

NORTH CAROLINA SENIOR GAMES

2017 STATE FINALS STAFF & VOLUNTEER NEWSLETTER



State Finals Big Week – September 18-24
Bocce & Cornhole Tournaments – October 3-4 Softball Tournament – October 9-12
Pickleball Tournament – October 17-19

All you need to know to be a great volunteer!

Dear State Finals Volunteer,

Thank you for being one of over 900 volunteers at the 33rd NC Senior Games State Finals! This newsletter should provide all the information you need to greet, welcome, assist and encourage participants as they compete safely in their activities. We appreciate you giving your time, expertise and words of encouragement to the athletes and artists. We hope you have a memorable experience.

Brad *Lynn* *Hugh* *Margot* *Sandra*
NCSG Staff

Volunteer Check-in Process

Please visit the Information Area at your activity to check-in and pick up your T-shirt. Many individuals volunteer for multiple days (thank you!) but receive only one T-shirt. The Information Area also has Awards, Lost & Found and Transportation schedules.

We are counting on YOU!

- View your assignments on our website in the Volunteer Section! Please let us know immediately if you have a change in plans. Your absence will make your activity short one very important staff member...YOU! State Finals must go on, even if it is raining, so please report to your event site, regardless of weather.
- If you must cancel, try to find your own replacement for us. If you must cancel due to an emergency the week of State Finals, leave a detailed message on our voice mail at 919-851-5456. We need to hear from you, but we may not be able to call you back.

Rain Plan

- www.ncseniorgames.org and a taped message at (919) 851-5456 will provide details in the event of inclement weather. Please report to your activity site. Your services may still be needed. Activities may be postponed, but will resume as soon as possible. Plan accordingly and dress appropriately.
- For events in Raleigh, Sunday is scheduled as make-up time in the event of inclement weather. If bad weather has caused cancellations during the previous days of competition, your assistance would be greatly appreciated on Sunday.

You may view your assignments on our website in the Volunteer Section. Click on "Volunteer Assignments" and scroll to your name.

How to have a GREAT Experience!

There are so many ways you can help make State Finals a success — small gestures, hugs, and words of encouragement do not take much time, and the impact they make is tremendous.

- **Introduce yourself** to your Event Manager/Committee Chair, be on time or early, take initiative with clean-up, etc., give them “space” if several people are vying for their attention at once, and report any unusual occurrences to them.
- **Smile and greet people as they come to your area.** Comments such as “Good morning,” “Good luck today,” “Where are you from?” “Is this your first time at State Finals?” and “How long have you been competing?” will go a long way to establish rapport and make participants feel welcome.
- **Show respect to all participants.** They have worked extremely hard to become eligible for State Finals and are proud of their accomplishments. Please refrain from asking participants if they won; focus on their efforts.
- **Please be flexible.** You may be asked to do a different task from what was listed on your Confirmation, especially if you report to your activity after most other volunteers arrive.
- **Wearing the right clothes** at State Finals can make your experience more enjoyable. Wear your Volunteer or Staff shirt and comfortable footwear. The weather is unpredictable so for outdoor events dress in layers, bring a hat, and sunscreen.

www.ncseniorgames.org



Sports and Events Details

General Information

- Report to your activity site at the time noted on your Confirmation. Allow enough time prior to your assigned reporting time to park, pick up and change into your T-shirt, and locate your activity site.
- Your Event Manager/Committee Chair will explain your responsibilities at State Finals. Be certain you understand and feel comfortable with your duties. Let your Event Manager/Committee Chair know if you are not comfortable with the responsibility you have been assigned so that you can be reassigned. Do not hesitate to ask questions.
- If you see a member of the news media on site, introduce yourself and escort, or direct, the media representative to your Event Manager or Committee Chair. They will have a press kit.
- In the event of an emergency, make no comment to anyone other than: “NCSG will make a statement shortly.” Please direct media representatives to the Information Area or to the Event Manager.
- Please refrain from smoking while you are volunteering.
- In the best interest and safety of participants, staff, volunteers, and spectators (and the pets themselves), pets are not allowed.
- Concessions are available at some activities but not guaranteed. We encourage you to bring your own snacks and beverages.
- If you need to leave your responsibility for any reason (to use the restroom, make a phone call, etc.), notify your Event Manager/ Committee Chair.

Awards



- All medals will be presented at most event sites after results are verified. Awards may be picked up at the Information Area approximately one hour after the event ends.
- Please refer to the poster at the event site or check with the Event Manager to find out the time the results of the event should be completed.
- If a participant is unable to pick up their medal, they should arrange for someone to do it for them. Medals will only be mailed by special written request and prepayment of \$5 for postage and handling per medal.

- The safety and sportsmanlike conduct of everyone is of paramount concern. State Finals Officials have the authority to disqualify, and/or remove, from current and future NCSG programs, anyone who exhibits inappropriate behavior or a condition of medical concern.
- Senior Games sports are governed by the NCSG Rules Book and the National Governing Bodies. Interpretations shall be made by the Event Manager.
- All starting times are forfeit times (except for tennis and track where the reporting time is forfeit time).
- If participants, spectators, or other volunteers are concerned about official rulings, please refer them to the Event Manager who will help them to resolve the issue.
- All appeals must be made within 30 minutes of the conclusion of the game, match, heat or event under appeal to the Sports or Arts Director or right to appeal will be forfeited.
- Your Event Manager may provide equipment for you to use as part of your duties. Please take good care of it and return it immediately to your Event Manager when you have finished with it.
- Your duties may include the use of scoresheets. Please return them to your Event Manager immediately upon completion of the event to be kept as official documentation. Keep all paperwork, please.
- State Finals 2018 will be the qualifying site for the 2019 National Senior Games in Albuquerque, NM
- NCSG is delighted that many of our registered participants volunteer and are qualified to serve as judges, officials and staff at State Finals. A registered participant in an activity should not be in a “decision-making” role in that same activity in their sex and age category. A “decision-making” role is any role that could influence the outcome of the results.

Medical Services

- We are pleased to have the Rex Healthcare Emergency Response Team medical personnel at our Raleigh/Cary events who will be easily identified in their Rex attire.

Notify your Event Manager/Committee Chair immediately of any medical problem. They will deal with the situation and may direct you to assist with the Emergency Response Plan. All blood and body fluids shall be considered contaminated. Exposure constitutes a possible danger and must be avoided.

Volunteers are invited to attend all Special Events at State Finals!

- All events are free (except the SilverArts Follies) and open to the public.
- The Celebration of the Games featuring the Cheerleader Showcase will be held on Thursday, September 21, at 5:00 in the McKimmon Center.
- A Sneak Peak of the SilverArts Visual/Heritage/Literary will be available Thursday, September 21, 4:00 pm-5:00 pm and will be open Friday, September 22, 9:30am-3:00pm.
- The SilverArts Follies will be held on Friday, September 22, at 7:00 p.m., at the McKimmon Center. Tickets are \$10.00 and can be purchased at the door.

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THANK YOU FOR VOLUNTEERING!!!!

Visit our website www.ncseniorgames.org for a schedule, map, driving directions, rules, your Volunteer assignment and much more!