CEM and Group Leaders assigned to your station to make sure your station has enough volunteers to cover operational needs
  ✓ Contact your station’s forklift driver and DJ. Introduce yourself and confirm arrival times and locations.
  ✓ Contact the lead doctor for your station’s medical tent. Review the event day activities, particularly clean-up plans.
  ✓ Send final confirmation email to all Aid Station volunteers on Tuesday of race week.
  ✓ Print volunteer check-in lists with emergency contact phone numbers for your Volunteer Check-In Supervisors
  ✓ Relay mobile check in instructions and URL to Volunteer Check-In Supervisors
• Aid Station documents: know your station’s documents
  ✓ Aid Station documents and other essential race day information, set-up map, arrival times, supply list, truck packing diagrams, presentations and more can be found on your Aid Station’s Operation Webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with your station #
  ✓ Event Alert System (EAS) – The EAS will communicate the status of course conditions to participants leading up to and on race day. The levels range from Low (green) to Moderate (yellow) to High (red) to Extreme (black) based on a variety of factors, including weather conditions.
• CEM Meetings: Required
  ✓ Saturday, September 26 at DeLaSalle Institute: Event Production Meeting with all Aid Station Captains, Co-Captains and Group Leaders
• Final Instructions from Chicago Marathon Course Manager: Friday of race week
  ✓ Share these with your Co-Captain and other Key Volunteers
  ✓ Last minute supplies and changes
  ✓ Number of pallets of water and Gatorade to be off-loaded
  ✓ EAS updates
  ✓ Related operational changes
Race day

- **Check - in / set-up**
  ✓ Turn on and test your walkie and ear bud when delivered by the Zone Manager. Call Course Command and notify them you have arrived.
  ✓ Put on your Captain ID vest. Check that all other Key Volunteers have arrived, are checked-in and wearing their assigned ID vests.
  ✓ Locate all the station’s portable toilets, tables, ice chest and medical tent
  ✓ Introduce yourself to the Doctor in charge of your Aid Station’s Medical Tent, the Ham Radio Operator in charge of your Aid Station’s emergency communications, the DJ, the Forklift Driver and all other officials present such as police officers, Traffic Management Authorities (TMA), Streets and Sanitation, etc.
  ✓ Ensure that the Medical Tent is set up and the Ambulance is parked in the proper location
  ✓ Bring the medical team several gallons of water and cups. Find out if the Medical Captain needs any additional supplies.
  ✓ Locate all of your station’s signs, blade signs and table skirts. Make sure they are properly set up.
  ✓ Work with Gatorade and Water Coordinators to oversee the following, Gatorade is poured into Green cups; Water is poured into red cups; **cups are filled half-way only.**
  ✓ Assemble all key and general volunteers to make announcements. Use the provided Captain’s Announcements and PA Scripts.

- **Working with volunteers**
  ✓ Use the bullhorn to instruct your volunteers to:
    1. Remain behind the sprayed line
    2. *Never turn their back on the runners*
    3. Stay alert
    4. Yell “Gatorade” as runners approach Gatorade and “water” as runners approach water
  ✓ Be available to all Aid Station Key Volunteers and staff for questions or directions

- **Operations**
  ✓ Make sure your Co-Captain is aware he/she must be on the opposite side of the street from you during periods when the street is impossible to cross
  ✓ **Continually monitor walkie talkie communication for any updates from your Zone Manager or Course Command such as, approaching runners, EAS level changes, etc.**
  ✓ **Continually monitor that all Aid Station signs are erect and visible to the runners**
    - Teardrop signs: EAS, medical, Gatorade (4) and water (4)
    - Signs on poles: toilet and ‘Aid Station Ahead’

- **Clean-up**
  ✓ Make sure that Gatorade and Water Supervisors recover all UNOPENED cases of cups, water, Gatorade concentrate, Gatorade coolers and pitchers. Restack these items on pallets on the Delivery Trucks. Any case of product that has been opened should be disposed of or recycled.
  ✓ Move everything off the street and onto the sidewalks as soon as you can so that the street cleaning vehicles can pass through and clean the street
✓ When the Medical Team is ready to check-out, Course Command will instruct you to meet them before they leave. This will ensure that 1) you and the rest of the volunteers are aware that the team is no longer onsite, and 2) you and the Medical Team check the tent area together to make sure everything is cleaned up properly.

✓ Confirm with your Key Volunteers that the following are done
  o ALL pallets are recaptured, shrink wrapped, stacked on delivery trucks and are tracked on Leftover Supply List
  o All Blue (CHEP) Water Pallets are collected and loaded on semi-trailer
  o Bullhorn and walkie talkies are bagged and returned to the Volunteer Check-In area for pick-up by Zone Managers
  o All ID vests are returned, bagged and placed into the equipment/supply crate on the semi-trailer

✓ Supply review
  o Review Leftover Product Inventory form with Side Coordinator, Distribution Supervisor, Truck Inventory Supervisor and Co-Captain.
  o Meet with Truck Inventory Supervisor to update Truck Supply List with leftover numbers
  o Do a final check of the Medical Tent area to make sure all medical supplies, biohazard waste bins, and equipment are returned and loaded on to the Medical Delivery Trucks.
  NOTE: Doctors at the first four Aid Stations will receive instructions to pack medical supplies to be picked up by cargo vans.

✓ Confirm with Course Command and Zone Manager
  o Street and sidewalks are clear of any equipment, supplies, and/or trash before leaving site. Check area for any remaining equipment and supplies Load if left out.
  o Note the time that the End Vehicle passed and time street was reopened to traffic
  o Post-Event Truck Supply List has been completed

Post-race
✓ Collect feedback, supply and check-in lists from your Key Volunteers
✓ Provide to CEM any feedback about your station, final supply audits and photos
✓ Join us for the Appreciation Reception
✓ Reflect on a successful race day and start planning for next year’s event!

Thank you for supporting the Bank of America Chicago Marathon!
Aid Station Co-Captain

Job description
As the Aid Station Co-Captain, you will work closely with your Aid Station Captain and need to understand both your role and the Captain’s role so that you can take over for the Captain if necessary. Along with your Captain, you will attend meetings held by CEM and your Captain. You must communicate regularly with your Captain and other Key Volunteers.

