



**STRATHCONA
COUNTY**

2026

Alberta Summer Games

SAFETY

VOLUNTEER *Handbook*



July 16-19

Presenting Sponsor



Volunteer Sponsor



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COUNTY**

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Introduction

Thank you for volunteering under the Safety portfolio at the 2026 Alberta Summer Games! In this role, you'll help guide participants, volunteers and spectators by providing clear information and ensuring everyone accesses the correct spaces. As one of the first people attendees may encounter, you will be a friendly and welcoming face of the Games.

In addition to the video orientations and volunteer handbook, please review this handbook before and during the Games to know your role.

A physical copy of this handbook will be available for use during your volunteer shift(s) at the venue's Volunteer Lounge.

Identification System

Everyone at the Games will wear an item that identifies their role. This determines which areas are accessible and which are restricted. Please see below to understand what each item means.

Accreditations

Individuals in the roles listed below will receive accreditation. These are colour-coded by title and role and determine which areas the individual can access.



Opening Ceremonies Stamps

Stamps are used only at the Opening Ceremony. After scanning their tickets at Emerald Hills Sports Pavilion, spectators will receive a colour-coded hand stamp based on their seating section.



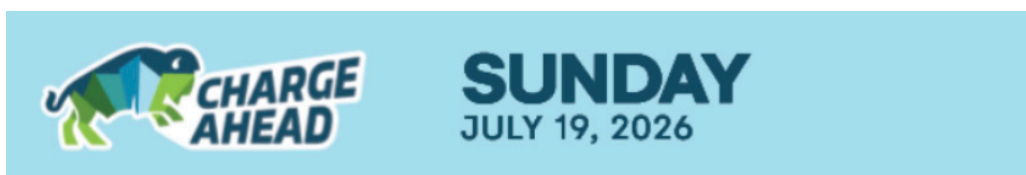
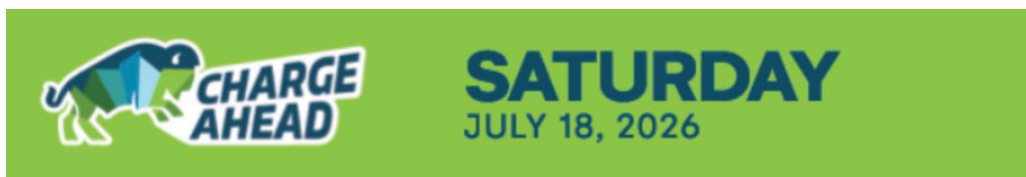
Blue Stamp:
General Admission Seating



Black Stamp:
Berm Seating

Sports venue admissions

Wristbands are only for sport competition venues. Spectators will receive a colour-coded wristband based on ticket type (single-day or weekend pass). Wristbands are valid at all competition sites for the applicable day(s).



Volunteer duties

Before your shift

- Review the 'Before saying 'no'...' section of this handbook to prepare yourself for your shift
- Know where you are stationed and what area you are responsible for monitoring
- Be clear on who is allowed entry and who is not permitted in the space you are monitoring
- Understand where to direct individuals who look to access restricted areas
- Introduce yourself to your volunteer partner at the start of your shift

Review the map and confirm your role, location, and access details with the Volunteer Lounge Coordinator when you check in for your shift

During your shift

- You will be provided with a chair for the duration of your shift
- Your role is to inform individuals of the rules, not to enforce them
- Kindly ask for credentials by saying "can I see your accreditation or wristband"
- If you allow entry as an exception, report it to your Venue Lead afterward
- Never leave your station unattended
- In the event of an evacuation, follow all directions from the Venue Lead
- If assigned to an emergency exit, only open it when instructed
- In an emergency, call 911; for all other concerns, contact your Venue Lead
- Do not respond to media inquiries and instead direct them to the Venue Lead

Before your shift ends

Wait for the next volunteer to arrive before leaving your post. Alert the Volunteer Lounge if your shift is ending and there is a volunteer no-show.

Before saying “No”...

It's okay not to have all the answers! If you're unsure, reach out to your Volunteer Lounge Facilitator or Venue Lead for support. If someone is trying to access an area, they're not permitted to enter, kindly direct them to Admissions so they can get the correct information or assistance.

You may also receive some common questions that you can answer on the spot:

Wristband exchange:

Venue admission wristbands can be picked up at any of the 15 sport venue locations.

Opening Ceremonies vs. venue tickets:

These are not the same. Venue tickets are for sport access and are exchanged for wristbands, while Opening Ceremony tickets must be purchased separately.

Restricted items:

Indoor venues:

No pets (except service animals), alcohol, or excessively loud noisemakers (including megaphones)

Outdoor venues:

No alcohol, pop-up tents, large umbrellas (over 4 feet), portable speakers, loud noisemakers, or large/multi-seat folding chairs

Children under 2:

Free when accompanied by a paying adult

Damaged wristbands:

Can be replaced at an admission booth

Escalation process

Any resistance, bullying, harassment, or threats should be immediately escalated to the Venue Lead, who is trained and prepared to handle these situations.

Remember, you are there to inform the rules, not enforce them!