

Special Olympics Ireland

Event Management Toolkit

Version 1.00

Event Management Toolkit

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1. PRE-EVENT ACTION PLAN

Event: _____

Task	By When? (Date)	Responsibility? (Name)	Done? (Date)
Approx 8 weeks before event			
Identify the Event Manager & Competition Manager			
Contact potential venues where event can be held			
Decide on the venue where the event will be held			
Prepare budget			
Send info & entry forms to affiliated groups			
Estimate number of volunteers needed			
Event management team meeting - progress check			
Other:			
Other:			
Approx 6 weeks before event			
Plan where spectators will go and where athletes will wait, change, go for staging and compete			
Identify equipment needs and order anything needed			
Identify signage needs and order anything needed			
Find an event sponsor (if required for budget)			
Check that venue has correct insurance			
Undertake risk assessment			
Event management team meeting - progress check			
Other:			
Other:			
Approx 4 weeks before event			
Arrange First Aid services			
Confirm catering arrangements			
Order two-way radios (if required)			
Confirm parking arrangements			
Make arrangements for cleaning			
Arrange food and information for Families area			
Plan opening ceremony for event			
Complete the Event Day Schedule & Plan			
Send letter of agreement to chosen venue			
Identify person(s) to present awards			
Prepare divisioning schedules			
Event management team meeting - progress check			
Other:			
Other:			

Approx 2 weeks before event			
Complete the Venue Emergency Response Plan (VERP)			
Inform local media about the event			
Send timetable & competition schedule to affiliated groups			
Assign volunteers to roles			
Volunteer training session			
Event management team meeting - final check			
Submit event evaluation report to Regional office			
Meet with RSDO/Regional Sports Coordinator to verify divisioning of athletes			
Other:			
Other:			

Event Date: _____

EVENT DAY PLAN

1. EVENT OVERVIEW

1.1. Event Information

Event name:
 Sport:
 Venue name:
 Venue address:
 Number of athletes:
 Spectator capacity:
 Facility contact name:
 Facility contact number:

1.2. Event Schedule

ACTIVITY	TIME	DATE
VOLUNTEER TRAINING		
SET-UP BEGINS		
SET-UP ENDS		
First Volunteers Arrive		
Volunteer Check-In		
Operations Begin - Athletes Arrive		
Doors open to Spectators		
Competition Start		
Athlete/Volunteer lunch period begins		
Athlete/Volunteer lunch period ends		
Competition Finish		
Doors close to Spectators		
Operations End		
All Volunteers off site		
CLEAR-OUT BEGINS		
CLEAR-OUT ENDS		
EVENT TEAM SIGNS OUT WITH FACILITY OWNERS		

1.3. Event Management Team - Names***Role******Name***

*Event Manager

Operations

*Operations Manager

*Volunteer Services Coordinator

*Families/Information Coordinator

Catering Coordinator

Logistics Coordinator

Communications Coordinator

Publicity Coordinator

Competition

*Competition Manager

*Awards Coordinator

*Staging Coordinator

Competition Administration Coordinator

Officials/Equipment Coordinator

Event Services

*Event Services Manager

*Medical Coordinator

/Athlete Protection Officer

Event Services Team Coordinator

*Safety Officer

* Role that should have an individual specifically assigned to it (see Event Management Guide, Section 3).

2. SPORT

2.1. Events (E.G. 50M, Long Jump, Basketball Skills, etc)

Event	Code

Event	Code

(Use additional sheet if necessary)

2.2. Field of Play

What will the Field of Play consist of (e.g. 3 Badminton Courts, 6 lane Swimming pool, etc)?

2.3. Competition staging

How will the Staging Area be designed (e.g. 5 rows of benches, 6 rows of 8 chairs, etc)?

2.4. Awards

How will the Awards Staging Area be designed (e.g. 6 rows of 8 chairs)?

Where will Coaches collect their athletes following Awards?

2.5. Head Coaches meeting

Start time: _____

Finish time: _____

Location: _____

2.6. Additional Information (re. running of the competition)

3. OPERATIONS

3.1. Logistics

1) Is any equipment or furniture being borrowed/hired for this event? Y / N
(e.g. chairs, tables, etc)

2) If yes, please give details:

Item	From who	Quantity	Location to be used (e.g. staging area)

3.1.1 Signage

1) When is signage being erected?

2) By whom?

3) When is signage being taken down?

4) By whom (if different to above)?

3.2. Two-Way radios

1) Are two-way radios being used for the event? Y / N

2) If yes, how many?

3) Which Event Team members (e.g. Event Manager, Competition Manager, etc) will be assigned a two-way radio?

.....
.....
.....
.....

3.3. Ceremonies

Opening Ceremony

Closing Ceremony

Start time:

Finish time:

Location:

1) Who will host the Ceremonies?

3) If there are any special guests please give details:

5) If there are any performers please give details:

4. EVENT SERVICES & MEDICAL

4.1.Event Services

Event Services volunteers will help people to access, move around and exit the venue safely through providing marshalling, ushering and controlling access to restricted areas within the venue.

Restricted areas at this event are:
(e.g. Field of play, Athlete changing area)

.....
.....
.....
.....

4.2. Accessibility

1) Is there disabled access to/within the venue? Y / N

2) If yes, please give details:

.....

.....

3) Are there particular areas within the venue which are inaccessible? If yes, please give details:

.....

.....

Note: Where possible, make every effort to use parts of the venue which are accessible.

4.3.Venue Traffic Management

	No. of spaces		No. of spaces
Athlete (bus) parking:	Guest/Media Parking:
Public parking:	Disabled parking:
Volunteer parking:	Emergency Vehicle parking:

What is the planned route for buses?

.....

If there is a specific athlete drop off/pick up point please give details:

.....

5. VENUE LAYOUT

Attach your **Venue Layout drawing** here, with all spaces listed below clearly marked.

- | | |
|--|---|
| 1) Event Management office | 16) Volunteer break area (where possible) |
| 2) Medical centre | 17) Athlete lunch area (where possible) |
| 3) Information desk | 18) Athlete changing area |
| 4) Family Centre (where applicable) | 19) Athlete toilets |
| 5) Spectator seating area | 20) Volunteer toilets |
| 6) PA announcement area | 21) Public Toilets |
| 7) Telephone (that Event Team can use) | 22) Disabled Toilets |
| 8) Field of play (competition area) | 23) Public catering area |
| 9) Competition Staging area | 24) Athlete (bus) parking |
| 10) Awards area (including awards
staging, awards podium & awards
spectator area where applicable) | 25) Public parking |
| 11) Competition Management Office | 26) Volunteer parking |
| 12) Sports Information desk | 27) Guest/Media Parking |
| 13) Results Posting area | 28) Disabled parking |
| 14) Head coach check-in area | 29) Emergency Vehicle parking |
| 15) Volunteer check-in desk | 31) General storage area |
| | 32) Waste disposal point |
| | 33) Merchandise area (where applicable) |

3. EVENT BUDGET TEMPLATE

Event:	Venue:
Date:	Event Manager:

Note: Your event should not operate at a loss. If you need assistance please contact your Regional Office prior to any spend.

Income		Expenditure	
Source	€ / £	Expense Type	€ / £
Athlete Contribution		Venue Hire	
Sponsorship		Catering	
Donations		Sports Awards	
Other (please specify)		Communications equipment (two-way radios/PA System)	
		Sports Equipment (please specify)	
		Furniture, Fixtures & Equipment (FF&E) (please specify)	
		Other (please specify)	
TOTAL INCOME		TOTAL EXPENDITURE	

Surplus / Deficit for the Event:	
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4. JOB DESCRIPTIONS & CHECKLISTS

1. Event Manager
2. Operations Manager
3. Competition Manager
4. Event Services Manager
5. Safety Officer

6. Volunteer Services Coordinator
7. Families/Information Coordinator
8. Catering Coordinator
9. Logistics Coordinator
10. Publicity Coordinator
11. Communications Coordinator

12. Awards Coordinator
13. Staging Coordinator
14. Competition Administration Coordinator
15. Officials/Equipment Coordinator

16. Medical Coordinator/Athlete Protection Officer



Job Title: Event Manager

Reporting to: Regional Sports Development Officer (RSDO)

Brief summary: The Event Manager will work in conjunction with the RSDO in the planning and implementation of the Event. He/she is responsible for managing the Event Team and working with them to ensure that the event meets the standards established by Special Olympics Ireland and that relevant policies and procedures are adhered to. He/she acts as the point of contact with the Facility Liaison to ensure minimum disruption for and maximum integration with the venue. He/she is the final authority for decision making on the Event.

The Event Manager is also ultimately responsible for the budgetary management of the Event and all operations within the venue. His/her approval is required for any spend.

Key tasks & responsibilities checklist

Pre-event

Completed (✓)

- | | |
|---|--------------------------|
| • Confirm date of event & book venue (with Regional Events Officer & Competition Manager) | <input type="checkbox"/> |
| • Submit event summary information to RSDO and get your event on the master calendar | <input type="checkbox"/> |
| • Check possibility of getting the Event on the website or Connect Newsletter | <input type="checkbox"/> |
| • Assign the Volunteer Services Coordinator | <input type="checkbox"/> |
| • Agree event budget with RSDO..... | <input type="checkbox"/> |
| • Create a meeting schedule for your Event Management Team | <input type="checkbox"/> |
| • Meet with the Facility Liaison to discuss the event | <input type="checkbox"/> |
| • Ensure pre-event action plan is completed | <input type="checkbox"/> |
| • Ensure event day plan is completed | <input type="checkbox"/> |
| • Ensure Venue Emergency Response Plan (VERP) in completed..... | <input type="checkbox"/> |
| • Ensure an adequate supply of Incident Report Forms are available for the Event | <input type="checkbox"/> |

Event day

- | | |
|---|--------------------------|
| • Brief management team at start of day | <input type="checkbox"/> |
| • Coordinate and oversee all set-up and tear down activities | <input type="checkbox"/> |
| • Ensure all key positions are staffed | <input type="checkbox"/> |
| • Ensure all Incident Report Forms are completed and gathered | <input type="checkbox"/> |
| • Debrief management team at end of day | <input type="checkbox"/> |

Post-event

- | | |
|--|--------------------------|
| • Conduct post Event wrap-up meeting | <input type="checkbox"/> |
| • Complete evaluation and forward to the Regional Events Officer | <input type="checkbox"/> |
| • Forward all invoices to the RSDO | <input type="checkbox"/> |
| • Forward all Event Incident & Accident Report Forms to the RSDO or Central Office | <input type="checkbox"/> |



Job Title: Competition Manager

Reporting to: Event Manager

Brief summary: The Competition Manager will work in conjunction with the RSDO in the planning and implementation of the Event. He/she is responsible for the overall planning, development and implementation of the sports competition at the Event. He/she will be a key member of the Event Management Team and will work closely with the Event Manager to ensure the event meets the standards established by Special Olympics Ireland and that relevant policies and procedures are adhered to.

Key tasks & responsibilities checklist

Pre-event

Completed (✓)

- Confirm date of event & book venue (with Regional Events Officer & Event Manager)
- Send all relevant information on the Event & entry forms to affiliated groups
- Collate all entry forms
- Assist in the recruitment of competition volunteers
- Oversee the development of the Event day plan and pre-event action plan for competition.....
- Create initial divisions from entry forms
- Work closely with the Event Manager in the overall planning of the event
- Create the competition schedule and send to affiliated groups.....
- Ensure competition volunteers are adequately trained

Event day

- Brief competition volunteers at start of day
- Coordinate and oversee set-up of sports equipment
- Chair Head Coaches meeting
- Ensure all key positions are staffed
- Divisioning for final rounds if required
- Chair Sports Rules Committee if convened
- Coordinate and oversee clear out of sports equipment
- Debrief competition volunteers at end of day

Post-event

- Filing and distribution of official results
- Complete evaluation and forward to the Event Manager
- Ensure evaluation of Competition FAs are completed and forwarded to the Event Manager
- Forward all invoices to the Event Manager



Job Title: Operations Manager

Reporting to: Event Manager

Brief summary: The Operations Manager will work as part of the Event Management Team to ensure that Special Olympics policies and procedures are adhered to and that the Event meets the standards established by Special Olympics Ireland. The Operations Manager is primarily responsible for managing most of the operational (i.e.- non-competition) aspects of the Event. He/she will coordinate and oversee the work of all FA Managers under operations but is also responsible for assisting with the overall management of the Event Team and implementation of the Event plan. The Operations Manager will deputise for the Event Manager as required.

Where a Functional Area (FA) Manager (under operations) is not assigned the Operations Manager will take responsibility for planning and implementing that FA.