This job description outlines pre-race, race day, and post-race tasks of the Co-Captain. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre-race
- Staffing the Aid Station: Key Volunteers and volunteer groups
  - Assist Captain in appointing other Key Volunteers
  - Assist Captain in communicating with and/or organizing meetings for station Key Volunteers prior to race day.
- Aid Station documents: know your station’s documents
  - Aid Station documents and other essential race day information including, set up map and arrival times, supply list, truck packing diagrams, etc. can be found on your Aid Station’s operation webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
  - Event Alert System (EAS) – The EAS will communicate the status of course conditions to participants leading up to and on race day. The levels range from Low (green) to Moderate (yellow) to High (red) to Extreme (black) based on a variety of factors, including weather conditions.
- Attend CEM meetings:
  - Saturday, September 26 at De La Salle Institute: Event Production Meeting with all Aid Station Captains, Co-Captains and volunteer group leaders
- Final Instructions from Chicago Marathon Course Manager: Friday of race week
  - These will be communicated to the Captain who will share them with you and the other Key Volunteers
    - Last minute supplies and changes
    - Number of pallets of water and Gatorade to be off-loaded
    - EAS updates
    - Related operational changes
Race day

- **Check - in / set-up**
  - Turn on and test your walkie talkie and ear bud when delivered by the Zone Manager
  - Put on your Co-Captain ID vest
  - Locate the Gray Supply Bin in the wooden supply pallet crate and deliver to Volunteer Check-In if they have not located it already
  - Help Side Coordinators set up tables correctly before any cups are distributed/poured
  - Work with Distribution Supervisor to make sure pallets get dropped in the correct locations
  - Work with Gatorade and Water Coordinators to oversee the following, Gatorade is poured into Green cups, water is poured into red cups and **cups are filled half-way only.**

- **Working with volunteers**
  - Use the bullhorn to continually instruct your volunteers to
    1. Remain behind the sprayed line
    2. *Never turn their back on the runners*
    3. Stay alert
    4. Yell “Gatorade” as runners approach Gatorade and “water” as runners approach water.
  - Give volunteers lots of positive reinforcement and direction.

- **Operations**
  - Work on the opposite side of the street from your Captain during periods when the street is impossible to cross
  - **Continually monitor walkie talkie communication for any updates from your Zone Manager or Course Command such as: approaching runners, EAS level changes, etc.**
  - **Continually monitor that all Aid Station signs are erect and visible to the runners.**
    - Teardrop signs: EAS, medical, Gatorade (4) and water (4)
    - Signs on poles: toilet and ‘Aid Station Ahead’
• **Clean-up**
  ✓ Make sure that Gatorade and Water Supervisors recover all UNOPENED cases of cups, water, Gatorade concentrate, Gatorade coolers and pitchers. Restack these items on pallets on the Delivery Trucks. Any case of product that has been opened should be disposed of and recycled.
  ✓ Move everything off the street and onto the sidewalks as soon as you can so that the street cleaning vehicles can pass through and clean the street
  ✓ Confirm with your Key Volunteers that the following are done
    o ALL pallets are recaptured, shrink wrapped, stacked on delivery trucks and tracked on Leftover Supply List
    o All Blue (CHEP) Water Pallets are collected and loaded on semi-trailer
    o Bullhorn and walkie talkies are bagged and returned to the Volunteer Check-In area for pick-up by Zone Managers
    o All ID vests are returned, bagged and placed into the equipment/supply crate on the semi-trailer
  ✓ Supply review
    o Review Leftover Product Inventory form with Side Coordinator, Distribution Supervisor, Truck Inventory Supervisor and Captain
    o Meet with Truck Inventory Supervisor to update Truck Supply List with leftover numbers
    o Do a final check of the Medical Tent area to make sure all medical supplies, biohazard waste bins, and equipment are returned and loaded on to the Medical Delivery Trucks.
      NOTE: Doctors at the first four Aid Stations will receive instructions to pack medical supplies to be picked up by cargo vans.
  ✓ Confirm with Course Command and Zone Manager
    o Street and sidewalks are clear of any equipment, supplies, and/or trash before leaving site. Check area for any equipment and supplies. Load if left out.

**Post-race**
  ✓ Provide constructive feedback to your Captain for future planning
  ✓ Join us for the Appreciation Reception
  ✓ Reflect on a successful race day and start planning for next year’s event!

*Thank you for supporting the Bank of America Chicago Marathon!* 

**Side Coordinator**
Job description
As a Side Coordinator, you will be responsible for several physical aspects of the Aid Station. You will assist the Gatorade and Water Supervisors (and Food Supervisors if applicable) in the set up and operation of the Gatorade and Water distribution teams on your assigned side of the course. There will be two Side Coordinators at your Aid Station; one for each side of the course.

This job description outlines pre-race, race day, and post-race tasks of the Side Coordinator. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre-race
✓ Plan and communicate with your Captain and fellow Aid Station Key Volunteers
✓ Attend pre-race meeting(s) with your Captain as scheduled
✓ Aid Station documents: know your station’s documents
  o Aid Station documents and other essential race day information can be found on your Aid Station’s operation webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
    ▪ Set-up map and arrival times
    ▪ Timeline
    ▪ Supply lists
    ▪ Truck packing diagrams
    ▪ Other documents
Race morning

- **Check - in / set-up**
  - ✓ Check in, put on your ID vest and carefully survey your area of responsibility
  - ✓ Identify yourself to other Key Volunteers and volunteers working on your side of the street
  - ✓ Work with the Co-Captain, Gatorade and Water Supervisors to properly position and set up tables and table skirts before any cups are set out or liquid poured
    - Gatorade tables and skirts
    - Water table and skirts
  - ✓ Help the Distribution Water and Gatorade Supervisors show the Forklift Driver where you want product and supplies dropped
  - ✓ Assist with distribution of Gray Supply Bin materials (gloves, box cutters, etc.). The Gray Supply Bin should be at Volunteer Check-In.
  - ✓ Distribute gloves to Gatorade and Water Supervisors. Work with Gatorade and Water Supervisors to ensure that all volunteers are wearing non-latex gloves.
  - ✓ Spray paint the orange foot line in the street (or delegate this task)
  - ✓ Locate all of your Aid Station signs and make sure that they are properly set up on your side of the race course

- **Teardrop signs**
  - ✓ Event Alert System (EAS) teardrop sign: make sure the current condition is displayed; erect near the Medical Tent.
  - ✓ Medical Tent teardrop signs: set up adjacent to Medical Tent in runner sight line
  - ✓ Gatorade teardrop signs: beginning and end of the Gatorade tables
  - ✓ Water teardrop signs: beginning and end of the water tables

- **Signs on poles**
  - ✓ Toilet signs: attach to a tree, light pole, etc; affix adhesive arrow to the sign pointing in the direction of the toilets
  - ✓ “Aid Station Ahead” signs: either assign a person to hold them 100 meters ahead or affix them to a tree, light pole, etc.
• **Operations**
  ✓ Know where all of the supplies are on your side. Monitor tables and distribute supplies as needed.
  ✓ Make sure volunteers are evenly distributed on your side. Re-distribute volunteers with the help of fellow supervisors.
  ✓ Keep your eye on the big picture. Continually pace your station. Document any important observations/issues. Never pour fluids. Check in with your Captain and Co-Captain and alert them of any problems.
  ✓ Know where supplies are and keep communicating with other Key-Volunteers. Check in with Water, Gatorade and Crowd/Safety Supervisors all morning to make sure everything is on track.
  ✓ Provide positive reinforcement to volunteers
  ✓ Ensure that Gatorade and Water Fluid Tower Announcers are calling out directions to runners (Aid Stations 1 through 4 only).

