

## **Event Director Guidelines**

Thank you for volunteering to be an Event Director for QOC. To help you organize your event, this handbook contains checklists and information pertaining to tasks needed pre-event, day of event, and post-event.

The Volunteer Schedule Template and Safety Plan referenced in this handbook, (along with other helpful documents) are available [here](#).

Please note Virginia and Maryland/DC each have their own Event Kit.

QOC's goal is to provide a fun and friendly event for all participants, including volunteers.

## Pre-Event Checklist

	Action
1.	Find out from whom to get the Event Kit
2.	Recruit Volunteers
3.	Communicate with Course Designer(s)
4a.	Park permit/venue licenses/insurance/safety plan
4b.	Restrooms
4c.	Directional/runners crossing signs
4d.	Parking
5.	Send event description to Webmaster
6.	SignUpGenius
7.	Group Registration
8.	Maps and Registration list
9.	Reminder email to volunteers
10.	Print course notes, course distances, volunteer list
11.	Bottled water & snacks for volunteers
12.	Find out who picks up Event Kit
13.	What to do if someone contacts you to register after registration has closed
14.	What to do if your event is canceled

### 1. Find out from whom to get the Event Kit (*as soon as possible*)

Check the schedule for the event prior to yours (in your state) to determine the Event Director to contact to organize kit pick up. The Event Director is listed on the [QOC schedule](#).

The Event Kit will hold everything you need for the day of your event. The contents are as follows:

- 2 tables
- Pens, markers, staples (non-magnetic), clipboards
- Compass boxes
- Key box
- Clue sheet box
- QOC banner and directional signs
- Trash bags
- First Aid Kit/Emergency ice pack/AED (automated external defibrillator)
- Canopy
- Volunteer banner/sign-up list

### 2. Recruit Volunteers (*four weeks before event*)

- Reference Volunteer Schedule Template to determine how many volunteers are needed and which volunteer slots need to be filled. Once established, send the details to the [Webmaster](#) to be added in SignUpGenius (the use of SignUpGenius is completely optional).
- The current VP of Maryland has developed a tool to help recruit volunteers. This tool allows you to find volunteers that live close to the event location, provides information on who has volunteered and how often. Contact your [VP](#) for details.

- Add names, emails, and phone numbers of all volunteers to the Volunteer Schedule Template. Ask if volunteer will run course before or after volunteering. Remind volunteers to show up 15 minutes before their time slot.
- Look at the [Junior Training Schedule](#) to see if the training exercises will take place at your event. If so, contact the Junior Team Coordinator to find out where it will be held. Junior Training doesn't require work on your part, the coaches plan and run the event on their own.
- Tips for recruiting volunteers:
  - Contact next Event Director for help with control pick up/clean up if they are coming to your event to pick up kit.
  - A mix of veteran volunteers and new volunteers is a good idea. Beginner's instruction can be tricky so it's helpful to recruit "veteran" orienteers for this task. Recruit advanced runners to pick up controls. You can scan past results to see names of those who run brown through blue and are usually in the top 10 finishers.
  - As Event Director do not assign yourself a specific task. Be available to float/fill in where needed. Make sure all volunteers have your cell phone number.
  - Do NOT mass email all members or use yahoo groups/Facebook to get your volunteers.
  - SignUpGenius is a great tool, but don't passively rely on it to magically get volunteers. You will need to actively find volunteers for your event
  - Use the volunteer recruitment tool to find helpers closest to your event.
  - Call people. Tell them you think they'd be a great asset to your volunteer team.
  - Recruit volunteers in person at QOC events. In person at local events is the one of the best ways to find volunteers.
  - Individually email (do not send out a group email) a short, to the point request, like the following:

Hi <insert name here>,  
I'm the event director for QOC's <insert date and name of event>.  
I'm reaching out to see if you'd like to volunteer.

Spots available: <list your available spots>  
9.30 am to 11.30 am: registration  
11.30 am to 1.30 pm: registration  
11 am to 12.30 pm, 12.30 pm to 1.30: parking control  
9.30 am to 11 am, 11 am to 12.30 pm: beginner instruction  
3pm Control pick up (7 slots)

If you can, I would really appreciate it. If not, I completely understand :)

Thank you!  
<your name>

### **3. Communicate with Course Designer(s) (*one month before event*)**

It's important to connect with the Course Designer(s) to discuss the assembly/registration area, location of the start/finish areas, and whether streamers to the start location will be necessary. Also include the [VP, Permits](#) of your state, who will know which part of the park is our permitted area.

Double check the event website to make sure the event location is accurately shown.

