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V4Volunteering

# SPORT VOLUNTEERING GUIDE

2021





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2021

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## **DISCLAIMER**

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# I. *How did this guide appear?*

## From ideas to practice

The “V for Volunteering” project was born from the desire to support and encourage more people to volunteer in sports, as this branch offers a great variety of experiences and skills development opportunities as any other type of volunteering.

In order to do so, we identified the need of having a better preparation and training of the potential candidates for the sport events, thus giving them information ahead of time, firstly what it is expected from them, secondly how could make this experience more meaningful while volunteering in sports.

## The people behind

**Yellow Shirts Association** was founded in 2010 in Baia Mare, Romania, with the aim to support the integration of youth in the community, by providing educational actions aimed at developing the beneficiaries at the personal and professional level.

Starting with 2016, its members became more and more involved in the world of sport, by volunteering in various events from the local to the international level, and organising small sport workshops and events.

**C.S. Știința Baia Mare** is a public sport club from Baia Mare, Romania, established with the purpose to encourage people to practice sports and allow them the context to play professionally in several branches.

Știința Explorări, as its male volleyball section, was established in 1969, has impressive results at the national level, and yet has occasionally participated in European competitions too.

## I. *How did this guide appear?*

**Associació Cultura Creativa** was founded in 2016 in Gandía, Spain, as a result of the former EVS volunteers' desire to support the personal and professional development of youth.

With a vast experience in volunteering and social inclusion, it supports the local people in getting a better life themselves through entrepreneurial, environmental, cultural and creative actions.

**Gençlik Mevsimi Derneği** was born in Istanbul, Turkey, in 2014, from the will to prepare young people to successfully meet the challenges of the nowadays society, by empowering them through international learning experiences.

Encouraging the youth volunteering, it acts as an info desk for such opportunities, and promotes the development of innovative youth voluntary service and senior mentoring programs.

### Getting it real

The “V for Volunteering” project is funded by the European Commission through the programme of Erasmus+, Sport domain, Small collaborative partnerships sub-action, and is implemented between 2020 and 2021.

The programme offers a great variety of opportunities for entities and individuals that cover more mobilities and cooperation opportunities than ever.

With fields such as education, training, youth and sport, it supports the larger objective of the EU towards a better future for all its members.

Get more info here: [erasmus-plus.ec.europa.eu](https://erasmus-plus.ec.europa.eu)

## 2. *A quick glance before we start*

Congratulations for the initiative and eagerness to discover the world of sport volunteering!

This manual hereby resulted from a strong desire to have in one place practical information and shared personal experiences from the sport volunteering universe that could inspire other people to try it out.

The contents are divided into 3 sections, as following:

- **Volunteering as a lifestyle:** we will discover various definitions of volunteering, benefits, types of sport events, where to find sport volunteering opportunities and tips to apply;
- **Training for sport events:** we will get inside the sport events with uniforms and accreditation, general behaviour and expectations from volunteers, health and safety measures, communication while volunteering, and potential roles;
- **The experience and your legacy:** we'll find out how to prepare for the departure and share your experience once it's over.

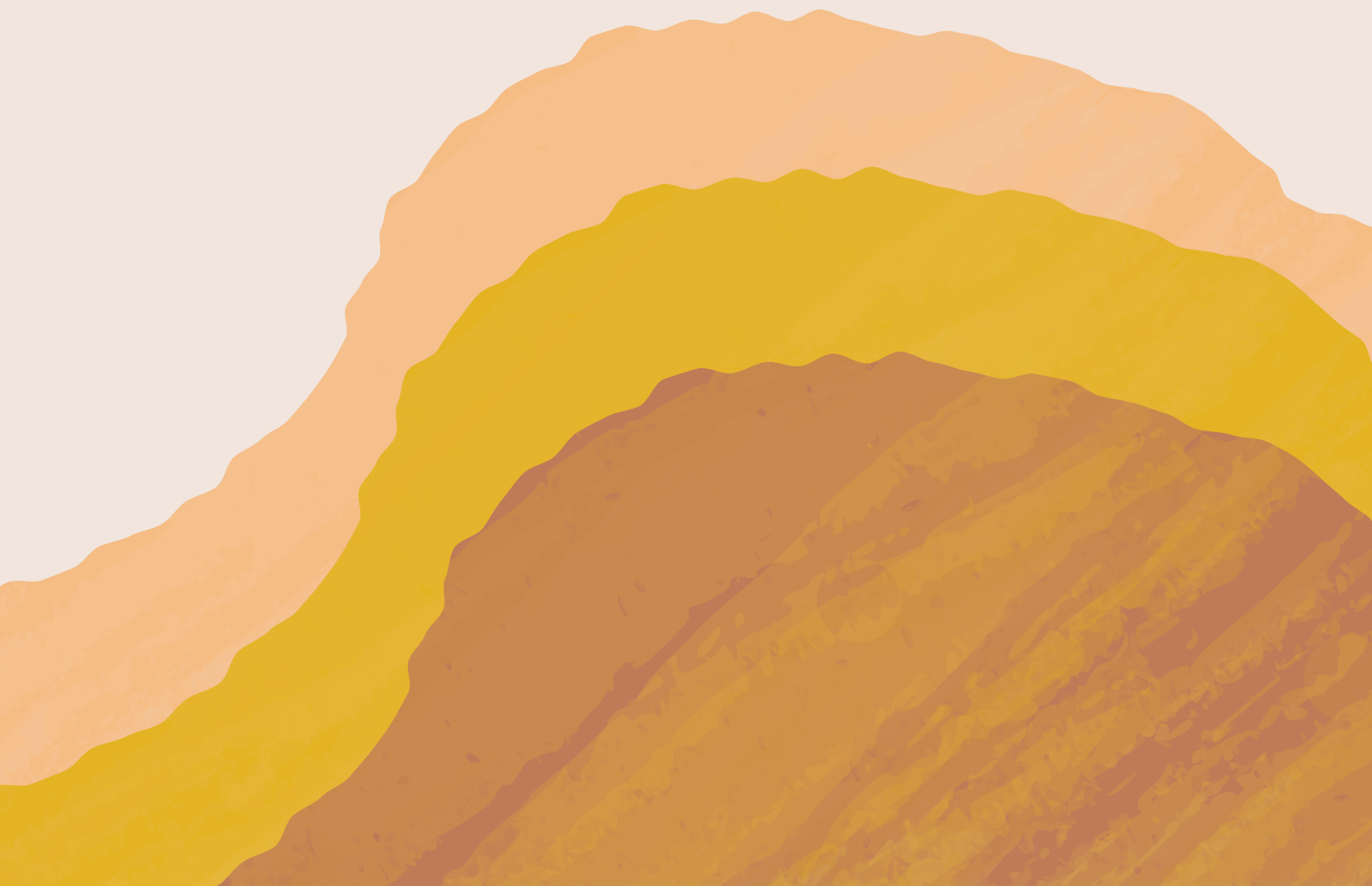
In addition to the book, we have prepared a **practical course** with many practical situations linked to these presented in the guide, specially designed to help you remember easier the general aspects of a volunteer's work in sport events. Check the contact section in the beginning of this guide, subscribe and get it started!

We'd very much appreciate if you'd give us your feedback, impressions, suggestions and comments regarding the training scheme presented. It would be a great help to improve it further.

We hope this manual will lead you to and guide you through a wonderful experience, and help you live an adventure you might already be longing for.

Welcome aboard!

# VOLUNTEERING AS A LIFESTYLE



### 3. *Volunteering and benefits*

#### **What does volunteering actually mean?**

There are various definitions that eventually sum-up the core meaning of volunteering such as offering unconditional help or support to an individual or cause, without the expectation of a financial gain in return.

The fields in which one could volunteer are many such as art, culture, sport, leisure activities, education, research, environment, social care or community development, and the list can go on.

In order to become a volunteer, one must identify the need around them for that matter, and offer their time, knowledge, experience, expertise, abilities or resources in order to solve, reduce or improve the given condition.

If it is to go at the institutional level, then a volunteer (any natural person eager to offer their time) would need to identify a hosting entity, get a contract with the tasks, rights and responsibilities, and have appointed a volunteer coordinator which should supervise not only the volunteering activity, but also the learning process, and offering guidance along with it.

The volunteering activity consists in working with or for natural persons or beneficiary entities, who, by the end of their actions, would have brought already a positive impact on the matter.

Volunteering is open to anyone regardless of their background, and should not discriminate based on age, race, gender, religion and other such categories.

The national legislation appoint volunteering to specific measures for each country's context, yet everywhere the social benefit is being widely known and praised.

#### **Why start volunteering?**

The answer to this belongs to you and you only. You should be able to identify the potential benefits (non-financial ones) that you could obtain if you volunteer. In order to clarify that, you may ask yourself:

- How do you perceive the concept of “volunteering”? What does it actually mean for you?
- What fields attract you? What are your hobbies, passions or interests that you would like to share with the rest?
- How exactly do you see yourself as a volunteer? How would this experience benefit you? What could you learn? What could you gain from it?
- How much time do you have to offer to it? How involved do you want to be?
- What would make you give up the idea of becoming a volunteer? What could stop you from volunteering?

The answers vary from person to person and there is no right or wrong one. It is all up to how you feel it. Some might see the greater common good, while some do it for enriching their experience.

What about you, why would you volunteer?

If you found your answer and you are still up for the challenge, here's the next one: volunteering in sports.

#### **Volunteering in sports. The benefits beyond**

Sports volunteers donate their time, skills, knowledge and experience to a sports organization, event or club without payment expectations. Volunteers are people coming from different age groups, educational, cultural, sexual, and religious backgrounds.



Sport volunteers are an essential part of running successful sports events as no sport event can be organized without them.

Volunteers are a vital part of the organization's side of the event, and their presence is more than valuable for the organizers. To have an event where volunteers will feel worthy, happy and satisfied, their skills to be used appropriately, their benefits visible and their contribution recognized, proper time spent on training, selection, recruitment, and allocation on the right positions regarding their skills, are all essential for sports volunteering management.

Sport events are a good landscape for developing community pride, sports volunteering culture, while some events are growing steadily and becoming the volunteering legacy that soon could be utilized in other sports events.

In order to understand the benefits of volunteering, we should first look into the reason why volunteers would want to perform tasks jobs in a sport context.

People do sport volunteering for very different reasons, such as:

- Supporting their children and family members in sport related activities;
- Knowing someone who is involved in a sport;
- Having an interest in a particular job or position;
- Wanting to gain more experience;
- Ways to spend their free time;
- Helping others;
- Giving back to the sport, if they were professional athletes in the past.

For volunteers, it is essential to understand their wish-need-reason for doing such a job and so, to recognize and understand the benefits of volunteerism.

Sport volunteering could help you gain many benefits which are divided mainly into the three groups of **personal**, **professional** and **social benefits**.

### 3. Volunteering and benefits

**Personal benefits** will help you in developing and improving inner areas of your personality like:

- It creates or boosts your self-esteem;
- Gives you a higher self-confidence;
- It improves mental health;
- It affects physical and psychological well-being;
- It creates a greater sense of purpose, self-worth, life satisfaction, and a higher level of happiness;
- It provides a positive feeling about making the world a better place;
- Opportunity to develop personal friendships and make an impact on the life of others;
- Motivation to learn new languages;
- Meet new people, develop social skills, and make memories of the whole event;
- Meet new people from different cultures, other religious groups, expand your experience and knowledge, and get a chance to try different foods;
- Opportunity to visit other countries;
- It's a great way to spend your holiday.

**Professional benefits** can lead you to new job opportunities while you are gaining new skills and practicing the old ones:

- Learn new social skills and leadership abilities that can help you land a unique job opportunity;
- Learn new communication techniques while using the skills you already have;
- Learn and practice to work in teams with other people and develop your social skills;
- You have an excellent chance to meet the greatest and well-known names from different industries, which will help you expand your professional network and bring you a career change or new connections;
- You have a chance to develop hidden talents you were never even aware of;
- Get involved on a regular, sustained, and consistent basis;

- Gain experience at many different sports in which you were not familiar before;
- Stating the volunteering experience in your CV gives you a better starting position in the application process in front of your competition;
- You get a particular knowledge for your position and free training;
- Opportunity to develop professional relationships.

**Social benefits** are the ones who are helping you to leave a mark, your own stamp, in the international community:

- It's a great way to meet like-minded, local people, and get to know them better;
- You have a chance to provide a meaningful contribution that will be widely seen and never forgotten;
- You can bring different communities together, improve community integration;
- Be part of creating a volunteering culture in one village, town, region, and country of happenings where the event is organized;
- Chance to support anyone involved in the sport, mostly the competing athletes;
- Get first access to most of the free merchandise which are coming with the significant sport events;
- Chances to get a glimpse of operational insides in the organization of a big sport event;
- Free tickets for some of the sport events;
- Meet your childhood athlete heroes and chance to be around them;
- Take part of a fantastic social event.

## 4. *Why volunteer in a sport event?*

We believe that people are happier when they are part of something bigger than themselves. Therefore, to satisfy your passion for meaningful travel and global volunteering, we have created this guide.

The easiest way to ensure that you start in the right direction is by asking yourself a set of questions to define your choices.

### **Why would you like, first of all, to volunteer?**

We re-take the general topic of volunteering as it is an important one. This is the most critical question you can ask yourself: the origin of your path. It will allow you to decide which possibilities are right for you and which not.

Before you start exploring the limitless online possibilities, ask yourself:

- What motivates you to volunteer internationally?
- Do you see yourself making a difference in the world with an immense need? Are you seeing it as a chance for a holiday abroad?
- Have you seen a volunteering Facebook post, which picked up your curiosities?
- Are you trying to build a CV or getting more practical experience in the field of sport volunteering?

Once your motivation is established, make sure the causes are the right reasons. Volunteering abroad has many personal advantages. You want to ensure the project and its goals will benefit from your volunteer work too.

If you think you really must give something, want to help, and don't know where to start, keep reading!

## 4. *Why volunteer in a sport event?*

If you wish to boost your CV with another experience, but you do not primarily have a passion for the cause you're considering volunteering, then stop and turn around right there. It is immoral to put your intentions ahead of a sporting event that requires volunteer support. Ultimately, it can undermine the objectives of the sporting event.

This issue is multi-faceted since you need to align your desires with the needs of sports events worldwide.

### **What is your interest in volunteering?**

On the way to choosing your next sport volunteering possibility, you must be sure that you will make a choice where you will have the greatest possible positive impact.

- What are your qualities?
- Where could you support the most?
- Do you like to work with people?
- Would you like to be around children?
- Or maybe you have an extensive background in teaching.

You need to know how your skills will be required in sport volunteering projects regarding all these questions. Some sport offers are requiring special advanced language knowledge or extensive medical or veterinary care, and particularly specific competences. Most sport volunteering projects though require goodwill, a wish to help, a need to be active and a passionate drive.

Dedicate your time on the internet, search for sport volunteering projects, ask friends in the sport clubs, your network, or follow the significant sport events' web pages and you will find your opportunity in a short time.

The trick is to locate a project that needs assistance. Ensure that the event is authentic, ethical, and is compatible with your talents, abilities, and interests. Think about your skills and the atmosphere in which you feel energetic, inspired and of service.

## 4. *Why volunteer in a sport event?*

### **Where is your next sport volunteering destination?**

Before choosing your international sport volunteering project destination, you should ask yourself if you are interested in a particular country you want to visit or language to develop. Are there other available opportunities for you despite the volunteering, like touristic attractions that you are interested in, or tourism activities, community involvements, etc?