Key tasks & responsibilities checklist

	Completed (✓)
Pre-event	
• Meet with the Event Management Team to discuss the Event	<input type="checkbox"/>
• Gain a thorough knowledge of the venue being used	<input type="checkbox"/>
• Ensure venue lays out drawings are completed	<input type="checkbox"/>
• Ensure all Event day plans and pre-event action plans are developed by operations FA Coordinators.....	<input type="checkbox"/>
• Where an FA Coord. (under operations) is not assigned, develop the event day plan for that FA	<input type="checkbox"/>
• Where an FA Coord. (under operations) is not assigned, develop the pre-event action plan for that FA.....	<input type="checkbox"/>
• Ensure all necessary FF&E is sourced, consulting with Event Manager prior to any spend	<input type="checkbox"/>
Event day	
• Brief FA Coordinators at start of day	<input type="checkbox"/>
• Ensure each FA Coordinator briefs and de-briefs their volunteers	<input type="checkbox"/>
• Assist with all set-up and tear down activities	<input type="checkbox"/>
• Check in with each FA Coordinator throughout the day	<input type="checkbox"/>
• Debrief FA Coordinators at end of day	<input type="checkbox"/>
Post-event	
• Attend post Event wrap-up meeting	<input type="checkbox"/>
• Ensure evaluation of operations FAs are completed and forwarded to the Event Manager	<input type="checkbox"/>
• Forward all invoices to the Event Manager	<input type="checkbox"/>



Job Title: Event Services Manager

Reporting to: Event Manager

Brief summary: The Event Services Manager is primarily responsible for:

- Crowd Management & Control
- Access Control
- Pedestrian flows
- Security
- Venue traffic management

The Event Services Manager will endeavour to make the venue being used as safe and secure for all in attendance as well as providing information and directional support when requested. He/she will work closely with the Safety Officer in the management of safety issues should they arise. He/she is responsible for the safe and efficient management of traffic flow and parking in the venue. He/she will ensure as smooth a transition as possible for participants between their vehicles and the venue and that all vehicle access and exit routes remain clear. In addition, he/she will assist with overall management of the Event Team and implementation of the Event plan as a senior member of the Event Management Team.

Key tasks & responsibilities checklist

Pre-event

Completed (✓)

- Gain a thorough understanding of the venue and the overall event day plan ☐
- Assist in the development of venue lay-out drawings, restricted areas & pedestrian flows ☐
- Assess vehicle access/exit points (sufficient size for buses? etc) & number of parking spaces available... ☐
- Develop the event day plan and the pre-event action plan for Event Services (incl. venue traffic plan - allocation of spaces, drop-off/pick up points, emergency vehicle parking, guest/media parking, disabled parking, etc) ☐
- Identify where Event Volunteer Services need to be located (e.g. access control point, patrol area)..... ☐
- Confirm volunteer requirements and forward request to Volunteer Services Coordinator ☐
- Consider back-up plan if car park fills (i.e. off-site parking) ☐
- Work closely with the Safety Officer on the Venue Emergency Response Plan (VERP) ☐
- Contact all Event Services volunteers to brief them ☐
- Create a roster for Event Services volunteers, allowing time for breaks ☐

Event day

- Brief all Event Services volunteers at start of day ☐
- Assign volunteers to their roles and positions ☐
- Coordinate and oversee the work of all Volunteers ☐
- Check in with volunteers throughout the day, rotate volunteer positions as necessary ☐
- Ensure vehicle route ways remain clear throughout the day..... ☐
- Report important issues to the Event Manager ☐
- Debrief volunteers at end of day ☐

Post-event

- Attend post Event wrap-up meeting ☐
- Complete evaluation of Event Services and forward to the Event Manager ☐



Job Title: Safety Officer

Reporting to: Event Manager

Brief summary: The Safety Officer will work closely with all members of the Event Management Team to ensure the event is planned and managed as safely as possible. He/she will oversee the development of venue lay-out drawings with regard to site & operational safety, undertake a risk assessment of the venue, and ensure that all policies and procedures regarding safety are observed at the venue. The Safety Officer will also provide advice and guidance on safety to the Event Manager and the rest of the team, working with them to overcome and safety concerns.

The Safety Officer will drive the development of the Venue Emergency Response Plan (VERP) and distribute it to team members.

Key tasks & responsibilities checklist

Pre-event

Completed (✓)

- | | |
|---|--------------------------|
| • Gain a thorough understanding of the venue and the overall event day plan | <input type="checkbox"/> |
| • Assist in the development of venue lay-out drawings | <input type="checkbox"/> |
| • Develop the event day plan and pre-event action plan for Safety | <input type="checkbox"/> |
| • Consult with Event Management Team members re their plans | <input type="checkbox"/> |
| • If venue has an existing Safety Officer link with them to discuss the event | <input type="checkbox"/> |
| • Undertake full risk assessment | <input type="checkbox"/> |
| • Review the facility's existing Safety Statement..... | <input type="checkbox"/> |
| • Ensure VERP is completed. Brief team members | <input type="checkbox"/> |
| • Consult with statutory services re event day plan | <input type="checkbox"/> |
| • Ensure Incident Report Forms are readily available for the event day | <input type="checkbox"/> |
| • Create an emergency contact list and make available on event day | <input type="checkbox"/> |

Event day

- | | |
|--|--------------------------|
| • Undertake full venue safety check at start of day | <input type="checkbox"/> |
| • Undertake regular safety checks throughout the day | <input type="checkbox"/> |
| • Report important issues to the Event Manager | <input type="checkbox"/> |
| • Ensure all incidents are logged correctly | <input type="checkbox"/> |
| • Give all Incident Report Forms to the Event Manager..... | <input type="checkbox"/> |

Post-event

- | | |
|--|--------------------------|
| • Attend post Event wrap-up meeting | <input type="checkbox"/> |
| • Complete evaluation of Safety and forward to the Event Manager | <input type="checkbox"/> |



Job Title: Volunteer Services Coordinator

Reporting to: Operations Manager

Brief summary: The Volunteer Services Coordinator is the point of contact for all volunteers working as part of the Event Team. He/she is responsible for ensuring that the requested number of volunteers are assigned to the required roles and that all volunteers are officially registered with Special Olympics Ireland. He/she should ensure that all volunteers are deployed appropriately, valued and recognised for their time and contribution.

Key tasks & responsibilities checklist

Pre-event

Completed (✓)

- Identify what positions need to be filled and the priorities (with Event Manager & Comp. Manager) ☐
- Liase with Regional Volunteer Officer to recruit and assign to these positions ☐
- Gather key information on the Event to have available for volunteers ☐
- Liase with all Managers/Coordinators to establish full volunteer requirements. Work with the Regional Volunteer Support Centre to recruit and assign ☐
- Ensure all volunteers are officially registered with Special Olympics Ireland ☐
- Develop the event day plan and pre-event action plan for Volunteer Services ☐
- Decide what catering (if any) will be provided for volunteers, link with Catering Coordinator ☐
- Link with the RSDO to ensure sufficient number of bibs are available ☐
- Plan the lay-out of the check-in desk and volunteer break area ☐
- Ensure all volunteers have been contacted with key information about the event (times, uniform, need to bring ID, etc) ☐
- Brief other Managers/Coordinators on best practice when dealing with volunteers ☐
- Prepare a hard copy list of all volunteers and their assigned roles for use on event day ☐

Event day

- Set up volunteer check-in area, check in all volunteers ☐
- Distribute bibs ☐
- Check with each Manager/Coordinator that they briefed and explained roles to each volunteer ☐
- Link with the Event Manager to ensure that priority roles are filled ☐
- Check in with volunteers throughout the day, ensure they are kept motivated ☐
- Check in with Managers/Coordinators throughout the day (monitor job rotation, breaks, support, etc)..... ☐
- Collect uniforms ☐
- Debrief volunteers at end of day ☐
- Distribute and collect volunteer feedback forms ☐
- Ensure all volunteers are de-briefed and thanked ☐

Post-event

- Attend post Event wrap-up meeting ☐
- Complete summary of volunteer feedback comments and the evaluation of Volunteer Services and forward to the Operations Manager ☐
- Send 'Thank you' letter/card/e-mail/phone call to all volunteers ☐
- Forward check-in sheet to the Regional Volunteer Officer ☐



Job Title: Family/Information Services Coordinator

Reporting to: Operations Manager

Brief summary: The Family/Information Services Co-ordinator will represent Special Olympics Ireland Families Programme at the event and ensure the smooth operation of the Family Hospitality Area. He/she will also plan and manage Information services at the Event ensuring that all attendees have access to information that is accurate, interesting and relevant as well as ensuring that they have access to a lost and found service. Families Services volunteers will be the main point of contact for attending Family Members during the event.

Key tasks & responsibilities checklist

Pre-event

Completed (✓)

- Develop the event day plan for Family/Information Services
- Develop the pre-event action plan for Family/Information Services
- Confirm volunteer requirements and forward request to Volunteer Services Coordinator
- Plan the lay-out of the Information desk/family hospitality area
- Decide what information will need to be available at the information desk, gather as required
- Ensure a sufficient supply of family registration forms, brochures and appropriate information
- Create a recording systems for questions/issues that arise
- Ensure Family hospitality area will have sufficient refreshments and snacks (where applicable)
- Gain a thorough understating of the overall event day plan and the venue layout
- Plan a lost and found facility.....
- Contact all Family/Information Services volunteers to brief them
- Create a roster for Family/Information services volunteers, allowing time for breaks

Event day

- Brief all Family/Information Services volunteers at start of day
- Assign volunteers to their roles and positions
- Set up the Information desk/family hospitality area
- Coordinate and oversee the work of all Family/Information Services Volunteers
- Check in with volunteers throughout the day.....
- Rotate volunteer positions as necessary
- Ensure Family/Info. area is kept clean and tidy, ensuring health & safety guidelines are adhered to
- Report important issues to the Operation Manager
- Record any questions/issues that require action after the event
- Make sure areas being used by Family/Information are returned to their original state
- Debrief volunteers at end of day

Post-event

- Attend post Event wrap-up meeting
- Complete evaluation of Family/Information Services and forward to the Operations Manager
- Forward all lost property to the RSDO with relevant details.....
- Forward record of questions/issues that require action to the RSDO



Job Title: Catering Coordinator

Reporting to: Operations Manager

Brief summary: The Event Catering Coordinator is responsible for planning, coordinating and overseeing the catering arrangements for the event. For most events this will involve organising a lunch area where athletes and coaches may sit down to have their lunch, athletes and coaches should be reminded to bring their own lunches with them. It will always involve provision of a lunch area and lunch pack for any volunteer working for a full day on the event. Depending on the event and the resources available there may be a need to provide refreshments for families and guests. The Catering Coordinator must ensure that all catering health and safety regulations are adhered to.

Key tasks & responsibilities checklist

	Completed (✓)
Pre-event	
• Confirm catering volunteer requirements and forward request to Volunteer Services Coordinator	<input type="checkbox"/>
• Link with Volunteer Services Coordinator to confirm total number of volunteers at the event	<input type="checkbox"/>
• Develop the event day plan for Catering. To include deliveries, loading area, storage, seating, services, cleaning, etc.	<input type="checkbox"/>
• Develop the pre-event action plan for Catering	<input type="checkbox"/>
• Link with Family/Information Services Coordinator re family catering needs (where applicable)	<input type="checkbox"/>
• Determine total catering requirements (goods)	<input type="checkbox"/>
• Collect quotes for all spend and forward to the Operations Manager for approval	<input type="checkbox"/>
• Place order for required goods	<input type="checkbox"/>
• Plan the lay-out of the volunteer break area	<input type="checkbox"/>
• Link with the Logistics Coordinator re deliveries and signage	<input type="checkbox"/>
• Contact all Catering volunteers to brief them	<input type="checkbox"/>
• Create a roster for catering volunteers, allowing time for breaks	<input type="checkbox"/>
Event day	
• Brief all Catering volunteers at start of day	<input type="checkbox"/>
• Assign volunteers to their roles and positions	<input type="checkbox"/>
• Set up the Volunteer break area	<input type="checkbox"/>
• Coordinate and oversee the work of all Catering Volunteers	<input type="checkbox"/>
• Check in with volunteers throughout the day.....	<input type="checkbox"/>
• Rotate volunteer positions as necessary	<input type="checkbox"/>
• Ensure volunteer break area is kept clean and tidy, ensuring health & safety guidelines are adhered to.....	<input type="checkbox"/>
• Report important issues to the Operation Manager	<input type="checkbox"/>
• Make sure areas being used by Catering are returned to their original state	<input type="checkbox"/>
• Debrief volunteers at end of day	<input type="checkbox"/>
Post-event	
• Attend post Event wrap-up meeting	<input type="checkbox"/>
• Complete evaluation of Catering and forward to the Operations Manager	<input type="checkbox"/>



Job Title: Logistics Coordinator

Reporting to: Operations Manager

Brief summary: The Logistics Coordinator is responsible for the management of logistics operations, including the transportation, receipt, storage, distribution and return of goods and equipment that may be required. He/she will also manage any informational, decorative, or sponsor signage that is being used at the event and also oversee cleaning & waste planning.