• **Clean-up**
  ✓ Assist with breakdown of water and Gatorade tables
  ✓ Work with Clean Up, Water and Gatorade Supervisors to best gather recyclable materials behind associated distribution tables and work stations
  ✓ Make sure volunteers keep empty water and Gatorade cardboard boxes intact- do not break down boxes. Empty jugs should be placed back in their respective boxes for recycling.
  ✓ Cups, stacking sheets, cup sleeves, table skirts, Gatorade mixing wands and shrink wrap are trash unless otherwise notified (if Aid Station composting).
  ✓ Trash and recycling should be stacked in (4) four separate piles on the sidewalk behind the Gatorade and water areas. The City of Chicago Dept. of Streets & Sanitation is responsible for picking-up all trash and Republic Services all recycling. Trucks will pick up before and after the race.
  ✓ Make sure that Gatorade and Water Supervisors recover all UNOPENED cases of cups, water, Gatorade Concentrate, Gatorade Coolers and pitchers. Restack these items on pallets on the Delivery Trucks. Any case of product that has been opened should be disposed of and recycled.
  ✓ Move everything off the street and onto the sidewalks as soon as you can so that the street cleaning vehicles can pass through and clean the street.
  ✓ Pick up all signage and return to the semi-trailers.
  ✓ Track and review leftover product inventory with Captain.
  ✓ Return ID vest at the conclusion of the event.

**Post-race**
 ✓ Provide your Captain with:
   o Feedback for future planning
   o Supply audits
   o Photos you may have snapped
 ✓ Reflect on a successful race day and start planning for next year’s event!

Thank you for supporting the Bank of America Chicago Marathon!
Gatorade Supervisor

Job description
As the Gatorade Supervisor, you will designate the drop spot(s) for Gatorade and supply pallets; set up the Gatorade serving and mixing tables, manage distribution and tear down of your side of the race course. There will be two Gatorade Supervisors at your Aid Station; one for each side of the race course.

This job description outlines pre-race, race day, and post-race tasks of the Gatorade Supervisor. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre- race
✓ Plan and communicate with Captain and fellow Aid Station Key Volunteers
✓ Attend pre-race meeting(s) with Captain as scheduled
✓ Aid Station documents: know your station’s documents
  o Aid Station documents and other essential race day information can be found on your Aid Station’s operation webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
    ▪ Set-up map and arrival times
    ▪ Supply lists
    ▪ Truck packing diagrams
    ▪ Key Volunteer diagram
    ▪ Other documents

Race day
• Check - in / set up
  ✓ Check in, put on your ID vest and carefully survey your area of responsibility
  ✓ Identify yourself to other Key Volunteers and volunteers working on your side of the street
  ✓ Work with the Co-Captain and Side Coordinator to properly position and set up tables for mixing and distribution, and attach table skirts before any cups are set out or liquid poured
  ✓ Confirm with the Captain the recommended layers of cups needed to be filled
  ✓ Work with Side Coordinator and Distribution Supervisor to show the Forklift Driver where you want your product and supplies dropped
  ✓ Set up Gatorade teardrop signs (2 for each side of the street) at the beginning and end of the Gatorade tables. Make sure that water signs are placed so that runners can see them as they approach.
• **Gatorade mixing instructions**
  ✓ **Use (5) 1-gallon jugs of water + (1) gallon Gatorade Concentrate.**
  ✓ Be sure to use the right amount of each Gatorade Concentrate and water. Gatorade which is too strong can cause stomach distress and diluting Gatorade will decrease the carbohydrate and electrolyte count, supplying no additional benefit to the athlete.
  ✓ For easiest mixing, pour part of the water into the cooler before adding concentrate. Gallon “fill-to” marks are inside the cooler. Use one gallon of Gatorade concentrate and fill to the 6-gallon mark with (5) 1-gallon jugs of water.
  ✓ Use mixing wands to mix the Gatorade concentrate and water until thoroughly blended
  ✓ Keep everything as sanitary as possible – after mixing the Gatorade, put the lid on the cooler until you are ready to serve. Put the mixing wands in a place where they will remain clean.
  ✓ Note that the few designated mixing tables should be set up behind distribution tables

• **Working with volunteers**
  ✓ Perform 5 minute demonstration to show volunteers how to mix and serve Gatorade based on the mixing instructions above
  ✓ Encourage volunteers to know the mix formula by heart!
  ✓ Instruct volunteers to fill the cups HALF FULL
  ✓ Use stacking sheets to stack cups. **Maintain (1) full layer of cups on the table throughout the race.**
  ✓ Assign 3-4 volunteers to each distribution table
  ✓ Make sure all volunteers pouring or distributing fluids wear non-latex gloves
  ✓ Use the bullhorn to continually instruct your volunteers to
    1. Remain behind the sprayed line
    2. Never turn their back on the runners
    3. Stay alert;
  ✓ Rake up cups and trash throughout the morning and place in trash bags
  ✓ Provide positive reinforcement to volunteers

• **Operations**
  ✓ Keep your eye on the big picture. Continually pace the Gatorade area all morning.
  ✓ Keep a close eye on the cases of cups. They can easily be misplaced or lost track of during the day. Also manage case usage. Don’t let too many be opened at once.
  ✓ Know where supplies are located. Keep open communication with other key volunteers.
  ✓ Be available to your Side Coordinator at all times and alert him/her and/or Captain of any problems
  ✓ Be alert to re-stacking and re-pouring needs. Instruct volunteers accordingly.
  ✓ Rotate stacking/pouring/handout volunteers
  ✓ Instruct volunteers when knocking down is needed
  ✓ Move Gatorade teardrop signs back as first tables get torn down
  ✓ Work with Green/Clean-Up Supervisor to best gather recyclable materials behind associated distribution tables and work stations
  ✓ Have volunteers keep empty water and Gatorade cardboard boxes intact- do not breakdown. Empty jugs should be placed back in their respective boxes for recycling.
Keep piles of recyclables (cardboard boxes and plastic jugs) clearly separated from trash

**Clean-up**
- Assist with breakdown of Gatorade tables
- Ensure rinsing/cleaning of coolers and pitchers. Clean pitchers go inside the coolers.
- Coolers should be re-stacked and shrink wrapped on a pallet
- Supervise clean-up of cups. These will be raked into garbage bags unless station is composting.
- Remove and dispose of Gatorade table skirts
- Cups, stacking sheets, cup sleeves, table skirts, Gatorade mixing wands and shrink wrap are trash unless otherwise notified (if composting).
- Return UNOPENED cases of cups, water, Gatorade Concentrate to pallets and Aid Station trailers. Any case of product that has been opened should be disposed of and recycled.
- Trash and recycling should be stacked in (4) four separate piles on the sidewalk behind the Gatorade and water areas. The **City of Chicago Dept. of Streets & Sanitation** is responsible for picking-up all trash and **Republic Services** all recycling. Both trucks will pick up before and after the race.
- Return ID vest at the conclusion of the event
- Please make sure all Blue CHEP water pallets are collected and loaded on semi-trailer as we pay a deposit fee on all lost Blue CHEP pallets

**Post-race**
- Provide your Captain with:
  - Constructive Feedback for future planning
  - Photos you may have snapped
- Reflect on a successful race day and start planning for next year’s event!