You will also want to take safety measures in certain countries. Does your government's foreign affairs office give its people a list of travel alerts in specific locations? If you consider a country with warnings of flight, that doesn't mean you can't travel there. It depends on the circumstances and maybe the exact travel area. Just study it before you go and think about your degree of comfort.

### **Who are you?**

Before you start searching for the next opportunity, it's essential to understand your personal needs. Is it better for you to volunteer as an individual or as a part of a group?

If you are still in secondary school, you need to search for sport volunteering projects or events that accept volunteers younger than 18 and take into consideration the minimum age required by the organizer.

Or maybe you are reaching middle age-40 or older. You are searching for sport volunteering possibilities where your life experience and professional skills will be welcome and useful for the project's target.

Among the things you should take into consideration are the physical abilities. Some positions require hours of walk each day, heavy lifting or work outside in different weather conditions. Do you have any health problems that could be impacted by high temperatures or altitudes? What tasks of such rough conditions would you be able or eager to take on?

## 4. *Why volunteer in a sport event?*

Look for sport projects that can directly address your needs. Not every opportunity is suitable for everyone.

### **How much time can you dedicate to international volunteering?**

International sport volunteering opportunities can take place from a couple of days up to a couple of months. It depends on the positions where the minimum required time is one week of volunteering, to projects that can take from a couple of months to 1 year time of volunteering abroad.

Before you decide and commit to a volunteering responsibility, it's essential to consider your obligations back home regarding your school, students, work or family – and determine how much time you can take away. Don't forget to look at time requirements when you research volunteering possibilities and how much they are matching with your proposed planning. Usually, longer durations are suitable for volunteers who want to do an internship or career breaks.

### **Is international volunteering abroad the right choice for you?**

Pay attention to the answers to the questions above. Be honest with yourself and consider your reasons. If these questions' answers do not align correctly, international sports volunteering may not be for you. And that is nothing to be a concern. You have so many short-time local possibilities within your community or your city. But if all the answers are optimistic and you are sure of your choice, don't wait and waste your time, with full speed ahead!

Once you are sure about your decisions, the next step is to find sport events that will fulfill your needs and interests, so contact them or fill in the application that can usually be found on the events organizations' web page.



## 5. Types of sport events

Before identifying the best volunteering opportunities for us and how to sign up, let's revise the types of sport events we could find.

Why is this important? Each type of event requires different timing and resources, and so, you can choose those that interest or suit you the best. And then you'll know better where and what to search for.

Let's see some categories:

- Geographic: local, regional, national, continental, international;
- A single sport / multi-sport event;
- Unofficial (friendly, preparation matches) / official events;
- Individual / team competitions;
- Athletes' particularities such as gender or age (children, juniors, adults, seniors, students, female/male/mixed, etc.);
- Way of deciding the winner, such as elimination system (once defeated the athlete/team is eliminated), round match system (home and away matches at regular intervals of time; takes longer time to decide the winner), mixed types (groups, elimination), cup system (open competitions for everyone).

Going local may be an easy way to start and being present in supporting your team every time they have a competition, while going regional or up to the international level, might require additional financial support to pay your accommodation, travel or food while at the event.

Weight it up and choose the ones you are interested in!



## *6. Volunteering in sports - the beginning*

### **Where can we find sport volunteering opportunities?**

Let's see a general list:

- Sport websites/ social networks, newsletters such as those of sport clubs, national/international federations, national/international Olympic and Paralympic Committees, National Sport Ministers, organisations and entities dealing with organising sport activities or promoting volunteering opportunities, local and public authorities organising or supporting events, schools that organise interschool sport activities;
- Engaging with local clubs – expressing your interest in volunteering and see how you could match your abilities and interests with their needs;
- Media of all sorts (newspapers, radio, TV, blogs) that promote sport events and activities;
- Local, regional, national competitions;
- Social networks of friends, athletes;
- Specific platforms that promote any types of volunteering opportunities and filter it by “sport”;
- General activities happening in the community – getting in touch with the organisers;
- Flyers, posters from around the community;
- Social network or chat groups with sport volunteering topics; keep in touch with the groups/people you participated once with, for sure there will be lots of exchanges of potential future opportunities after all;
- From friends, family members, teachers, colleagues, other peers.

## 6. Volunteering in sports - the beginning

Now let's have a look at a bit more specific competitions:

- Olympic Games, Paralympic Games, World Games (non-Olympic sports), Special Olympics, Special Winter Olympics;
- Youth Olympics, European Youth Olympic Festival, European Championship, European Universities Games;
- Continental single sport events: European, Asian, Pan-American, African, Oceanic/Australian;
- Continental/ international University Games, Commonwealth Games, World Military Games, X Games, Pan Arab Games, Mediterranean Games, Invictus Games;
- Beach Games, Winter Games, Para Games, Corporate Games, United World Games, FISU Volunteer Programme.

The possibilities are endless yet by particularizing as much as possible your search to the sport, type of event, location, etc., you can definitely find more opportunities using search engines.

### The application process

Follow regularly websites, social networks or newsletters from the competitions you are interested in and make sure you are aware of the new events, volunteering offers and the deadline to apply.

Once you identify the opportunity you would like to apply for, we recommend checking the following data to make sure that event is in fact suitable for you:

- You are eligible given the specified criteria (country, age, spoken language, etc.);
- You are eligible to travel and have the permission to enter that country (valid passport, visa, vaccines, etc.);
- You can opt for at least 2 positions offered and have the skills needed to perform both(1 being for back-up);

## *6. Volunteering in sports - the beginning*

- You are available for the entire or for the minimal period requested, including the preparation/training and the event itself;
- You can manage your potential costs such as those for transportation, accommodation and/or food (check what the organiser offers and make sure you can supply the missing aspects, if the case).

For the actual application process, we recommend you to:

- Not leave the application process for the last minute as you may forget about it.
- Read throughout the information provided and see what they need (if aligns with what you want), what they offer (if you can supply the not covered aspects) and the responsibilities for the tasks.
- Prepare in advance your “pre-pitch” that should include the previous experience in volunteering of any kind and the ones in events/ sport events (if any), general skills that may be useful in sport events and the specific competences for each of the general department/position you may be interested in. Once you have this ready (make sure to update it whenever something changes!) it will be easier to prepare your application.
- In the case of big events, you may be required to upload or note down personal details such as passport or ID. Make sure you have them scanned/visible photo of them nearby for an eased upload.
- The big events that have an accreditation process will for sure request an ID type of photo (white background, visible face features). Have that prepared already by the time you apply.
- Give relevant information about the sections asked in the application form. In the end you want to raise the curiosity of the recruiter, don't you? Give the details that suit the most the position you apply for.
- Re-read this guide – it will give you the insights of a sport event and so will help you fill in easier certain sections of the application.

## 6. Volunteering in sports - the beginning

When the interview process starts, you are to be invited to one face to face or online (most of the international events). Make sure to:

- Check your email regularly for the updates and reply in due time with the preferred interview time.
- Mark it down in your calendar (if it is to happen soon) and make sure you don't overlap anything in that period. If you miss it you may not be able to re-schedule it.
- Before the interview, re-read all the information of what they need, what they offer, positions available, sports (for multi-sport events). Re-check as well your application and see what you opted for.
- Try to anticipate and prepare your answers to the questions; these may include: how would you describe yourself (go for the competences and experiences that are relevant to the position you opt for and sport related), why having chosen that particular position/department (what competences you have that recommend you for that position or that you could use efficiently in that spot), what would you do in case of ... (testing extreme or general potential situations to see how you would react and act), etc.

In the case of major events, the registration process can start even with 2 years before the actual event. It might be difficult to foresee your availability with such a long time in advance, yet we totally recommend you to subscribe to them. You always have the possibility to cancel your participation, if the case, yet if you haven't subscribed at all, you may not be able to later apply once they close the application process.

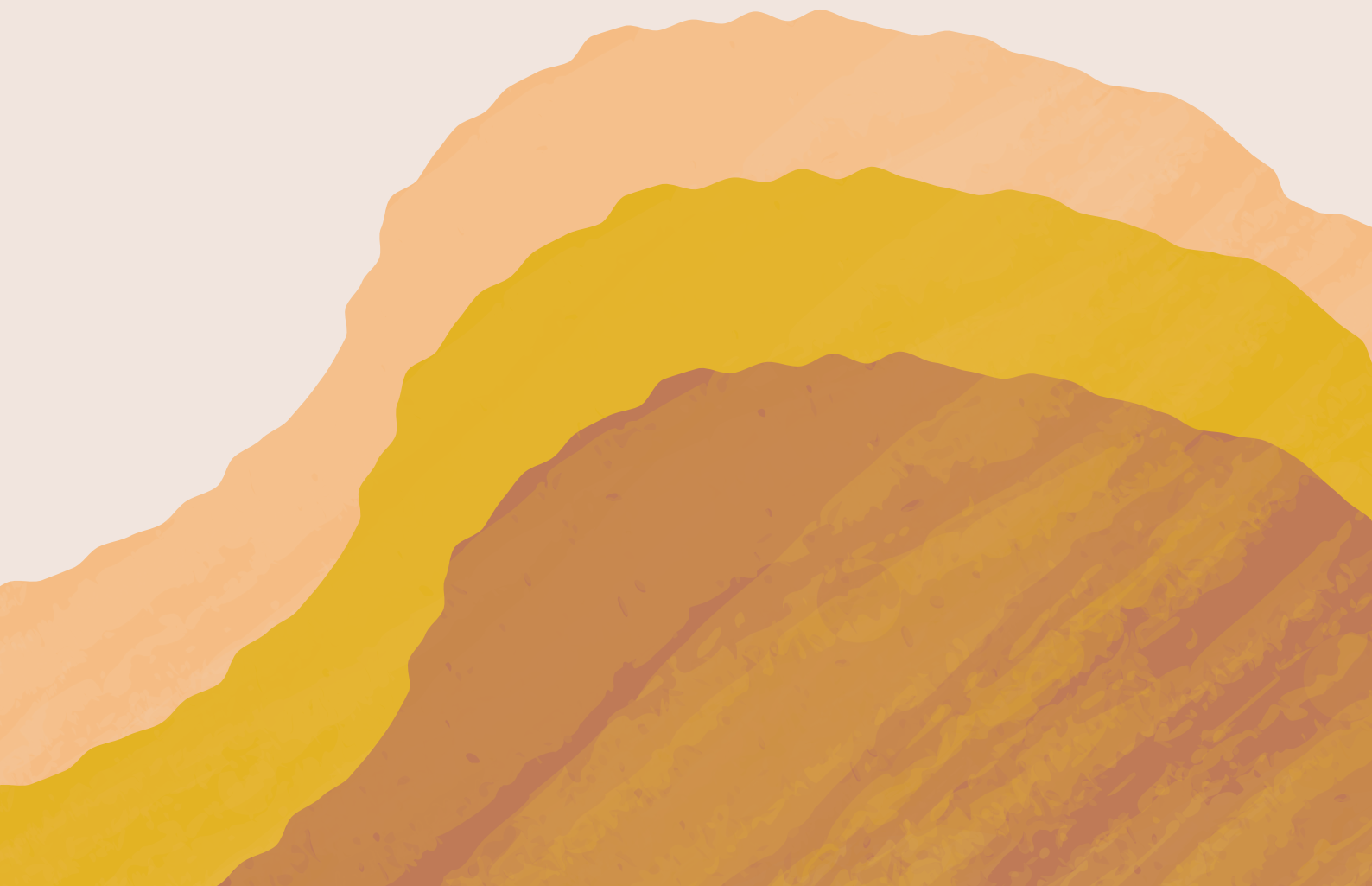
Remember – you don't have to be a (ex) professional athlete or trainee in order to become a volunteer in a specific sport. While of course knowing a bit more about the sport can give you a better insight of what is happening, not all the positions require such deep knowledge. You will for sure have enough time to get acquainted with the sport while performing your tasks or observing the competition.

## *6. Volunteering in sports - the beginning*

The information in the following chapters will be presented from a big event's point of view. Bear in mind that the small events might not reach all the components (uniforms or accreditations for example).

Yet it worth to take a look over it and see perhaps what of the actions you can adapt to local or small competitions, and prepare yourself for the local events just as for the international ones.

# TRAINING FOR SPORT EVENTS



## *7. Being part officially of the event*

### **Accreditation**

Everyone involved in sport events needs an accreditation to ascertain in which zones of the event they have access. An accreditation card must be worn during any activities and all the time of the sporting event.

The accreditation card is an essential component of the venue's security. It provides the access levels required for volunteers' different roles and the whole event area.

The accreditation will always be collected from the Accreditation Centre during working hours and by showing your ID or passport.

The accreditation is a personal pass with your name on it. It contains all the information necessary to identify its holder, position, access privileges, and usually an ID alike photo. On this pass, in different colours and numbers, there are generally highlighted the areas (categories and related benefits) where you have a right/freedom to move, connected with your volunteering position's nature, needs, and requirements – and helping you to perform your assigned tasks when you are on shift.

The accreditation can't be given as a loan to anyone else. This pass guarantees specific privilege access only of the pass holder, and inappropriate use and misused can revoke the permit.

It is essential to have it always with yourself in a visible place (usually at the neck with the lanyard provided) during the time of your shift. It's recommended to have it with you from the moment before you enter the event zone until your shift is done and leave the area.



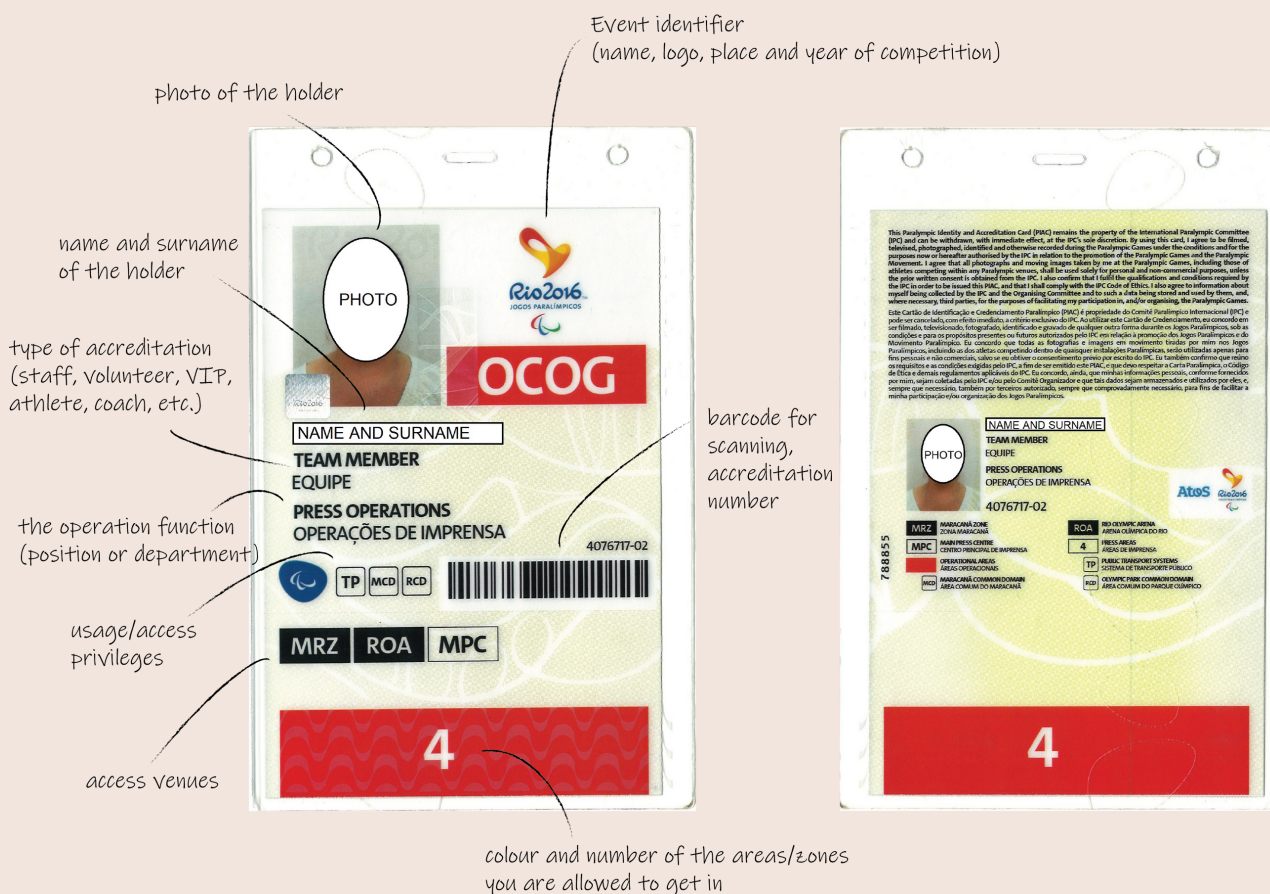
## 7. Being part officially of the event

When you approach a checking point at the entry of the event zone be friendly and kind with the people working there, show clearly your accreditation with your picture on the eye level of the person who is checking it (or allow its QR code to be scanned), and take care to have it on visible place during your whole shift.