Key tasks & responsibilities checklist

	Completed (✓)
Pre-event	
• Link with team members to determine furniture, fixtures & equipment (FF&E) requirements.....	<input type="checkbox"/>
• Link with team members to determine signage requirements.....	<input type="checkbox"/>
• Develop the event day plan for Logistics (deliveries, storage, distribution, collection, etc), including the signage plan (what will be used, where, who and how is it being set up/taken down, etc)	<input type="checkbox"/>
• Develop the pre-event action plan for Logistics.....	<input type="checkbox"/>
• Confirm volunteer requirements and forward request to Volunteer Services Coordinator	<input type="checkbox"/>
• Source FF&E required, forward quotes to Operations Manager for approval. Place order after approval...	<input type="checkbox"/>
• Link with the RSDO to acquire signage	<input type="checkbox"/>
• Liaise with Event Manager to check if cleaning & waste management has been agreed with the venue.....	<input type="checkbox"/>
• Source cleaning supplies & materials if necessary (bags, gloves, etc)	<input type="checkbox"/>
• Contact all Logistics volunteers to brief them	<input type="checkbox"/>
• Create a roster for volunteers. Link with Volunteer Services re use of volunteers during off-peak times...	<input type="checkbox"/>
Event day	
• Brief all Logistics volunteers at start of day	<input type="checkbox"/>
• Assign volunteers to their roles and positions	<input type="checkbox"/>
• Coordinate and oversee the work of all Volunteers	<input type="checkbox"/>
• Check in with volunteers throughout the day, rotate volunteer positions as necessary	<input type="checkbox"/>
• Ensure cleaning & waste management plan is implemented	<input type="checkbox"/>
• Debrief volunteers at end of day	<input type="checkbox"/>
Post-event	
• Attend post Event wrap-up meeting	<input type="checkbox"/>
• Ensure all FF&E is collected/returned as required	<input type="checkbox"/>
• Complete evaluation of Logistics and forward to the Operations Manager	<input type="checkbox"/>



Job Title: Publicity Coordinator

Reporting to: Operations Manager

Brief summary: The Publicity Coordinator has responsibility for the following four areas;

- a) Media Services - He/she is responsible for all PR activities in advance of, during and after the event, liaising with the relevant Regional Media Officer or Regional Office as appropriate. He/she should endeavour to promote the event, providing local media with relevant and accurate information and to be the point of contact for any media members who attend the event
- b) Guest Services – He/she will to identify, invite to, involve in and entertain any guests/celebrities at the event, with the aim of maximising the visibility of Special Olympics
- c) Ceremonies – He/she is responsible for planning and managing the opening and closing ceremonies for the event. Each ceremony should celebrate the achievements of the athletes and acknowledge the work of volunteers. They must always include the key components of a Special Olympics Ceremony
- d) Merchandise – He/she will determine, with the Regional Sports Development Officer (RSDO) if merchandise is to be available at the event. If so, the Publicity Coordinator will be responsible for organising and implementing it

Key tasks & responsibilities checklist

Pre-event

Completed (✓)

- Gain a thorough understanding of the Event plan and all event details.....
- Prepare a fact sheet for the media (times, dates, venue, sport, no. of athletes/coaches/volunteers, etc).....
- Link with the Regional Media Officer to plan for the event
- Develop the event day plan and pre-event action plan for media, guests and ceremonies
- Advise local media of the event.....
- Identify and invite guests/celebrities, communicate all relevant information on the event
- Explore options for their involvement (ceremonies, awards etc). Liase with Awards Coord. to plan.....
- Link with the Family/Info Services Coordinator re hospitality for guests (in Family Area).....
- Brief Family/Info Coordinator on procedures when media/guests arrive at the information desk
- Confirm volunteer requirements and forward request to Volunteer Services Coordinator
- Liase with RSDO to determine if merchandise is being used at the event. If so plan accordingly.....
- Inform media of celebrity attendance.....
- Advise all guests and media to check in at the information desk on arrival
- Contact RSDO re ceremonies plan. Arrange speakers(athlete's oath etc). Collect Special Olympics flag.
- Circulate plan for ceremonies to team members and brief them on their roles in them
- Contact all Publicity volunteers. Create a roster for volunteers, allowing time for breaks

Event day

- Brief Event Management Team members on ceremonies plan and their roles
- Brief all Publicity volunteers at start of day. Assign volunteers to their roles and positions
- Set up the opening ceremony area (and merchandise area if applicable)
- Coordinate and oversee the work of all Publicity Volunteers. Rotate positions as necessary
- Meet & greet all guests on arrival. Inform Event Manager on arrival of a guests
- Make sure all areas being used by Publicity are returned to their original state
- Debrief volunteers at end of day

Post-event

- Attend post Event wrap-up meeting. Complete evaluation of Publicity and forward to Ops Manager
- Submit competition results and press release to media
- Send thank you letter to all guests
- Return Special Olympics flag to RSDO. Supply Regional Office with news, results, photos on the event..



Job Title: Communications Coordinator

Reporting to: Operations Manager

Brief summary: The Communications Coordinator is responsible for planning and managing communication systems for the event. This includes sourcing, procurement, storage, set up and management of all communications equipment such as two-way radios and PA systems. He/she will liaise with management team members to assess communications needs and will deliver any communication training that will be required. In addition, he/she will liaise with the Event Services Manager and the Safety Officer to develop the Venue Emergency Response Plan (VERP). He/she will also ensure that there is an announcer assigned. This person will undertake a 'master of ceremonies' type role and will make all general and sports specific announcements as well as essential safety and emergency announcements.

Key tasks & responsibilities checklist

Pre-event

Completed (✓)

- Gain a thorough understanding of the overall event day plan and the venue layout
- Liaise with Event Management Team members to determine two-way radio and PA requirements
- Develop the event day plan and pre-event action plan for Communications
- Confirm volunteer requirements and forward request to Volunteer Services Coordinator
- Ensure announcer has been assigned and that he/she is well briefed on the event and their role
- Plan the lay-out and position of the Communications desk and location of the PA System
- Source all Communications equipment. Forward quotes to Ops Mgr for approval
- Place orders. Confirm delivery & collection details. Plan for set-up and take down of PA System
- Ensure announcer links with the Publicity Coordinator re Ceremonies and the Awards Coordinators.....
- Contact any Communications volunteers to brief them. Make roster, allowing for breaks

Event day

- Brief Communications volunteers and announcer at start of day
- Train team members on use of two-way radios and protocol. Assign call signs
- Assign volunteers to their roles and positions
- Set up and manage a systems to track the distribution and collection of all radios
- Set up the PA System and communication desk
- Coordinate and oversee the work of all Communications Volunteers
- Check in with volunteers throughout the day, rotate positions if necessary
- Monitor radio communication. Report important issues to the Operation Manager
- Collect all two-way radios, take down PA system
- Debrief volunteers at end of day

Post-event

- Ensure all Communications equipment has been returned to suppliers
- Attend post Event wrap-up meeting
- Complete evaluation of Communications and forward to the Operations Manager



Job Title: Awards Coordinator

Reporting to: Competition Manager

Brief summary: The Awards Coordinator is responsible for planning, coordinating and overseeing all Awards for the Event. He/she will ensure that the Awards are implemented in line with policies and procedures as developed by Special Olympics Ireland.

Key tasks & responsibilities checklist

Pre-event

Completed (✓)

- Confirm Awards volunteer requirements and forward request to Volunteer Services Coordinator
- Develop the event day plan and pre-event action plan for awards.....
- Assess awards requirements & ensure these are available on event day
- Ensure equipment & podium have been sourced and will be available on event day
- Plan the lay-out of the Awards area (including awards staging area)
- Contact all Awards volunteers to brief them
- Create a roster for Awards volunteers, allowing time for breaks

Event day

- Ensure all awards requirements are available before event begins
- Brief all Awards volunteers at start of day & supervise awards rehearsals
- Oversee the set-up of the awards area
- Assign volunteers to their roles and positions
- Ensure awards run on schedule
- Ensure Special Olympics awards scripts & protocol are followed throughout the day
- Rotate volunteer positions as necessary
- Report important issues to the Competition Manager
- Oversee clear out of the awards area and ensure it is returned to its original state
- Tally excess awards at end of event and ensure they are returned to the Regional Office
- Debrief volunteers at end of day

Post-event

- Attend post Event wrap-up meeting
- Complete evaluation of Awards and forward to the Competition Manager



Job Title: Staging Coordinator

Reporting to: Competition Manager

Brief summary: The Staging Coordinator is responsible for planning, coordinating and managing competition staging at the event. He/she will ensure that there is a smooth flow of athletes to and from the staging area which will help ensure that the event runs to the agreed schedule.

Key tasks & responsibilities checklist

Pre-event

Completed (✓)

- Confirm Staging volunteer requirements and forward request to Volunteer Services Coordinator ☐
- Develop the event day plan and pre-event action plan for Staging..... ☐
- Assess all Staging FF&E needs (e.g. chairs, tables etc) and any other supply needs. Forward request the Logistics coordinator ☐
- Design the lay-out and location of the staging area ☐
- Contact all Staging volunteers to brief them ☐
- Create a roster for Staging volunteers, allowing time for breaks ☐

Event day

- Brief all Staging volunteers at start of day ☐
- Oversee the set-up of the staging area ☐
- Assign volunteers to their roles and positions ☐
- Ensure Staging runs on schedule throughout the day..... ☐
- Rotate volunteer positions as necessary ☐
- Report important issues to the Competition Manager ☐
- Oversee clear out of the Staging area and ensure it is returned to its original state ☐
- Debrief volunteers at end of day ☐

Post-event

- Attend post Event wrap-up meeting ☐
- Complete evaluation of Staging and forward to the Competition Manager ☐



Job Title: Competition Administration Coordinator

Reporting to: Competition Manager

Brief summary: The Competition Administration Coordinator is responsible for planning and managing the operations of the Competition Management Office and the Sports Information Desk. He/she will oversee the administration of the competition including the collation, processing and display of all results. In addition he/she will ensure that the Sport Information Desk has relevant, accurate and up-to-date information available on the competition. Where GMS is being used he/she will ensure someone is in place to operate it.

Key tasks & responsibilities checklist

Pre-event

Completed (✓)

- Confirm Comp Admin volunteer requirements & forward request to Volunteer Services Coordinator..... ☐
- Develop the event day plan and pre-event action plan for Competition Admin ☐
- Plan the lay-out & location of the Competition Management Office & the Sports Information Desk..... ☐
- Decide on a location space where protests & appeals can be reviewed ☐
- Assess equipment & supply needs and forward request the Logistics coordinator ☐
- If GMS is being used liase with the RSDO to source appropriate PC ☐
- If GMS is being used liase with Competition Manager to assign an operator ☐
- Contact all Competition Admin volunteers to brief them ☐
- Create a roster for volunteers, allowing time for breaks ☐

Event day

- Brief all Competition Admin volunteers at start of day ☐
- Oversee the set-up of the Competition Management Office & the Sports Information Desk area ☐
- Assign volunteers to their roles and positions ☐
- Oversee the operation of the Competition Management Office & the Sports Information Desk..... ☐
- Ensure all necessary sports information is available at the Sports information desk ☐
- Rotate volunteer positions as necessary ☐
- Report important issues to the Competition Manager ☐
- Oversee clear out of the Competition Management Office & the Sports Information desk and ensure they are returned to their original state ☐
- Debrief volunteers at end of day ☐

Post-event

- Attend post Event wrap-up meeting ☐
- Complete evaluation of Competition Admin and forward to the Competition Manager ☐



Job Title: Officials/Equipment Coordinator

Reporting to: Competition Manager

Brief summary: The Officials/Equipment Coordinator is responsible for ensuring that the adequate number of officials have been sourced and assigned to the event and that these officials have the required qualifications to fulfil their roles effectively. He/she will also assess the sports equipment needs, source what is required and work closely with the Logistics Coordinating on the transportation, receipt, storage, distribution and return of all sports equipment.

