



NATIONAL VETERANS WHEELCHAIR GAMES

GET PUMPED FOR PORTLAND

JULY 4-9, 2023 • PORTLAND, OR

VOLUNTEER HANDBOOK

Co-Presented by:



VA | U.S. Department
of Veterans Affairs





Dear Volunteer,

Thank you for supporting the 42nd National Veterans Wheelchair Games in Portland, OR! By becoming a volunteer, you join the ranks of thousands who are dedicated to making this event—the largest of its kind in the world—a success, and we welcome your contribution.

From July 4th through July 9th, 2023, more than 500 athletes from throughout the United States, Puerto Rico and Great Britain will compete in 20 different events in venues across the Rose City.

By volunteering your time and energy, you will help us show these Veterans and other guests our city's spirit of warmth and hospitality. We can think of no greater gift to our Nation's heroes.

If you have any questions after reviewing this handbook, please don't hesitate to contact the Volunteer Service Office at 503-273-5042. Thank you for your help, and I look forward to serving with you!

Sincerely,

Jeff McAleer
Volunteer Coordinator
42nd National Veterans Wheelchair Games
503-273-5042



GAME FACTS

WHAT

The National Veterans Wheelchair Games is the largest annual wheelchair and rehabilitation sporting event in the world, presented by the Department of Veterans Affairs and Paralyzed Veterans of America.

WHEN

July 4th through July 9th, 2023

WHERE

Portland, Oregon

WHO

More than 500 disabled Veterans from the United States, Puerto Rico and Great Britain.

- 200 Coaches
- 1,000 family members
- 3,000 volunteers

Events

- 9-Ball
- Basketball
- Bass Fishing
- Cornhole
- eSports
- Pickleball
- Slalom
- Table Tennis
- Air Pistol/Rifle
- Boccia
- Cycling
- Field Events
- Power Soccer
- Softball
- Wheelchair Rugby
- Archery
- Bowling
- Disc Golf
- Motor Rally
- Powerlifting
- Swimming



GENERAL SCHEDULE

Monday, July 3

- Arrive in Portland
- Air gun registration
- Softball and Power Soccer
- Clinics

Tuesday, July 4

- Registration
- Daily athletic events
- Expo
- Games Kickoff
- Opening Ceremony

Wednesday, July 5

- Daily athletic events

Thursday, July 6

- Daily athletic events

Friday, July 7

- Daily athletic events

Saturday, July 8

- Daily athletic events
- Kids Day

Sunday, July 9

- Daily athletic events
- Closing Ceremony

Monday, July 10

- Athletes Depart

For the full event schedule, visit www.wheelchairgames.org



VOLUNTEERING FOR THE GAMES

Volunteers contribute in many ways to support the Games, including:

- working in the local organizing committee's office
- serving on planning teams
- helping with the execution of the Games

This event cannot be successful without community support. Our team of volunteers consists of people of all ages and backgrounds—some of them Veterans—who freely share their expertise and time to serve those who served us.

We need about 3,000 volunteers—each committing to at least one shift of four, six or eight hours—for the 42nd National Veterans Wheelchair Games.

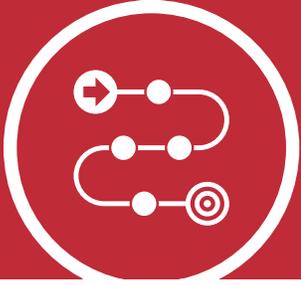
VOLUNTEER ETIQUETTE

DO.....

- bring a form of ID and arrive on time for volunteer check-in
- plan on volunteering regardless of the weather
- bring only what is necessary. There is no secure storage at venues for purses or other valuables.
- bring family and friends as spectators
- dress for the weather

DON'T.....

- call the venue to which you have been assigned. People there will not have any information about your assignment
- assist athletes if they struggle or fall during competition. They could be disqualified if you interfere. Offer assistance only if directed
- carry concealed weapons
- bring any alcohol or illegal drugs
- approach VIPs while on duty
- address the media. Please refer to NVWG Officials.



VOLUNTEER LOGISTICS

Registration

All prospective volunteers must complete and sign the volunteer registration form either, a hard copy or electronic version, indicating the event(s) they are interested in helping with. Interested volunteers who are unable to complete an application before the Games can register by visiting the volunteer room at the Oregon Convention Center, Room B110 – B111.

