



# Volunteer Handbook

*Roles and Shift Information*





## **WELCOME & OVERVIEW:**

### **WORLD POLICE & FIRE GAMES MISSION STATEMENT:**

To unite public safety athletes and provide them with the ultimate Olympic style athletic experience. We endeavor to encourage health and wellness among all public safety personnel and create lifelong memories for the athletes, their families, and the communities we serve.

### **IMPORTANCE OF VOLUNTEERS**

Volunteers are the driving force behind our event, contributing their energy, enthusiasm, and unwavering support. Their dedication is essential to making our event a true success.

### **VOLUNTEER PROGRAM OVERVIEW**

The success of our volunteer program relies on the hard work and dedication of our volunteers as well as our volunteer department staff. These individuals are here to support you throughout your volunteer experience and ensure everything runs smoothly.

- Volunteer Team Department Inbox
  - Email: [volunteer@bhm2025.com](mailto:volunteer@bhm2025.com)
- Madison Pond - Assistant Director of Volunteers
  - Email: [madison@bhm2025.com](mailto:madison@bhm2025.com)
- Dr. Maria Scott - Manager of Volunteers & Special Projects
  - Email: [maria@bhm2025.com](mailto:maria@bhm2025.com)
- Katey Harris - Manager of Volunteers
  - Email: [katey@bhm2025.com](mailto:katey@bhm2025.com)
- Crystal Ash - Manager of Volunteers
  - Email: [cash@bhm2025.com](mailto:cash@bhm2025.com)

### **VOLUNTEER CREDENTIALS & UNIFORM PICKUP**

Volunteer credentials and uniform pickup is held 6/21 and 6/22 at 807 5th Ave N, Birmingham, AL 35203 from 10:00 AM to 5:00 PM each day. From 6/23 through the event, credentials and uniforms can be picked up at the BJCC Volunteer Hub (East Meeting Rooms A & B) from 9:00 AM to 5:00 PM.



## GENERAL ROLES & RESPONSIBILITIES

Volunteer roles during your shift may involve a variety of tasks from the list below. As events often require adjustments based on real-time needs, it's essential to remain flexible and adaptable in your role.

- Registration
- Competition Assistant
- Athlete Check-In
- Timers & Counters
- Results Runners
- Medals
- Specialized Specific Sport Roles
- Setup & Tear Down
- And More!

## MINOR VOLUNTEERS

If you are under the age of 16, a parent or guardian must accompany you during your volunteer shift to ensure a safe and supportive experience. Before you begin volunteering, all required volunteer waiver forms must be completed and signed by your parent or guardian.

## VOLUNTEER HOURS CONFIRMATION

We're happy to confirm volunteer hours for school, clubs, or service requirements. To request confirmation, email [volunteer@bhm2025.com](mailto:volunteer@bhm2025.com) with the subject line: Volunteer Hours Confirmation. Confirmation requests will be processed in the order they are received and may be finalized after the event concludes.

## VOLUNTEER EXPECTATIONS:

### DRESS CODE:

- **SHIRTS (BRANDED):** All WPFPG Volunteers are provided t-shirts to wear. You should have submitted your shirt size upon registration. Based on the size you requested, you will be issued t-shirts to wear.
- **BOTTOMS:** You are to provide your own pants, shorts, skirts, etc. to wear with the



provided volunteer shirt.

- **Comfort:** We encourage all volunteers to wear clothing that is comfortable and follows the basic outlines below
  - Fabric: You should consider wearing breathable, flexible, and comfortable fabric. Dry-wick or sports-based fabrics are suggested.
  - Length: Please make sure shorts, skorts or skirts are no shorter than mid-thigh/fingertip length.
- **AVOID:** Please avoid wearing jeans with rips or holes, items that are transparent or see-through, long-flowing clothing that can get caught, or items with branding or heavy patterns. Items that are skin tight leggings and sport-specific gear such as bathing suits, tennis skirts, swim wraps are NOT acceptable.
- **FOOTWEAR:**
  - **Comfort:** We encourage all staff, interns, and volunteers to wear comfortable footwear. This is NOT the opportunity to try out new shoes.
    - Suggestions: Athletic shoes, running shoes, walking shoes, etc. are all preferred. Those working pool-side for swimming may opt to wear water-friendly footwear.
  - **AVOID:** Sandals, flip-flops, wedges/heels, heavy boots, dress shoes, sports shoes with spikes, etc.
- **ACCESSORIES:**
  - **Hat/Visors:** We encourage you to wear hats and visors as needed.
  - **Eyewear:** Sunglasses and glasses are encouraged as needed. Please make sure you can have a place to store your glasses/sunglasses without putting them down, etc.
  - **Jewelry, etc.:** Please remember that these events are held at sporting venues, convention centers, outdoor facilities, avoid jewelry that gets easily caught on clothing, etc. or anything loose/prone to falling off.
  - **Bags:** We ask anyone who needs to carry a bag that it is as small as possible. Most venues have magnetometers, security entry points and bag checks that people must use to enter the venue. We also do not want anything bulky that can restrict movement.
    - Details about clear bag policies will be included in the parking instructions email for applicable venues.
- **CREDENTIALS:** All volunteers receive a credential. This must be worn and visible at all times while on shift.