Key tasks & responsibilities checklist

	Completed (✓)
Pre-event	
• Confirm volunteer requirements & forward request to Volunteer Services Coordinator.....	<input type="checkbox"/>
• Develop the event day plan and pre-event action plan for Officials/Equipment.....	<input type="checkbox"/>
• Liase with the Competition Manager to assess requirements for officials. Forward request for officials to the Volunteer Services Coordinator	<input type="checkbox"/>
• If not all officials can be sourced (on Special Olympics database) contact relevant National Governing Body (NGB)	<input type="checkbox"/>
• Establish all sports equipment requirements	<input type="checkbox"/>
• Check what sports equipment is available at the venue & source outstanding items	<input type="checkbox"/>
• Plan the transportation, storage, set-up, clear out & return of equipment. Link with the Logistics Coordinator to combine efforts were possible	<input type="checkbox"/>
• Liase with the Competition Manager to agree where equipment is to be positioned (where necessary)	<input type="checkbox"/>
• Plan a system for monitoring the distribution & collection of all equipment.....	<input type="checkbox"/>
• Contact all volunteers to brief them	<input type="checkbox"/>
• Contact all officials re competition schedule & to ensure consistency in uniforms	<input type="checkbox"/>
• Create a roster for volunteers, allowing time for breaks	<input type="checkbox"/>
Event day	
• Brief all Officials/Equipment volunteers at start of day	<input type="checkbox"/>
• Chair the Officials meeting prior to competition	<input type="checkbox"/>
• Oversee the set-up and/or distribution of sports equipment of all sports equipment.....	<input type="checkbox"/>
• Report important issues to the Competition Manager	<input type="checkbox"/>
• Oversee the clear out and/or return of all sports equipment.....	<input type="checkbox"/>
• Debrief volunteers at end of day	<input type="checkbox"/>
Post-event	
• Attend post Event wrap-up meeting	<input type="checkbox"/>
• Ensure all sports equipment is collected/returned to suppliers as required	<input type="checkbox"/>
• Complete evaluation of Officials/Equipment and forward to the Competition Manager	<input type="checkbox"/>



Job Title: Medical Coordinator/Athlete Protection Officer

Reporting to: Event Services Manager

Brief summary: The Medical Coordinator, who is also the Athlete Protection Officer (APO) for the event must possess a current medical professional qualification and be currently registered and affiliated to their Governing Medical Body. He/she is the leader of the Medical Team at the Event and has overall responsibility for the management and coordination of medical care and delivery of medical services to the athletes, coaches, volunteers, officials and those in attendance as spectators.

Key tasks & responsibilities checklist

Pre-event	Completed (✓)
• Gain a thorough understanding of the overall event day plan and the venue layout	<input type="checkbox"/>
• Link with the Regional Athlete Protection & Medical Officer (RAPMO) to plan for the event. Review all Medical policies & procedures	<input type="checkbox"/>
• Complete a medical risk assessment and determine the requirements (first aid, doctor, ambulance etc)....	<input type="checkbox"/>
• Develop the event day plan and the pre-event action plan for Medical	<input type="checkbox"/>
• Confirm volunteer requirements and forward request to Volunteer Services Coordinator. Work with the Regional Volunteer Officer and RAPMO to recruitment volunteers	<input type="checkbox"/>
• If necessary, make contact with a First Aid agency and request their presence	<input type="checkbox"/>
• Plan the location and lay-out of the Medical Centre.....	<input type="checkbox"/>
• Collect quotes for all spend and forward to Event Services Manager for approval	<input type="checkbox"/>
• Prepare all necessary forms, supplies and equipment needed for the Medical centre	<input type="checkbox"/>
• Inform local hospital/health authority of the event details (sports, no. of athletes etc.)	<input type="checkbox"/>
• Contact all Medical volunteers to brief them	<input type="checkbox"/>
• Create a roster for Medical volunteers, allowing time for breaks	<input type="checkbox"/>
 Event day	
• Brief all Medical volunteers at start of day. Assign volunteers to their roles and positions	<input type="checkbox"/>
• Set up the Medical centre. Ensure all forms, supplies & equipment are in place and copy of all policies & procedures are available	<input type="checkbox"/>
• Collect medical forms for all competing athletes from head coaches on arrival. Ensure all are checked...	<input type="checkbox"/>
• Work closely with all Medical volunteers throughout the day	<input type="checkbox"/>
• Ensure Medical Centre is kept clean and tidy, ensuring health & safety guidelines are adhered to	<input type="checkbox"/>
• Report to the Event Manager incidents that result in an athlete unable to return to competition or any person triaged to an Emergency Department	<input type="checkbox"/>
• Ensure all relevant medical policies & procedures are communicated to medical volunteers	<input type="checkbox"/>
• Make sure areas being used by Medical are returned to their original state	<input type="checkbox"/>
• Return all medical forms to head coaches	<input type="checkbox"/>
• Debrief volunteers at end of day	<input type="checkbox"/>
 Post-event	
• Ensure all paperwork is completed correctly and forwarded to the relevant persons	<input type="checkbox"/>
• Attend post Event wrap-up meeting	<input type="checkbox"/>
• Complete evaluation of Medical and forward to the Event Services Manager	<input type="checkbox"/>

5. Letter templates

1. 1st letter to affiliated groups
2. 2nd letter to affiliated groups
3. Letter of agreement to venue

Dear

The (AREA/REGION) (SPORT) competition will take place in (VENUE) on (DAY, DATE). In preparation for the event, I have enclosed entry forms which must be completed and returned to the Competition Manager:

Name:

Address:

Due Date:

Note: Late entries will not be accepted.

(IF NECESSARY, INCLUDE SPORTS SPECIFIC INFORMATION IN RELATION TO HOW THE EVENT WILL BE RUN E.G. EVENT WILL BE RUN ON A ROUND-ROBIN BASIS).

Prior to submitting your entries, please ensure that all your athletes are registered with Special Olympics Ireland. You will also need to ensure that you have up-to-date medical forms for all athletes that you enter for the competition. It is the Head Coach's responsibility to bring medical forms with him/her on the day of the event. These medical forms must be handed in by each Head Coach at check-in and may be collected from the medical centre at the end of the event. Please ensure that you arrive at the event with medical forms for every participating athlete. An athlete will not be allowed to compete if there is no medical form for him/her at the event.

Your full co-operation is requested for our volunteer team to successfully plan this event. Closer to the time I will write to you again to give you the competition timetable, divisions and other information.

Yours sincerely,

(NAME)
Competition Manager

Dear

I am delighted to enclose the schedule of events and divisions for the (AREA/REGION) (SPORT) competition to be held in (VENUE) on (DATE).

Your affiliated group should plan to arrive at the venue by (TIME). On arrival your Head Coach needs to go to Affiliated Group Check In. There, your Head Coach should inform the volunteer at check-in if there are athletes missing from the original entries submitted and hand over the medical forms.

Parking is available (DETAILS OF PARKING).

Your athletes and coaches should go directly to the (LOCATION) in preparation for the Opening Ceremony. The Opening Ceremony will start at (TIME) and competition will get underway at (TIME).

Please present your athletes to the staging area when his/her particular event is called. Please ensure that your athletes and coaches bring a packed lunch, include a bottle of water. The Athlete lunch area will be located (LOCATION).

Please note that there will be restricted areas in the venue. To allow the volunteer team the space needed to run the event, and for security reasons, these areas will be restricted to athletes and volunteers. Coaches and family members may not enter these areas which include; the staging area, field of play, awards area and changing rooms.

I look forward to meeting at the event and I hope you have a successful and enjoyable day.

Yours sincerely,

(NAME)

Competition Manager

(VENUE OWNER/MANAGER NAME)
(VENUE ADDRESS)

(YOUR NAME)
(RETURN ADDRESS)

(DATE)

Dear

I write to confirm our venue hire details for the Special Olympics (EVENT NAME) on the (DATE & MONTH). Thank you for your assistance with our planning to date; just to confirm hire details, the booking as we understand it is as follows:

Start Time	Finish Time	Area of venue	Purpose

We will need to bring in some equipment to use during our event, but as discussed you are providing the following:

Item Description	Quantity	Location Where Needed

Our understanding is that cleaning & waste services will be provided by you, but we will encourage our volunteers and athletes to keep areas tidy and use bins where provided. As discussed, we will also be monitoring access to the competition and changing areas, in keeping with Special Olympics Ireland's code of ethics and good practice.

The total venue and equipment hire cost is (AMOUNT). In order to meet our insurance and health & safety requirements, please provide us with a copy of your insurance policy prior to the event.

I would appreciate if you could confirm our booking by signing and returning this letter at your earliest convenience; if anything needs discussion, please call me on (TELEPHONE NUMBER).

With thanks and regards,

(NAME)

Event Manager

CONFIRMATION OF BOOKING DETAILS AND OTHER ARRANGEMENTS:

Signed: _____
Venue owner/manager, Venue name

Date: _____

6. RISK ASSESSMENT FORM

Event:			Date:	
Venue:			Assessment completed by:	

	<i>Issue Register</i>	<i>Identified hazard/risk</i>	<i>Required controls</i>	<i>Responsible persons</i>
1	Ingress/Egress routes			
2	Adequate spectator viewing area			
3	Disabled access			
4	Doors			
5	Emergency exits			
6	Floors			
7	Steps, stairs, ramps			
8	Footpaths			
9	Walls			
10	Playing Surfaces			
11	Water			
12	Heat			

13	Lighting			
14	Back-up power			
15	Toilets			
16	Changing areas/ Showers			
17	Vehicles inside/outside venue			
18	Car park surface			
19	Housekeeping/ Sanitation			
20	Weather			
21	Security			
22	Existing emergency action plan			
23	Proximity to Emergency Services			
24				
25				
26				



Venue Emergency Response Plan (VERP)

Event: _____
 Venue: _____
 Date: _____
 Event Manager: _____
 Safety Officer: _____

- Who has responsibility for ensuring volunteers have been trained on this plan?
- Have Event Team volunteers been trained on this plan (incl. evacuation routes, assembly points etc)

Yes (✓)
☐

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5 Venue Contact Directory	6
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1. Overview

The purpose of this document is to enable you, as Event Manager, to have a process in place allowing your Event Management Team to deal with any emergency situation which may arise during your event.

The information contained in this document should be obtained prior to the actual day of the event. In some cases you may need to update the VERP and delegate some roles and responsibilities on the morning of the Event.

However, it is **important** to ensure that:

- All members of your management team (any volunteer who has a specific responsibility to ensure the smooth operation of the event) is aware of this document and its' contents;
- The roles/responsibilities not already assigned prior to the event are assigned to a team member on event day and that this document is updated accordingly. It is critical that those assigned responsibility have a good understanding of this document and what their role involves.

To assist in your preparation of this Emergency Response Plan, you should complete your **Venue Risk Assessment**. This will help enable you to identify areas which may pose a risk (and may be the primary source of an emergency) and will assist you in making decisions regarding the implementation of this plan. You should also work closely with **Facility Liaison** and where possible integrate with emergency plans already in place, making the necessary additions or modifications to cater specifically for your event.

2. Definitions

2.1 Incident:

An incident is an unexpected occurrence, accident or event that may result in injury to a person, damage to property, or an allegation of negligence, that requires prompt action. Incidents require varying levels of response, as follows:

- Non-Emergency Response
An incident requiring non-emergency response is one that can be controlled and resolved within the venue by those immediately affected by the occurrence. An example of such an incident would be a minor injury to any person in attendance at the venue.
- Emergency Response
Emergency response is the timely implementation of a pre-planned procedure to effectively bring an incident to resolution. It is the application of a response to allow the event to function at some level of efficiency.
An incident requiring emergency response is one that is handed over to the local responding statutory service while the venue remains under control of the venue team on site. An example of such an incident would be a security occurrence where the Event Services Manager calls for assistance from a member of the Police Force, who then manages the response to that particular incident.
- Major Emergency Response

A major incident requires a major emergency response, whereby control of the venue is handed over to the responding statutory services. An example of a major incident would be a major fire.

It is important to appreciate that a non-emergency response incident could have the potential to develop into a major emergency response incident if not properly planned for and managed. The Event Team will ensure that their plans to deal with minor incidents along with their major incident plan is compatible and agreed with their local counterparts from the statutory agencies. Note: Any incident if not managed properly has the potential to become a crisis for the organisation as a whole, compromising Special Olympics Ireland's credibility.

2.2 Venue Emergency Response Team (VERT):

The Venue Emergency Response Team consists of key members of the Event Management Team who will coordinate all initial emergency incident response efforts at the venue level. The VERT is usually made up of the follows team members:

- Event Manager
- Event Services Manager
- Safety officer
- Medical Coordinator

2.3 Venue Communications desk:

The Venue Communications desk, usually located in the Venue Operations Centre (VOC), is the control and communications hub of the venue. The Communication Coordinator works from here and manages any internal and external communication by monitoring and directing two-way radio communication, receiving and making telephone calls, accepting requests for resources and passing the requests to the correct parties.