Thank you for supporting the Bank of America Chicago Marathon!
Water Supervisor

Job description
As the Water Supervisor, you will designate the drop spot(s) for water and supply pallets; set up the water distribution tables, manage water distribution and tear down your side of the race course. There will be two Water Supervisors at your Aid Station; one for each side of the race course.

This job description outlines pre-race, race day, and post-race tasks of the Water Supervisor. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre- race
✓ Plan and communicate with Captain and fellow Aid Station Key Volunteers
✓ Attend pre-race meeting(s) with Captain
✓ Aid Station documents: know your station’s documents
  o Aid Station documents and other essential race day information can be found on your Aid Station’s operation webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
    ▪ Set-up map and arrival times
    ▪ Supply lists
    ▪ Truck packing diagrams
    ▪ Key Volunteer diagram
    ▪ Other documents
Race day

• Check - in / set-up
  ✓ Check in, put on your ID vest and carefully survey your area of responsibility
  ✓ Identify yourself to other Key Volunteers and volunteers working on your side of the street
  ✓ Work with the Co-Captain and Side Coordinator to properly position and set up tables and attach table skirts before any cups are set out or liquid poured
  ✓ Confirm with the Captain the recommended layers of cups needed to be filled.
  ✓ Work with Side Coordinator and Distribution Supervisor to show the Forklift Driver where you want your product and supplies dropped
  ✓ Set up water teardrop signs (2 for each side of the street) at the beginning and end of the water tables. Make sure that water signs are placed so that runners can see them as they approach.

• Working with volunteers
  ✓ Show volunteers the most efficient way to line up the cups, pour and distribute water
  ✓ Instruct volunteers to fill the cups HALF FULL
  ✓ Use stacking sheets to stack cups. Maintain (1) full layer of cups on the table throughout the race.
  ✓ Assign 3-4 volunteers to each table
  ✓ Make sure all volunteers pouring or distributing fluids wear non-latex gloves
  ✓ Continually instruct your volunteers to
    1. Remain behind the sprayed line
    2. Never turn their back on the runners
    3. To stay alert
    4. Yell "water" as runners approach water
  ✓ Rake up cups and trash throughout the morning and place in trash bags (unless composting).
  ✓ Provide positive reinforcement to volunteers

• Operations
  ✓ Keep your eye on the big picture; continually pace the water area all morning
  ✓ Keep a close eye on the cases of cups. They can easily be misplaced or lost track of.
  ✓ Also manage case usage. Don’t let too many be opened at once.
  ✓ Know where supplies are located. Keep open communication with other key volunteers.
  ✓ Be available to your Side Coordinator at all times and alert Side Coordinator and/or Captain of any problems
  ✓ Be alert to re-stacking and re-pouring needs. Instruct volunteers accordingly.
  ✓ Rotate stacking, pouring and handout volunteers
  ✓ Instruct volunteers when knocking down is needed
  ✓ Move water signs back as first tables are torn down
  ✓ Work with Green/Clean Up Supervisor to best gather recyclable materials behind associated distribution tables and work stations
  ✓ Have volunteers keep empty water and Gatorade cardboard boxes intact- do not break down. Empty jugs should be placed back in their respective boxes for recycling.
  ✓ Keep piles of recyclables (cardboard boxes and plastic jugs) clearly separated from trash
• **Clean-up**
  ✓ Assist with breakdown of water tables
  ✓ Supervise clean-up of cups. These will be raked into garbage bags (unless composting).
  ✓ Remove and dispose of water table skirts
  ✓ Cups, stacking sheets, cup sleeves, table skirts and shrink wrap are trash unless otherwise notified (unless composting).
  ✓ All open cases of water and cups should be disposed of or recycled
  ✓ Return UNOPENED water cases and cups to pallets and Aid Station trailers. Any case of product that has been opened should be disposed of and recycled.
  ✓ Trash and recycling should be stacked in (4) four separate piles on the sidewalk behind the Gatorade and water areas. The **City of Chicago Dept. of Streets & Sanitation** is responsible for picking-up all trash and **Republic Services** all recycling. Both trucks will pick up before and after the race.
  ✓ Return ID vest at the conclusion of the event
  ✓ Please make sure all Blue CHEP water pallets are collected and loaded on semi-trailer as we pay a deposit fee on all lost Blue CHEP pallets

**Post-race**

✓ Provide your Captain with
  o Constructive feedback for future planning
  o Photos you may have snapped

✓ Reflect on a successful race day and start planning for next year’s event!

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**Thank you for supporting the Bank of America Chicago Marathon!**
Food Supervisor

Job description
As the Food Supervisor, you will be in charge of setting up the food distribution tables, managing food distribution and the tear down of your side of the race course. There will be two Food Supervisors at your Aid Station; one for each side of the course.

This job description outlines pre-race, race day, and post-race tasks of the Food Supervisor. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre- race
✓ Plan and communicate with Captain and fellow Aid Station Key Volunteers
✓ Attend pre-race meeting(s) with Captain as scheduled
✓ Aid Station documents: know your station’s documents
   o Aid Station documents and other essential race day information can be found on your Aid Station’s operation webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
     ▪ Set-up map and arrival times
     ▪ Supply lists
     ▪ Truck packing diagrams
     ▪ Key Volunteer diagram
     ▪ Other documents
Race day

• Check - in / set-up
  ✓ Check in; put on your ID vest and carefully survey your area of responsibility
  ✓ Identify yourself to other Key Volunteers and volunteers working on your side of the street
  ✓ Work with the Co-Captain and Side Coordinator to properly position and set up all tables before any product is put on the tables
  ✓ Work with Side Coordinator and Distribution Supervisor to show the Forklift Driver where you want your product and supplies dropped
  ✓ Set up food teardrop signs (1 for each side of the street) at the beginning of the food tables. Make sure that food signs are placed so that runners can see them as they approach.

• Working with volunteers
  ✓ Assign 3-4 volunteers to each table
  ✓ Volunteers must wear gloves when working with food
  ✓ Instruct volunteers on how to prepare and serve food
    o Bananas should be cut into thirds – knives and cutting boards provided
    o Rake up banana peels throughout the morning and place in trash bags
    o Alert volunteers when replenishing is needed
  ✓ Make sure all volunteers wear non-latex gloves at all times when preparing and distributing food
  ✓ Give positive reinforcement to volunteers

• Operations
  ✓ Keep your eye on the big picture; continually pace the food area all morning.
  ✓ Know where supplies are located
  ✓ Keep open communication with other Key Volunteers
  ✓ Be available to your Side Coordinator at all times
  ✓ Alert Side Coordinator and/or Captain of any problems that arise
  ✓ Move food signs back as first tables are torn down

• Clean-up
  ✓ Assist with breakdown of food tables
  ✓ Supervise clean-up of banana peels. These will be raked into garbage bags.
  ✓ Knives and cutting boards need to be recollected and given to the Aid Station Captain

Post-race

✓ Provide your Captain with
  o Constructive feedback for future planning
  o Photos you may have snapped

✓ Reflect on a successful race day and start planning for next year’s event!

