RACE HICCUPS:
EXPECT THE UNEXPECTED

Sheila Findlay - PTO Edmonton
Susie Ernsting - IRONMAN Canada

#ANYTHINGISPOSSIBLE 😬

PLANNING & PROTOCOL

Event Risk Assessment

- **Make a list of all the things that could possibly happen during your event**
- **SWIM - Poor water quality, Lifeguard/Water Safety don't show up, pool mechanical issue, cold weather**
- **BIKE - Walk or drive every inch of your course and observe road conditions, movement of cars and pedestrians, signage for upcoming construction, break the course into manageable pieces and recruit a person for each section**
- **RUN - Walk the course, watch pedestrian usage patterns, crossings, trail conditions**
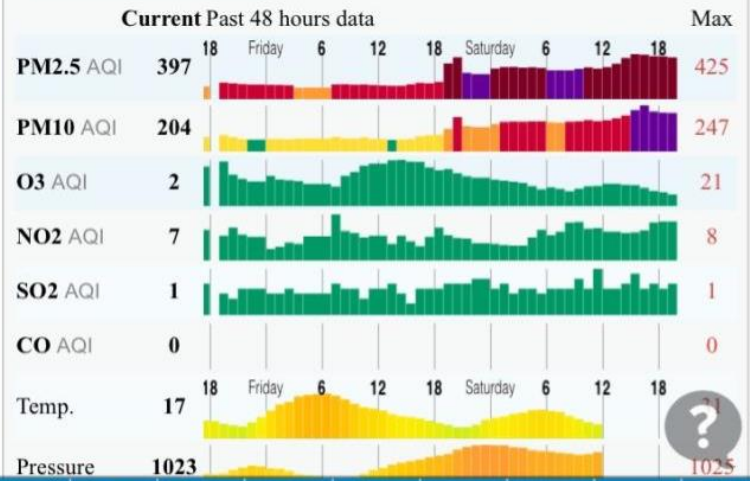
*Note all things that are risks for your event. Work to mitigate the risk by reducing the likelihood or impact of the risk

Kelowna College Air Pollution: Real-time Air Quality Index (AQI)

KELOWNA COLLEGE	VERNON SCIENCE CENTRE	LAVINGTON BAPTIST CHURCH

Kelowna College AQI: Kelowna College R

397 — Hazardous

Updated on Saturday 20:00

Temp.: **17°C**

Current Past 48 hours data — Max

		18 Friday 6 12 18 Saturday 6 12 18	Max
PM2.5 AQI	397		425
PM10 AQI	204		247
O3 AQI	2		21
NO2 AQI	7		8
SO2 AQI	1		1
CO AQI	0		0
Temp.	17	18 Friday 6 12 18 Saturday 6 12 18	
Pressure	1023		1025

Abbott St 1500

CONTINGENCY PLANNING

- Create a contingency plan that allows you to decide in advance what action will be taken in each circumstance.
- Are there already guidelines in place for managing unexpected events? IF, NSO, PSO, etc.
- Delay? Can we run the event the same day but later - consider the timeframe, daylight, road reopenings. What are the limits of a delay?
- Postpone? Can we run the event another day?
- Cancel? There is no way to salvage any part of the event.
- This allows you to take the emotion out of the decision at the time.
- If adjustments to the course must be made, make them in advance (duathlon, shortened routes, etc)
- Share contingency plans with key staff and volunteers of your event. Engage volunteers early so that they can own the plan along with you.
- Keep the contingency plan on hand before and during the event for quick reference.

PLANNING & PROTOCOL

- **World Triathlon Event Organizers Manual is the go-to guide. PSO's use this as their guideline as well for limits of weather, air quality, etc.**
- **Local health authorities will give parameters of water quality.**
- **Decide how and who will measure these parameters leading up to your event.**

FREE
TEAM
PHOTOS

Friends & Family
Welcome

Including Hashtags

DECISION MAKING & COMMUNICATION

- **List who will decide what happens next - Race Director, Technical Official, City Representative, Police, Medical Director, etc.**
- **Decide how you will communicate during the event - Radio? Whatsapp? Cell Phone?**
- **Create a contact list so you can connect with decision makers in a hurry.**
- **Figure out how you will inform athletes, volunteers, spectators, stakeholders both before and during the event - radio fan out, cell phones, loud speaker, etc.**
- **Practice your communication strategy in advance.**

Race Refund

Hi Tina,

I ran your Wilson Mountain 50k over the weekend. What a fun event! Unfortunately I was plagued with a nasty bout of diarrhea around the 30K mark and decided it was best to drop out. Seeing as I only ran approximately 60% of your course, I kindly request a 40% refund. Venmo works fine if that's easiest!

Thanks,
Jeffrey Fullerton

COMMUNICATIONS PLANS

- **Have a comprehensive communication plan in place prior to the event weekend.**
  - **Consider neighboring residents and businesses impacted by your course - weddings, churches, etc.**
  - **Use your resources - email, social media, news outlets, PSO/NSO**
  - **Ensure your athlete and volunteer databases are updated to ensure any communication you send reaches the full audience.**
  - **Have your templates ready in advance to speed up your communication.**
- **Manage or make a plan in advance if possible.**
- **Have a clear line of communication with volunteers as they are your eyes and ears on the day. How do you contact them? How can they contact you?**
  - **Explore the option of an EOC (Event Operations Centre) - dedicated team (or person) to respond to incidents on course and call in reinforcements as required.**

TEAM

Questions/Comment?