



TRAVELERS
CHAMPIONSHIP

VOLUNTEER HANDBOOK

JUNE 21-27, 2021 | TPC RIVER HIGHLANDS | CROMWELL, CT



FedEx 

TABLE OF CONTENTS



How Can We Help?.....	3
2021 Executive Committee & Assistants.....	4
Return to Golf Principles & Safety Tips.....	5
Volunteer A-Z Information.....	7
Arrival.....	8
Autograph Policy.....	8
Credentials & Parking.....	8
Emergencies.....	8
Food & Beverage.....	9
Golf Carts.....	10
Golf Etiquette.....	10
Helpful Hints.....	10
Important Contact Numbers.....	10
Lost and Found.....	10
Medical.....	10
Personal Belongings.....	10
Public Restrooms.....	11
Security Policy.....	11
Uniform.....	13
Volunteer Awards.....	14
Weather.....	14
Course Map.....	15

HOW CAN WE HELP?

The tournament operates a text communications system that can be used for guest services and operational issues. Signage will be located around the course with this information.

**Text issue and location to 860-86(4-HELP)
(860-864-4357)**



Below are a few examples of when to use the texting system:

- Bathroom Maintenance
- Tripping Hazards
- Lost and Found Items

2021 EXECUTIVE COMMITTEE

ADMINISTRATION

Meagan Mirkovich
Asst: Nick LaPenta

AIRPORT CONCIERGE

James Anderson
Asst: Jennifer Bouquot

AMATEUR CADDIES

Marc Zirolli
Asst: Steve Zirolli

AMBASSADORS

Monica Zapatka
Asst: Andy Farber

DELIVERIES

Kristine Zywockinski

DISTRIBUTION

Raymond Shaw
Ben Troup

EVENT LAWN

Shawn Daly

FAN ZONE

Jennifer Shea
Asst: Jessica Hyde-Cadogan

MARSHALS

Maureen O'Connor
Asst: Diane Fuore
Asst: Karen Orton
Mobile Asst: Greg Hammond

GATES

Karissa Steltzer
Asst: Sam Guerra

HOSPITALITY - 17TH HOLE

Dana Shults
Danielle Sobocinski
Asst: Katie White
Asst: Richard Sinclair
Asst: Cathy Welskopp

HOSPITALITY - 18TH HOLE

Art Kuever
Asst: Lucian Terranova
Asst: Mark Vining
Asst: Richard Steere

MILITARY APPRECIATION

Sharon O'Brien
Glenn Murray

PLAYER SHUTTLE

Michelle Clark
Jay Dykstra
Asst: Richard Laury

PLAYER RELATIONS

Drew Gallup
Asst: David May

PLAYER TRANSPORTATION

Dawn Kirkwood
Donna Thomas

PRACTICE FACILITY

Kristin Wirtanen
Joe Milositz

PRO-AM

Mike Maksymiw
Thomas Kim

PRO CADDIE HOSPITALITY

Maggie Pastore
David Timm

SCORING

Nick Giuliano

ShotLink Location Based

Operators:

Woody Mrozowski

ShotLink Walking Scorers:

Charles "Buddy" Buder
Brian Zimmerli

Standard Bearers:

Jeffrey Levine

SPONSOR VALET

Bryan Fix
Anne Martin

STARTERS

John Shulansky

VOLUNTEER SERVICES

Rick Buckley
Pam House

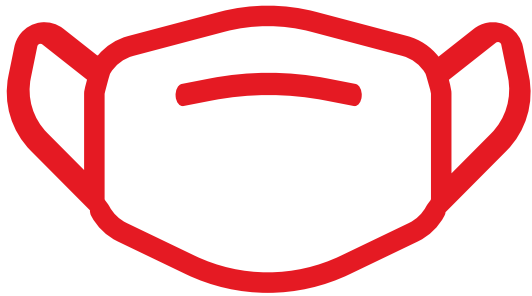
VOLUNTEER VILLA

Erica Naumann
Mimi Reyes

WILL CALL

Asst: Lisa Wilson

MASK POLICY



FULLY VACCINATED INDIVIDUALS

PER CDC GUIDELINES, FULLY VACCINATED INDIVIDUALS ARE NOT REQUIRED TO WEAR A MASK INDOORS OR OUTDOORS.

UNVACCINATED INDIVIDUALS

SHOULD WEAR A MASK INDOORS AND OUTDOORS AT ALL TIMES.