Enquire if the Course Designer(s) is/are going to be at the event all day (this is our expectation, but there are times when a designer cannot attend the actual event and will have someone assigned to put out the controls). Exchange cell phone numbers. The Course Designer(s) is/are listed on the QOC [schedule](#).

### **4. Park permit and hours/venue licenses/insurance/safety plan. Restrooms. Directional and runner crossing signs. Parking (*one month before event*)**

You will need to check-in with the VP of your state for the following paperwork and information:

- a. You will need a printed copy of the park permit, venue license, insurance and Safety Plan, to add to the event binder. Check on the park hours. Some venues might open their gates at 9 AM which means special planning for the set-up team.
- b. If restrooms are located at your event site, make sure they will be unlocked for the day of your event. If needed, the port-a-johns will be taken care of by the VP. Make sure to find out where they will be located.
- c. Find out from the VP where directional signs for the event should be placed. Ask Course Designer(s) if "Runners Crossing" signs will be needed, and where they should be placed.
- d. Ask the VP if there are any parking restrictions, if and where overflow parking will be located, and if transportation will be needed from parking to the event start.

### **5. Send event description to Webmaster (*one month before event*)**

- The event description should include information about parking, restrooms/Port-a-johns, and anything that will be helpful in planning a trip to the event. Also include details regarding which color courses will be offered (e.g., will beige and blue courses be offered). For example, you may want to let people know there are playgrounds nearby or a nature center they can visit and whether pets are allowed. It can be helpful to pull this information from prior events at the same location.
- If you have visual media (photos, videos, graphics, etc.) they are always good to add to the event announcement.
- If you've not already done so in Step #2 above, let the [Webmaster](#) know how many volunteers are needed - and for which volunteer slots - so that SignUpGenius can be updated (if applicable).
- Remind the Course Designer to submit course notes (including length, climb and number of controls) to the Webmaster around the same time.
- The [Outreach/Publicity Director](#) may organize a social gathering the day of your event. They will submit details to the [Webmaster](#).

**6. SignUpGenius (*three weeks before event*)**

- SignUpGenius allows you to see who has signed up on-line to volunteer.
- Utilize SignUpGenius to plan volunteers needed for event in place of Volunteer Schedule Template.

**7. Group Registration**

- If you receive emails from large groups (Boy & Girl Scouts/JROTC/ROTC) about your event, please answer their questions and keep our [e-punch gurus](#) informed so they can preload their information.
- QOC has a boy scout merit badge counselor who can answer non-registration related scouting questions. Please reference information located [here](#).

**8. Maps and Registration list (*one to two days before event*)**

Check with [e-punch gurus](#) – they usually print and bring maps and the registration list for events.

**9. Reminder email to volunteers (*one week before event and day before event*)**

Send a reminder email to all volunteers, attaching volunteer signup list and the beginner instruction guidelines.

**10. Print course notes, course distances, volunteer list (*day before event*)**

Print course notes/distances to be displayed at event. Print volunteer signup list.

**11. Bottled water & snacks for volunteers (*before event*)**

Bring a case of bottled water for emergencies. If you choose, bring snacks and a 'Thank You' treat for your volunteers. Example volunteer treats (reimbursed by QOC) include donuts and coffee, baked cookies, etc.

**12. Find out who picks up Event Kit (*before event*)**

Check the schedule for the event after yours (in your state) to determine the Event Director to contact to organize kit hand off. The Event Director is listed on the QOC [schedule](#).

**13. If a person contacts you because they forgot to register for the event & registration has closed (*day before event*)**

- Let the person know there is a \$33 per person [walk-up fee](#) at the Event Director's discretion.
- A QR code is provided at the event to use for registration and payment.

**14. If your event is canceled**

- Call all volunteers to let them know the event has been canceled.
- Ask the VP who and how does the meet kit get to the next Event Director.
- Questions? Call the VP.

## Day of Event Checklist

	Action
15.	Take Event Kit and binder to event
16.	Setup for event
17.	Brief volunteers
18.	If a person hasn't pre-registered and they show up at the event
19.	Control Pick-up
20.	Account for return of all participants
21.	Clean up
22.	Hand off
23.	Attend post-event Social if available

### 15. Take Event Kit and binder to event

Ensure entire Event Kit and binder are transported to event.

### 16. Setup for event

Set up

- registration table
- bins for maps
- clue sheet box
- compasses
- key box
- flags, banners, signs (including directional signs to the event - one for each intersection leading into the parking area, and one pointing to the event registration area)
- canopies (if needed)
- post Course Designer(s) notes and distances
- Volunteer banner/sign-up list

Confirm with your Course Designer(s) all controls are in place before anyone starts their course.