If your accreditation gets lost, damaged, or stolen, immediately contact and report it to your leader, volunteer manager or accreditation department.

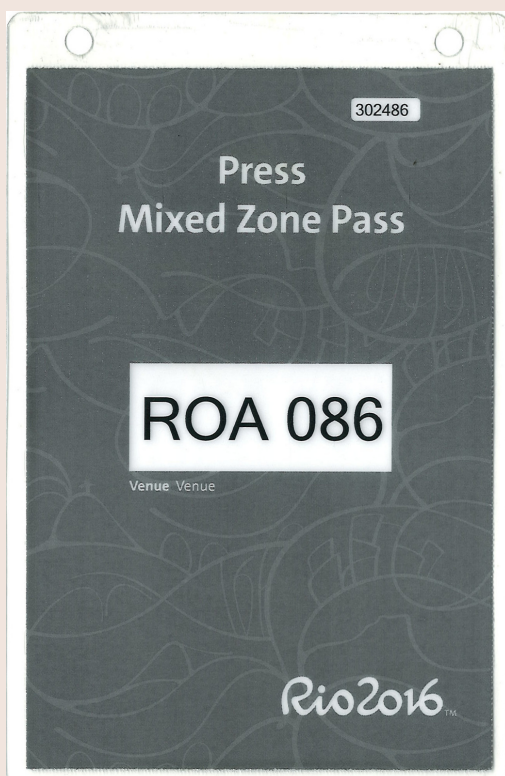
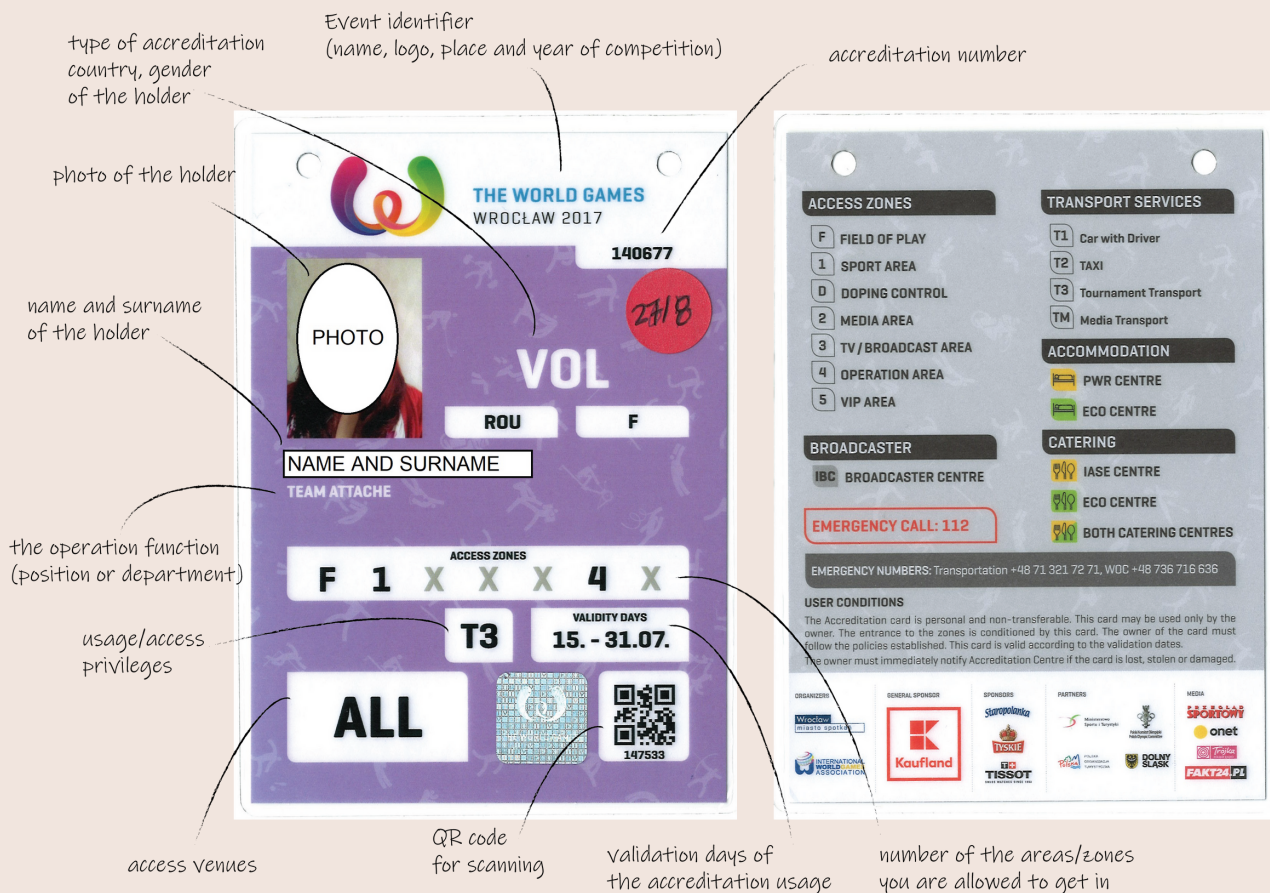
Let's see how a typical accreditation looks like.

The front side is holding the most important information, yet in its short version (abbreviations, numbers, colours) for a fast revision at the access check-point, while the back side has all the symbols explained.





## 7. Being part officially of the event



There is standard information that needs to be contained, while additional details are up to the organisers. The 2 examples have the majority of the content similar, yet presenting slight differences too.

In some competitions, you may get an additional temporary (you give it back at the end of the shift/task) or permanent accreditation allowing you to enter extra areas than what you have on your accreditation. These cards are given by your team leader or the team leader of the department that needs your assistance (“borrowing” volunteers).

## 7. *Being part officially of the event*

### **Distribution of the uniforms**

After picking up the accreditation, the second step for the volunteers and the workforce is collecting the uniform.

This step depends a lot on the size of the sport event. At the mega events, the uniform centre is a significant one (expecting for ten thousands of people), and it's the second stop for the volunteers in setting up their journey to the event.

### **Uniform**

Wearing a uniform at a sport event is a given privilege that comes with high responsibilities. As a volunteer you will be entitled to wear a specially designed volunteer's uniform. The uniform itself is bringing a feeling of pride, of belongingness and many responsibilities come along.

Every sporting event has its own designed uniforms with different exclusive print and various colours identifying various functions in the operations.

With wearing the volunteering uniform, you are:

- Promoting the sporting event itself and the organizer;
- Improving the security at the sporting event – uniform specific styles or colours quickly identify who does or does not belong in particular areas;
- Fostering the team spirit – volunteer uniforms are developing, and wearing them means promoting team spirit and feeling of belonging, improving volunteer motivation and overall productivity;
- Improve relationships with everyone involved in the sports events themselves.

This means wearing volunteer uniforms helps identify event representatives who can be approached by the spectators, athletes, stakeholders, etc., for getting relevant information.

The uniforms need to be clean and tidy before you wear them. As a volunteer, you must take care of your behaviour and manners while wearing your uniform.

Also while wearing it you represent the event itself, the LOC (Local Organising Committee), and everyone involved in delivering the event.

While having on your uniform it is strictly forbidden the consumption of any alcohol and cigarettes (smoking is allowed only in specially designed areas for public or specifically for the workforce and volunteers).

Giving any statements in your name to the media is forbidden, as everything you do or say, is directly associated with the sports event brand itself.

If you have any problems, like damaged or lost part of your uniform, contact your coordinator, volunteer manager, or the workforce operational manager.

### **Brand protection**

Every sport event has its image, personality and character. The brand, look and the identity express the unique vision, mission and tone of the event to the broad audience.

The commercial partners are making that whole picture possible to happen. As a volunteer, your responsibility is to respect the brand of the sporting event and the marketing rights coming along.

## 7. *Being part officially of the event*

Ambush marketing it's very much possible and used at a sporting event, especially at mega ones. If you notice any ambush marketing and not respecting marketing principles, it's your responsibility to immediately inform your team leader or the marketing manager.

Don't use the sports event logo on your own, except that it is a part of your volunteering position.

Take into consideration that during your volunteering shifts, you can only wear your volunteering uniform and no other clothes (unless specifically mentioned otherwise, depending on the uniform that you receive), or brand.

## 8. *General behaviour during the events*

### **General behaviour during the events**

Event services volunteers meet, welcome and help all spectators from the moment they set foot in the venue to the time of their departure. They are the face of the event. Part of their responsibilities is to provide direction, check the visitor's tickets, guide them around the venue, guide spectators to their seats if they need assistance, monitor access control points, etc.

Event services volunteers are working at the venue in two so-called “parts”: front and back of the venue area, which means, before the spectator's enter the venue and after their access.

Before the spectators enter the venue (front venue area), volunteers are offering support with:

- Giving information to spectators;
- Operating at the information point;
- Operating lost and found objects;
- Providing directions to the facilities (ticket checking counter, food and beverage counter, fan shop, toilets, etc.);
- Wheelchair storage, etc.

After entering the venue (back venue area), volunteers are mainly focused on supporting the workforce, which means they will check the tickets and help spectators to find their seats.

If the guest complies with accreditation, they will check the accreditation privilege separately to identify if they are entering the right venue or zone.

## 8. *General behaviour during the events*

VIP guests will be checked together with their accreditations and then directed to elevators, escalators and stairs leading to their particular area.

In the back venue area, volunteers mainly support the access monitoring and other team members.

Event services volunteers are working/supporting closely with the departments of Transport System (TRA), Accreditation (ACR), Ticketing (TKT), Security (SEC), Medical Services (MED), etc.

For example, if a spectator has a problem with the ticket, the volunteer will contact the ticketing department. If a spectator doesn't feel good, then the volunteer will contact the medical services. They are the first contact for the spectators for problems with different nature or need.

A large number of workforce professionals and volunteers are working at the venue. To solve problems effectively, communication between the two is essential. This means quick response to spectator's need/problem, reporting the issue and finding a solution as fast as possible are critical components in problem-solving.

The volunteers working on the field of play or connected areas (visible zones to the public or telespectators), should always be considerable towards what is happening on the court.

In case of speeches you should remain silent (or leave the area out of public sight) and show respect. Same goes while the national anthems are being played. Interrupt any activity you do and stand up to show your respect.



### **Workplace positive behaviour**

Volunteers are considered an integral part of the sporting event for the successful organization and smooth running of all the operations.

Please ensure the clothes you wear while volunteering are suitable for your job and are presentable (clean and tidy).

You can not use your cell phone when you are volunteering unless you use it for assigned activities or during an emergency. You must pay attention and fully dedicate your presence to the event's success. A simple second can make a huge difference in the on-going of events (emergency situations) or impact on the spectators.

Be mindful of the goals. Think about why you chose to be involved as a volunteer and what you want to achieve. Analyze which tasks are best tailored to your expertise and knowledge but still provide you with new growth opportunities.

Comply faithfully with your assumed responsibilities. Hold your commitments. Don't be late and leave the task undone – other people depend on you and the sporting event's eventual performance relies on you as well. For any particular problem you may face before, during or after your shift, announce as fast as possible the incident or your impossibility to arrive in time or at all.

Participate in appropriate training, information and venue familiarization training sessions regarding your volunteering position, which will help you to be informed, educated, and ready to perform your volunteering work in the best possible way with confidence. It will allow you to undertake your role safely and without risk to yourself or others.

## 8. *General behaviour during the events*

If you are not sure about some questions or something is not clear to you during your training, feel free to ask and make it clear before your shift starts. Training is made with that intention, that is to help volunteers and the organizing committee at the same time. Organisers may not always realize them skipping information that may be essential or important for you.

Be efficient, truthful, and value the privacy of others. Respect your other team members, the organization, and the event you are volunteering for. Listen to others, appreciate them and help them grow.

Value the athletes, organizing committee and the competition itself. Show that you can understand the laws and values of the event. Demonstrate the organizers' expected goals and objectives, and carry out tasks that contribute to the event's principles.

Volunteers are advised to follow the manual practices to prevent accidents and strains. Works according to existing protocols and regulations, adhere to defined procedures.

You are liable for ensuring your protection and that of the people around you. If you have an accident, it is necessary to immediately inform your team leader. It is essential to have a professional attitude during the whole volunteering engagement.

Suppose you are ill or cannot engage in an activity on your day. In that case, it is advised that you notify your coordinator or team leader as soon as possible (preferably a minimum of 24 hours beforehand). When you feel sick, take some time out to rest, rather than “get back on your feet”. Whatever the reason, communicate it!



## 8. *General behaviour during the events*

Inform the event manager of any relevant concerns you might have for the case. Proceed to volunteer only if you are confident of your mission. Discuss the matter with the coordinator. Share your hopes and possibilities. Discuss the dilemma you are having. Improve the coordination of volunteer events. Immediately alert organizers of the challenges that you face while volunteering.

### **YES Behaviour:**

- Smiling and practice a positive attitude;
- Be careful in communication with the others;
- Help whenever possible;
- Be empathetic and listen to others;
- Pay attention to the body language;
- Be punctual, timely, and polite according to the prescriptive uniform;
- Be efficient and willing to help;
- Respect the other workforce colleagues.

### **Avoid conflicts**

Your volunteering position may require a direct communication and warning visitors about some prohibited behaviour. It is essential to be done diplomatically with a calm, polite voice tone. Be aware that sometimes it can also create unnecessary tension.

In that case:

- Keep a cultural behaviour and your tone lower;
- When visitors are talking, listen to them, be patient, do not interrupt;
- If you or any other workforce member causes an unpleasant/unwanted situation, apologize and stay calm;
- Consider alternatives if some information that you have does not apply to the case, be creative;
- Thank them for their cooperation.

## 8. General behaviour during the events

### **Avoid any conflict with the visitors**

If there is any problem, seek help from your team leader, volunteer manager, security or police, if the situation requires it.