Thank you for supporting the Bank of America Chicago Marathon!
Truck/Semi-Trailer Inventory Supervisor

Job description
As the Truck/Semi-Trailer Inventory Supervisor, you will work with the Distribution Supervisor to manage the inventory and supply lists for your Aid Station. It is crucial that you keep tabs with your Distribution Supervisor so that you know what is coming off the truck on race morning. There should be one or two Truck Inventory Supervisors at your Aid Station, preferably one for each semi-trailer.

This job description outlines pre-race, race day, and post-race tasks of the Truck Inventory Supervisor. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre-race
✓ Before accepting this position, please be aware that this position will require you to be able to handle a pallet jack and move heavy pallets of water with the pallet jack. Also note that you will be among the first to arrive and the last to leave on race day.
✓ Plan and communicate with Captain and fellow Aid Station Key Volunteers
✓ Attend pre-race meeting(s) with your Captain as scheduled
  o Aid Station documents and other essential race day information can be found on your Aid Station’s operation webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
    ▪ Set-up map and arrival times
    ▪ Supply lists
    ▪ Truck packing diagrams
    ▪ Key Volunteer diagram
    ▪ Other documents
Race day

- **Check - in / set-up**
  - ✓ Bring your own flashlight (or headlamp) and Supply List (2) and Truck Packing Diagram on a clipboard (list can be found on website listed above)
  - ✓ Check in, put on your ID vest and carefully survey your area of responsibility
  - ✓ Take a quick and thorough inventory of all the skids on the (2) Aid Station semi-trailers
  - ✓ Alert your Captain if any expected product and supplies is not on Aid Station trailers
  - ✓ When moving pallets of water inside the semi, you should have a second person assist you in moving the pallet
  - ✓ Track and manage the amount of product coming off the trailer (pallets/cases)
  - ✓ Coordinate with the Distribution Supervisor to advise him/her of what is coming off the trailer
  - ✓ When tracking equipment, please pay specific attention to: Blue CHEP Pallets, Gatorade Coolers, pallet jack, handcarts, etc.

- **Operations**
  - ✓ Constantly update inventory list as supplies leave the trailer
  - ✓ Communicate important supply updates with the Distribution Supervisor and your Captain

- **Clean-up**
  - ✓ Most importantly, make sure pallets are shrink-wrapped before being reloaded onto the truck
  - ✓ See that trucks are repacked in a way that will minimize movement and shifting during the return to the warehouse
  - ✓ Remove and dispose of all trash inside truck
  - ✓ Gatorade coolers should be re-stacked and skidded. Gatorade pitchers should all be inside the Gatorade cooler.
  - ✓ Track and manage how much product is recovered (cases, pallets, pallet jack, hand truck)
  - ✓ Make sure that ALL pallets are recovered, stacked on semi trailers, and tracked on Leftover Supply List
  - ✓ Make sure that bullhorn, walkie talkies, ID vests are returned to the Volunteer Check-In area for pickup by your Zone Manager. These items should not be packed in the trailers.
  - ✓ Return ID vest at the conclusion of the event
  - ✓ Provide all inventory numbers back to the Co-Captain and Captain

**Post-race**

- ✓ Provide your Captain constructive feedback for future planning, final supply audits and any photos you may have taken
- ✓ Reflect on a successful race day and start planning for next year’s event!

Thank you for supporting the Bank of America Chicago Marathon!
Crowd Control/Safety Supervisor

Job description
As a Crowd Control/Safety Supervisor, you will be responsible for volunteer, spectator and participant safety in and around your Aid Station. Moreover, you should be familiar with the physical space and layout of your Aid Station. There will be two or more Crowd Control/Safety Supervisors at each Aid Station one for each side of the course.

This job description outlines pre-race, race day, and post-race tasks of the Crowd Control/Safety Supervisor. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre- race
✓ Plan and communicate with Captain and other Aid Station Key Volunteers
✓ Attend pre-race meeting(s) with your Captain as scheduled
✓ Aid Station documents: now your station’s timeline and documents
  o Aid Station timeline and other essential race day information can be found on your Aid Station’s Operation page: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
    ▪ Set-up map and arrival times
    ▪ Supply lists
    ▪ Truck packing diagrams
    ▪ Key Volunteer diagram
    ▪ Other documents
Race day

• Check-in / set-up
  ✓ Check in and put on your ID vest
  ✓ Before the street closes, assist with traffic control to protect volunteers
  ✓ Monitor any cross streets or alleys where cars might enter the course. Use caution tape to help close off intersecting streets.
  ✓ Familiarize yourself with the Aid Station set-up and locate the portable toilets, Medical Tent and ambulance, PA system/DJ, EAS flag system and spotter towers (AS #1-4).
  ✓ Use available barricades, verticades, street cones and caution tape to establish boundaries for spectators, maximizing area for runners
  ✓ Introduce yourself to any police officers or Traffic Management Authority (TMA) personnel on-site and explain your role
  ✓ Constantly remind volunteers throughout the morning not to turn their back to traffic while setting up

• Operations
  ✓ Before the race starts, make sure barricades and other equipment are not on the course route
  ✓ Continually monitor the station and redo barricades and caution tape as necessary. Needs may change as the morning evolves and spectators increase.
  ✓ Keep spectators and runners from interfering with fluid tables
  ✓ Assist with communicating and keeping volunteers behind the spray-painted line
  ✓ Observe general surroundings all morning. Alert your Captain or Co-Captain to any safety threats or other problems.
  ✓ As a traffic “control” person, you are not a Police Officer. Try to balance vehicles needs with volunteer’s needs and safety.
  ✓ Always be pleasant, but firm, with volunteers and spectators if safety is in question

• Clean-up
  ✓ At the end of the morning, break down anything you have set up
  ✓ After the street re-opens, help with traffic control to protect volunteers
  ✓ Return ID vest at the conclusion of the event

Post-race

✓ Provide your Captain feedback for future planning, final supply audits and any photos you may have taken
✓ Reflect on a successful race day and start planning for next year’s event!

Thank you for supporting the Bank of America Chicago Marathon!
Distribution Supervisor

Job description
As the Distribution Supervisor, you will manage the inventory and supply lists for your Aid Station. Moreover, you should be familiar with the physical space and layout of your Aid Station and you will know where the pallets should be placed on race morning. There will be one, or more, Distribution Supervisor(s) at the Aid Station.

