



Dear Volunteer,

Thank you for supporting the 43rd National Veterans Wheelchair Games in New Orleans! 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 25 through July 30, 2024, more than 600 athletes from throughout the United States and Puerto Rico will compete in 22 different events in venues across the Big Easy.

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 at 504-507-2000 x62105. Thank you for your help, and I look forward to serving with you!

Sincerely,

Derrick Spears
Volunteer Coordinator
43rd National Veterans Wheelchair Games

2024 NVWG VOLUNTEER HANDBOOK
JULY 25-30, 2024

GAME FACTS

WHAT

The National Veterans Wheelchair Games (NVWG) is the largest annual wheelchair sporting event in the world, presented by the Department of Veterans Affairs and Paralyzed Veterans of America. The 2024 NVWG is hosted by the Southeast Louisiana Veterans Health Care System and the PVA Bayou Gulf States Chapter.

WHEN

The 2024 NVWG Event dates are July 25-30, 2025. Volunteers are needed beginning July 22 through 31, 2024 in various logistic and support roles.

WHERE

New Orleans, Louisiana

WHO

More than 600 disabled Veterans from the United States, Puerto Rico.
200 Coaches
500 family members
3,000+ volunteers

EVENTS

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

GENERAL SCHEDULE – Full Schedule at www.wheelchairgames.org

HIGHLIGHTS

Tuesday, July 23

Bass Fishing Event

Wednesday, July 24

Veterans Arrive

Thursday, July 25

Expo/Registration

Athletic Events: Archery, Adaptive Fitness, Cornhole, Basketball
Opening Ceremonies

Friday, July 26

Archery, Softball, Power Soccer, Adaptive Fitness, Slalom, Basketball, Esports

Saturday, July 27

Bowling, Air Guns, Softball, Power Soccer, WC Rugby, Kids Day, Slalom, Table Tennis, 9-Ball, Cornhole, Pickleball, Esports

Sunday, July 28

Bowling, Air Guns, Field Events, Disc Golf, Slalom, 9-Ball, Table Tennis, Pickleball, Swimming, Motor Slalom, Powerlifting

Monday, July 29

Motor Rally, Disc Golf, 9-Ball, Boccia, WC Rugby, Boccia, Field Events, Table Tennis, 9-Ball, Adaptive Fitness, Basketball, Power Soccer, WC Rugby, Cornhole

Tuesday, July 30

Cycling, Boccia, Slalom, Cornhole, Table Tennis, Pickleball, Basketball, WC Rugby, Boccia
Closing Ceremonies

Wednesday, July 31

Veterans Depart

VOLUNTEERING FOR THE GAMES

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

- Assisting the local organizing committee in various logistics and administrative roles
- Greeting and guiding Veterans as they arrive and depart at the New Orleans Airport
- Lending specific sport experience during the events
- Assisting Veterans during events or lending specific sport experience to officials.

NOTE: NO prior experience is required. Event staff will train, supervise and support each Volunteer in the role they are assigned.

Volunteer and community support are vital to the success of the NVWG. 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 over 3,000 volunteers—each committing to at least one shift of four or eight hours. Whatever you can contribute, you'll make a positive experience to the Veterans experience in New Orleans.

VOLUNTEER ETIQUETTE

DO.....

- Visit <https://wheelchairgames.org/community/volunteer/>
- 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. We need fans to cheer the Veterans on to victory!
- Dress for the weather
- Restrict your assistance to the role that you have signed up for and under the guidance of the NVWG staff or officials.

DON'T.....

- Call the venue to which you have been assigned. People there will not have any information about your assignment.
- During the events, follow the guidance given by the event officials. Assistance not allowed could result in the Veteran disqualification.
- Carry concealed weapons.
- Bring any alcohol or illegal drugs.
- Approach VIPs while on duty.

VOLUNTEER LOGISTICS

Registration

All prospective volunteers must complete online registration at <https://43wheelchairgames.my-trs.com/>. Interested volunteers who are unable to register before the Games can visit the volunteer room at the New Orleans Morial Convention Center, room 242. Onsite registration opportunities may be limited.