- If an incident is reported, inform your team leader, security or police as soon as you can. Confirm your location, type of incident, and number of people involved;
- Do not intervene or interfere. Wait for assistance. You are not responsible for security matters;
- Don't accept any responsibility for taking care of visitor's belongings.

### **Workplace negative behaviour**

Volunteers are the event's ambassadors and their behaviour is the organizers' face and of the event itself. It is essential to positively and with dignity represent the event's values and everyone involved.

Any other behaviour outside of the individual's role responsibilities that fall under illegal circumstances and against the organizer's rules, which can be found in this guide (general) and put at your disposal during the training (specific for each event), will be taken seriously and may lead to disciplinary action or removal from your volunteer role.

### **NO Behaviour:**

- Do not eat or smoke during your shift and work (there are breaks for those activities);
- Do not have private conversations when you are on duty;
- Do not drink alcohol before and during your shifts;
- Do not talk to the media or make any statements;
- Do not take photos of the athletes or look for autographs.

## 8. *General behaviour during the events*

The information you are getting provided to perform the required tasks shall be used in a responsible way and only for the volunteers fulfilling the tasks. Reproduction or copies are strictly forbidden.

Tips to avoid negative workplace behaviour:

- When you volunteer in the international environment, it's crucial to be aware of intercultural management. Any offensive, abusive comment or behaviour could be considered a personal attack, rude, sexist, racist, homophobic, or discriminatory. This behaviour will be disciplined sanctioned.
- When you volunteer in high profile (major) sports event, you will be surrounded by many world-class athletes, VIPs (heads of state, president of national/ international organization, other high-level members of government and organizations), ceremony performers, and celebrities, and seeing them can be exciting. Keep in mind the reason why you are there and the consequences of your inappropriate behaviour. Athletes (world-class) are to compete and approaching them can affect their preparation and poses as a security risk. In this case, making photographs and asking for autographs are not permitted while you are at the venue in your uniform. Guests' first impressions and memories of the sporting event depend on you.
- Avoid bringing your camera or any other technical or valuable item to the venue during your volunteering shift. Organizers of the sports event can't take any responsibilities if they are stolen or damaged.
- During your shifts, it's not recommended to bring any member of your family or friend. Volunteering work is like any other job type, and being professional, staying focused and dedicated to your position requirements are very important. Access to the assignment is only granted to the accredited workforce.
- It's not allowed to share information about the nature of your current or past role that could reveal any internal organizational detail.

## 8. General behaviour during the events

- It's not permitted engaging in any discussions (by commenting, sharing electronic content or expressing your emotion) that presents an attack on (or negative views of) any involved side in the event (athletes, employees, sponsors, business partners, other volunteers, spectators, etc.).
- If any media representative approaches you at the event, refer all media inquiries to professional staff unless directly authorized to discuss specific issues with them on the event organizer's behalf.
- Any betting and gambling activities are banned during your volunteering assignments and whenever you are wearing your uniform, representing the sporting event.

Sport is where each person involved, from athletes to spectators, is treated fairly, equitably, exempt from all types of discrimination and harassment.

Workforce and volunteers are considered equal, respectful and enjoy a workplace free of bullying, abuse, sexual harassment and victimization. This kind of conduct is not appropriate, if and under conditions, will it be tolerated besides. Spectators can't enjoy their spectator experience; athletes can't perform their best if they are mistreated, disrespected, or discriminated against.

### Disability awareness and support

When volunteers deal with, help or serve disabled people, the attitude is essential in establishing a relation with them. To build up a trusted relationship and friendship fundamental for a good service, volunteers must be warm hearted, honest, sincere, optimistic, and people with developed empathy.

As a volunteer, you should never assume anyone's ability or disability as sometimes disabilities or any health conditions are not visible.

## 8. *General behaviour during the events*

Disabled people, due to their life experience, are very independent and self-relied persons. Volunteers should assist in a non-discriminatory way with mutual respect. It is a very hurtful way of handling the disabled if volunteers practice protective behaviour or a superior attitude.

The volunteering work with athletes with disabilities requires specific skills, personal characteristics, and attitude.

### **How impaired people think?**

#### **Physical impairment**

Many physically impaired people are mentally fit. They don't show any variations in memorization, reactions and feelings. Some of them can demonstrate unusual personalities as a result of their physical or emotional impairment. Sometimes they can be lonely, unsocial and unwilling to engage in any relationship with other people.

In the communication with them, volunteers should be careful and self-confident, with a high dose of empathy, because physically impaired people can sometimes be very stubborn, sensitive, overprotective and very sensitive when called “paralyzed”.

Their dignity is very important to them and very often hurt. To not harm them with any unwilling behaviour and gain their trust, volunteers must behave and assist them with an extra effort.

The same basic rules are applicable when volunteers assist or serve physically, visually impaired or any other type, which are to keep a positive, friendly attitude and develop a relationship with trust.

## 8. General behaviour during the events

However, when serving impaired spectators, we have some basic rules which are recommended to be followed:

- Always ask for permission before you offer your help as a volunteer. After getting the consent, you can help (remember this).
- Let them do things independently on their own when they can do. Arranging everything for them when they don't have a need can hurt their dignity and independence.
- Try not to fuss or display disrespectful actions (unusual curiosity or look at their deformities). They will immediately sense any patronizing behaviour. Don't let yourself judge their impairment. Even with brain-damage impairment where people can't control their limbs, they can still feel or see. Have this on your mind at any moment during your volunteering work.
- Understanding, care and respecting while using communication skills and methods are essential elements of the volunteer's work and relationship with impaired people.
- Take care about the jokes you are using in front of them; due to their sensitive nature, remarks can be taken differently and cause unwanted situations. Could you treat them with full respect?

### Support-help to physically impaired people

A wheelchair means legs for those with a disabled limb or brain damage. Handle their wheelchair with care and do not harm it in any way or use it for your curiosity. When you stand to a person in a wheelchair, don't stay too close in front of them because in that way, you are blocking their view.

When you push a person in a wheelchair on flat ground (only when and if you are being asked by the person in cause!), hold the handle, secure the seat belt and move forward. When you go, keep your eyes on the road and care for rough places on the road. Try to make the drive as comfortable as possible and do your best for the wheelchair to go steady.

## 8. *General behaviour during the events*

When you go downhill with a wheelchair, stay behind it and be aware that it will require a lot of physical strength. When you go up or down, help from another volunteer(s) is required.

If you come to the stairs, lift the wheelchair together with another person if there isn't a special ramp for that where you can push it forward (with a lot of power).

Don't support a person with an artificial limb or walk with crutches, except help is requested from their side.

If you accompany a disabled athlete with one arm or none, support them when they walk on the stairs or enter the elevator. Except when you are told, that does not need any support-help. Ask for instructions of how to proceed and follow them carefully.

### **Visual impairment**

The optically impaired persons are often also introverted. They own deep, implied emotions and communicating them in subtle ways. Compared to other people, they have more alert hearing abilities.

They have more sensitive hands as touch is the way to feel and experience the outside. People with disabilities rely on their memories to find furniture and other subjects every day. You need to build a good relationship with them to create trust. Help them get to know their surroundings and serve them respectfully.

When you meet visual impairment people for the first time, it's essential not to use the word "blind". Introduce yourself to them, share more about yourself, your life, interests. That will help you build up a trustful relationship where the visually impaired person will feel safe with you as a volunteer. You are to orally explaining the route you are taking them on and warn them of road barriers.



## 8. *General behaviour during the events*

When you are approaching them or leaving them, it's essential to let them know. When you need to indicate a direction it's necessary to be as much specific and accurate as possible. For example, leave the dish on your right side. Don't use undefined words as: here, there, around, etc. From time to time it's essential to explain to them what is going on around them.

### **Support-help to visually impaired people**

The best way to guide a visually impaired person is to let them put one hand on your shoulder and walk slowly behind you. When entering a new area, help them get familiar with the surround and let them touch the subjects around them like their bed, chair, personal belongings. Same goes for the equipment in the competition hall that they will use to compete with, if you are assisting a visually impaired athlete.

If you have a need or emergency to leave the visually impaired person, ask one of your colleagues to come and switch with you. Make sure you notify the person about the situation and introduce the new volunteer to them.

### **Helping impaired athletes**

As a volunteer, you need to have relevant awareness and skills to help people with disabilities, and you will need to know how to support this visually impaired athlete.

Suppose you are a venue volunteer or plan to do so in the major sport events with disabled athletes. In that case, it's essential to know that these positions require and possessions of specific skills like repairing and physical abilities.

Volunteer's behaviour towards people with impaired hearing and the deaf-mute situations:

- Face them directly when you speak;
- Speak slowly with short and full sentences (phrases);



## 8. *General behaviour during the events*

- Speak at a moderate pace and pronounce the words slowly and correctly as many of them are reading from the lips;
- Talking distance to these people must be no more than 1m;
- If you need to write down what you are saying, write with capital letters.

Volunteer's behaviour towards people with mental disabilities:

- Clear, simple communication;
- Patient attitude with goodwill.

Volunteers are expected to:

- Provide empowering support for the people with disabilities;
- Understand better the needs of the disabled athletes and always to consult with them before offering any support;
- Discover and solve problems carefully and quickly;
- Serve with the open, warm heart on the base of their skills;
- Define the most useful way in helping disabled athletes, remain calm in the case of emergency and manage the emergency.

### **How to provide help?**

People with disabilities can have a defensive attitude and feel inferior. Volunteers need to assist, help only when they are asked, and respect the disabled person. Sometimes their best intention can be understood differently and cause harm without any purpose.

### **How to avoid offence?**

Sometimes some disabled people can be compassionate, and some ordinary words from the volunteers can cause emotional situations without any intention. Therefore, when volunteers communicate with disabled people, it's essential to accept, understand, be patient and try to stay calm without any emotions from their side that will raise the tension.

## 8. General behaviour during the events

### **Important:**

When you talk to a disabled person, you should always speak directly to the person instead of talking to any companion. In this case, it's very acceptable, expectable and normal to ask to disabled person if they need any help or adjustment during their stay at the venues.

The most important are good communication skills, honesty, a warm attitude and a direct approach to offer the best possible experience for the disabled people. These skills will depend on your overall volunteering experience.

## **Discrimination and Harassment resolution**

### **Discrimination**

Being treated differently because of a person's race, sex, sexual orientation, gender identity, religion or other attributes, is known as discrimination. They are less favourable because of their gender, sexuality, marital status, pregnancy, race, impairment and age.

In sport event management, it's the organizer's job to provide an equal opportunity and fair treatment to all involved parties: workforce, volunteers, athletes, spectators, fans, stakeholders, etc. Respect for diversity as age, sex, values, opinions or different ways of doing things is the main starting point.

The sport itself is a field open for everyone from everywhere, free of discrimination, harassment or unfair treatment. It's an environment with no victimization, working bullying or sexual harassment.

When you work at sport events, especially international significant ones, a joke which is usual in one part of the world, maybe offensive for your colleague or any other athlete from another part of the world.

## 8. *General behaviour during the events*

Therefore in this sense, terms that are considered offensive or discriminatory to any social category must also be excluded from the vocabulary. Jokes, pranks or harmful actions repeatedly aimed at somebody (workforce, athlete, volunteer, spectator, fan) are to be avoided.

If you witness any form of harassment or discrimination while performing your job, you should immediately contact your team leader, volunteer manager or workforce manager. If by any chance, you are taking part in any of these activities, disciplinary action will follow, often removing you from your volunteering role.

Discrimination can happen when an organizer or volunteer suppress access that is made accessible to all or making it more burdensome for some specific group of people, but is not general to others, without any legitimate right. This type of discrimination is usually a result of negative attitude, bias, and stereotypes driven in the society.

Discrimination can be:

**Direct** – when one person or organization treats or proposes to treat another person unfavourably because of some personal characteristic different from most people.

**Indirect** – when one person or organization imposes or proposes to impose not reasonable practice, requirement, a condition that will disadvantage the other person.

### **Harassment**

Harassment is any inappropriate, verbal or physical behaviour that intimidates, undermines or humiliates another person, and this is for sure not welcomed in the sport world. Harassment can be done with one single action and not necessary having to take place several times.

Sexual harassment is unwanted and/or unwelcome sexual behaviour that makes the other person humiliated, intimated or offended.

## 8. General behaviour during the events

Harassment can be:

- Attempting to probe into someone's details, medicine, housing needs or disabilities;
- When people with disabilities are poorly depicted and their mental health is depicted in cartoons, graffiti, pictures;
- Giving information about someone's mental health problems or addictions to people who do not have a necessary reason to know;
- Making inappropriate comments of someone's name or disabilities;
- Sharing offensive articles or any materials about people with mental health disabilities or addictions, on an organization's intranet or by another way of communication channels.

Volunteers represent the event, the organization they are volunteering for, the sport, the national federation (if they volunteer at a sport event) and their country (international sports event). Therefore the responsibility they are carrying about their behaviour is big. They should always care that all spectators, fans and athletes have equal opportunities and can enjoy similar benefits and equal access during their volunteering assignments.

### **Bullying at the volunteering place**

Bullying is an act of offence that induces the other person to feel embarrassed – victimized or terrorized. Bullying is strictly forbidden during your volunteering assignments/activities towards any involved person at the event.

### **Victimization**

Victimization is taking advantage of or exploiting others because they have either complained about something or assisted others in doing so.

The same applies here for bullying; both are strictly forbidden, and supporting them with any actions of yours can lead to abusive, discriminatory, intimidating or offensive statements, which are prohibited during your volunteering work.

### Drugs and alcohol consumption

The volunteering work tolerates no alcohol and drug consumption.

Using, possessing or being under the influence of illicit drugs or chemicals, while at your duty and wearing your uniform, are strictly forbidden. It is a criminal offence and can be reported to the law authorities.

**Zero alcohol limit** means that volunteers performing duties cannot consume any alcohol before or during their job. Safety is the number one priority for everyone involved in an event, including the volunteers. At any moment of your acting as a volunteer, you must be aware that you are undertaking your activities in the name of the LOC or the organization.

**Smoking** is forbidden too during your duties. The health of the athletes is a priority to everyone. Smoking is prohibited inside any buildings, venues, in all kinds of facilities or vehicles. There are special designated areas where you can smoke and that can happen only during breaks.

Suppose you are taking any prescribed medical tablet/substance that could cause side effects during your shift. In that case, you should inform your team leader or volunteer manager before your shift start or even earlier if possible.

## 9. Health & Safety

### Keeping yourself healthy and safe

Clear regulations, the correct on-time information and proper volunteer training for emergencies are very important for all the participants' safety, comfort and health in the event, everyone in attendance and anyone involved in any way in the event.

Volunteers are the “ears and eyes of the venue” and whatever incident happens, they need to notice it right away.

Suppose you are a volunteer in the venue. In that case, your first and primary responsibility is to take care of your safety and the safety of the spectators/ participants and be aware of all kinds of incidents and situations that can happen at the venue.

If you notice any incident that just happened, you should not leave the area until the problem is solved. Report the incident or event to your team leader.

The most important and valuable lesson we need to always remember is that as long as we are safe, we can actually help and solve the situation. That means, we need to keep ourselves safe first before attending others. If you feel insecure about your involvement, better step aside and don't play the hero with situations that are over your head. No one needs an extra person (you) to take care of in case of severe and urgent situations!

On the other hand, in order to keep yourself safe, make sure you bring with you to the shift the absolute necessary items in order to perform your tasks. Leaving aside that you may or may not have a designated space (volunteering centre) where to leave your personal belongings, no one can actually guarantee for those as there will no one specifically guard the lockers. You are the only responsible person for your belongings!