Orientation

This handbook provides general information about the National Veterans Wheelchair Games (NVWG) assignments, uniforms, meals, parking and safety requirements. Event leads will provide orientation the day you are scheduled to volunteer.

Volunteer Meals

For each day of Volunteering (four hours or more) you will receive a meal voucher (Maximum one meal voucher per day). The vouchers may be used in the Convention Center. For venues away from the Convention Center, some event sites may not provide meals. We recommend you also pack a snack in case a situation arises that prevents you from getting food in a timely manner. We will also have snacks available if needed.

Clothing

Enrolled volunteers will receive one official NVWG volunteer T-shirt required to be worn during their shifts. Remember to wear comfortable and safe footwear. The key to comfort is to be prepared for unseasonably warm weather and the possibility of rain. Bring a light jacket or raincoat if you will be attending outdoor events.

Check-in

Volunteers must check in when they arrive for their shift. This facilitates a secure environment for all NVWG participants and is absolutely essential for smooth operations.

When you arrive....

- please check-in at the Volunteer table
- someone will direct you to your assigned area.



VOLUNTEER LOGISTICS

Check-out

We are asking Volunteers to check out following their shirt. You will be given a short survey on your experience and be provided the meal voucher. Any injury that occurred must be reported immediately or prior to check-out if necessary.

Parking

Parking will be made available on a limited, first-come first-serve basis. We encourage public transportation or carpooling. Parking will be done at the volunteer's expense.

About Portland, Oregon

For more information about the city, and things to do and places to eat and stay, go to:

<https://www.oregoncc.org/en/know-you-go> or Travelportland.com

You may also visit the Welcome Portland Visitor Center table located at all the Games hotels and at the Convention Center.



PUBLIC SAFETY

Medical Issues

A medical team will be on hand at each venue to handle first aid and medical emergencies. We ask that you stay alert to the well-being of our guests and athletes. Some may have chronic medical conditions, and we want to stay attuned to any distress they may experience. Strenuous physical activity can affect some conditions. Watch for – and report immediately to medical staff—any of the following symptoms:

Signs of respiratory problems: wheezing, panting, gasping for air, rapid breathing, and dizziness.

Signs of a heart problem: complaints of prolonged heavy pressure in center of chest, pain down left arm, severe sweating, shortness of breath.

Signs of heat exhaustion: extreme weakness, dizziness, nausea, headache, cold and clammy skin, dilated pupils, high body temperature, inability to sweat, reports of numbness, confusion, rapid pulse.

When in doubt, notify medical personnel and let them make the decision. If you or a participant sustains an injury, be sure to report it to NVWG staff or to NVWG Volunteer Leadership at Check-Out.

Wheelchairs and Adapted Vehicles

Be sure to:

- ask the Veteran first before assisting in any way.
- lock wheels when helping someone
- watch for uneven road, grass or gravel, as these affect wheelchair handling
- back down steep ramps to maintain control
- be aware of curbs, steps, revolving doors and other barriers.

Check with staff before assisting with any equipment.



PUBLIC SAFETY

Security

Security personnel will be on duty at all times. Notify them of any safety, security or fire concerns. Keep the following safety tips in mind:

- wear credentials at all times and expect to show them at security access points
- leave valuables at home
- report all suspicious persons and incidents to security
- in case of emergency, contact the nearest medical or security volunteer, or dial 911 from the closest phone
- do not leave gym bags, luggage or backpacks unattended; they may be subject to confiscation
- lock your vehicles

Controlled Substances and Weapons

We have a zero-tolerance policy for weapons and illegal drugs, which are not permitted at the Games. Similarly, we do not permit alcohol at any of the venue sites. We will remove volunteers from duty and refer them to security personnel if any of these items are found in their possession, or if they report to duty under the influence of drugs or alcohol.



VOLUNTEER TRAINING

Volunteer orientation sessions will be provided to answer any questions you may have. We will also provide job and venue specific training for certain roles and duties.

Proper training helps ensure the well-being and safety of athletes and volunteers, as well as a rewarding experience for everyone involved. It is recommended that you not bring personal items such as handbags, briefcases, laptops, etc. Please leave these items at home or secure them in your car. There is no secure space to store these items at any of the work sites.