2.4 Incident Command Centre (ICC):

This is the main location for initiating and controlling all necessary actions during an emergency. The Communications desk in the Venue Operations Centre is usually used as the ICC.

2.5 Evacuation Warden:

Evaluation wardens will be assigned to each part of the venue and are responsible for overseeing the evacuation of that area if necessary in an emergency situation. There are two types:

2.5.1 Chief Evacuation Warden – This will normally be an existing facility staff member with the Event Services Manager as deputy

2.5.2 Area Evacuation Wardens – These could be volunteers from any part of the team depending on location together with existing facility staff. They will be responsible for assisting with the timely evacuation of designated area and liaising with the Chief Evacuation Warden regarding the evacuation status of their sector. Persons appointed to warden posts will make themselves familiar with the nearest exit doors and assembly area.

3. Key information specific to your Event

IMPORTANT:

- All volunteers must be available at all times to undertake Emergency Response duties on being alerted. Duties undertaken will be under the control and direction of the Event Manager, until such time as s/he is relieved of their duty by the Statutory Services and/or a staff member of Special Olympics Ireland. At such time a full handover shall take place.
- Event Team members issued with handheld portable radios must ensure that they are fully charged and recharged at regular intervals.
- The Event Manager must ensure that details of a major incident are recorded at the earliest opportunity. He/she should instruct a team member (usually the Communications Coordinator) to commence a log of communications and action taken from the time the Major Incident commenced until such time as the Statutory Services are stood down and control of the Venue is returned to the Event Manager.

3.1 VENUE COMMUNICATIONS DESK/ INCIDENT COMMAND CENTRE (ICC)

Venue Communication desk location

Contact number

ICC location (if different)

ICC Contact number (if different)

Secondary ICC (a location off site if ICC is unavailable)

3.2 EVACUATION ROUTES AND ASSEMBLY AREAS

Evacuation Routes

Designated evacuation routes are *shown on the Safety Map in Appendix B*.

Evacuation Assembly Areas

Designated evacuation assembly areas are *as follows*:

<u>Assembly Point</u>	<u>Location</u>

The Secondary Assembly Location for this venue is _____.

3.3 EVACUATION ASSIGNMENTS

NOTE: For all assignments insert positions, e.g. Event Services Manager, rather than named individuals as they may differ from shift to shift.

Chief Evacuation Warden Position: _____ Call Sign: _____		
AREA EVACUATION WARDEN & EVACUATION WARDEN POSTS		
Area 1		
Area Evacuation Warden Position	Radio Call Sign	Description of area they are responsible for during an evacuation:
Area 2		
Area Evacuation Warden Position	Radio Call Sign	Description of area they are responsible for during an evacuation:
Area 3		
Area Evacuation Warden Position	Radio Call Sign	Description of area they are responsible for during an evacuation:
Area 4		
Area Evacuation Warden Position	Radio Call Sign	Description of area they are responsible for during an evacuation:
Area 5		
Area Evacuation Warden Position	Radio Call Sign	Description of area they are responsible for during an evacuation:

4. Venue Contact Directory

4.1 EXTERNAL EMERGENCY CONTACTS

Primary Contact	Landline 1	Landline 2
Emergency Response Agencies	112	999
Local Police		
Nearest Hospital		

4.2 VENUE EMERGENCY RESPONSE TEAM

Position	Mobile number	Radio Call Sign	Radio Channel
Event Manager		Venue 1	
Safety Officer		Safety 1	
Event Services Manager		Event 1	
Medical Coordinator		Medical 1	
Facility Liaison (optional)			

4.3 OTHER VENUE EMERGENCY ASSISTANCE

Position	Mobile number	Radio Call Sign	Radio Channel
Communications Coordinator		Comms 1	
Competition Manager		Sport 1	
Operations Manager		Operations 1	

4.4 SERVICE SUPPORT

Item	Contact Name	Contact Number
Radios		
Medical supplies		

5. Initiating an Emergency Response

5.1 Stopping an Event

While every effort will be made to ensure that the event proceeds smoothly, it is imperative to plan for unforeseen circumstances in order to ensure public safety. It may be necessary to curtail or limit an event in the interest of safety. If an event has to be stopped, curtailed or limited **it will only occur** upon the direction of the Event Manager.

Factors, which should be taken into account when deciding to stop, curtail or limit an event at any venue by the Venue Manager, are as follows:

- Advice from the Statutory Services
- Advice from the Event Services Manager
- Advice from the Venue Safety Officer

5.2 Emergency Codeword & Announcements

5.2.1 Alert Codeword (PA & Radio)

Only the Alert Codeword below will be used in a venue to alert all volunteers of a potential major incident and specifically to alert the VERT over the command channel on the radio (or all staff if PA is unavailable). The Event Manager or designated Deputy are the only staff members authorised to instruct the PA Announcer to use the Alert Codeword.

“Will Mr. Anfield please come to the VOC immediately?”

5.2.3 Action on hearing the Code (all Venue Staff)

- A. If required to do so, switch to the Command Channel on radios
- B. Maintain radio silence unless directly involved in the incident
- C. Go to assigned evacuation warden positions immediately and standby
- D. Evacuation wardens at exit points ensure exits are prepared for use
- E. Answer requests for information promptly and confirm it has been understood
- F. Undertake all instructions promptly and report their completion to the VERT

5.2.4 Public Address Announcement – Venue Evacuation

Evacuation of Venue

- May I have your attention please?
- In the interests of Public Safety, it has become necessary to evacuate.
- Please follow the directions provided by the venue staff, and move to the nearest exit.
- Remain calm and please do not run.
- Thank you.

(Repeat Announcement)

5.3 Statutory Services Notification Procedure

The Venue Manager or designate will contact the Statutory Emergency Services via the **112** or **999** service. They will activate an emergency response by providing the relevant information using the acronym **E.T.H.A.N.E.**

<i>Prompt</i>	<i>Information to be supplied</i>
E	Exact location of Incident
T	Type of Incident
H	Hazards on Site
A	Access/Egress Routes
N	Numbers Involved
E	Emergency Service Required

5.4 VERT Action Cards

5.4.1 Event Manager

<i>Steps</i>	<i>Action</i>
1	Proceed to Incident Command Centre
2	Inform Emergency Services
3	Inform Event Services Manager, Safety Officer, Medical Coordinator
4	Inform Facility Liaison
5	Handover control to Emergency Services on arrival
6	Maintain Liaison with the Emergency Services and assist as required
7	Brief Regional staff
8	Initiate cancellation of other elements of event until normality has been restored
9	Implement the advice of the Emergency Services

5.4.2 Event Services Manager

<i>Steps</i>	<i>Incident</i>	<i>Action/Inform</i>
1		Meet fellow VERT members immediately
2		Advise all volunteers to keep non-venue staff away from the scene
3		Ensure the maintenance of emergency access & egress routes
4		Inform Event Manager of any actions being taken
5		Provide advice to the Emergency Services on arrival
6	Fire	Advise volunteers only to attempt rescue or extinguishing action if it is safe to do so
7	Assembly Areas	Inform the Transport Coordinator and Operations Manager to ensure pre-identified rendezvous locations and Assembly Areas are available
8	Bomb Scare	Advise all Event Services volunteers to examine the area for anything suspicious

5.4.3 Safety Officer

<i>Steps</i>	<i>Action</i>
1	Meet fellow VERT members immediately
2	Provide advice to the Event Manager and other team members as necessary
3	Provide advice and assistance to the emergency services on arrival
4	Ensure the safety of volunteers attending the scene

5	Ensure documenting procedures are initiated, assist the Communications Coordinator in recording and documenting the incident response
6	Assist with the coordination of scene preservation

5.4.4 Medical Coordinator

<i>Steps</i>	<i>Action</i>
1	Meet fellow VERT members immediately
2	Provide advice to the Event Manager
3	Ensure medical assistance is provided at the scene
4	Provide advice and assistance to the emergency services on arrival
5	Ensure the safety of volunteers attending the scene
6	Ensure documenting procedures are initiated
7	Assist with the coordination of scene preservation

APPENDIX A - EMERGENCY PROCEDURES

Action in the event of a Fire

This procedure should be followed on the discovery of a fire at an event venue

	Who	Action
1.	Person observing/discovering	Activate the nearest Fire Alarm Break Glass Unit or alert persons in the vicinity by another means immediately
2.	Person observing/discovering	Report the details of where the fire is and what is on fire to the Venue Operations Centre/Communications Desk
3.	Area Evacuation Warden	Take up evacuation positions and begin evacuation of immediate area
4.	Area Evacuation Warden	Establish whether persons are trapped
5.	Area Evacuation Wardens	Only attempt rescue or extinguishing action if the individual has experience or expertise.
6.	Event Manager	Inform the VERT using Command Channel
7.	Event Manager	Inform the Emergency Services
8.	Event Manager	Assemble the VERT to assess if full evacuation is required
9.	Event Services	If full evacuation is not required, maintain cordon around area until fire is under control
10.	Event Manager	Inform Regional staff
12.	VERT	Initiate full evacuation procedure if fire cannot be controlled by those at scene
13.	Venue Manager	Establish liaison with the responding Emergency Services
14.	VERT	Implement the advice of the Emergency Services

Action in the event of Evacuation**Complete or Partial Evacuation: Policy**

If the venue being used for the event is a non-exclusive venue (ie there are other people, not involved in your event using the venue), the authority to initiate an evacuation should be decided between the Event Manager and the Facility Liaison. Two possible scenarios are as follows:

1. The Event Team is in charge of a significant portion of the overall facility, or there is a large number of persons participating and/or attending at the venue. In this case it should be agreed with the Facility Liaison in advance that the Event Manager is authorised to evacuate the venue. If the Event Manager does call for an evacuation they should immediately notify and involve the Facility Liaison in the decision as the Facility Liaison may need to initiate an evacuation of other parts of the facility that are also in use.

Once the decision has been made, the complete or partial venue evacuation procedure should be followed.

2. The area or number of people controlled by the Event Team is relatively small in comparison to the overall facility or number of people using it, the authority to evacuate rests with the Facility Liaison.

In this situation, observation of an incident by a member of the Event Team that could potentially require evacuation of the venue should immediately be notified to both the Event Manager and the Facility Liaison. Most likely, the procedures normally used in the facility to respond to a major incident, including complete or partial evacuation procedures, will then be followed. The Event Team should be aware of these procedures and will need to adhere to them in the event of a major incident.

Complete or Partial Venue Evacuation: Procedure

DESCRIPTION: STANDARD PROCEDURE		
	Who	Action
1	Person observing/ discovering	Upon discovery or observation of any incident that may necessitate evacuation, find nearest person with a radio and make a priority call to the Venue Operations Centre. Provide brief, specific details of incident and location
3	Event Manager	Call Venue Emergency Response Team (VERT) on 'Command' channel using "Alert Codeword" passing on brief, specific details of incident and location
4	Event Manager	Request Sound Production to make the "Alert Codeword" announcement over the PA system
5	VERT	Immediately assemble at a secure, private and convenient location on premises
6	Designated VERT rep(s)	Go to scene and monitor/report back with assessment of the incident
7	Area Evacuation Wardens	Take up key Area Evacuation Warden positions (exit points, directional positions, etc.). Ensure all evacuation exit points prepared for use.
8	VERT (including Facility Liaison)	Reduce the situation to basic details and current conditions. Determine immediate response needs and appropriate action (including whether or not a full or partial evacuation is required)
9	Event Manager	Make decision on whether or not to evacuate and instruct VERT accordingly

A. IF DECISION IS NOT TO EVACUATE		
	Who	Action
1	Event Manager	Make 'all-call' advising staff to stand down and continue with routine operations
2	VERT	At the earliest reasonable time, re-establish normal operational procedures as much as the situation and conditions permit
3	VERT	Inform Regional Sport Development Officer that the VERT was assembled; report nature of incident, decision made and rationale for decision

B. IF DECISION IS TO EVACUATE		
	Who	Action
1	Event Manager	Make priority call across all channels - "Commence Evacuation" - indicating whether a full or partial evacuation is required and which evacuation route should be used
2	Facility Liaison	Activate electronic alarm system (e.g. sound alarm, emergency lighting)
3	Event Manager	Contact the local emergency services, either on site or Dial 999 or 112