## PROFESSIONAL CODE OF CONDUCT

### ***Respect:***

Treat all athletes, volunteers, officials, and spectators with dignity and kindness, regardless of their background or role. This expectation of respect in every interaction is central to the Games. By upholding this key principle, volunteers create a welcoming and inclusive environment where everyone feels valued.

### ***Teamwork:***

As a volunteer, working together with others—often across different roles and areas of knowledge—is essential. Teamwork means communicating clearly, supporting one another, and staying flexible to ensure everything runs smoothly.

### ***Accountability:***

Volunteers are trusted representatives of the Games and must take responsibility for their actions. Being dependable, following through on tasks, and acknowledging mistakes when they happen are all part of being accountable. This principle builds trust and ensures high standards are maintained.

### ***Service:***

Service is at the core of the volunteer role—providing support to athletes, guests, and organizers with enthusiasm and pride. Volunteers should be proactive, helpful, and approachable, always aiming to enhance the experience of everyone involved.

### ***Compassion:***

Compassion means being attentive and understanding toward others, especially during moments of stress or challenge. As a volunteer, showing empathy and patience can make a meaningful difference—whether you're helping a nervous athlete, assisting a lost visitor, or supporting a teammate. A kind gesture or a listening ear helps create a positive and caring environment for all.



## COMMUNICATION PROTOCOLS

### SPEAKING TO GUESTS & STAFF

- It's important that the language used is respectful and avoids any terms that are derogatory, profane, or discriminatory.
- Remember that you are a representative of the World Police and Fire Games. As such, we always want to be polite, helpful, and enthusiastic about the event and the host city of Birmingham.
- Be aware of your surroundings and when speaking to staff, only communicate issues or challenges when far from spectators.

### POSTING TO SOCIALS

- We encourage our volunteers to post pictures of themselves with fellow volunteers and to tag the BHM 2025 WPFG social media platforms.
  - @BHM2025 on all social media platforms
- Avoid posting private/personal information, personal/private images of the athletes, anything "behind the scenes" and not accessible to the general public.

### EMERGENCY PROCEDURES

- 1) Stay Calm and Assess the Situation
  - a) Ensure your own safety first—do not put yourself in danger.
- 2) Contact Event Staff Immediately
  - a) Find or call for the closest Staff Member on-site
  - b) The Volunteer Team is your back up if you cannot find a Staff Member on-site



## FIRST AID PROCEDURES

- 1) Stay Calm and Assess the Situation
  - a) Ensure your own safety first—do not put yourself in danger.
  - b) Check if the injured person is conscious and breathing.
  - c) Do not attempt to move the person unless there is an immediate danger (e.g., fire, falling objects)
- 2) Contact Event Medical Staff Immediately
  - a) Call or radio for the on-site First Aid Team or Medical Personnel.
  - b) Know the location of the nearest first aid station or medical tent.
  - c) If you're unsure, alert your Team Lead or nearest Staff Member right away.
- 3) Provide Basic Assistance
  - a) Keep the individual as comfortable and calm as possible until help arrives.
  - b) Do *not* administer medication or attempt advanced medical care.

## VOLUNTEER TEAM CONTACT PROCESS

To ensure timely responses prior to and during event time, follow the below Volunteer Team contact process.

### 1) Non-Urgent Questions or Schedule Changes:

- a. Email the volunteer department at [volunteer@bhm2025.com](mailto:volunteer@bhm2025.com)
- b. For scheduling updates, please give at least 24 hours advance notice
- c. Pre-Event Expected Response Time: 48-72 hours
- d. Event Time Expected Response Time: 24-48 hours

### 2) On-Site Issues During Your Shift:

- a. Contact your on-site lead (sport coordinator/lead volunteer/sport manager) - they are your first point of contact for issues while on shift
- b. For urgent security or health issues, contact the nearest on-site staff member
- c. If they are unavailable, contact the volunteer department:
  - i. Email: [Volunteer@bhm2025.com](mailto:Volunteer@bhm2025.com) with URGENT in the subject line



### 3) Emergency Contact Chain:

- a. Madison Pond - Assistant Director of Volunteers
    - i. (703) 336-7521 | [madison@bhm2025.com](mailto:madison@bhm2025.com)
  - b. Katey Harris - Manager of Volunteers
    - i. (205) 799-8960 | [katey@bhm2025.com](mailto:katey@bhm2025.com)
  - c. Crystal Ash - Manager of Volunteers
    - i. (205) 276-2744 | [cash@bhm2025.com](mailto:cash@bhm2025.com)
- 4) **IMPORTANT NOTE:** Please use the above phone numbers only as needed to ensure the Volunteer Team can respond timely to urgent situations as they arise.