Let's see next how to handle specific situations:

### Summer extreme heats

As you may have to leave your area where you are accustomed with the summer climates, the place you go to may not be that soft on temperatures and heat adjustments, so you should get ready for that.

- Check regularly the meteorological conditions, listen to the experts' advices and act accordingly;
- Travel whenever possible to/from the venue in the morning or evening, using covered areas or with shadows, taking regular breaks, if needed;
- Avoid the crowds and open space areas full of cement and lacking vegetation;
- Avoid getting directly exposed to sun – wear sun cream or even better use long sleeve clothes to cover your full body;
- Make sure you have a hat/cap protecting your head and sun glasses to protect your eyes;
- Avoid intense physical efforts from noon to evening;
- Wear light, thin clothes, made as much as possible from cotton, light coloured;
- Consume water and natural juices at rather regular temperatures (not very cold) or warm infusions, of a minimum of 2L;
- Avoid as much as possible consuming products based on caffeine (coffee, tea), sugar (sodas, sweets), high levels of fats or extreme salty foods.

In the situation of a prolonged sun exposure, you are likely to get burns or cramps, getting to exhaustion or having a stroke in extreme situations.

In case of burns – skin getting red, pain, potential blisters, fever and headaches – you should:

- Take a shower using soap to clean your pores;
- Use clean, dry clothing;
- Consult with the medical service.

## 9. Health & Safety

In case of cramps – painful spasms, usually in the leg and abdominal muscles, heavy sweat – you should:

- Go to a cool area;
- Massage gently the affected muscles to reduce the spasms;
- Drink about 100 ml of cold water at every 15 minutes (no caffeine or alcohol);
- Consult with the medical service if the situation persists.

In case of exhaustion – heavy sweat with the skin potentially remaining cold, pale or reddish, weak pulse, potential rising temperatures, potential fainting, dizziness, vomiting, tiredness or headaches moods – you should:

- Lie down in a cool area;
- Remove the clothes and wear wet, cool clothes;
- Drink water with small sips (100ml of cold water every 15 minutes);
- In case of vomit, contact directly the medical services.

In case of stroke – very high temperature, hot, reddish and dry skin, fast and weak pulse, fast breathing, potential lack of consciousness – you should:

- Take the victim to a cool area;
- Remove their clothes and place them in cold water or get the body wet with cold cloths;
- Check the respiration process;
- Contact the medical services immediately.

### **Winter extreme cold**

You may be participating at events in the winter time where the temperatures and climate may go beyond the regular measures of safety.

- Check regularly the meteorological conditions, listen to the experts' advices and act accordingly;
- Avoid being outside for a long time at negative temperatures; make sure you enter a warm place at regular intervals;



- Wear clothes in layers so you can easily take them off when you get inside a warm place and put them back on when you go out;
- Avoid sweating and going out wet; in case your job requires specific demanding physical activity, hence sweating, take with you changing clothes and change regularly;
- Move around to maintain your body warm, but avoid the exhausting or sweating;
- Wear proper jacket, pants (impermeable if possible for snow activities), proper boots (not sneakers or training shoes), hat, gloves, scarf;
- Drink hot liquids regularly and make sure you eat proper meals, at regular intervals; avoid caffeine for the outside working periods.

The first signs of freezing are the loss of touch feelings and getting the extremities white (fingers, toes, ears, nose); go immediately to a warm area and to a medical service to prevent frostbites.

Long exposure to extreme cold temperatures can lead to hypothermia; its symptoms are uncontrollable shivers, memory loss, unclear expression, disorientation, incoherence, sleepiness or apparent exhaustion; get inside immediately, remove the wet clothes and warm firstly the central part of the body; drink warm non-alcoholic liquids and request for medical support.

### Emergency response

**First and most important:** Do not try to deal with any emergency on your own if that can be a threat to your safety.

Never put yourself in a dangerous position. Your safety is primary.

## 9. Health & Safety

Each time you become aware of new and distinct kinds of emergency, follow these steps:

1. Identify the nature of the problem and the dangers of the situation.
2. Identify the people who might be affected.
3. Contact your team leader, supervisor and offer all the information needed for them to assess the situation.
4. Try to isolate and be sure that the public and everyone involved are on the safe side.

Your behaviour must be following the steps:

- Stay calm and wait for further details and instructions;
- Be ready to act quickly when you are given orders;
- When you have a radio, make sure you're delivering the correct information and receiving orders from your team leader, supervisor, volunteer manager, or workforce person involved in the process.

### Emergency procedures

During your volunteering shift in an enclosed venue, an emergency can happen, and an alarm sound will state the crisis.

Don't assume you know the emergency phone number and ask/inform yourself about it if you are in another country than yours. Make sure you will remember it.

- In case you get a clear direction from a security officer or any other workforce person you need to assist in the evacuation process, it is most important to stay calm and concentrate on your task. That means you need to move quickly and help the spectators to leave the venue through the nearest exits.
- Don't collect personal belongings.
- Define accessible passing route and assist first people with disabilities and elder adults by following the shortest routes.

- The next step is to go to the collective evacuation point and not go back to the venue until the security officer or workforce person said differently.
- Stay at the evacuation point, remain calm and try to comfort the spectators around you.

As a volunteer at your training meetings, you will be trained on how to react in this situation with a clear emergency plan response and evacuation plan. The evacuation point will be marked on the venue map that you will get at the training or your first volunteering day.

### Medical emergency

Many emergencies, like different kinds of accidents such as losing consciousness, severe respiratory problems, fainting, haemorrhage, fever, allergic reaction or burns, can occur in the venue. In this case:

- Ask for support from the team leader or any other workforce staff through the radio and ask for help from the medical or first-aid unit;
- Assure the area; make sure both you and the person in case are in a safe position;
- Try to clear the area or make it as private as possible to comfort the person in need;
- Take care of where the injured person is placed to be free with other spectators, give space for fresh air, and take care that the injured person will not feel embarrassed or ashamed;
- Keep calm and keep the person in cause calm; stay with them, talk to them, try to obtain key information relevant for their medical status;
- Accompany the injured person until the medical help arrives and give emergency first aid, but do not move the injured person;
- When the medical team arrived, leave the injured person to them, stay by the side and be ready if they need your help.

It is highly recommended to not interfere in extreme cases if the situation does not aggravate, and wait for the arrival of specialised units. The units are present in the venue and can reach you in less than 5 minutes.

A general recommendation that may be useful in any place, not just in sport events, is in fact going to a first-aid/emergency course and get certified. Like this you would be better prepared to face all kind of medical situations, it will improve your reaction time and skills and you'll know better how to proceed in each case.

### Fire

- If you discover the starting point of the fire, announce it immediately to the team leader or fire-fighters;
- If the fire is small and there is a extinguisher nearby, use it – make sure you are using the proper extinguisher for the type of fire (depending on its cause, read the labels);
- Do not alarm the public, remain calm and try to avoid creating panic;
- If a fire-protected door surrounds you, stay behind them, and make sure they are close;
- Identify the evacuation ways by following the emergency signs and direct the crowds towards them; it is very important that, besides the signs posted in visible places, you to know the area very well for a good guidance;
- Do not use elevators or escalators (mechanically activated items) as the cables and functioning system might be severely affected by heat or be burnt down; the elevators can easily get the “oven” effect and you definitely do not want to be caught in that;
- Direct everybody to the stairs to get to the ground level;
- In case you need to use doors to access other zones, check the temperature of the door first (as approaching to it or by touching) – if it is hot, do not open it; it's very likely the fire to have reached behind it already; if it's cold, open it slowly and observe if the fire or smoke blocks the evacuation ways; if the evacuation ways are blocked, search for another alternative;

- For the case when you cannot evacuate (blocked exits), go to the nearest safe window or area that communicates with the outside; try to block the access of the smoke in the area with wet clothes or textiles and placed at the door. Make sure others know about your whereabouts (inform the call operator or get in contact with a person from outside the building that can see you);
- If you must pass through a smoke area, take care of yourself and for the people around you to keep their head as much close as possible to the ground (smoke raises and fills in the space from up to down), to breathe if possible, through a wet piece of cloth and to use the walls around them as indicators for the way out;
- In case you or a person around you gets their clothes on fire, do not run; get on the ground and roll from sides to sides to damp down the flames;
- Under no circumstance stop or try to go against the flow while being caught in a crowd; you have very high chances of being knocked down and stumped on; get aside if you feel like you need to stop or support someone from behind you but do not play the hero beyond your capacity!
- Do not attempt to collect your personal belongings. If you are being surprised by a fire that is beyond the possibility of being controlled better escape first then announce the incident to the emergency operators.

The most usual causes of fires are smoking in other than specific locations or defective electronic systems or usages. Mind your actions to keep everyone safe around you.

### Floods

In general the areas where big events happen are well protected for this and have a good draining system to avoid massive floods. However, the floods can actually happen also inside due to malfunctioning or breakage in the water system.

- Announce immediately about the flood; if you can stop it (by closing the tap, the supplying system) do it immediately;
- If you are in the impossibility of stopping the water, try to “isolate” it – try to contain the leakage in a big garbage bin or container that can be easily replaced/emptied, but which has a rather big capacity;
- Avoid as much as possible the spread of the water in other areas;
- Take away all the electronic equipments and unplug any source of electricity possible – be careful how you handle the electric supplies with wet hands;
- Assess if there is any injured person and proceed with getting in contact with the medical support.

### Earthquakes

Earthquakes happen as well unpredictable and there is not much to do against them, but take cover and assure the damages get to minimum.

- Remain calm and spread a calm attitude to the people around you until the shaking stops;
- Do not try to go outside or go on a balcony;
- Take cover under a solid place and hold on to it tight (under a solid table, a desk, in a door case, etc); if there is no such space, squat and remain down next to a inner wall;
- Protect your head and face;
- Step away from easy breakable objects such as windows, doors or mirrors, or objects that may easily fall (not fixed on walls) such as shelves, lockers, lamps;
- Don't use the elevator, as well as it is safe to avoid using the stairs (their structure might get affected);
- If you are outside, stay away from windows, doors, generally buildings, bridges, electric pillars or cables – be in as much as open air as possible so no object could fall on you;
- In case of fallen cables avoid the area, especially if there is a water leakage nearby;

- Once the shaking stopped, assess the situation around you – evacuation possibility, injuries;
- In the situation in which you get trapped inside a room or under fallen stuff, make sure you make some noise at regular intervals (do not scream, hit with a hard object around you in the most compact area where you are trapped); this will help the rescuer locate you and take you out; keep calm and save your energy as you may not know for how long you could be trapped.

### Storms

Thunderstorms are quite frequent and happen often during the summer times. It is important to keep yourself safe even in this context.

How to know a strong thunderstorm is about to approach? By following the 30-30 rule: if after having seen a lightning you cannot count by 30 before hearing the thunder, enter a building or remain inside; by the last thunder you hear, remain indoors for at least other 30 minutes.

- Avoid having outdoor activities – stop and enter a building; avoid the bathrooms as the plumbing may conduct electricity;
- If you are in a wide open space with no building nearby, avoid the tall objects in plain open spaces (singular trees, iron pillars);
- Stay away from wilted trees or branches which may fall on you;
- Try to keep yourself as dry as possible;
- If you are close to a forest, look for an area with less taller trees; if you have a lower area nearby (a valley), it is a good cover to go to;
- If you are on a lake or sea, get to the shore as fast as possible and find shelter (water conducts electricity);
- If there is no place you can cover and you feel your hair as electrified (sign of a potential lightning), squat down closer to the ground, cover your ears and backhead and connect your heels; do not lie down – you need to reduce the contact with the ground as much as possible;



## 9. Health & Safety

- While inside, keep away from open windows and doors; might better even close them;
- In case of thunderstorms, make sure to disconnect any electric equipment or stop the electric power.

### Electrical hazards

- The first rule with electricity is to never improvise. In this case, you may call an authorized technician if repairs are required;
- Do not try to extinguish electrical fires with water!!! There are special extinguishers (specific powders) for this;
- Do not touch any electrical system if you don't have special training for that or have not been authorized to do that;
- Do not touch any electrical components with wet hands;
- In case you discover any anomalies like damaged cables, sockets, overheated multi-plug adaptors, broken plugs, etc., contact your supervisor or responsible workforce person.

### Chemical hazards

In a case you discover a chemical leak:

- Contact your supervisor;
- Suppose any part of your skin is exposed to a hazardous chemical. In that case, you must visit a professional who will do the de-contamination, which is usually done with water or a neutralizer;
- If you can and is necessary, try to contain the leak, without endangering yourself.

Always follow the directions of your coordinators or order forces and everything will be alright and you safe.

# 10. *Communication and hierarchies*

## Communication with the third parties

We've seen already some of the points of how to communicate with the people we interact, yet it is important for us to mention the type of information you may be free to share to the rest or how to interact with the encountered third parties.

Let's recap that:

### Posting on social media

- Avoid at any cost publishing a photo of your full accreditation, especially the security area (QR/barcode) as it can be easily copied and forged.
- Don't abuse your opportunity to be in contact with athletes to take photos with them.
- You are not allowed to enter with a professional photo/video camera unless you have the clearance for it on your accreditation (part of the media team, in some particular cases).
- You shouldn't post photos while at work from the restricted areas for public nor do lives, photo/video shooting sessions while on the shift (and not on break).
- All the photos you post while wearing the uniform should not stain the image of the event nor reveal information that could be considered confidential.
- Don't share incidents, accidents or happenings from "behind closed doors", especially involving the athletes – you have the duty to protect their privacy and keep the data you enter in contact with in perfect confidentiality.
- It is highly recommended that when you take a photo with other people, you ask for their permission to do so. Not everyone wants to be a star on your pages.

- Do post photos, videos and articles that promote the event, explain the work you do (without giving the too specific details or data) and help promote and increase the visibility of the event in your online community.
- In case you have doubts concerning the type of contents you should make public, ask your team leader about it or the media department of the event.

### **Communication and interaction with public forces**

- The security stewards are your “friends” in the venue and can be very helpful to you in many types of situations and vice versa. You don’t need to deal until the end with a rude spectator that does not comply with the rules of the venue and here is where the security can interfere in solving the problem.
- In case of emergency situations, be that they would involve police, fire-fighters, gendarmerie or medical support, make sure you first of all keep calm and reduce the panic among the involved persons, and announce the in-charge force.
- Make sure you describe the relevant and as accurate details as possible so they to be able to asses the situation before arriving in your spot. Offer the concrete location of your whereabouts and details in case you are in a more restrictive, retreat area.
- Listen to the operator and provide the requested detail in a calm manner. Not only that this would positively affect the response time and help offered, but it would also keep the calmness of the persons involved in the incident. You need them calm as they may need to provide you with crucial information that you should pass it to the operator.
- Be open and eager to help with whatever you can, yet let the professionals do their work and get engaged after their arrival only if your help is required. Make sure you provide again the details to the on-scene responders and update them about the situations, if changes happened meanwhile.

### **VIPs and sponsors interaction**

This is a special category of guests that are extremely valuable for the image of the event. If you are to interact with them, make sure you don't disturb with personal opinions (you shouldn't actually express them unless specifically asked), interference in their discussions or obstruct their interactions with your physical presence (whenever is possible).

If you are to address to them, you don't have to treat them any differently than the spectators or other persons you get in contact with. That means you will equally treat them with respect, being polite and kind and trying to assist them with whatever need they may have.