DUE TO CROWD SIZE AND A VARIETY OF AGE GROUPS EXPECTED TO ATTEND, WEARING A MASK SHOULD BE CONSIDERED FOR EVERYONE'S SAFETY.

DISPOSABLE FACE MASKS & CLOTH FACE COVERINGS

Each volunteer will receive a Safety Kit, which will include tournament disposable masks. If additional masks are needed, please go to the Volunteer Check-In trailer. Cloth face coverings from home are acceptable if they follow all of the below guidelines.

If wearing a mask or face covering, it **MUST**:

- Meet CDC standards
- Be understated and have no branding except for PGA TOUR or tournament logos.
- Be secure with ties or ear loops.
- Be discarded and replaced when the mask becomes wet.

Hand hygiene is an important infection prevention and control measure. Wash your hands with soap and water for at least 20 seconds after putting on, touching or removing masks or cloth face coverings. Use hand sanitizer when you cannot use soap and water.

RETURN TO GOLF GUIDING PRINCIPLES

SAFETY:

Safety is the number one priority of everyone on-site. We work closely with local health authorities, follow the guidance of the CDC. We ask that you follow all safety measures implemented by the tournament in respect to COVID-19.

SOCIAL DISTANCING:

Please respect and be mindful of others and watch your distance.

SANITIZING:

The tournament will implement enhanced cleaning, sanitizing and disinfecting practices in all areas of tournament operations. Everyone is asked to follow all practices outlined throughout the site.

STEADFAST PARTICIPATION:

What you do and how you act matters. We ask that everyone lead by example and do your part to keep yourself and others safe.

PRACTICE HEALTHY HABITS - LEAD BY EXAMPLE



**COVER ALL COUGHS
AND SNEEZES**



**BE RESPECTFUL OF
OTHERS AND WATCH
YOUR DISTANCE**



**WASH YOUR
HANDS**

BEFORE YOU VOLUNTEER



WAIVER

All volunteers are required to acknowledge the Volunteer Waiver, Covid-19 Waiver, & Mask Policy Acknowledgment before volunteering.



HEALTH ACKNOWLEDGEMENT

Everyone must acknowledge that they are not experiencing any symptoms of COVID-19. By reading the appropriate signage and entering the tournament, each volunteer is acknowledging that they do not have symptoms of COVID-19.



SAFER AT HOME

Everyone should practice “Safer at Home” behaviors during tournament week. Stay home if you feel ill or display any symptoms of COVID-19. Please self check your temperature prior to arrival.

SAFETY PLEDGE

The safety culture for volunteers is found on the following expectations:

- I am knowledgeable of safety policies and procedures in my role
- I take a proactive approach to safety and know who to contact

SEE SOMETHING – BE AWARE OF YOUR SURROUNDINGS

- Pay attention to behavior that can cause injuries
- Identify unsafe conditions and damage to property
- Notice suspicious activities or persons

SAY SOMETHING – KNOW WHO TO CONTACT

- Report injuries to medical team
- Report unsafe conditions and damage to property by texting issue and location to 860-86(4-HELP)
- Report suspicious activity

DO SOMETHING – BE PROACTIVE, TAKE ACTION AS NECESSARY

- Ensure unsafe conditions will not harm others
- Follow safety guidelines for your assigned committee

VOLUNTEER SAFETY TIPS

1. Please be respectful of others and watch your distance.
2. All volunteers must follow the tournament's mask policy.
3. Utilize **hand sanitizer and wipes** as needed and understand the difference between cleaning and disinfecting. Use hand sanitizer when you cannot use soap and water.
4. Text issue and location to 1-860-86(4-HELP) to report a safety or security hazard.
5. Be knowledgeable of nearby **handwashing stations, hand sanitizer stands and restrooms** near your volunteer post.
6. Wear **sunscreen**, hat and other sun protective items.
7. Maintain adequate **hydration**.
8. Take **breaks and rest** when needed.
9. Wear comfortable, close-toed, and slip-resistant shoes.
10. **Minimize touch points** wherever possible.

VOLUNTEER A-Z INFORMATION



VOLUNTEER INFORMATION

ARRIVAL

Please arrive on course with enough time before your shift to park, check-in, grab your to-go breakfast packs, and walk to your committee meeting area. NEW this year all volunteers will enter the Volunteer Headquarters at 9 Gate. After you have completed any health and security protocols at 9 Gate, proceed to the left to the Volunteer Headquarters and Volunteer Check-In trailer.