Orientation

This handbook provides general information about the 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). Volunteers serving at least 4 hours will receive one meal voucher per day they volunteer to be used in the Convention Center. Some venues away from the Convention Center, 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

Registered volunteers will receive one official NVWG volunteer T-shirt to wear during their shifts. This will serve as a uniform and help identify volunteers and staff to Veterans and other venue staff that may require assistance. 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 and wear sunscreen if you will be attending outdoor events.

Check-in/out

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

When you arrive:

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

When you depart:

- Please check out with the volunteer lead. Your experience is important to us. We would appreciate any information that can improve our support to our volunteers!
- If a situation arises where you have sustained an injury, no matter how small, please notify your volunteer supervisor and the NVWG Medical staff for attention. Do not leave until this is accomplished.

Parking

Volunteers can park for free at the VA Medical Center visitor parking garage on the corner of S. Galvez St. & Tulane Ave. A shuttle will run every 30 minutes from the medical center to the convention center. Parking around the New Orleans Morial Convention Center can be challenging, please plan accordingly. If you choose to park near the convention center, it will be done at your personal expense.

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 event or 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 event or medical personnel and let them make the decision. If you or a participant sustains an injury, be sure to report it to NVWG staff.

Security

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

- Wear credentials always 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. During your volunteer experience, event staff will be assigned to always supervise and assist you. If you are asked to do something you are not comfortable with, please address with your volunteer supervisor and an alternative task will be assigned.

Tips for Excellent Customer Service

SMILE!! You never get a second chance to make a first or last 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 please maintain a neat, clean, and professional appearance at all times. Wearing comfortable shoes are a must. Wearing the NVWG Volunteer Shirt is required during your shift.

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. Volunteers are a critical part of the team supporting the success of the 43rd NVWG!

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." And seek out event staff for support.

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 Pistol/Air Rifle

This event will take place at the New Orleans Morial Convention Center. 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; directly assisting the Veteran; target setup and collection; setting up weapons, etc.

Archery

Bullseye! Archery will take place at the New Orleans Morial Convention Center, where about 120 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. They will also help with setting and wrapping up the event.

Basketball

Basketball will take place at the New Orleans Morial Convention Center. 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.

Bass Fishing

Bass Fishing will take place at Bayou Segnette State Park on July 23. This is a team tournament event for our angler athletes and their boat captains. There is a 5 fish limit. Our

teams will feel like they are fishing the BASSMASTER Classic as B.A.S.S will be hosting weigh ins.

Volunteers will check in athletes and captains, assist with lifts, driving trucks, with trailers, set-up, clean up, food service and more. This is an outdoor event please be prepared with proper clothing and sun care.

Boccia

Boccia will be played the New Orleans Morial Convention Center. Volunteers check athletes in, keep score, make assignments and reset equipment.

Bowling

This event takes place at Bowlero Bowling Lanes. 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 and, compile scores.

Cornhole

Cornhole is a game that involves trying to toss bean bags into a 6-inch hole cut into a board from a distance. 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 not required. Training is 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.

Cycling

The 7K and 10K handcycling races will take place at City Park. This popular event designed to measure both speed and endurance.

Volunteers help register competitors, set up handcycles and monitor the course, assist athletes and/or assist officials with the event. This is an outdoor event please be prepared with proper clothing and sun care.

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. The goal is to complete the course using the fewest possible throws. The event will be located at the New Orleans Morial Convention Center.

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 is essential.

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 is provided for assigned tasks. General Volunteers should be able to move freely.

Field Events

The field events will be held at the New Orleans Morial Convention Center. 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 the equipment.

Motorized Rally

The motorized wheelchair rally will take place at the National WWII Museum. 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.

Nine-Ball

Join us at the New Orleans Morial Convention Center for nine-ball – a contemporary form of billiards.

Volunteers check athletes in, keep score, assist Veterans and officials running the event.

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. May need to assist with

taping court floors. Knowledge of the sport preferred but not necessary.

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. Volunteers assisting with safety and set up must be able to lift 45lbs.

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 New Orleans Morial Convention Center, using a special 18-inch diameter soccer ball.

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. Volunteers with mechanical skills are needed.