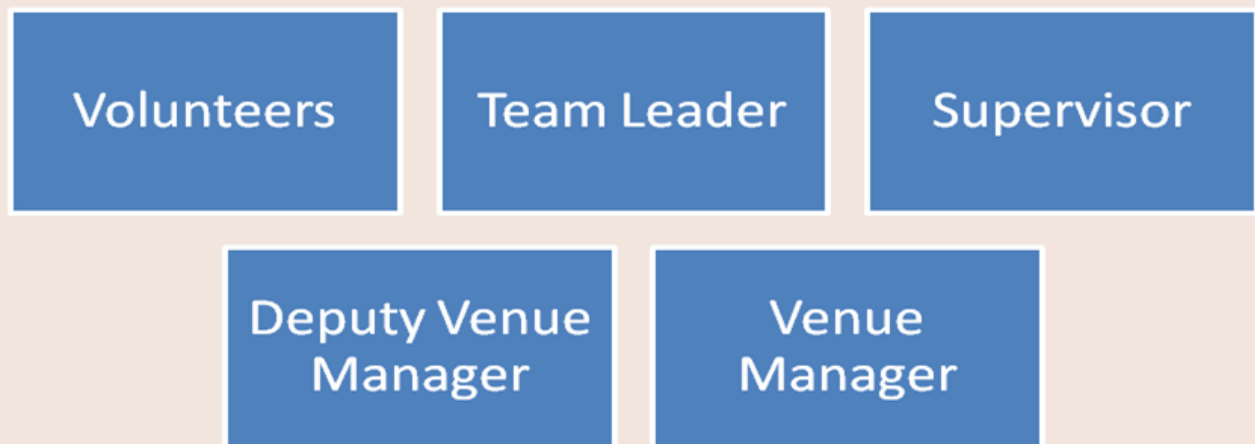
Appoint or call for another person that could handle their request in case you are not qualified or you are not in the position to do so. No need to go the extra mile for them because of their status, but do make sure they are attended properly when the case.

### **Communication in problem-solving line**

The hierarchy in solving problems, your concerns or dilemmas follows the simple step of going to the first person above you or the first relevant person for your situation:

- contact first your team leader (direct coordinator of your activity);
- contact the supervisor (team leader manager, that is in charge with managing all the team leaders);
- contact the deputy venue manager (person in charge with the sub-division managers);
- contact the venue manager (person in charge with the whole venue).

## 10. Communication and hierarchies



Make sure you have all the contact of the responsables you are under the direct coordination or your job is linked to theirs. For example, if you are a team attaché, you should have the contacts of managers for accommodation, transportation, catering, training hall and competition area.

## II. Schedules, roles and responsibilities

### Volunteer's shift and the schedule-roster

You will get your volunteering shifts, called roster, according to the available dates you wrote in your application and the need for a volunteering position from your services.

The shift schedule is delivered to you before the sporting event so you can be ready and well prepared for the day when your volunteering journey will start.

It is essential to have on your mind the required time you need for travelling from your accommodation to the venue where the sporting event is taking place.

If possible, arrive 5-10 min earlier from the time stated in your roster as the beginning of your shift, but never be late. To ensure the smooth running of the sporting event, you must arrive on time for your change each day.

If you are a volunteer at a significant (mega) event, consider the time needed to pass through the security checks and arrive at your volunteering position on time.

If you can't come that day, or for whatever reason you are significant late for your roster shift, contact your team leader or volunteer manager and inform them about the situation.

Your volunteering position mustn't stay empty and fulfilled with another volunteer who can help (there are back-up volunteers that could fill in your position until your arrival, if announced in due time).

## II. *Schedules, roles and responsibilities*

Suppose whatever reason happens, there is a change in your roster shifts that you already accepted before the event starts. In that case, it is essential to inform your volunteer manager as fast as possible. Take into consideration that being a volunteer is vital as any other paid position.

Your position has its responsibilities and obligations, and it is a privilege to be a part of a sporting event. It is essential to take into consideration this and to act according to the volunteer code of conduct. Flexibility and cooperation are always well recognized and appreciated by the volunteer managers.

When your shift is over, you should ensure that you debrief with your team leader and leave the venue. Don't forget that after your shift, you are still representing the sporting event and everyone involved until the moment you stop wearing the volunteer uniform.

Have a good rest and be ready for the next day and the new volunteering challenge.

### **Departments and working positions**

Volunteering positions at the FOH (front of house) are those interacting directly with the spectators or media (external persons), while the BOH (back of house) positions are those that do not operate in direct contact with external persons, and in some cases they may not even be “visible” to the public.

Let's see some of the most important FOH positions:

#### **1. Volunteers assisting with the security**

When the spectators arrive at the venue, they will pass a security screening process similar to the airports.



Volunteers' job at this place is to:

- Welcome the spectators;
- Make sure that spectators are ready for the security screening process;
- At the entrance queues volunteers will check if the spectators have the right tickets and hold the correct ones;
- If volunteers are approached by an accredited person or a disabled spectator, they will indicate the path to designated gates or queues;
- Volunteers visually check if spectators are holding any prohibited items and kindly remind them that they are forbidden at the venue.

A friendly, welcoming, warm tone with a smile from the volunteers is highly expected in the communication with all spectators and accredited persons, free of any discrimination.

### **2. Spectator Marshal**

If your volunteering position is spectator marshal, you will be located in the centre position next to the venue. Your primary responsibilities will be to provide directions and information to the spectators.

As a spectator marshal, you will be responsible for watching over the designated area and report any issue. Announcing all sorts of information the spectators will be your job, and you will do it using a megaphone with a clear tone and clear message.

### **3. Usher**

After the spectators enter the venue, many of them will be in the venue for the first time and will need to find their seats. Usher is the volunteer who will assist the spectators, guide them to their seating places, and helping with any issue regarding the tickets and seats like: duplicated tickets, broken seats, obstructed views, etc.

## II. Schedules, roles and responsibilities

When spectators enter the venue and sit at their places, usher volunteers will take care of restricted/prohibited actions in the seating area too.

That means if they see a spectator standing during the games and blocking the views to other spectators, the usher will politely remind the guest to comply with the venue regulations and take a seat. If the action is repeating, the usher will need to inform the guests that they will be asked to leave the venue.

When you have to deal with a problematic guest or performing repeatedly prohibited action from the same guest after your notice, explain the situation to your team leader and ask to be supported/helped.

As an usher, the volunteer must learn the venue (seats, row, blocks, entries, exits, facilities), competition schedule, and all the information connecting to it. Whatever you do, taking care of your safety during your shift and the spectators' safety (guests) is the number one priority.

### 4. Access Monitor

Access monitor is a volunteering position where the volunteer is standing in front of the access control point and will check the accreditation card, which gives access privilege to the particular venue or area. Accreditation card holders are the athletes, press, workforce, sponsors, dignitaries, etc.

Access monitor volunteer will ask with a calm, polite voice to check the accreditation photo without touching the accreditation and see if it's matching with the person. If the accreditation owner is wearing sunglasses, hat or mask, they should be asked in the same polite manner to remove them to be checked appropriately. Then you will check the zone if it's the correct one.

Suppose the accredited person has a problem with the accreditation, which the volunteer can't solve, your job is to guide the person to the venue accreditation centre, where any problem with the accreditation will be solved.

Take care of your safety and never try to stop an accreditation holder from any unwanted movement after your warnings. Try to remember any mark on the person (colour of the hair, high, body type, any specific visible mark) and report as fast as possible to your team leader.

### 5. Information Point/Service

The information service, or the information point, is where the spectators-guests can get information regarding the games.

Volunteers of this service provide various services connected to the games, venues, general information or lost and found services.

- **Games Information:** these are information regarding the transport from and to the venue and pieces of data for the event itself.
- **Venue Information:** directions in the venue, facilities inside, games results, etc.
- **General Information:** here are included all kinds of information regarding other events (culture, arts), touristic attractions, and the main event. This is usually a type of organization at the more significant sport events.
- **Lost and Found Department:** volunteers are responsible for managing, recording, and transferring lost and found items and collecting reports on lost things done after an item is lost, registering the discovered items in the system, etc.

## II. *Schedules, roles and responsibilities*

The information point/service is usually providing materials for different services like laptop with internet connection; lost and found tag; guidebooks for spectators; public relations materials, etc.

### **6. Helping Spectators with reduced mobility**

At the venues, we can meet spectators with different needs, such as reduced mobility, wheelchair users, senior adults, pregnant women, etc. who could need assistance.

Volunteers working at the venues are responsible for assisting these spectators in having a positive and enjoyable game experience. Spectators with reduced mobility receive service immediately.

Volunteers must first offer their support and if needed to be provided, the volunteer will ask on how to proceed to offer the support. The person in cause knows the best what kind of help they might need. It is important as well to listen to their instructions carefully, to see the venue and all the accessible routes and facilities like toilets.

As a volunteer at the venue, you should be prepared and well informed on much different possible behaviour from spectators and situations which will require a calm and fast reaction from your side.

One of them is when you handle a lost person. These are usually senior adults with dementia and young children. In both cases, we have spectators with low or no decision-making capability. In the crowdedness of the venue it can quickly happen that they are separate from their guardians and lost.

If you come across a guardian searching for a child or an elderly person, it is crucial to stay with them and try to comfort him/her and make him/her calm. Call the police force and don't leave the place with the guardian. Wait for the police to come and inform your team leader in the meantime.

If the child or the elderly person is found before the police arrive, in the meantime, take all the personal information and give it to the police when come.

If you come across an elderly person or a child who is lost, stay with them at the place and immediately report and hand in the lost person (elderly person or a child) to the police officers upon officers' arrival.

### **7. Working with the media**

Media are the crucially important contribution to every kind of sports event. As a volunteer working with media, it is vital to be aware that journalists or photographers are working the entire week, all seven days of the week, under tight deadlines and enormous pressure. Offering them support and understanding it's crucial.

As a volunteer, you should never take any side and give your quote or an opinion if a media person asks you. Stay respectful and politely refer the media person to your supervisor.

When you work at the venue, be aware of the television cameras broadcasting the games live. Stay by the side and stay professional. If you work with confidential materials, take care not to leave them in the easily accessible area for the media and public.

At the venue, you will find facilities such as the fan zones, interview rooms, mixed zone, press and media lounges, the media room, athletes' locker room, doping control room, ceremony area, etc.

### **8. Accreditation**

The main activity of the accreditation workforce and volunteering team is issuing and managing the accreditation card. Most of the accreditation work is carried out before the sporting event even starts.

## II. Schedules, roles and responsibilities

When a person in need of the accreditation card approach, first you check the person's identity proven with ID card or passport and create a personal accreditation card on the spot.

It is required that all the volunteers will have to use a computer, printer or laminator to produce cards for the sporting event, so for this operation and how to handle them you will get trained.

You can't make any errors on the accreditation card as it contains sensitive information like birth date, name, position, registration number, country.

This department is resolving issues with damage, stolen or lost accreditation, re-printing a new one during the events.

Keep in mind that this is a volunteer role that will often require early shifts and later working hours as none can enter the venue of the sporting event without the accreditation, neither the hotels (they might need accreditation before the events start). Therefore early shift is very much possible.

You will get in touch with people from many parts of the world with different cultural backgrounds. A friendly attitude and a nice warm smile are critical.

### Key tasks and personal requirements

Let's get into a structured department and potential roles under each, and the tasks and personal requirements for these positions.

**Accreditation** – assisting the workforce, volunteers, VIPs, athletes, coaches, team representatives, etc obtain their access to the event.

Key Tasks:

- Welcome people needing an accreditation;
- Printing of accreditation cards;

- Distribution of accreditation;
- Provide general administrative support;
- Assisting with the stadium's accreditation zoning implementation.

### Personal Requirements:

- Mature personality;
- Good knowledge of English required (or main language of the event);
- Comfortable working with computers and databases;
- Able to remain calm under pressure;
- Attention to details;
- Able to work long hours and keep the focus;
- Pro-active and energetic person.

**Uniform Centre** – involving in the three-step uniform collection process.

### Key Tasks:

- Unpacking the workforce and volunteering event uniform and preparing them by size, type, and department;
- “Check in” with scanning the accreditation barcode with a barcode reader and welcome the volunteers and workforce in the uniform centre; on the base of the size chart, you will give the volunteers and workforce the items that match their size;
- “Checking out” with you checking item by item as a part of the workforce-volunteering uniform, scan the barcodes one by one; conduct a final check to ensure that he/she has received the correct quantity and size of uniform items, and then check him/her out.

### Personal Requirements:

- Responsible personality;
- Pay attention to details;
- Having a systematic working approach;



## II. Schedules, roles and responsibilities

- Work with computer;
- Love working with people;
- Stay calm under pressure and able to keep the positive attitude.

**Accommodation** – support the delegations in their accommodation sites (hotels, village).

Key tasks:

- Welcoming the delegations and guests to the official hotels;
- Support them during their stay;
- Offer information regarding transportation schedule, venues locations.

Personal Requirements:

- Excellent communication skills;
- Responsible;
- Resourceful;
- Problem-solving oriented;
- Friendly positive attitude;
- Enjoying working with people;
- Knowledge of English language/official language of the event (any other language is plus);
- Good knowledge of the city is a plus;

**Team attaché** – volunteer accompanying a delegation throughout the entire time of the competition (before arriving to the training/venue, during the event, getting back to their accommodation).

Key tasks:

- Welcoming the delegations;
- Accompany the assigned delegation to training and matches;
- Support with the accreditation and/or accommodation process;

- Provide information regarding the transportation, venue locations or any other type of support needed
- Contact between the team and the organisers.

### Personal Requirements:

- Excellent communication skills;
- Responsible;
- Resourceful;
- Problem-solving oriented;
- Friendly positive attitude;
- Enjoying working with people;
- Knowledge of English language/official language of the event (any other language is plus);
- Good knowledge of the city is a plus.

**Joker** – substitution back-up for any type of position.

### Key tasks:

- Replacing any kind of position at any time when something unexpected happens.

### Personal Requirements:

- Excellent communication skills;
- Versatile, resilient and eager for unplanned action;
- Not afraid of challenges;
- Responsible;
- Resourceful;
- Problem-solving oriented;
- Friendly positive attitude;
- Enjoying working with people;
- Good logistic skills;
- Knowledge of English language/official language of the event (any other language is plus).

## II. Schedules, roles and responsibilities

**Side events/Fan Zone** – different events and activities for public or by passers.

Key tasks:

- Support organising cultural, educational, artistic or amateur sport activities;
- Attract people to the venues;
- Promote the matches to the by passers;
- Propose and implement activities that attract and engage people;
- Support for seminars, meetings, conferences or others as such.

Personal Requirements:

- Excellent communication skills;
- Versatile, resilient and eager for unplanned action;
- Responsible, resourceful;
- Friendly positive attitude;
- Enjoying working with people of various age categories;
- Knowledge of English language/official language of the event (any other language is plus).

**Guidance around the venue** – provide information and directions.

Key tasks:

- Welcoming the spectators;
- Providing directions to spectators and other participants at venues and other facilities;
- Checking and scanning tickets using the specified scanner;
- Assist spectators in moving smoothly and directing them to their seats and viewing areas;
- Respond to a variety of inquiries, including the location of the official store, the start time of the next event, the location of the venue's restrooms, etc;
- After the competition has ended, supporting smooth exit.

### Personal Requirements:

- Excellent communication skills;
- Friendly positive attitude;
- Enjoying working with people;
- Knowledge of English language/official language of the event (any other language is plus);
- Can-do and problem-solving attitude;
- Ready to work in different weather conditions (hot sunny weather, cold snowing, raining day).