4	PA Announcer	Make evacuation announcement over PA system
5	Area Evacuation Wardens	Make evacuation announcement in areas not covered by PA system but covered by presence of radio user
6	Event Manager	Notify Regional Staff that an evacuation is commencing, explain nature of incident
7	Area Evacuation Wardens	Make evacuation announcement in areas not covered by PA system or radio user
8	Area Evacuation Wardens	Calmly direct all persons out of designated space along evacuation route towards designated exit points (<i>Note: Volunteer Services Coordinator should take check-in and registration lists with them to assembly area if safe to do so</i>)
9	Event Services	Provide directional assistance at pre-planned points along evacuation route
10	Area Evacuation Wardens	Confirm that area is clear or person(s) is missing/injured/still inside with Event Services on leaving an area
11	Event Services	Tick wardens off list as each one leaves
12	Event Services	Leave when area is clear or at latest safe time to do so (DO NOT Re-Enter area if Warden or person is missing)
13	Event Services	While leaving, notify Event Services Manager with evacuation status (i.e. area clear or persons may be inside)
14	Area Evacuation Wardens	Continue to direct group towards designated Assembly Areas and gather group at pre-planned point within Assembly Area (in case Area Warden needs to check/confirm anything later)
15	Event Services	Retire to Assembly Area and report immediately to Event Services Manager at pre-planned rendezvous point within Assembly Area
16	Event Manager	Brief emergency services on their arrival
17	Event Services Manager	Provide VERT and emergency services with an update when all Area Evacuation Wardens have returned
18	VERT	Continue to support the assigned local emergency services
19	Event Manager	Update Regional staff on progress of the evacuation
20	VERT	Provide written information concerning the situation and the response to the Regional Sports Development Officer as soon as possible

APPENDIX B - SAFETY MAPS

Note: These can be hand drawn if necessary

APPENDIX C - LIST OF VENUE MANAGEMENT TEAM MEMBERS (including deputies where appointed)

<i>Position</i>	<i>Name</i>	<i>Contact Number</i>
Event Manager		
Operations Manager		
Competition Manager		
Event Services Manager		
Safety Officer		
Medical Coordinator/Athlete Protection Officer		
Operations		
Volunteer Services Coordinator		
Families/Info Coord.		
Catering Coord.		
Logistics Coord.		
Publicity Coord.		
Communications Coord.		
Competition		
Awards Coord.		
Staging Coord.		
Competition Admin. Coord.		
Officials/equipment Coord.		
Other		



EVENT INCIDENT & ACCIDENT REPORT FORM

PLEASE USE BLOCK CAPITALS

Name of person completing form: _____

Address: _____

Telephone No: _____

Position: _____

1. Date and Time of accident/incident (24hr clock): _____
2. Where did accident/incident occur?
 Exact location on site: _____
 Address of venue: _____

3. Was the accident/incident caused by any alleged defect in the premises/facilities/equipment? Yes ☐ No ☐
 If "Yes" give details _____

4. Was the accident/incident caused by the alleged negligence of any member of Special Olympics? Yes ☐ No ☐
 If "Yes" give details _____

5. Name of person(s) involved: _____
6. Address: _____
7. Telephone number: _____
8. Details of any injuries suffered: _____
9. Details of property damaged: _____

10. Were there any witnesses? Yes ☐ No ☐

<i>Witness 1</i> Name: _____ Address: _____ _____ _____ Tel: _____ Signature: _____	<i>Witness 2</i> Name: _____ Address: _____ _____ _____ Tel: _____ Signature: _____
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Form Continued Overleaf

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

- In the event of the accident/incident being caused by defective equipment, same should be retained for inspection by a company representative.
- If possible, statements should be obtained from witnesses as soon as possible, whilst the accident/incident is fresh in their minds
- Please return the completed form to Special Olympics Ireland:

***Health Services Manager, Special Olympics Ireland,
4th Floor, Park House, North Circular Road, Dublin 7
Telephone: (01) 8823972 / Fax: (01) 8688250***



Private and Confidential

- Part A** – To be completed by the person who became aware of the alleged incident

Version 1.00

Part B

To be completed by the **Athlete Protection Officer**

1)	Details of Athlete Protection Officer First Name: _____ Surname: _____ Telephone Number: country code - area code - Time you become aware of the incident/allegation: _____ Date: DD / MM / YYYY			
2)	Details of athlete First Name: _____ Surname: _____ Male <input type="checkbox"/> Female <input type="checkbox"/> Address: _____ Date of birth: DD / MM / YYYY Athlete's I.D. number: 			
3)	Details of athlete's parents/guardians Mother's/Guardian's name: _____ Father's name: _____ Address: (if different to athlete's) Address: (if different to athlete's) _____ Tel: country code - area code - Tel: country code - area code - 			
4)	Details of athlete's service provider (if applicable) Name of Service Provider: _____ Name of Contact Person: _____ Tel: country code - area code - Address of Service Provider: _____			
5)	Were there any witnesses? Yes <input type="checkbox"/> No <input type="checkbox"/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <i>Witness 1</i> Name: _____ Address: _____ _____ Tel: country code - area code - </td> <td style="width: 50%; vertical-align: top;"> <i>Witness 2</i> Name: _____ Address: _____ _____ Tel: country code - area code - </td> </tr> </table>		<i>Witness 1</i> Name: _____ Address: _____ _____ Tel: country code - area code - 	<i>Witness 2</i> Name: _____ Address: _____ _____ Tel: country code - area code -
<i>Witness 1</i> Name: _____ Address: _____ _____ Tel: country code - area code - 	<i>Witness 2</i> Name: _____ Address: _____ _____ Tel: country code - area code - 			
6)	Details of person(s) allegedly causing concern in relation to the alleged victim (if known) First Name: _____ Surname: _____ Male <input type="checkbox"/> Female <input type="checkbox"/> Address: _____ Age: _____ _____ Tel: country code - area code - Relationship to athlete: _____			

7) **If any relevant authorities or Special Olympics Personnel have been contacted please give details:**
(e.g.- Gardai/PSNI/Health Board/Social Worker/Regional APO, HR Manager etc)

a. Agency: _____ Contact person: _____
 Tel:

country code	-	area code																	
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 Time: _____ Date: DD / MM / YYYY
 Advice received: _____

b. Agency: _____ Contact person: _____
 Tel:

country code	-	area code																	
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 Time: _____ Date: DD / MM / YYYY
 Advice received: _____

c. Agency: _____ Contact person: _____
 Tel:

country code	-	area code																	
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 Time: _____ Date: DD / MM / YYYY
 Advice received: _____

8) **Did the alleged victim receive any First Aid or Medical attention?** Yes ☐ No ☐
If yes please attach medical encounter form

9) **Have the necessary people been informed?**

Have the athlete's parents/guardian/service provider been informed? Yes ☐ No ☐
 Informed by: _____ Location: _____
 Time: _____ Date: DD / MM / YYYY

Has the alleged person been informed? Yes ☐ No ☐
 Informed by: _____ Location: _____
 Time: _____ Date: DD / MM / YYYY

Signed: _____ Time: _____ Date: DD / MM / YYYY

Guidance notes

General

- ❖ All information on this form is strictly private and confidential and should always be treated as such
- ❖ Form must be completed in BLOCK CAPITALS using a black ball point pen
- ❖ No questions are to be left blank. If the question does not apply write N/A (non-applicable) as the answer
- ❖ All names are to be written with full first name followed by the surname. E.G. JOHN SMITH
- ❖ All telephone numbers are to be written in the boxes provided with full country code, followed by area code, followed by the number

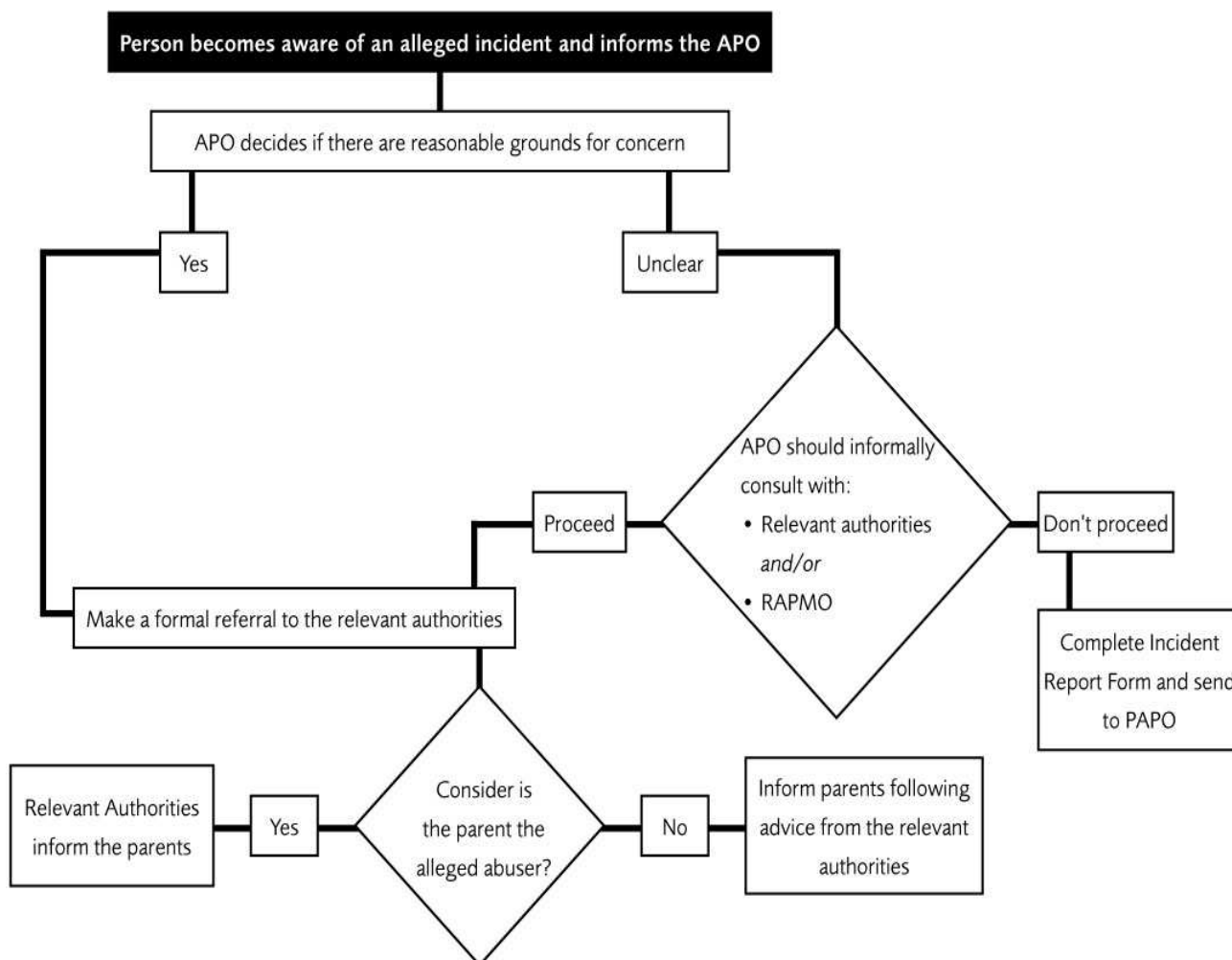
E.G.			4	4	-		0	2	2	-	2	2	2	2	2	2	2	2	2
			3	5	3	-		0	8	7	-	3	3	3	3	3	3	3	3

- ❖ 'Affiliated group' refers to the club, centre or school in which a person is involved
E.G. 'Ballytown Flyers Special Olympics Club'
- ❖ 'Functional area' refers to the area within an Event or Games that a person is working. E.G. Catering; Event Services; Awards; Staging etc

