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Welcome to the Volunteer Team for 2025 USA Swimming Toyota National Championships being held at the IU Natatorium in Indianapolis. This document will serve as a convenient reference for your duties and expectations as a volunteer usher.

**Please read it carefully so that you are prepared to greet and assist our guests.**

Thank you for donating your time and talents to the 2025 Toyota National Championships!

**Sincerely, The Local Organizing Committee – Volunteer Usher Committee**

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**COMMITTEE NAME:** Ushers

**CHAIRPERSONS:**

Holly Argiris	hmargiris@gmail.com	317-413-1559
Lori Elliott	Lora.l.elliott@sbcglobal.net	317-626-7949
Cindi Tunncliffe	cjtunncliffe@hotmail.com	815-546-6773

### **DESCRIPTION OF VOLUNTEER USHER DUTIES**

- To assist spectators to locate their section (chairback or bleacher seats) in the West Concourse
- To control access into the East Concourse to appropriately credentialed individuals
- To notify security personnel if there is an emergency or disorderly patron in the spectator area
- To monitor VIP seating areas to ensure only those with proper credentials are admitted
- Smile! As a volunteer our job is to be a pleasant and welcoming presence at the event.

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### **VOLUNTEER CHECK-IN/CHECK-OUT**

Upon arrival at the Natatorium at IU Indianapolis, all **Volunteer Ushers** will:

- **Report directly to the Volunteer Services** Desk located in the Natatorium Pro Shop at the bottom of the NE deck entry stairs. You will receive your volunteer event credentials and meet your on-duty Committee Chair. Your Committee Chair will provide an overview of the areas of the venue that ushers will need to monitor and take you to one of these locations.
- At the completion of a shift, volunteers should **remain at their station until released** by your Ushers Committee Chair. Volunteers will go back to the Volunteer Services Desk to check out, return credentials and receive a voucher for free parking at the Riverwalk Garage.

If a scheduling issue occurs during this event, please email [natswimmingvolunteers@gmail.com](mailto:natswimmingvolunteers@gmail.com). This email will be monitored during all venue hours of operation from June 1st–7th.

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## COMMITTEE SHIFT TIMES & MEALS

Volunteers receive a meal with each shift worked. In general, the following meals will be provided:

- **Shift 1** 8:00 AM – 1:00 PM – **Breakfast & Lunch**
- **Shift 2** 5:00 PM – 10:00 PM – **Dinner**

Volunteer meals will be served in the Hospitality Room at the south end of the Natatorium behind the diving towers. Committee Chairs will release volunteers at designated break times during each shift to eat. Volunteers with special dietary needs are welcome to pack their meals; refrigeration is available.

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## ADDITIONAL COMMITTEE INFORMATION

- Cell phones are **NOT** allowed during scheduled volunteer times.
  - Volunteer shirts will be provided. Please wear **black pants/capris** and comfortable closed-toed shoes. This role may require significant standing and/or walking.
  - **There will be no place for volunteers to securely store personal items.** Please do not bring any personal belongings that cannot be kept on your person. Waist packs and small over-the-shoulder bags are permitted to hold any items that you need.
  - **Volunteer parking is located on floors 5 & 6 of the Riverwalk Garage.** The Riverwalk Garage is adjacent to the Natatorium Sports Garage and connected by a bridge on the 3<sup>rd</sup> floor. Volunteers need to pull a ticket upon entry and proceed to floors 5 or 6 to park. You will need the ticket that was pulled upon entry to exit the garage after your shift, so please keep ticket in a secure location. You will be given a voucher at the end of your shift for free parking.
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***Thank you for volunteering!***

We look forward to working with you to create lifetime memories for everyone visiting Indianapolis during the 2025 Toyota National Championships – **including you!**