### Airport Team – arrival&departure of delegations, volunteers, etc.

This is the first and last gate to and way out from the country, and your friendly, smiling attitude will have the overall total impression of the all involved people in the sporting event.

### Key Tasks:

- Representing the sports event in a friendly and professional manner at the airport;
- Greeting the sports event staff, sponsor, and guests at the airport;
- Contact person for all guests regarding events, helpful information, schedules, transportation system;
- Assist individuals and groups through airport procedures to the transportation;
- Carry out any other duties that may be reasonably required.

### Personal Requirements:

- Smart appearance;
- Excellent communication skills;
- Welcome the delegations at the info point;
- Welcome the delegations in person;
- Friendly positive attitude with good cultural manners;
- Enjoying in work with people;

## II. Schedules, roles and responsibilities

- Knowledge of English language/ official language of the event (any other language is plus);
- Can-do and problem-solving attitude;
- Fast thinking;
- Readiness to work late night and early morning shifts.

**Ticketing / VIP operations** – check the tickets, seats at the venue. Support the VIPs in whatever they may need, from the moment they arrive at the venue until they depart.

Key tasks:

- Support the ticketing office with last-minute ticketing requests and the process of collection;
- Packaging tickets, organization of the office and other logistics tasks;
- Check seats in the tribunes;
- Assist with the Electronic Access Control testing procedures.

Personal Requirements:

- Mature, responsible, and reliable person;
- Motivated and pro-active hands-on team-player;
- Exceptionally reliable and flexible personality with a professional attitude and common sense;
- Remain calm and friendly under pressure;
- Good organizational skills.

**Logistic** – support to the warehouse- logistic team in all their tasks.

Key tasks:

- Inspecting the goods when they arrive;
- Counting and distribute the sports event equipment to various target groups within and outside the venue;
- Unloading and loading delivery vehicles;
- Support the uniform packing operations within the logistic warehouse;

- Responding to requests and extra needs.

### Personal requirements:

- Strong physical condition;
- Team player with the possibility to build strong working relationships;
- Able to work under pressure and remain calm in potentially stressful situations;
- Ideally, previous logistics experience.

**Transport drivers** – supporting the management of the sport event through the smooth transport of all event stakeholders (athletes, coaches, team officials, etc.) in the designated vehicles, usually with the logo of the sports event between competition venue, training venue, hotels, etc.

The transportation department is also in charge with the logistic aspects of the shuttle services such as scheduling, locations, stops, etc. of the delegations, VIPs, public, etc.

### Key tasks:

- Driving the designated vehicles on routes that are already defined;
- Transporting stakeholders in a safe way;
- Supporting the access management;
- Vehicle coordination;
- Shuttle service operation.

### Personal requirements:

- Valid driving license without a criminal record;
- Punctual and discreet;
- Well organized;
- More driving experience;
- Knowing the place (city) where the event taking place;
- Positive and problem-solving attitude;
- The English language is required.

## II. Schedules, roles and responsibilities

**Media operations, TV and Broadcast** – support for the media department performing their job; in some occasions may involve also providing media materials (articles, interviews) for the media pages of the event.

There can be as well a marketing department that can support the brand creation or awareness, promotional activities, fan zones, etc. for public awareness.

Key tasks:

- Providing best possible conditions to the domestic and international media for professional media coverage;
- Coordination of the mixed zones and photo areas;
- Give support to the management of journalists, photographers, reporters, and cameraman;
- Media Centre monitoring;
- Providing the best spots to the media people at the competition venue;
- Support in creation of social media content;
- Facilitate access to the athletes for interviews;
- Provide suitable locations for interviewing;
- Ensuring media working area is working properly;
- Providing essential information;
- Ensuring adequate documentation for media, copying more if necessary;
- Assisting with labelling media seats.

Personal requirements:

- Good communication skills;
- The reliable and flexible personality;
- Journalistic experience and experience with social media are recommended;
- The friendly look and positive attitude;
- Basic IT knowledge.



**IT/Technology support** – the IT support assisting with scoring and timing, acting as a vital link to the Technical Operational Centre, taking care that the results are recorded correctly and communicate with all stakeholders like TV, broadcasters, media, etc. in the sports event venue.

### Key tasks

- Setting up cable systems;
- Fix printers;
- Monitoring and adjusting the technology equipment;
- Collects the competition results of all competitions and distributes them within the venue;
- Assuring that results are displayed correctly online;
- Ensure that the timekeeping and scoring equipment is functioning properly.

### Personal requirements:

- Problem-solving oriented person;
- Advance IT knowledge;
- Fast reaction and solving challenges attitude.

**Medical Services/Doping Control Chaperone** – work together with the medical doctors, paramedics, physiotherapists and support them in their daily job at the event.

Doping Control Chaperon is the volunteering position that you will do apart from the Doping Area.

### Key task

- To notify athletes selected for doping control;
- To help the doping responsible person in conducting anti-doping tests;
- To escort the athletes from the time they are notified until the doping test is completed;

## II. Schedules, roles and responsibilities

- Directing and supervising the collection, sealing, and storage of samples from tested athletes;
- Taking care of appropriate use of medical supplies;
- Detailed documentation of all medical information.

### Personal requirements:

- Must be vigilant, committed, and discreet;
- Very professional and courteous behaviour;
- Confident;
- Medical knowledge is an asset;
- Excellent English communication skills/ official language of the event (other languages would be an asset).

**Language Services** – language skills are essential for giving support to the athletes, media, training venues, medical services, media operations, etc.

### Key tasks:

- Providing foreign-language assistance for the athletes prior, during, and after their competition;
- Providing foreign-language assistance-translation for the athletes when they have an interview with foreign media or press-conference;
- Proofreading and translating handbooks, brochures, and contracts to press releases;
- Guaranteeing correct and on-time smooth communication;
- Helping with any communication issue.

### Personal requirements:

- Knowledge of English/official language of the event is a must;
- Knowledge of at least two extra foreign languages is a plus;
- Reliable person;
- Good communication skills;
- Fast thinker;
- Problem-solving attitude.

**Sports/Field of Play** – directly involved in the competition of one sport.

Key tasks:

- Distribution of technical equipment;
- Supporting the athletes;
- Supporting the officials;
- Supporting the competition management;
- General office and logistical activities;
- Contact person for queries from all stakeholders;
- Creating an environment conducive to training sessions and competitions;
- Setting up the sport equipment;
- Maintenance of the competition area;
- Assisting at the training areas and competition venue.

Personal requirements:

- Good communication skills;
- Reliable personality;
- Knowledge of the sport where you are volunteering;
- Sense of responsibility.

**Ceremonies** – working behind the scene taking care of the rest of the ceremony team and the stage manager, everything to be ready and run on time; helping opening and closing ceremonies to become an unforgettable experience and awarding the winners at the victory ceremonies.

Key tasks:

- Supporting the bands and the artist performing at the ceremony with all kinds of inquiry;
- Helping the artist with the costumes and take care of all their need to be cover;
- Decorating the stage;
- Assisting the stage manager with the organization of the instruments;

## II. Schedules, roles and responsibilities

- Introducing the ceremony plan to the persons who hand out the medals at the victory ceremonies and the winners itself what they have to do;
- Operational support at the victory ceremony-awarding medals.

Personal requirements:

- Good communication skills;
- Positive attitude;
- Reliable;
- Confident.

**Food & Beverage Services** – care of the dining area's food, snack, and drinks. At the same time, the primary responsibility is to maintain the dining area clean and tidy.

Key tasks:

- Setting up, maintaining, and re-stocking the food and snack stands;
- Re-filling the fridges with sponsor drinks;
- Keep abreast of supply levels;
- Taking care for the entire workforce area to be clean and tidy;
- Helping with serving the meals at the workforce area;
- Re-stocking of cereals, bars, chocolates, fruits, drinks, coffee;
- Taking care of the coffee and tea machines.

Personal requirements:

- Reliable person;
- Experience in serving it's an asset;
- Good communication skills;
- Willingness to work with many people.

**Volunteer Management** – work from the volunteer centre of the sporting event where your primary responsibility will be the daily care for the volunteers and their needs, so they to be able to focus on doing their jobs.

Key tasks:

- Implementing the volunteering social program;
- Main contact person for the volunteers;
- Supporting them in their daily jobs;
- Contacting person for all the volunteers.

Personal requirements:

- Reliable person;
- Willingness and joy to work with many people;
- Good communication skills;
- Positive attitude;
- Confident;
- Fast thinker;
- Knowledge of English/official language of the event is a must;
- Knowledge of at least two extra foreign languages is a plus;
- Must be vigilant, committed, and discreet;
- Fast reaction and solving challenges attitude;
- Problem-solving oriented person;
- Punctual and discreet;
- Team player with the possibility to build strong working relationships;
- Remain calm and friendly under pressure;
- Good organizational skills;
- Motivated and pro-active hands-on team-player;
- Can-do and problem-solving attitude;
- Friendly positive attitude with good cultural manners;
- Readiness to work late night and early morning shifts;
- Ready to work in different weather conditions (hot sunny weather, cold snowing, raining day).

## 12. Logistics of the venues

We're almost at the end of the training. We are missing only the relevant information regarding the logistics that you should know as a volunteer.

What are the things you ought to know about?

- Your venue inside-out: you should familiarize yourself with your venue and know all of its floor plans – where is the media access, from where do the athletes enter, where are the locker rooms, where is the mixed zone, what's the flow on the field of play, where are the toilets, which sectors are on which part of the floor, where is the catering area or where is the VIP zone?
- Take your time to go through the venue (in the areas where you are allowed) and know the location and directions of all the areas of interest for your position – if you work with the public, all the places where they are allowed, if you are with the media, which spaces they can use or how to get to their assigned locations, etc.;
- If there is a map available, make sure you have it with you in a physical shape or on a mobile device;
- Make sure you are familiar with the evacuation plan and exit doors of the area you work in;
- The nearest toilet and entrance/exit to your location during the work;
- Access locations and availability to the venue and to specific areas, accreditation check points, special entrances/exit points;
- Location of special equipment or tools that you need for your work;
- Where the training hall and where the competition area is, the access between them, gyms, locker rooms or special areas assigned for the delegation usage;
- The location of each venue and ways of getting there;
- Transportation available or ways to get from a place or another on foot; schedules for the event or public transportation in your area;

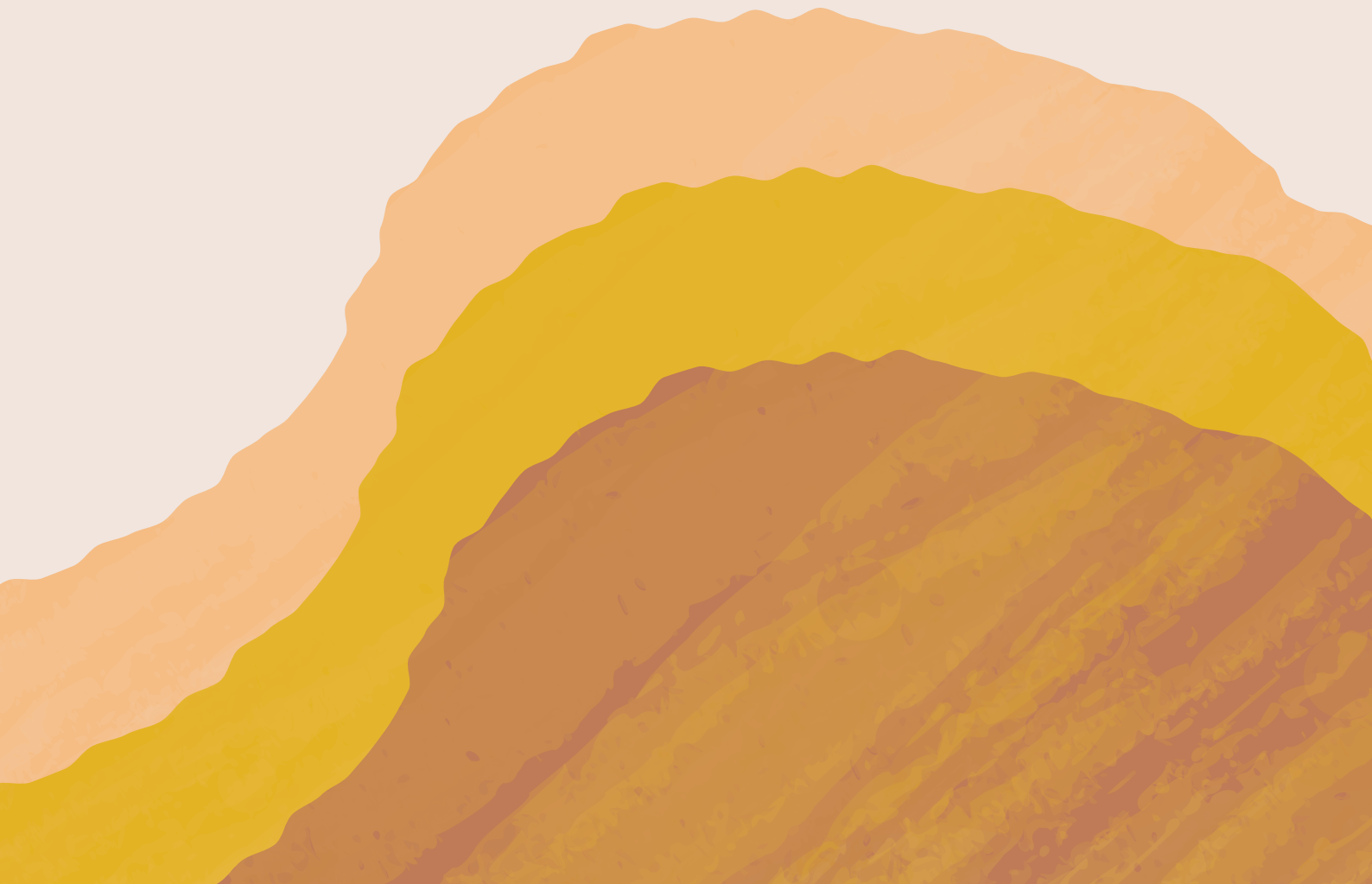
- General operation hours of the volunteering centre, your shifts, catering, transportation or venue;
- General schedule for the training of each delegations, match schedules, press conferences or technical meetings;
- Practice the usage of specific equipment or software before you actually start performing your task (have an extended training if you don't feel secure about their usage just yet);
- Who is the coordinator of a specific area and their contacts – know whom to contact for specific information or in case of emergencies;
- Specific equipment, clothing or gears needed to perform your tasks – make sure they are properly packed for transportation, functional and insured (in case of expensive or specific items);
- What preparation and training you are to receive beforehand online and what you get on-site – is there any subject you can go deeper in before arriving? Is there anything you need to study or make sure you are well aware of in advance?
- Rules and how the assigned sport is – very useful to understand how everything goes, from rules and matches development to technical or sport connected vocabulary;
- General safety and protection measures and specific ones for your position/venue area – know your way around in order to keep yourself safe.

Sounds a lot to do, right? Don't worry though. Most of the things you already knew and you already put in practice whenever you travel or volunteer. You will never feel fully ready no matter how many events you went to and yet, you are! With full speed ahead go and enjoy your adventure!

You are ready.



THE EXPERIENCE  
AND  
YOUR LEGACY



## 13. *Hosting community's information*

Going to a foreign place (in your own country even) requires certain pre-information not only regarding the local culture and traditions, daily life and “unwritten norms”, language and means of transportation, but also about the touristic aspects.

The organisers may give you brief information about all that, yet it is always good to check in depth everything so you can plan accordingly all the logistics and visits.