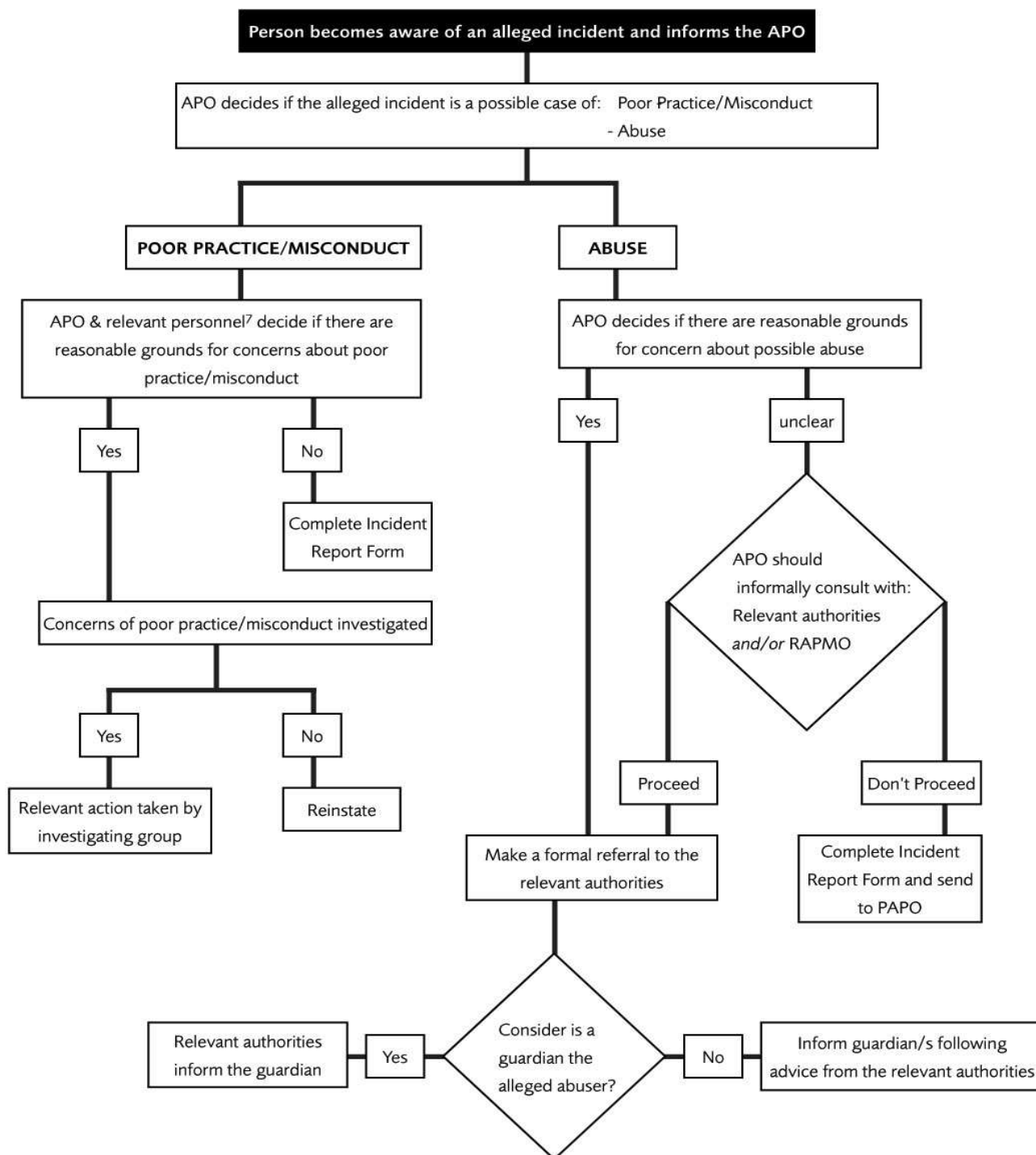
Question Specific	
Part A	
Question 4	Do not investigate or ask any questions. Write down only what was said to you or what you saw
Part B	
Question 6	Write down the information on the alleged person only if it is known to you. Do not let the alleged person know of the concern at this point.
Question 7	The 'contact person' refers to the person within the outside agency whom you dealt with and received advice from

10. REPORTING PROCEDURES (Code of Ethics & Good Practice)

A) Reporting and alleged External Concern



B) Reporting and alleged Internal Concern



11. PA ANNOUNCER SCRIPTS

Safety Scripts

The announcer should make the following announcements at the start of the day:

- 1) "May I have your attention please for some general safety and information announcements."
- 2) "Please take note of all exits" (point out the location of these exits). "In the event of an evacuation, please leave the building by the nearest exit. If you require assistance, please let one of our volunteers know".
- 3) "In the event of an emergency, all athletes will be accompanied by their coaches and I would request that family members/friends do not try to locate any athlete until the all-clear has been given".
- 4) "The Medical Centre is located _____. Medical volunteers are wearing the green bibs/t-shirts."
- 5) "Should you have any safety or security concerns please let one of our Event Services volunteers, in the yellow bibs/T-shirts, know."
- 6) Describe the location of the other main parts of the venue (e.g. Information Desk, Field of Play, Awards area, Family Centre, Spectator areas)

Note: For emergency scripts please see the Venue Emergency Response Plan – section 6.2.4

Awards Script

1. "Ladies and Gentlemen, please direct your attention to the awards area for _____"

Announcer waits until they are positioned in the awards presentation area

2. "It is my pleasure to announce the results of the _____ of the _____ group for
(division) (age/gender)
_____ for _____"
(event) (sport)

3. "Presenting the awards will be _____"

Description of presenter _____

4. "In 8th place with a time/score of _____ is _____
(time/score) (Name/Affiliated Group)

"In 7th place with a

"Winning a Bronze medal with a time/score of _____ is _____
(time/score) (Name/ Affiliated Group)

"Winning a Silver medal with a.....

5. "Ladies and Gentlemen, please recognize these outstanding athletes of _____
of the _____ in _____
(Division) (Event) (Sport)

Participation Ribbon

If a participation ribbon is being awarded to an athlete, this is the first presentation made in the ceremony – all other awards will follow in the relevant order.

1. "Receiving a presentation award is: _____"
(Name / Affiliated Group)

Team Sports

1. "In 8th place is _____" List team members
(Affiliated Group Name)

12. EVENT FEEDBACK FORM

AREA: _____

REGION: _____

EVENT: _____

DATE: _____

YOUR ROLE: ATHLETE VOLUNTEER COACH FAMILY MEMBER

WHAT DO YOU THINK WENT WELL AT THE EVENT?

WHAT DO YOU THINK COULD BE IMPROVED FOR NEXT TIME?

13. EVENT EVALUATION FORM

EVENT: _____ **DATE:** _____

VENUE: _____

	Poor			Excellent	
Venue					
Suitability	1	2	3	4	5
Facilities	1	2	3	4	5
Cleanliness	1	2	3	4	5
Staff	1	2	3	4	5

Any recommendations?

Teambuilding & Teamwork

Recruitment process	1	2	3	4	5
Training	1	2	3	4	5
Communication within the team	1	2	3	4	5
Overall performance of the team	1	2	3	4	5

Any recommendations?

Sport

Schedule	1	2	3	4	5
Field of Play	1	2	3	4	5
Competition Staging	1	2	3	4	5
Divisioning	1	2	3	4	5
Protests and Appeals	1	2	3	4	5
Uniform and equipment	1	2	3	4	5
Games Management System	1	2	3	4	5
Results	1	2	3	4	5
Awards	1	2	3	4	5
Sports Information Desk	1	2	3	4	5
Coaches meeting	1	2	3	4	5

Any recommendations?

Medical

Organisation of medical services	1	2	3	4	5
Interaction with other Functional Areas	1	2	3	4	5

Any recommendations?

	Poor			Excellent	
Safety					
Organisation of safety	1	2	3	4	5
Interaction with other Functional Areas	1	2	3	4	5

Any recommendations?

Event Services					
Organisation of Event Services team	1	2	3	4	5
Interaction with other Functional Areas	1	2	3	4	5

Any recommendations?

Venue Emergency Response Plan					
Development of plan	1	2	3	4	5
Communication of plan within team	1	2	3	4	5

Any recommendations?

Catering					
Organisation of catering services	1	2	3	4	5
Interaction with other Functional Areas	1	2	3	4	5

Any recommendations?

Information Technology, Phones and Radios					
Organisation of IT, phones/radios	1	2	3	4	5
Interaction with other Functional Areas	1	2	3	4	5

Any recommendations?

Transport					
Organisation of transport	1	2	3	4	5
Interaction with other Functional Areas	1	2	3	4	5

Any recommendations?

	Poor			Excellent	
Volunteers					
Organisation of Volunteers	1	2	3	4	5
Interaction with other Functional Areas	1	2	3	4	5

Any recommendations?

PA/Sound					
Organisation of PA system/sound	1	2	3	4	5
Interaction with other Functional Areas	1	2	3	4	5

Any recommendations?

Family Services					
Organisation of Family Services	1	2	3	4	5
Interaction with other Functional Areas	1	2	3	4	5

Any recommendations?

Merchandising					
Organisation of Merchandising	1	2	3	4	5
Interaction with other Functional Areas	1	2	3	4	5

Any recommendations?

Logistics					
Organisation of logistics & signage	1	2	3	4	5
Interaction with other Functional Areas	1	2	3	4	5

Any recommendations?

Any other comments

14. POLICIES & PROCEDURES

1. Policy – Eligibility To Lodge A Protest Or Make An Appeal
2. Procedure – Lodging And Managing Protests & Appeals
3. Policy – Incorrect Award Presented To Athlete/S
4. Procedure – Re-Presenting An Award To Athlete(S) Who Received An Incorrect Award
5. Policy – Presentation Of Awards For Athletes Who Need To Leave Award Staging To Participate In Another Event
6. Policy – Health & Safety Inspections
7. Policy – Venue Emergency Response Plans
8. Policy – Incident Reporting & Recording
9. Procedure – Reporting & Recording An Incident
10. Procedure – Dealing With The Report Of A Lost Member Of The Public
11. Policy - Admission Of Liability When An Incident Occurs
12. Policy - Alcohol Consumption
13. Policy - Substance Misuse
14. Policy - Use Of Tobacco Products
15. Policy - Photographic Images And Video Footage By Family Members, Volunteers And Members Of The Public



POLICY

Policy Title	ELIGIBILITY TO LODGE A PROTEST OR MAKE AN APPEAL
Policy Number	E-SPT-01
Lead Area	Sports
Other Areas affected	None

Policy Statement


Only a Head Coach or designated registered coach (in the absence of a Head Coach) may lodge a protest in writing on an official Protest Form. This expressly prohibits any other individual from protesting

Additional explanation /information Or Exception	The Head Coach can either accept or appeal the ruling to the Sports Rules Committee.
	Only a Head Coach may file an appeal to the Sports Rules Committee for a denied protest.

Any protest involving the judgement of a referee/judge will not be given consideration.

Exception

In regard to the 30 minute time of protest, depending on a particular Event and the rules of a specific NGB, different timeframes may be laid down for protest.

 Special Olympics Ireland <i>a place for everyone!</i>	<h1>PROCEDURE</h1>	
Procedure Title	LODGING AND MANAGING PROTESTS & APPEALS	
Procedure Number	E-SPT-01.01	
Lead Area	Sport	
Other Areas affected	Regions	
STANDARD PROCEDURE(S)		
Person/Group:	What the steps are:	Who does them:
Head Coach	1. A protest must be lodged in writing on an official Protest Form, by a Head Coach or designated registered coach (in the absence of a Head Coach), within 30 minutes after the conclusion of an event	
	2. Protest form is completed by Head Coach and lodged within 30 minutes with the following information (No's 1-6) Time submitted Sport – Event – Age Group – Division Athlete name and delegation Reason for protest (must cite the specific rule violation from the official Special Olympics Summer/ Winter Sports Rules 2000 – 2003 revised edition or NGB Rules Signature of Head Coach.	Head Coach
	3. Head Coach lodges the form at the Sports Information Desk (SID).	
	4. Sports Rules Committee meets and approves or denies the protest.	
	5. Head Coach collects the decision from the SID.	
	6. Should a Head Coach wish to appeal a denied protest, that appeal is lodged at the SID on the original protest form and marked clearly with a notation that it is an appeal and the grounds on which they are appealing.	
	7. A call is made to the Competition Manager to re-convene the Sports Rules Committee.	
	8. Sports Rules Committee meet to discuss and rule on the appeal	
	9. Result is conveyed to the Head Coach	



POLICY


Policy Title	INCORRECT AWARD PRESENTED TO ATHLETE/S
Policy Number	E-SPT-02
Lead Area	Sport Department
Other Areas affected	Regions

Policy Statement

If it is deemed that an in-correct award was presented to athlete/s, the athlete will receive the correct award, and will not be stripped of the award already presented

Additional explanation or information (optional)

1. Head coaches have a 30 minute timeframe in which to lodge a protest.
2. Should the event not have been flagged for a possible protest, the award presentation may have occurred within the 30 minute timeframe.
3. The initial award stands for all athletes in that event, but an additional award may be made to the athlete/athletes who received the incorrect award.

	PROCEDURE	
Procedure Title	RE-PRESENTING AN AWARD TO ATHLETE(S) WHO RECEIVED AN INCORRECT AWARD	
Procedure Number	E-SPT-02.01	
Lead Area	Sport	
Other FA's affected	Sound Production	
STANDARD PROCEDURE(S)		
Group dealt with:	What the steps are:	Who does them:
Head Coach	1. As soon as it is confirmed that an incorrect award has been presented, the Head Coach will be informed of the time of corrected presentation.	Awards announcer, Head Coach
Athlete	2. The athlete will report for the Awards presentation	Awards preparation
Athlete	3. Presentation will occur	Awards
	3. The result of the event will be corrected to show the appropriate place	Results, Awards
Athlete	4. The athlete/s will not be stripped of the award already received.	Awards
	5. Sport would desire to present to the athlete on the podium, but this will be left to the discretion of the Head Coach and athlete	



POLICY

Policy Title	PRESENTATION OF AWARDS FOR ATHLETES WHO NEED TO LEAVE AWARD STAGING TO PARTICIPATE IN ANOTHER EVENT
Policy Number	E-SPT-03
Lead Area	Sport Department
Other Areas affected	Regions

Policy Statement

In the event of an athlete leaving the Awards staging area, to participate in an additional event, this athlete will receive their award at a scheduled time following completion of their additional event.