Remember to be respectful of others and watch your distance while waiting in line at the Volunteer Check-In trailer. Please check in each morning you are on course as you will receive food vouchers for the day. After checking in, you may pick up your breakfast at the Volunteer Meal tent and utilize the rest of the Volunteer Headquarters area. If you need any additional masks or hand sanitizers, please feel free to visit the Volunteer Check-In trailer throughout the week.

AUTOGRAPH POLICY

Due to health and safety guidelines the TOUR has implemented a “**no autograph policy.**” Our PGA TOUR players can’t wait to see everyone back on-site, but please understand, for the health and safety of everyone on property, no handshakes, fist bumps, autographs, photographs or selfies are permitted at this time. Please respect their space and watch your distance.

CREDENTIALS & PARKING

All volunteer credentials will be **digital** this year, including parking passes. Due to limited capacity and health and safety protocols, the volunteer credential will only be valid on the days you are volunteering. Volunteer credentials cannot be used to gain entrance to the tournament on days you are not working as a volunteer this year.

“Inside the ropes” committees will receive a badge in your package that will allow “inside the ropes” access during volunteer shifts. All volunteers inside the ropes must keep this visible at all times.

PARKING

NEW volunteer parking this year. All volunteers will be parking in the **Volunteer Lot (Pink Lot)**. Please follow all directional signage to the Volunteer Lot. Once you have turned onto the below GPS address, you will bear right at the first split. Do NOT go to the Gold Lot.

GPS Address: 674 Main Street, Cromwell, CT 06416

Your digital volunteer credential will also function as your parking pass for the day of your shift. Just show your digital credential at the Volunteer Lot (Pink Lot) for parking. Volunteers will then proceed to the **Volunteer Headquarters**, which will also have a **new location** this year near **9 Gate**.

EMERGENCIES

If an emergency occurs, please dial 911 and notify the committee chair, a hole captain or staff member closest to you. They will radio the nearest Saint Francis Hospital and Medical Center medical personnel if applicable.

VOLUNTEER INFORMATION

FOOD & BEVERAGE

VOLUNTEER GRAB AND GO FOOD PROGRAM

1. Upon arrival, volunteers will check in at the Volunteer Check-In Trailer and receive two vouchers – (1) Breakfast and (1) Lunch.
2. These vouchers can only be redeemed at the Volunteer Meal Pickup Tent, which is located in the Volunteer Headquarters area. Due to a limited quantity of concession locations this year, volunteer food vouchers will not be valid at concessions.
3. Depending on your committee, you may be delivered your boxed lunch to your volunteer post. Your volunteer chair will communicate if your lunch will be delivered or if you will pick up at the Volunteer Meal Tent.

BREAKFAST - POWER PACKS!

- These 'grab and go' power packs include a Cliff Bar, Belle Vita Breakfast Crisps, Core Power Protein Drink, Justin's Squeeze Almond Butter, and Fruit (gluten-free option available daily)
- Up to (3) beverages included – may include (1) specialty beverage (hot/iced coffee, soda, Powerade)
- Available at Volunteer Meal Pickup Tent only

LUNCH - BOXED LUNCHES

- Each box will include: your choice of sandwich/wrap or salad with daily sides including pasta salad, fruit cup and apple, chocolate chip cookie, and chips (gluten-free option available daily)
- Up to (2) beverages included
- Not valid at Concessions

WATER

- If additional water is needed outside of the beverages provided with your meals, the Volunteer Services committee will be available on carts around course to provide bottled water.
- Due to health and safety protocols, refillable water coolers will not be available this year.
- Outside beverages are NOT permitted. Reusable plastic or metal cups/bottles are permitted if they are empty upon arrival. However please note, there will be no refillable water stations around course due to health and safety guidelines.

VOLUNTEER INFORMATION

GOLF CARTS

Any volunteer using a cart should use caution as to not interfere with play in any manner. Always operate with caution! Watching play while on a golf cart is strictly prohibited. Please follow all cart enforcements and policies throughout tournament week.

All volunteers operating a golf cart must be at least 18 years old, have watched the video and signed the golf cart waiver.

GOLF ETIQUETTE

- Please be quiet when marshals raise their hands prior to any shot.
- Please wait for the marshal's signal before crossing any fairways.
- Please refrain from moving or walking when a player is preparing to hit a shot.
- Please respect the player's concentration and do not speak with them while on course.
- Unless instructed otherwise, please stay outside the ropes.