This job description outlines pre-race, race day, and post-race tasks of the Distribution Supervisor. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre-race
✓ Plan and communicate with Captain and other Aid Station Key Volunteers
✓ Attend pre-race meeting(s) with your Captain as scheduled
✓ Aid Station documents: know your station’s timeline and documents
  o Aid Station timeline and other essential race day information can be found on your Aid Station’s Operation webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
    ▪ Set-up map and arrival times
    ▪ Supply lists
    ▪ Truck packing diagrams
    ▪ Key Volunteer diagram
    ▪ Other documents
Race day

- **Check-in / set-up**
  - ✓ Check in and put on your ID vest
  - ✓ Check with Truck Inventory Supervisor to make sure expected supplies are in the trucks
  - ✓ Reconfirm with Side Coordinators, Gatorade, Water and Food (if applicable) Supervisors where they want pallets dropped
  - ✓ Work with Forklift Driver to direct where product should be dropped after unloaded from the truck. If necessary, walk alongside the forklift to delivery location.
  - ✓ Help distribute non-pallet supplies (rakes, etc.) to the Side Coordinators
  - ✓ Stack 3 or 4 empty pallets near the sound system microphone to create small stage for the Captain to use to make announcements

- **Operations**
  - ✓ Keep lines of communication open with your Captain and fellow Key Volunteers
  - ✓ Check in with Side Coordinators, Gatorade, Water and Food (if applicable) Supervisors to see if they need any additional supplies or assistance
  - ✓ Help distribute supplies as needed

- **Clean-up**
  - ✓ Make sure that ALL pallets are recovered, stacked and shrink-wrapped on semi trailers, and are tracked on Leftover Supply List
  - ✓ Make sure that all medical supplies, equipment and biohazard material are returned and loaded onto the Medical Delivery Trucks. NOTE: Doctors at the first four Aid Stations will receive instructions to pack medical supplies which will be picked up by cargo vans.
  - ✓ Make sure that bullhorn, walkie talkies, ID vests are returned to the Volunteer Check-In area for pickup by Zone Managers
  - ✓ Review Leftover Product Inventory list with Side Coordinators, Truck Inventory Supervisor and Co-Captain
  - ✓ Trash and recycling should NOT be in the trailers, but stacked along the course for pick up
  - ✓ Please make sure all Blue CHEP water pallets are collected and loaded on semi-trailer – we pay a deposit fee on all lost Blue CHEP pallets
  - ✓ Confirm that the street and sidewalks are clear of any equipment, supplies, and/or trash before leaving site. Check area and load any equipment or supplies if left out.

**Post-race**

- ✓ Provide your Captain constructive feedback for future planning, final supply audits and any photos you may have taken.
- ✓ Reflect on a successful race day and start planning for next year’s event!

Thank you for supporting the Bank of America Chicago Marathon!
Volunteer Check-In Supervisor

Job description
As a Volunteer Check-In Supervisor, you will work closely with your Aid Station Captain to have access to mobile check in, a check in team and plan, and an assignment process for the station’s volunteers/groups. Thanks to the Mobile Check-In you will have an overall volunteer headcount and a headcount for individual groups at the station. Moreover, you will establish a system for assigning volunteers to specific locations at the station, distribute jackets, hats and iterate Volunteer Gear Check with the support of the Volunteer Gear Check supervisor. The Volunteer Check-In Supervisor should select a few volunteers to assist with the check-in process.

This job description outlines Pre-race, race day, and post-race tasks of the Volunteer Check-In Supervisor. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre- race
✓ Plan and communicate with Captain and fellow Aid Station Key Volunteers
✓ Attend pre-race meeting(s) with your Captain as scheduled
✓ Work with your Captain to identify 2-3 smart phone users willing to use their device and internet on race morning for 1-1.5 hours
✓ Receive Mobile Volunteer Check-In cheat sheet credential and log in to view and test the application
✓ Work with your Captain to identify 2-3 ID check and wristbanding volunteers to pair with the Mobile Check In volunteers
✓ Work with your Captain to identify 2-3 individuals to support Volunteer Gear Check
✓ Work with your Captain to identify an individual to be the keeper of the Gray supply bin
✓ Establish a system to assign volunteers to hydration areas (East water table 1, East water table 2, etc.). Three to 4 volunteers should be assigned to each table.
✓ Review and print a few copies your Volunteer Check-in list for back-up and emergency contact names and phone numbers. Make sure you have all of the station’s volunteers listed and are able to read it on race morning before sunrise!
✓ Aid Station documents: know your station’s timeline and documents
  o Aid Station arrival times and other essential race day information can be found on your Aid Station’s operation webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
    ▪ Set-up map and arrival times
    ▪ Supply lists
    ▪ Truck packing diagrams
    ▪ Key Volunteer diagram
    ▪ Other documents
**Race day**

- **Check-in / set-up**
  - ✔ Arrive early and put on your ID vest
  - ✔ You are the keeper of the Gray Supply Bin. Other Key Volunteers will come to you to collect supplies from this bin. Those supplies will also need to be returned to the bin.
  - ✔ Set up volunteer check-in table and volunteer check-in sign
  - ✔ Key Volunteers will need to check in with you and receive their appropriate vest
  - ✔ If it is raining, you can use the medical tent to check in volunteers until the medical team arrives
  - ✔ Check in all volunteers onsite using Mobile Volunteer Check-In. Reference the cheat sheet for more thorough details
  - ✔ Volunteers MUST have registered online, show a form of ID and be wristbanded
  - ✔ Have a master list of all volunteers with emergency contact in case of emergency and for back-up
  - ✔ Only after a volunteer is ID’d and wristbanded should they receive a volunteer credential (Course Volunteer and Event Alert System) and table assignment
  - ✔ Distribute one volunteer jacket and hat to each registered volunteer who checks in. Do NOT distribute a jacket and/or hat to someone for another person. Distribute only to those who are present.
  - ✔ Work with Side Coordinators for a balanced volunteer distribution at each area
  - ✔ Point out to volunteers the location of the portable toilets, medical tent and heating/cooling bus (if provided during inclement weather)
  - ✔ Distribute parking placards/coupons if available unless they are already on site with parking managers
  - ✔ Give positive reinforcement and thank volunteers for coming

- **Clean-up**
  - ✔ Document any frequently-asked questions, problems, etc.
  - ✔ Return volunteer emergency contact lists to your Captain
  - ✔ Repack and return check-in sign and any remaining credentials, jackets and hats to Supply Truck
  - ✔ Please help ensure that all key staff ID vests are returned, bagged and placed into supply/equipment crate
  - ✔ Please ensure that all walkie talkies and bullhorns are returned to Volunteer Check-In and returned to Zone Managers
  - ✔ Return ID vest at the conclusion of the event

**Post-race**

- ✔ For future planning give your Captain constructive feedback, such as questions frequently asked by volunteers, problems that could be resolved next year, suggestions for improvement, etc.
- ✔ Reflect on a successful race day and start planning for next year’s event!