Additional explanation or information (optional)	<p>Every effort will be made to ensure that the time spent in awards will be kept to a minimum.</p> <p>In some sports e.g. athletics or aquatics where an athlete may participate in a number of events, it may be necessary to take an athlete from awards staging to the Field of Play (FOP) for competition, thereby causing the athlete to miss his/her first presentation. The second event will always take precedence over the presentation of an award.</p>
---	---



POLICY

Policy Title	Health & Safety Inspections
Policy Number	EVE-01
Lead Area	Safety
Other Areas affected	Event Operations

Policy Statement

In the planning stage of an event a full Risk Assessment of the venue/event must be undertaken. This assessment will be undertaken by the Event Safety Officer.

Further health & safety inspections, using the risk assessment form as a guide, should take place:

- 1) On the morning of the event before operations commence
- 2) Routinely throughout the day
- 3) At the end of the day

Additional explanation /information Or Exception	Should any hazard that may compromise the safety of any participants be identified during any inspection, the Safety Officer or designate shall action a risk control measure in conjunction with the Event Manager.
---	--

In the event of an inability to control the risk, the Event Manager will decide what action to take. The recording of details of these safety inspections shall be the responsibility of the Safety Officer or any designate.



POLICY

Policy Title	Venue Emergency Response Plans
Policy Number	EVE-02
Lead Area	Safety
Other Areas affected	All

Policy Statement

In order for the Event to be prepared for any incident, each Event venue will have an emergency response plan that will contain the following information.

- List of Event Management Team members
- Designation of Evacuation Routes and Assembly Sites
- Designation of Incident Command Centre
- Public Address Announcements
- Directory of contacts
- Radio Assignments
- Designated Emergency Radio Channel
- Evacuation Warden Assignments

Additional explanation /information Or Exception	Compilation and agreement on venue emergency response plans should involve prior consultation with the existing management of the venue and where possible local Statutory Agencies.
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POLICY

Policy Title	Incident Reporting & Recording
Policy Number	EVE-03
Lead Area	Safety
Other Areas affected	All

Policy Statement


All Event Team members have responsibility for reporting incidents.


Supervisory personnel (Team Leaders, Coordinators, Managers) have responsibility for ensuring that all reported incidents are recorded in the Event Incident & Accident Report Form.

If required, they can request assistance from the Safety Officer.

The Safety Officer will be responsible for compiling all information on such incidents; including interviewing witnesses or victims where necessary and completing the Event Incident & Accident Report Form.

Additional explanation /information Or Exception	Blank Event Incident & Accident Report Forms will be available to supervisory personnel at the Event Management Office. If an Event Incident & Accident Report Form has been filled, it should be returned to the Safety Officer or the Event Manager at the earliest opportunity.
---	--

 <p>Special Olympics Ireland <i>a place for everyone!</i></p>	<h1>PROCEDURE</h1>	
Procedure Title	Reporting & recording an incident	
Procedure Number	EVE-03.01	
Lead Area	Safety	
Other Areas affected	All	
STANDARD PROCEDURE(S)		
Person/Group:	What the steps are:	Who does them:
All	Event Incident & Accident Report Forms are available at the Event Management Office.	Coordinator/Manager
	Report incident/accident using available means of communication	Person witnessing incident
	Obtain/observe as much information about the incident as possible	Person witnessing incident
	Complete the Event Incident & Accident Report Form using information supplied by person witnessing incident	Coordinator/Manager
	Submit Event Incident & Accident Report Form to Safety Officer or the Event Management Office	Coordinator/Manager
	Collate all Event Incident & Accident Report Forms and forward to Special Olympics Ireland Central Office.	Safety Officer
	If injury or property damage has occurred	
	Take a photographic record of the Incident scene	Safety Officer
Additional Information		
DESCRIPTION: CONTINGENCY PROCEDURE(S)		
Scenario:	More than one incident	
Group:	What the steps are:	Who does them:
All	An Event Incident & Accident Report Form must be completed for every occurrence	Coordinator/Manager

 Special Olympics Ireland <i>a place for everyone!</i>	<h1>PROCEDURE</h1>	
Procedure Title	Dealing with the report of a lost member of the public	
Procedure Number	EVE-05.01	
Lead Area	Events & Games	
Other Areas affected	Medical where appropriate Contract Security where appropriate Police where appropriate	
STANDARD PROCEDURE(S)		
Person/Group:	What the steps are:	Who does them:
Event Services	1. A report that a member of the public is lost is made to an Event volunteer. The person making the report should be redirected to the Information Desk.	Event volunteer
	2. Person at the Information Desk takes a description of lost person and contact details of reporting/contact person.	Family/Information Services
	3. Information Services inform the Event Services Manager or in their absence, the Event Manager	Family/Information Services
	4. The Event Services Manager will alert all members of the Event Services Team and others as appropriate including details of the missing person's description. He/she will also alert the Communications Coordinator.	Event Services Manager
	5. All exits will be secured by ES staff to ensure the lost person does not leave venue.	Event Services
	5. Communications Coordinator will use PA to inform Games general public of the incident and seek assistance.	Communications Coordinator
	6. If the lost person is not located within 30 minutes the Garda Síochána /PSNI will be formally approached for assistance by the Event Manager.	Event Manager
	7. Once the lost person is located an Event volunteer should stay with the person and contact should be made with the lost person's contact person by the Event Services Manager. Event Volunteer should escort located person to designated area.	Event Services Manager
	8. Communications Coordinator will inform general public at the venue that the lost person has been located.	Communications Coordinator
	9. All Event Volunteers involved will be informed and will return to normal duties.	Communications Coordinator/ Event Services Manager
Additional Information		



POLICY

Policy Title	Admission of liability when an incident occurs
Policy Number	EVE -06
Lead Area	Safety
Other Areas affected	All

Policy Statement

Under no circumstance should a volunteer or staff admit liability or fault for incidents, which may occur at an Event or while conducting Special Olympics operations. An incident is anything that can result in financial loss (e.g., injury or property loss or damage), disruption to Event operations or adverse media attention.

Additional explanation /information Or Exception	If an incident occurs, detailed investigation will be required in order to determine how the incident occurred and which party was responsible for its occurrence. For all incidents the Safety Officer will facilitate this investigation and compile all necessary information.
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POLICY

Policy Title	Alcohol Consumption
Policy Number	HEA-10
Lead Area	Health Services
Other Areas affected	All Athletes, Volunteers, Staff

Policy Statement

The service and/or consumption of alcoholic beverages by any person associated with Special Olympics Ireland, in particular athletes, volunteers, family members and staff, is prohibited during the course of any Special Olympics activity in any location being used for training, competition, accommodation or other Special Olympics Ireland purposes.

The only exception to the above policy is at events where the service of alcohol is deemed a necessary element of the event and where permission to serve alcohol at such events has been given by the CEO, Special Olympics Ireland.

Additional explanation/information The meaning of “during the course of any Special Olympics activity” in the policy is taken to mean from the commencement to the end of the particular activity, i.e. sports competition event, training or other.

The commencement and end of the activity for different groups is defined as follows:

Athletes: From the time when an athlete’s parent/guardian places the athlete into the care of his/her coach until the time when the athlete is returned to the care of his/her parent/guardian.

Coaches: From the time the coach assumes the responsibility for the care of the athlete in lieu of his/her parent/guardian until he/she returns the athlete back into the care of his/her parent/guardian.

Persons in a position of responsibility/Volunteers: From the time the person in a position of responsibility/volunteer reports for duty until he/she is relieved of that duty at the end of the activity.

In some cases, e.g. Residential events, International Competition Events/Games, the activity will involve a constant daily 24-hour responsibility to uphold the policy for each of the groups mentioned above.

It is the responsibility of **person(s) in a position of responsibility** to uphold the policy and to deal with procedures in a manner outlined by Special Olympics Ireland.

Persons in a position of responsibility shall be the following – all coaches, Club Manager or any member of a Club Management Team, Event Manager or any member of an Event Management team, Games Director or any member of a Games Organising Committee, Head of Delegation or any member of the Regional or Special Olympics Ireland Management Team, any Special Olympics staff member or any other person designated by Special Olympics Ireland.

Special Olympics Official General Rules (2004) also stipulate that Special Olympics International does not permit the name “Special Olympics”, the SO Logo or any other SO Mark to be publicly or visibly connected or associated with the name or trademark of any of the following companies or products:

- “Any alcoholic beverage, or the manufacturer or distributor of an alcoholic beverage.”



POLICY

Policy Title	Substance Misuse
Policy Number	HEA-11
Lead Area	Health Services
Other Areas affected	All

Policy Statement

Special Olympics Ireland prohibits *substance misuse* and the use of *recreational drugs* during the course of Special Olympics Ireland activity in any location being used for training, competition, accommodation or other Special Olympics Ireland purposes, **except for those substances medically prescribed.**

Additional explanation /information Or Exception

Additional Explanation

In the context of substance misuse, important definitions are:

- *recreational use* - the use of drugs for pleasure or leisure purposes
- *substance misuse* - refers to:
 - a) A drug or mood affecting substance(s), legal or illegal, the consumption of which by an individual deteriorates work performance.
 - b) Non-medical use of drugs that are only intended for use in medical treatment.
 - c) Use of drugs that have no accepted medical purpose.

Substance examples:

Legal- alcohol, prescription drugs, tranquillisers, and analgesics

Illegal - cannabis, ecstasy, amphetamines, LSD, cocaine, heroin

Note: The meaning of “during the course of any Special Olympics activity” in the policy is taken to mean from the commencement to the end of the particular activity, i.e. sports competition event, training or other.

The commencement and end of the activity for different groups is defined as follows:

Athletes: From the time when an athlete’s parent/guardian places the athlete into the care of his/her coach until the time when the athlete is returned to the care of his/her parent/guardian.

Coaches: From the time the coach assumes the responsibility for the care of the athlete in lieu of his/her parent/guardian until he/she returns the athlete back into the care of his/her parent/guardian.

Persons in a position of responsibility/Volunteers: From the time the person in a position of responsibility/volunteer reports for duty until he/she is relieved of that duty at the end of the activity.

In some cases, e.g. Residential events, International Competition Events/Games, the activity will involve a constant daily 24-hour responsibility to uphold the

policy for each of the groups mentioned above.

It is the responsibility of **person(s) in a position of responsibility** to uphold the policy and to deal with procedures in a manner outlined by Special Olympics Ireland. **Persons in a position of responsibility** shall be the following – all coaches, Club Manager or any member of a Club Management Team, Event Manager or any member of an Event Management team. In the case of a Games these persons include - Games Director or any member of a Games Organising Committee, Head of Delegation or any member of the Regional or Special Olympics Ireland Management Team, any Special Olympics staff member or any other person designated by Special Olympics Ireland.



POLICY

Policy Title	Use of Tobacco Products
Policy Number	HEA-12
Lead Area	Health Services
Other Areas affected	All Athletes, Volunteers, Staff

Policy Statement

The use of tobacco products by any person associated with or attending Special Olympics Ireland activities, in particular athletes, volunteers, family members or staff, is prohibited at events and/or venues, except in designated smoking areas.

This policy is in line with section 4.09 of Special Olympics Official General Rules (2004) and the Public Health Tobacco Act 2002 and 2004.

Additional explanation/information

Special Olympics Official General Rules (2004) also stipulate that Special Olympics International does not permit the name “Special Olympics”, the SO Logo or any other SO Mark to be publicly or visibly connected or associated with the name or trademark of any of the following companies or products:

1. “Any tobacco product, or manufacturer or distributor of a tobacco product”



POLICY

Policy Title	Photographic Images and video footage by family members, volunteers and members of the public
Policy Number	E-MDA-01
Lead Area	Media Services
Other Areas affected	Sports & Competition, VMT, Event Services, Family Services & Volunteer Services

Policy Statement

Special Olympics Ireland has a duty to protect its athletes from inappropriate use of photographic images and video footage.

Photographs and video footage of athletes may be taken

- of athletes in suitable dress only
- in the awards presentation area
- during the act of participating in the sporting activity

Taking of photographs and video filming is prohibited inside changing areas, dormitories, showers and toilets.

The focus of the image should be on the activity rather than the individual athlete.