TIPS FOR EXCELLENT CUSTOMER SERVICE_

- **SMILE!!** You never get a second chance to make a first impression. A cheerful attitude makes any situation better.
- **Service** – Make serving others your #1 priority. Exceed their expectations where possible.
- **Appearance** – As a NVWG volunteer you represent the Metro Portland community and all of Oregon. Please maintain a neat, clean, and professional appearance at all times. Wearing comfortable shoes are also a must.
- **Courtesy** – Engage our guests by looking them in the eye, speaking directly to them and letting them know that they matter.
- **Teamwork** – A team is a group of people who go out of their way to make each other look good.
- **Information** – You can't know everything. If someone asks a question and you don't know the answer, always respond with a positive response. For example: "That is a great question. Let me find out that answer for you."

Your enthusiasm and personal dedication to this effort can help to assure an enjoyable experience for participants. Whether you interact directly with the participants or provide behind the scenes assistance your help is vital. THANK YOU!!!



EVENT DESCRIPTIONS

Air Rifle / Pistol

This event will take place at the Oregon Convention Center on Wednesday, July 5th and Thursday, July 6th. Match time is one hour and 45 minutes and distance to the target is 10 meters (33 feet). Athletes must do all shooting in the seated prone position, which allows them to support the rifle with both elbows resting on the wheelchair table or stationary table.

Volunteers for this popular event help with duties such as checking in athletes; target setup and collection; setting up weapons; assisting Veterans during competition.

Archery

Bull's eye! Archery will take place Friday, July 7th and Saturday July 8th at the Oregon Convention Center, where about 90 veterans will bring their talents to the archery event.

Volunteers are needed to check athletes in, keep score, locate and retrieve arrows, assign archery equipment/targets, assisting the competition, providing water and distribute towels. They will also help with setting up and closing down the event.

Basketball

Basketball will take place July 5-9 at the Oregon Convention Center, this is a five-day round-robin competition among eight teams of 12. This is an action-packed sport with lots of thrills for both competitors and spectators.

Volunteers will be responsible for checking people in; keeping stat sheets; running the clock; scoring; running water stations; and helping athletes who fall, collide or have flat tires. They will also help with event setup and takedown.

Boccia

Boccia at the 42nd National Veterans Wheelchair Games will be played the Oregon Convention Center 7-9 July 2023.

Volunteers check athletes in, keeping score, make assignments and hand out water.

Bowling

This event takes place at King Pin Bowling Lanes (Beaverton) on Saturday July 8th and Sunday July 9th. In past Games, more than 300 bowlers have competed. We encourage anyone interested to cheer on the athletes or get involved.

Volunteers help register bowlers; retrieve balls and place them on ramps; adjust ramps; check the electronic scorekeepers; assign lanes; compile scores; serve meals; and distribute water, towels and ice.

Cornhole

What is cornhole? Cornhole is a game that involves trying to toss bean bags into a 6 inch hole cut into a board from 27 feet away. The goal of the game is to score points by either landing a bag on the board (one point) or putting the bag in the hole (three points).

Knowledge of Cornhole, preferred, but not required. Training provided for assigned tasks. General Volunteers should be able to move freely. Set-Up Volunteers must be able to bend and squat for extended periods of time as well as get on and off the floor easily.

Cycling

The 7K and 21K handcycling races will take place Wednesday, July 5th. This popular event—which is timed and runs at Portland International Raceway. The event is designed to measure both speed and endurance.



EVENT DESCRIPTIONS

Volunteers help register competitors, set up handcycles and monitor the course; position themselves along the course to assist athletes; ride along on a bicycle to facilitate traffic flow; keep track of laps; and notify the athletes of lap numbers.

Disc Golf

Disc golf, also known as frisbee golf, is a flying disc sport in which players throw a disc at a target; it is played using rules similar to golf. Disc Golf is a game in which a concave plastic disc is thrown into each of a series of metal baskets situated on a course, the object being to complete the course using the fewest possible throws.