## 17. Brief volunteers

Registration crew should know:

- where to direct people for e-punch, beginner's assistance, starts, and restrooms.
- number of courses (and colors)
- any special course information that needs to be passed along to the participants.
- where event notes and clue sheets are located.
- how to find you in an emergency.
- car keys are better than driver's license for compass collateral.
- remind participants they must be off course and back at start by 3 pm.
- to refer to the Event Director when an unregistered person wants to register.

Beginner's Instruction should:

- The event binder contains a laminated Beginner Instruction Guideline. Please remember to collect the guidelines after the event.
- Gather in an area away from registration but within view.
- Have a beginner instruction sign.

## 18. If a person hasn't pre-registered and they show up at the event

- Only the Event Director may permit walk-up registrations.
- The cost is \$33 per person, regardless of their age or member status.
- Walk-up registration is only allowed if enough maps are available.
- The late registrant:
  - is reminded that pre-registration is mandatory and will not be accepted at future events,
  - must use the QR code to link to the 'Late Registration for a QOC Event' form, and
  - must show the "PAID!" screen to the Event Director.

Notes:

- This online form includes the liability waiver agreement.
- Any phone with internet access (Event Director, Volunteer, or late registrant) can access the 'Late Registration for a QOC Event' form.
- Upon payment completion, an email confirmation will be sent to the registrant and to the Webmaster.

## 19. Control Pick-up

Ask Course Designer(s) for Master Map with showing all control locations. Course Designer(s) will divide the master map into sections for pick up, meet with control pick-up crew to distribute maps with individual pick-up areas and where bags are located. Ensure all pick-up volunteers return with all the controls and e-punch boxes.

- Make sure volunteers are qualified to find the controls they've been assigned.
- Watch for any orienteers left on the course and remind them to be back by 3 pm.
- To leave at 2:30/2:45 pm so they can start pick-up at 3 pm.

**20. Account for return of all participants**

Check with [e-punch.gurus](#) to ensure all orienteers have returned. If people are missing, the following is the Missing Person's Procedure: Once a person is determined to be missing, either from overtime or reports from other competitors, a hasty search will be conducted.

Texting as well as telephoning the phone number(s) associated with the missing person's event registration or membership data (if they are a member, i.e. via the QOC/Wild Apricot member directory) should be done sooner rather than later.

The control pickup crew will inform any runners found in the woods to return. If the person remains missing, a search director will be appointed and a formal search will be conducted. Two teams will be sent around the person's course in opposite directions. Search teams will be equipped with cell phones, for contacting the search director or emergency services as appropriate.

**21. Clean up**

Make sure all trash and other evidence of the event is nonexistent, take trash with you.  
Re-pack all items used from the Event Kit, including flags and canopies.  
Pack up and help with e-punch and control bags.  
Collect directional signs and streamers.

**22. Hand off**

Turn over the Event Kit, directional signs, and canopies to the VP or the next Event Director.

**23. Attend post-event Social if available**



**Post-Event Checklist**

	Action
24.	Send event write-up to Webmaster
25.	Send separate thank you email to volunteers
26.	Send Volunteer Roster to Sidney Sachs
27.	Send photos to Publicity

**24. Send event write-up to Webmaster (as soon as possible)**

Include number of starts (Sid and e-punch gurus can provide numbers), how the day went, anything special that may have happened. Acknowledge [Webmaster](#), [VPs](#), [e-punch gurus](#), Course Designer(s), day of volunteers (include anyone who did not sign up, but did help), Junior trainers (if applicable), [Publicity](#), [Sid Sachs](#) and [Outreach/Publicity Director](#). If you have expenses, keep your receipts, and contact the [Treasurer](#) for reimbursement.

**25. Send separate thank you email to volunteers (as soon as possible)**

Include [Webmaster](#), [VPs](#), [e-punch gurus](#), Course Designer(s), day of volunteers (include anyone who did not sign up, but did help), Junior trainers (if applicable), [Publicity](#), [Sid Sachs](#) and [Outreach/Publicity Director](#).

**26. Send Volunteer Roster to Sidney Sachs (as soon as possible)**

Send names of every person who worked this event to Sid so they receive volunteer credit in the club's [Points System](#). Include [Webmaster](#), [VPs](#), [e-punch gurus](#), Course Designer(s), day of volunteers (include anyone who did not sign up, but did help), Junior trainers (if applicable), [Publicity](#), [Sid Sachs](#) and [Outreach/Publicity Director](#).

**27. Send photos to Publicity (within two days)**

Send photos from event to [Publicity](#) within two days.

### Master Checklist

<b>Pre-Event</b>	
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