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Thank you for supporting the Bank of America Chicago Marathon!
Photographer

Job description
As the Photographer, you will take both technical and fun photos on race day before, during and after the runners pass through the Aid Station. Below is a list of photos we would like you to take. There will be one (or more) photographer at the Aid Station.

This job description outlines pre-race, race day, and post-race tasks of the Photographer. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre- race
✓ Plan and communicate with Captain and other Aid Station Key Volunteers
✓ Attend pre-race meeting(s) with your Captain as scheduled
✓ Aid Station documents: know your station’s set-up and documents
✓ Aid Station documents: know your station’s timeline and documents
  o Aid Station timeline and other essential race day information can be found on your Aid Station’s Operation webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
    ▪ Photographer agreement (must be signed)
    ▪ Set-up map and arrival times
    ▪ Supply lists
    ▪ Truck packing diagrams
    ▪ Key Volunteer diagram
    ▪ Other documents

Race day
✓ Check in and put on your ID vest
✓ Take shots listed on Aid Station Shot List on the next page
✓ Return ID vest at the conclusion of the event

Post-race
✓ Provide valuable and constructive feedback to your Captain to help plan future events
✓ Submit photos (CD or link to website) to your Captain OR submit to volunteer@chicagomarathon.com as soon as possible after the event
✓ Reflect on a successful race day and start planning for next year’s event!

Thank you for supporting the Bank of America Chicago Marathon!
Aid Station Shot List

Take photos of as many of the following items as you can

1. **Technical photos:**
   - ✓ Key Volunteers - unloading trucks, in colored ID vests, interacting with people and volunteers
   - ✓ Volunteers checking in - check in with mobile devices, volunteer wristbands and receiving their jackets and credentials
   - ✓ Sound system/DJ - set-up and DJ
   - ✓ Gatorade mixing tables
   - ✓ Pouring liquids - both Gatorade and water cups and levels
   - ✓ Banana tables (if applicable) – setting up and distributing bananas
   - ✓ Captain Announcements - Captain surrounded by volunteers
   - ✓ GROUP PHOTO - during announcements before runners arrive
   - ✓ Medical Tent and staff
   - ✓ Lead Vehicles - coming through the Aid Station
   - ✓ Lead wheelchair, male and female athletes - coming through the station
   - ✓ Aid Station Flags - Medical, EAS, water, Gatorade
   - ✓ Signage - toilets, volunteer check-in, Aid Station ahead
   - ✓ Table skirts - Gatorade and Chicago Marathon
   - ✓ Portable toilets
   - ✓ Clean-Up - volunteers raking up cups, volunteers taking materials to trucks
   - ✓ Vehicles – respective trucks picking up recycling and garbage
   - ✓ Spectators and volunteers cheering
   - ✓ Anything else you deem interesting from a technical viewpoint
   - ✓ Unique or out-of-the-ordinary landmarks or surroundings at the station, such as buildings that characterize the area (Chinatown, Pilsen, etc.) with runners in shot (if possible)

**Tip:** Try to find a leverage point at the Aid Station to take photos of the area, i.e. top of buildings, from the inside of the semi-trailer, etc.

2. **Fun photos:**
   - ✓ Volunteers interacting with runners and handing off cups
   - ✓ Volunteers having fun
   - ✓ Any entertainment being provided and runners’ interaction
   - ✓ Anything else that strikes you as unique
Fluid Tower Announcers

Job description
As a Fluid Tower Announcer (Aid Stations 1-4 only), you will help move runners through the Aid Station. Your goal is to keep runners moving and avoid creating bottlenecks. There will be four Fluid Tower Announcers at your Aid Station one for each water and Gatorade on each side of the race course.

This job description outlines pre-race, race day, and post-race tasks of the Fluid Tower Announcers. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre-race
✓ Plan and communicate with Captain and fellow Aid Station Key Volunteers
✓ Attend pre-race meeting(s) with your Captain as scheduled
✓ Aid Station documents: know your station’s timeline and documents
  ▪ Aid Station arrival times and other essential race day information can be found on your Aid Station’s operation webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
  ▪ Set-up map
  ▪ Arrival times
  ▪ Supply lists
  ▪ Truck packing diagrams
  ▪ Key Volunteer diagram
  ▪ Other documents

Race day:
✓ Check in; pick up your bullhorn and put on your ID vest
✓ With assistance of the Distribution Supervisor, retrieve the tower from the semi trailer and place it on the side of the course in advance of the fluid station for which you are announcing
✓ Assist other Key Volunteers with set-up before runners begin
✓ Stand in tower and use the bullhorn to communicate with participants regarding the type of fluid that is being distributed behind your tower on your side of the course
✓ Announce to participants -
  ▪ “More fluids ahead”
  ▪ “Gatorade (or water) ahead”
  ▪ “Great job runners!” etc.
✓ Cheer on and encourage runners!
✓ Return bullhorn and ID vest at the conclusion of the event to the volunteer check-in area.

Post-race
✓ For future planning, give your Captain constructive feedback, such as questions asked frequently by volunteers, problems that could be resolved next year, suggestions for improvements, etc.
✓ Reflect on a successful race day and start planning for next year’s event!

Thank you for supporting the Bank of America Chicago Marathon!
Clean-Up/Green Supervisor

Job description
As the Clean-Up/Green Supervisor, you will assist with the separation, collection and disposal of disposable, recyclable and reusable materials at the Aid Station. See the Race Day Collection list on the next page for guidance and reference. There will be one, or more, Clean-Up/Green Supervisor(s) at the Aid Station.

This job description outlines pre-race, race day, and post-race tasks of the Clean-Up/Green Supervisor. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre- race
✓ Plan and communicate with Captain and fellow Aid Station Key Volunteers.
✓ Attend pre-race meeting(s) with your Captain as scheduled.
✓ Aid Station documents: know your station’s timeline and documents
  o Aid Station arrival times and other essential race day information can be found on your Aid Station’s operation webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
  ▪ Set-up map
  ▪ Arrival times
  ▪ Supply lists
  ▪ Truck packing diagrams
  ▪ Key Volunteer diagram
  ▪ Other documents
✓ Familiarize yourself with the materials used at the Aid Station and how different materials should be disposed of by reviewing the Race Day Collection List below

* IF your station has been chosen to collect compostable materials separately please reference the applicable composting PowerPoint for additional instructions *
Race day