Slalom

This riveting athletic event pits individual competitors against what seems to be mission impossible obstacle course: 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 New Orleans Morial Convention Center.

Volunteers will register athletes, serve as timers and spotters, help with course setup and takedown, replace pylons, and maintain stat sheets.

Softball

Wheelchair softball is played on a hard surface with a 16-inch ball. This event takes place at the New Orleans Morial Convention Center.

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

Swimming

The strokes used in the swimming competition are breaststroke, backstroke, freestyle, and butterfly. Volunteers help with registration, lift athletes out of and back into wheelchairs, hand out towels to swimmers, make sure wheelchairs are available for each competition, serve as timers and assist with crowd control. Make sure you bring sun protection! For volunteers involved in assisting Veterans in/out of the pool, bending, and lifting weight of various amounts is required.

Table Tennis

Open to all competitors, table tennis will take place at the New Orleans Morial Convention Center.

Volunteers are needed to check athletes in, keep score, locate, and retrieve balls.

Wheelchair Rugby

This sport is played on a basketball court with teams of four. The objective is to carry the ball across the opponent's goal line. Simple, but the other team is going to use every means to stop them, including ramming their wheelchair into the opposition. Yes, this is a sport! Wheelchair rugby is scheduled at the New Orleans Morial Convention Center.

Volunteers help at the score table, assist the teams, keep stat sheets, serve as timers, and help with falls and flat tires.

MORE VOLUNTEER OPPORTUNITIES

Registration

During registration on July 25, 2024, at the New Orleans Morial 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 are two very busy days.

Ceremonies and Special Events

There are two ceremonial and special events at the 43rd National Veterans Wheelchair Games that require volunteers: the Opening Celebration (July 25th), and the Closing Celebration (July 30th). Specific duties vary but may include helping with crowd control and meals; carrying flags, signs, and banners, and ushering and directing.

Kids' Day

Kids' Day will take place on Saturday, July 27th at the New Orleans Morial Convention Center. Local children who use wheelchairs will meet Games athletes and participate in several sports with the Veterans' guidance.

Volunteers are needed to help set up the Kids Day tent, assist with equipment, provide souvenir items, and cheer on the kids. They will also help with take down of the area when the activities conclude in the early afternoon.

EVENT LOCATIONS

Morial New Orleans Convention Center

900 Convention Center Blvd.
New Orleans, LA 70130

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

Bowlero Bowling Center – Kenner, LA

3640 Williams Blvd.
Kenner, LA 70065

Events: Bowling

Cross Gates Family Fitness

200 North Military Road
Slidell, LA 70461

Event: Swimming

World War II Museum

945 Magazine St.
New Orleans, LA 70130

Event: Motor Rally

Louis Armstrong New Orleans International Airport

1 Terminal Dr.
Kenner, LA 70063

Event: Arrivals/Departures

Hilton New Orleans Riverside

2 Poydras Street
New Orleans, LA 70130

Event: Veteran Hotel

New Orleans City Park

9 Victory Ave.
New Orleans, LA 70124

Event: Cycling

Bayou Segnette State Park

7800 Westbank Expressway
Westwego, LA 70094

Event: Bass Fishing

Hampton Inn Convention Center

1201 Convention Center Blvd.
New Orleans, LA 70130

Event: Veteran Hotel

Hilton Garden Inn New Orleans Convention Center

1001 South Peters St.
New Orleans, LA 70130

Event: Veteran Hotel

Renaissance New Orleans Arts Warehouse District Hotel

700 Tchoupitoulas St.
New Orleans, LA 70130

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?

Volunteers are responsible for arranging their own lodging. Volunteers can choose to park for free at the SLVHCS visitor parking garage (corner of S. Galvez St. & Tulane Ave.) and take the free shuttle to the convention center that departs every 30 minutes.

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?

Yes. Children aged 10 to 15 years can volunteer alongside a parent or guardian. 16–17-year-olds can volunteer without parent if they have parental consent.

Thank you for Participating in the
43rd National Veterans Wheelchair
Games.



NATIONAL VETERANS
**WHEELCHAIR
GAMES**