Volunteers need to be able to stand, bend, and lift for extended periods. Volunteers should be able to retrieve items from the floor easily and repeatedly. High awareness of safety needs. Detail-oriented and pleasant personality

eSports

Esports, short for electronic sports, is a form of competition using video games. Esports often takes the form of organized, multiplayer video game competitions, particularly between professional players, individually or as teams.

Knowledge of eSports, preferred, but not required. Training provided for assigned tasks. General Volunteers should be able to move freely.

Field Events

The field events will be held on Wednesday, July 5th and Thursday July 6th. Athletes will compete in javelin, shot put, discus or club. Each competitor's score is decided by the best distance out of three throws from a stationary point. In past years, more than 400 athletes have competed in all or some of the field events.

Volunteers help with pit setup, registering competitors, keeping score, measuring distance, retrieving equipment, strapping wheelchairs, helping athletes transfer to throwing chairs and distributing water, towels and ice.

Motorized Rally

The motorized wheelchair rally will take place at the Oregon Zoo on Thursday 6th of July. The rally is similar to a poker run in some ways: Participants receive a map and set of instructions at the starting point to guide them through the course, answering local trivia question along the way.

Volunteers help register athletes, staff checkpoints throughout the course, escort athletes and time the event. They also hand out water, towels and ice.

Nine-Ball

Join us 7-8 July, at the Oregon Convention Center for nine-ball – a contemporary form of billiards.

Volunteers check athletes in, keep score, make assignments and hand out water.

Pickleball

Pickleball is an indoor or outdoor racket/paddle sport where four players (doubles), hit a perforated hollow polymer ball over a 36-inch-high (0.91 m) net using solid-faced paddles. Opponents on either side of the net hit the ball back and forth until one side commits a rule infraction.

Volunteers need to be able to stand, bend, and lift for long periods of time. Volunteers should be able to retrieve items from the floor easily. May need to assist with taping court floors. Knowledge of the sport preferred but not necessary. Willingness to join in the game if needed



EVENT DESCRIPTIONS

Powerlifting

Competitors for this sport are classified strictly by body weight and only do the bench press. Volunteers help check in athletes and transfer them to benches; set up and take down weightlifting benches; serve as side judges, loaders and spotters; prepare the scoreboards, assist with statistics and weigh-in (getting athletes on and off the scales); record weights; spray the benches after each press; and distribute water, ice and towels. Event will take place on Saturday July 8th at the Oregon Convention Center

Some volunteer duties require a knowledge of powerlifting spotting and ability to lift up to 45lb plates.

Power Soccer

This unique athletic event gives power wheelchair users an opportunity to compete in a team sport. Teams of four will play on a basketball court in the Oregon Convention Center, using a special 18-inch diameter soccer ball. This event is scheduled for July 4th through July 6th and Sunday July 9th.

Volunteers as in other team events will help keep score, record stat sheets and help with falls. They also help put on and take off the chair guards required for play in addition to helping distribute water, towels and ice.

Slalom

This riveting athletic event pits individual competitors against what seems to be mission impossible: wheeling, maneuvering and muscling through an obstacle course of ramps, raised bridges, rough surfaces and other challenging barriers – all while a clock is running. Slalom is a test of agility, strength, skill and speed. This event is held in the Oregon Convention Center's on Thursday July 6th through Sunday, July 9th.

Volunteers will register athletes, serve as timers, help with course setup and takedown, replace pylons and maintain stat sheets. They also provide water, towels and ice to the athletes.

Softball

Wheelchair softball is played on a hard surface with a 16-inch ball. This event takes place at the Oregon Convention Center on Tuesday 4th July through Thursday 6th July.

Volunteers retrieve balls, maintain the area and set up and tear down the softball field. They also help athletes check in, assist with putting wooden braces under wheelchairs at the batter's box, keep the scorebook, make announcements and provide water, towels and ice.

Swimming

The strokes used in the swimming competition are breaststroke, backstroke, freestyle and butterfly. Swimming will take place at the Mt. Hood Community College outdoor Olympic pool, on Monday, July 6th.

Volunteers help with registration, lift athletes out of and back into wheelchairs, hand out towels to swimmers, serve as timers and assist with crowd control. Make sure you bring sun protection!

Table Tennis

Open to all competitors, table tennis will take place on Friday 7th July through Sunday 9th July at the Oregon Convention Center.