✓ Check in; and put on your ID vest*
✓ Identify yourself to fellow Key Volunteers
✓ Distribute trash cans, garbage bags, rakes, shovels and brooms throughout the Aid Station in coordination with the Side Coordinators*
✓ Work with fellow Key Volunteers, the Side Coordinator, Water, Gatorade and Food (if applicable) Supervisors, to best collect recyclable materials behind associated distribution tables and work stations as the tables are set up
✓ With the help of water, Gatorade and food (if applicable) Supervisors, instruct volunteers to separate designated recyclable materials (list below) in piles behind their tables *
✓ Have volunteers keep empty water and Gatorade cardboard boxes intact- do not break down. Empty jugs should be placed back in their respective boxes for recycling.
✓ Select volunteers to help as needed
✓ Trash and recycling should be stacked in (4) four separate piles on the sidewalk behind the Gatorade and water areas. City of Chicago Dept. of Streets & Sanitation is responsible for picking-up all trash and Republic Services recycling. Trucks will pick up before and after the race.*
✓ Similarly, instruct volunteers to maintain street cleanliness, keeping the rakes and garbage bags nearby for cup and trash collection*

* IF your station has been chosen to collect compostable materials separately please reference the applicable composting PowerPoint for additional instructions *

✓ Provide positive reinforcement to volunteers
✓ Continuously monitor the station to ensure proper collection of products/materials
✓ Manage cleanliness of street. If too many disposed cups pile up, select volunteers to rake them up.
✓ Know where supplies are and keep communicating with other Key Volunteers
✓ Be available to your Side Coordinator at all times and alert Side Coordinator and/or Captain of any problems
✓ Extension cords or similar items are a serious hazard if run over by City of Chicago street-sweepers. Make sure these are removed from the street as soon as possible.
✓ Return ID vest at the conclusion of the event

Post-race

✓ Provide valuable and constructive feedback to your Captain to help plan future events
✓ Reflect on a successful race day and start planning for next year’s event!

Thank you for supporting the Bank of America Chicago Marathon!
Race Day Collection List

Trash: collect with rakes, shovels, plastic bags and garbage supercarts

- Cups (used)
  - water
  - Gatorade

- Other materials
  - Stacking sheets (used)
  - Cup sleeves
  - Table skirts
  - Mixing wands
  - Shrink wrap
  - Other trash created by Aid Station i.e. food wrappers, coffee cups, etc.

Recycle: pile recyclables behind the water/Gatorade areas on each side of the street

- Cardboard
  - water and Gatorade boxes (empty)
  - Cup boxes (empty)

- Plastic
  - Water jugs (empty)
  - Gatorade concentrate jugs (empty)

Note: water and Gatorade cups cannot be recycled due to the wax coating on the cups.

* IF your station has been chosen to collect compostable materials separately please reference the applicable composting PowerPoint for additional instructions *

Pallets must be returned to the Supply Truck post-race!

Do not throw away pallets!
Volunteer Gear Check Supervisor

Job description
Volunteer Gear Check was introduced at Aid Stations in 2013 to help keep the course route clear of bags and belongings, as well as keep the volunteers’ belongings safe and secure. As the Volunteer Gear Check Supervisor, you will supervise the collection and storage of volunteer gear to hold safe throughout the duration of the event and return to its owner at the end of the event. You will manage a few volunteers who are needed to support Gear Check operations and will be provided the necessary supplies and space to keep gear organized.

This job description outlines pre-race, race day, and post-race tasks of the Volunteer Gear Check Supervisor. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre- race
✓ Plan and communicate with Captain and fellow Aid Station Key Volunteers
✓ Attend pre-race meeting(s) with your Captain as scheduled
✓ Talk to your Captain or Co-Captain about assigning 1 - 2 volunteers to Volunteer Gear Check to enact collection efforts during the initial Volunteer Check In timeframe. Alternatively, if you know of individuals that can play this role please let your Captain know and share this job description with these individuals to help ensure they are prepared for race day.
✓ Aid Station documents: know your station’s timeline and documents
  o Aid Station arrival times and other essential race day information can be found on your Aid Station’s operation webpage: www.chicagomarathon.com/aidstation00operations - replace 00 with the numbers of your Aid Station
    ▪ Set-up map
    ▪ Arrival times
    ▪ Supply lists
    ▪ Truck packing diagrams
    ▪ Key Volunteer diagram
    ▪ Other documents
Race day

Check-in / set-up
✓ Arrive early and put on your ID vest
✓ Locate the Gear Check supplies and prepare them by the Volunteer Check-In Area
✓ Supplies include
  o Logoed gear check tags and beaded fasteners
  o 10 boxes - 24’x24’x24’

Checking Gear
✓ Receive and tag bags and other belongings when volunteers check in
✓ Label boxes with gear check tag numbers in ranges of 25
✓ Volunteers MUST either
  o Check their belongings
  or
  o Keep their belongings on them at all times
✓ When all bags are checked at Volunteer Check In, move the boxes to the empty semi-trailer. Make sure the trailer is locked and/or supervised during the entirety of the event after the boxes are moved.
✓ During the event, be available near the Gear Check trailer during the event, in case any volunteers need to retrieve their bag or check their belongings

Distribution / Clean-up
✓ When it is time to reload equipment remove the boxes from the trailer
✓ Move boxes to a safe place, away from the trailers, vehicle and forklift traffic as the volunteers retrieve their bags. Set up a table for volunteers to approach if that helps.
✓ Recruit a volunteer to assist with these two tasks if needed
✓ Breakdown and recycle boxes after all gear is returned
✓ Return your ID vest at the conclusion of the event

Post-race
✓ For future planning give your Captain constructive feedback, such as questions frequently asked by volunteers, problems that could be resolved next year, suggestions, etc.
✓ Revel in a successful race day and start planning for next year’s Marathon!

Thank you for supporting the Bank of America Chicago Marathon!
Fluid Status Supervisor

Job description
Status Supervisors communicate the status of fluids to Forward Command at the race headquarters in Grant Park. This information is used by race organizers and the Chicago Fire Department to ensure there are adequate fluid levels and coordinate emergency response plans if needed.

This job description outlines pre-race, race day, and post-race tasks of the Status Coordinator. We hope it can be used as a checklist to ensure a smooth race day experience for all involved.

Pre-race
✓ Plan and communicate with Captain and fellow Aid Station Key Volunteers
✓ Attend pre-race meeting(s) with your Captain as scheduled
✓ Test the survey form, provided by your Captain, on your mobile phone
✓ Aid Station documents: know your station’s timeline and documents

Race day:
✓ Use the survey form to enter the following information on a regular basis, approximately every 20 minutes during the race:
  o # of unused water pallets
    • - Include any full pallets of water still on the trailers
    • - Estimate to your best ability: a full pallet of water is 36 cases (4 layers of 9 cases)
  o # of water & Gatorade serving tables in use
    • - The Aid Station Captain will often close tables towards the front of the line as they are depleted
  o # of water & Gatorade tables closed – not being used for serving as they are depleted towards the end of the race
  o You can use the fields to enter a text note to the organizers as well, i.e. “half the water tables are two levels high, the rest are 3 levels high” or anything you think would be helpful to know.

Post-race
✓ For future planning, give your Captain constructive feedback, suggestions for improvements, etc.
✓ Reflect on a successful race day and start planning for next year’s event!

Thank you for supporting the Bank of America Chicago Marathon!