So, what type of information should you know before going to a sport event?

- How to get to that place (what means of transportation, connecting points, etc.) and then to your accommodation – research for the public transportation options, check the maps and alternative routes, make sure you know the functioning schedule, prices and payment methods; plan in details (with back-up plans) how to get to the accommodation at any time of the day (delays may happen to);
- Accommodation information – make sure you know where you are going and what to expect from it; pack your luggage accordingly and if there are things you cannot take with you, think in advance from where you could supply those items for your stay; make sure to pack the important missing items (sleeping bag if you sleep in a big open hall or gym, for example);
- Accommodation and work place area – make sure you are aware of the facilities you have around (entertaining/medical and security aspects) so you know where to go;
- Venue location map – look over to know where to go from the beginning, without getting lost on the way (saving time); don't be afraid to ask the guiding volunteers for directions, yet make sure you know the name of the place where you're heading to;

### 13. *Hosting community's information*

- Contacts of your leader and having exchanged important information about your status (especially medically relevant);
- Local money and payment methods – what currency is it used, from where you can exchange it as cash (in your home country or in the destination place), what are the expected exchange rates, the widely accepted cards, the coverage of your cards (payments/ATMs);
- General local weather conditions and what to expect in that particular season and the specific forecast for your planned stay – pack your bag accordingly and make sure to include clothes for “surprises” (jacket for a colder weather, t-shirts for a warmer one); the sun shines differently in different locations so make sure you have handy a sun cream and sun protection too, even in mountainous regions;
- General and specific key points of your position – re-read the received information, go through the training with care and try even to practice whatever you can beforehand;
- What you get covered and what you have to cover by yourself – book and plan in advance as much as possible all the costs that you may need to cover; plan your budgets accordingly;
- Cultural and culture connected information – what are the expected behaviours, “unwritten” rules and norms, what are the traditions, language phrases;
- Food and beverages – typical cuisines you could try or should avoid (in case of allergies or dislike of certain ingredients), restaurants, cafes and pubs that foreigners and locals recommend;
- Language and communication systems – typical phrases and words useful for the daily usage, particular signs that can have another meaning depending on the culture, guiding symbols, etc.;
- The touristic places you could visit – read beforehand and select what you are interested in, make a plan and divide it into days according to your schedule so to make sure you would have visited them all;

## 13. *Hosting community's information*

- Potential social activities, including the ones offered in the sport event – special events, regular activities, possibility to attend other matches during your free time (getting free tickets or buying them), expats communities, etc;
- General safety and protection measures and specific ones for accommodation area – know your way around in order to keep yourself safe;
- Join group chats with colleagues of your same department and try to get to know each other in advance, plan together the free time and your whole experience together;
- Make a list of questions or curiosities you may have and search/ask the answers to; all the people involved in the event organising are there to support the event and you so don't be afraid to clarify all your doubts before and even during the volunteering shift.

# 14. *Pre-departure preparation*

So here you are, ready to start your new sport adventure.

## **What to do first before you go?**

### **Check and book your travel**

When you get your final confirmation from the event organizer for your volunteering activities, you need to check and book your way to it. It's recommended to do that as soon as possible. The earlier you book the tickets the cheaper they are.

If you volunteer in a sports organization, ask them to provide you with recommended flight itineraries based on your flying destinations or recommend a travel partner who is their donor or sponsor. Flying through them will be cheaper for you. A win-win situation for everyone!

The host organization can give you specific requirements for your arrival time, day, airport. Take care to follow these requirements fully.

If someone from the sports organization will wait for you at the airport or help you with the local transport, make sure that you send them your planned itineraries and flight numbers on time before. Confirm your departure once you sit on the plane.

### **Get a visa**

Depending on your nationality and country, your visa conditions or authorization to enter a country will differ. Ultimately, you have to ensure that you provide the correct paperwork and are that you are covered before starting your journey.

Your volunteer organization may aid in this regard, but it's your primary concern. The information varies and can be updated any time. Make sure you do your homework and know the latest laws about your nation and your country in connection to your destination.

### **Travel insurance**

Buying travel insurance it's an essential step of your journey plan. You never know what can happen while you are being abroad or even during your volunteering shift.

From getting ill to needing surgery or hospital treatment, uninsured can be expensive. Especially in developing countries, reliable health care and emergency treatment are costly for foreigners.

Your insurance should cover evacuation, trip delay, baggage loss and protect any (sporting) equipment you are bringing despite the medical emergency. You must think about all possible scenarios and be safe once you decide to experience volunteering abroad.

Do extensive insurance research on offered possibilities and be sure that all your activities during volunteering will be covered with your insurance choice (serious illness, injury, medicament treatments, etc.)

### **What to do 30-90 days before your departure?**

#### **See your house doctor for vaccination and body check up**

It's always recommended before any overseas travel; a general health-check will help you avoid any unwanted surprise situations.

## 14. *Pre-departure preparation*

Your house doctor will recommend the right vaccination that you might need for the country or region you will travel to. Some of the nations overseas are asking for specific proof of vaccination to enter their country. Collect all possible information, do extensive research on this subject, get all require documents and vaccinations, and listen to your house doctor's advice.

Remember that some vaccinations have to be applied over several weeks, so you will need more time to plan for the whole procedure to be done. Take your time and do proper planning.

### **Make sure that you will have mobile coverage of a local SIM card**

Volunteering on projects or sport (mega) events can be a very challenging and exciting lifetime experience. You will want to share your experiences with your people and friends at home while making new friendships and meeting the idol athletes of your life. For all of that to happen, you must be sure that your mobile phone will have network coverage.

Some mobile phones are operating only on your local network and if that is the case with your mobile phone, be sure to take care and unlock it before you go overseas (roaming). Unlocking a phone will take many days, so plan more to do this.

Ask your organization or the organizer of the event (responsible volunteer manager) what they know about mobile network coverage options in the country. They will give you the best information if it's possible to buy a SIM card as a foreigner, which is the cheapest option and if not possible, how they can help you.

Make sure your phone is unlocked before you buy a local SIM-card.

The advice is to buy a SIM-card at the airport and before you do so, check the best offers for international data-plans.



### **Figure out where your embassy is situated**

Whenever you travel abroad, it's essential to know where your embassy is situated in your travel country. It may be also a good idea to inform them about your arrival, especially if you are to spend a longer time in the area.

Any possible case of natural disaster, any chance of an emergency, loss of your passport, problems with the sporting event's host sports organization or organization, and having this information ready and easily accessible will give you peace of mind useful.

### **What to do just before departure?**

#### **Create copies of the necessary documents**

Make sure to bring backups of your essential papers with you when you're on the trip.

- Passport;
- Visa (if you need to take it before arrival);
- Insurance;
- Airlines one-way/round way tickets as sometimes immigration office asks proof of return ticket as a condition to enter the country;
- Needed vaccination records;
- Emergency contacts and information about your embassy;
- Contacts from your volunteer leader of the host organization, organizer of the event.

Access to the internet or electricity can sometimes be very uncertain. Therefore, it is best to have hard copies of your essential information over electronic documents to avoid landing in any unpleasant situation.

## 14. *Pre-departure preparation*

### **Packing for your experience in sport volunteering abroad**

Wherever you go, you will need supplies for personal needs. Maybe one of the most useful things to think about first are earplugs to sleep. When you are far away from home and change your daily sleeping routines, having a night of proper sleep is very important.

If you volunteer for a sport (mega), sometimes sleeping can be organized in a hall with many other volunteers. Having your peace and sleep during the night will help you to start the day with full speed.

No matter where you will go, an adapter or voltage converter must be together with your phone charger.

Check the weather conditions where you are going to volunteer. Light summer clothes for hot and dry climate areas and warm, thicker underwear are essential if you go outside in cold weather conditions.

If you volunteer in icy conditions, to stay warm is very important how many and what kind of layers of clothes you are wearing. And don't forget to move around a lot to keep your body warm. Or to drink a lot of water if you volunteer in hot weather conditions to avoid dehydration.

Regarding the packing considering the equipment you need depends of the circumstances of your project on the site. Will it be safer to get a large bag instead of a rolling case if you operate in a remote region without paved roads?

If you don't have enough space in your suitcase, check which products can be easily purchased once you arrive. Also it is highly recommended to avoid carrying a lot of luggage in general. Most of the times you will be at your shift and therefore you'd be wearing the uniform. Do you really need all that clothes with you for the amount of free time you know you will have?

Triple check your list before you leave your country. Do you miss anything? Do you have your phone charger (most of the volunteers regularly forgetting this crucial piece, forgetting it at home)? Take care of yourself, not to be the next one.

Here's a short list of things you could include in your luggage before you go:

- Passport/ID, visa (if the case), vaccination card (if the case);
- Money and cards; make sure you have some emergency money for any kind of unexpected situation;
- Chargers and plug adapters (check the country where you are going and see if they use different systems); having a power strip can come also handy if you have enough space; a power bank can be also useful for extensive mobile/tablet usage;
- Clothes (underwear, socks, pants, short pants, dresses, skirts, t-shirts/blouses, pyjamas; think in layers, especially for the cold season);
- Waterproof jacket/rain coat/ umbrella for the rainy season;
- Comfortable shoes for walking (or work if shoes are not provided);
- Toiletries (shampoo, conditioner, soap/shower gel, hair brush/comb, etc.), towels (if you are not provided with such) and personal items (deodorant, perfumes, gel, creams, toothbrush, toothpaste, sun cream, make up), flip-flops or slippers;
- Water bottle;
- General (painkillers, soft illnesses, digestive problems, histaminic for allergies, etc.) and specific medicine (if you are on any treatment);
- A minimal first aid kit;
- A photo camera/ phone/ tablet;
- Gloves, hat, scarf – for the cold season, swimwear, sun glasses, cap – for the warm season;
- Earplugs;
- Nail clipper or scissors;
- Glasses, contact lens and connected items;

## 14. *Pre-departure preparation*

- Reading materials (literature, travel guides or even language/phrase books), games, cards, headphones, travel pillow or small items that can make the travel time easier to pass;
- Detergent or soap for laundry (for longer terms, in places where you cannot have access to washing machines);
- Small gifts from your area/country to give to the new people you'll meet and/or work with (pins, magnets, flag ribbons, etc.).

A good reminder is that you'd be probably a considerable time at your volunteering shift, so plan accordingly (knowing what they offer in the uniform) not to carry with you too many items.

A general recommendation is to occupy 1/2 or 2/3 tops of your luggage when you leave your home. You are very likely to buy or receive presents or souvenirs (besides the uniform itself) from the event's location and so to need space in your luggage for that.

Needless to say that freshly washed clothes (at departure) occupy less space than when you return (worn clothes have a bigger volume in the luggage).

# 15. *Your legacy*

## What to expect?

What to expect from your volunteering experience abroad? What to expect once you arrive?

During your time abroad you will encounter many new situations inside and outside of your volunteering project. It's essential to think about this and leverage your expectations, especially if you are not an experienced traveller.

Volunteering in sport organizations or sports events can be challenging and demanding. To make your experience abroad as worthwhile as possible, follow these tips:

- Take your time to learn about the project or event you will take part in, about the city and country you go to, the culture.
- Make sure that you will pass all required online (if there is any) preparation training, that you joined groups or follow regularly your contact email.
- Take notes from your volunteering journey, people you meet, the skills you learn, things that you think can be improved for the next event from the organizational side. These notes will help you put your experience on a resume or explain it in a job interview.
- Make new friends, meet as much as possible different people, be ready, grab all the opportunities just right ahead of you, and learn something in the local language.
- Try to be aware of others' cultures involved in managing the project or event or volunteers. You will need to do your best to remain flexible, patient, and open your mind. Be aware that you are a guest in a new country, and your way may not be their way-remain sensitive, and don't judge anything different than what you know.

## 15. *Your legacy*

- See it as a possibility to learn something new, hear something different and experience something better while living a life out of your comfort zone. Overall, you are going to have a great time if you can go with the flow.
- If you live with a host family, it will help you understand and integrate into the community much faster. You should bring a gift for your host family, something typical or traditional from your country, for a pleasant memory and future friendship relationship.

See every new situation as a unique learning experience and give a chance to yourself for personal growth.

### **Daily life of a sports volunteer abroad**

The work you will do and the preferred project plan defines how your everyday life will look.

Dedication to your volunteering project or sports event should come first. There is no doubt after your shift is finish, you will have enough time to explore the city where you are.

Don't forget that today is another new day of your sports volunteering journey so being fresh and having enough rest is very important. Proper planning of the activities in your free time will keep you away from chronic tiredness.

Your working hours, your schedule should be available before you arrive.

### **Discover the local culture**

The best way to discover the local culture and traditions is to get involved with people. Exploring local markets, restaurants, neighbourhoods, historical sites, famous local monuments, spectacular trekking scenery, beaches and be aware that your free time can become one big adventure.

If your sports volunteering project is taking more time, you will get to know the locals in the frequent places where you will often come back, and you will be amazed how easy it is to get in touch and understand each other even with a language barrier between.

If you think you will not have enough time to explore everything you are interested in, extend your trip or plan it earlier, don't miss any chance for more experience and adventures, enjoy every moment that sports volunteering is giving you.

Your passion for sports volunteering will be your driving force in every new day full of experiences on your journey. You are preparing for it so much, and it's going to be great.

Ask questions, share stories, attend local events, festivals, happenings, and try to find interesting off beaten paths. The project staff or local volunteers can give you recommendations on what and when to see.

### **Making new friends**

At your volunteering abroad project, you will meet many like-minded people who love to travel abroad, volunteer and learn new skills, and have the eagerness for new experiences. These everyday things are bounding the volunteers and giving a beautiful opportunity for new friendships between volunteers and project staff.



## 15. *Your legacy*

In the sport volunteering world, we often witness situations where volunteers go from total strangers to best friends. This is just one of the many ways that your volunteering journey can become a life-changing journey.

### **Once you are back home**

Once your volunteering journey is over, and you are going back home full of new experiences, don't forget to write about your total trip. You never know whom else your journey can inspire or use your information to search for new volunteering projects.

After your journey is made, it can happen to feel suddenly empty with feelings that will escalate from hour to hour. Don't panic, don't be afraid. It's a very normal feeling.

After being abroad and experience so many new things, make new friends and live a life out of your comfort zone, it's all normal and all good. Talk with your friends, fellows, your local sports club, share your experience, and you will feel better.

### **Send feedback**

Don't forget after you rest at home in the first week to send your feedback to the event's organizers or the host volunteering organization. Sharing your opinion helps them improve when they go wrong and identify what can be improved in certain areas for the future work. If you took notes on things that can be enhanced during your volunteering work, feel free to share with them.

### **Write online reviews**

Write online reviews on social media pages of the organization or event organizer, and leave your grades. Do the same on the Google Reviews on volunteering sites. This is hugely beneficial for the project itself when it comes to gain support and financing in the future.

### **Write your story about your international volunteering experience from your perspective**

This is a perfect possibility to speak about the initiative you have volunteered and get people involved. You should even submit your written story to the host organization to be shared and used to get more volunteers! And you were the same as them at the outset of this trip – scanning for replies to foreign volunteering all over the social media. All answers for anyone who has the same concerns you did could be contained in your post!

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You are ready for this experience although it may not seem so. The information is big enough and you may feel you already forgot everything you read. Many of the practical aspects will come at ease for you to do them once you start your job. You've got this!

Have a great experience and happy volunteering!

# Sources

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Many thanks to the volunteers involved so far in various small and big sport events that were eager to share with us their personal experience and knowledge on the topics.