Volunteers are needed to check athletes in, keep score, locate and retrieve balls and to provide water, towels and ice.

Wheelchair Rugby

This sport is played on a basketball court with teams of four and a volleyball. The objective is to carry the ball across the opponent's goal line. Wheelchair rugby is scheduled at the Oregon Convention Center 6th, 7th, and 9th July. At Pioneer Court House Square Friday 7th July.

Volunteers help at the score table; keep stat sheets; serve as timers; help with falls and flat tires; and give water, towels and ice to the athletes.



MORE VOLUNTEER OPPORTUNITIES

Registration

During registration on Monday, July 3rd and Tuesday July 4th, at the Oregon Convention Center we need volunteers to help staff the registration booths, distribute meal tickets, classify athletes, take identification photos, distribute memorabilia items and assist with registration packets and crowd control, among other duties.

We would appreciate extra help on these two very busy days.

Ceremonies and Special Events

There are two ceremonial and special events at the 42nd National Veterans Wheelchair Games that require volunteers: the Opening Celebration (July 3rd), and the Closing Celebration (July 9th). Specific duties vary but may include helping with crowd control and meals; carrying flags, signs and banners; ushering and directing.

Athlete Meals

Throughout the week, three meals are served each day. Breakfast will be provided at the hotels. Lunch and dinner will be available in the Convention Center. Volunteers play an important role in this process, helping to carry trays, pass out plates and silverware, clean off tables and assist in any way possible to ensure that the Veterans enjoy their meals.

PDX – Assisting Veterans arrivals on July 3 and departures on July 10. Duties include greeting Veterans and escorting them from planeside to baggage and then out to the NVWG Transportation. For departures, assisting Veterans and their luggage from transportation to airline check-in then to security. Some lifting luggage could be required. Otherwise patience and strong interpersonal “Portland” welcome is required.



EVENT LOCATIONS

Oregon Convention Center

777 NE Martin Luther King Jr. Blvd
Portland OR 97204

Events: NVWG Operations and Event Hub, Air Rifle, Air Pistols, Archery, Adaptive Fitness, Esports, Basketball, Boccia, Disc Golf, Field Events, Power Soccer, WC Rugby, Slalom, Softball, Softball, Table Tennis, Powerlifting, Pickleball, Cornhole, Bass Fishing

King Pins Family Entertainment Center - Beaverton

2725 SW Cedar Hills Blvd
Beaverton, OR 97005

Events: Bowling

MODA Center

1 N Center Court Street
Portland OR 97227

Event: Athlete (4th of July) Celebration

Mt. Hood Community College Aquatics Center

3545 NE 17th Street
Gresham, OR 97030

Event: Swimming

Oregon Zoo

4001 SW Canyon Road
Portland OR, 97221

Event: Motor Rally

Pioneer Courthouse Square

701 SW 6th Ave
Portland OR, 97205

Event: WC Rugby and Basketball

Portland International Airport

7000 NE Airport Way,
Portland, OR 97218

Event: Arrivals/Departures

Portland International Raceway

1940 N Victory Blvd,
Portland, OR 97217

Event: Cycling

Doubletree by Hilton Portland

1000 Northeast Multnomah St,
Portland, OR 97232

Event: Veteran Hotel

Courtyard Portland Downtown/ Convention Center

435 NE Wasco St,
Portland, OR 97232

Event: Veteran Hotel



FREQUENTLY ASKED QUESTIONS

Do I have to be a Veteran to volunteer?

No! We welcome volunteers with a variety of backgrounds.

Can I attend athletic events when I'm not volunteering?

Yes! Spectators are most definitely welcome to be fans in the stands.

Will lodging or Parking be provided?

No, volunteers are responsible for arranging their own accommodations and parking. Parking will be available on a limited basis.

Can I volunteer if I'm in a wheelchair?

Yes!

Is there a limit to how many events I can work?

No. Volunteer as much (or as little) as you like.

Can children volunteer?

Children aged 14 to 17 years can volunteer with a signed parental consent form.

Children 10-15 may Volunteer along side a parent or guardian.



SAVE THE DATE



NATIONAL VETERANS
**WHEELCHAIR
GAMES**



JULY 25—30, 2024
NEW ORLEANS, LOUISIANA