HELPFUL HINTS

- Bring bug spray and sunscreen.
- Display your credential at all times.
- Drink plenty of fluids!
- Wear your volunteer hat or visor for protection from the sun.
- Treat every guest and volunteer of the tournament with the utmost kindness and respect.

IMPORTANT CONTACT NUMBERS

Tournament Office:

Phone Number: 860-502-6800

Email: info@travelerschampionship.com

Tournament Staff Contact:

Taylor Whiting, Volunteer and Charity Manager

Email: volunteers@travelerschampionship.com

LOST AND FOUND

Text lost item and location to 1-860-86(4-HELP) to report something lost or found.

MEDICAL

Medical Headquarters is located between the 9th Green and the Clubhouse, adjacent to the Fan Shop. Medical services are provided by Saint Francis Hospital.

PERSONAL BELONGINGS

Unfortunately, there are no locations for volunteers to store their personal belongings. We recommend that anything of value be left at home. Volunteers are allowed to bring in a bag that complies with our updated security policy.

VOLUNTEER INFORMATION

PUBLIC RESTROOMS

Public Restrooms are located throughout the course and are marked on the course map.

SECURITY POLICY

Due to recent events and heightened security across our nation, the PGA TOUR and the Travelers Championship have updated the Security Policy to include mandatory screening of all patrons, sponsors, volunteers, media and vendors attending or working the event.

Officials are asking everyone to participate in making the event safe and enjoyable by being aware of their surroundings during their visit to a PGA TOUR event. Should a person see an activity that might be unusual or suspicious, they're urged to notify security personnel or Tournament Official working the event.

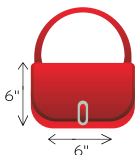
Everyone is urged to keep a simple phrase in mind: "See something, say something."

Since the safety and well-being of everyone is of the utmost importance, please adhere to standard tournament policies. Listed below is the outline of the policies and procedures that will be enforced at the Travelers Championship.

Bag Inspection

All items are subject to search. Item inspection will be performed at all Admission Gates while gates are open.

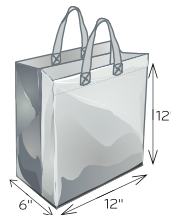
The following bags are **PERMITTED** on tournament grounds:



Opaque Bags
Not to Exceed 6" x 6" x 6"
(In their natural state)



1-Gallon Clear,
Resealable Plastic Bag



Clear Tote Bags, Plastic,
Vinyl or Other Carry Items
Not to Exceed 12" x 6" x 12"
(In their natural state)



Medically Necessary
and Infant Diaper Bags



Collapsible Chair
without Chair Bag
(No Bleachers On-Site)



Mobile Phones, Tablets,
PDA's on Silent Mode
(Please see Mobile Device
Policy for more information)



Still Camera without Case &
Lens Smaller than 6"
(Wed)



Portable Radio
with Headset



Binoculars without Case



Reusable plastic or metal
cups/bottles that are empty
upon entry and exit and
cannot hold more than
32-ounces



Umbrella without Sleeve



Infant Supplies (including
Strollers - Infant must be with
Carrier)



Personal Transportation
Devices for Mobility Aid
such as a Motorized
Wheelchair or Scooter

VOLUNTEER INFORMATION

Prohibited Items

The following items are **PROHIBITED** at the Travelers Championship and must be returned to your vehicle:



Clear Tote Bags, Plastic, Vinyl or Other Carry Items Larger than 12" x 6" x 12" (In their natural state)



Camera Bags



Cameras (Thurs - Sun) & Lens Larger than 6" (Mon - Wed)



Selfie Sticks and GoPoles



Chair Bags



Opaque Bags Larger than 6" x 6" x 6" (In their natural state)



Backpacks



Video Cameras



Drones, Remote-Controlled Model Aircrafts or other devices that can be operated in airspace



Binocular Case



Tinted Plastic Bag



Seat Cushions with Carrying Case or Pockets



Knives, Firearms or Weapons of Any Kind



Plastic, Metal or Glass Cups, Cans or Containers



Clear Backpack



Printed Pattern Plastic Bag



Motorcycles, Mopeds, Tricycles, Bicycles, Skateboards or Hoverboards



Posters, Signs, Banners or Ladders



Lounge or Over-sized Chairs with Extended Foot Rests



Computers or Laptops



Mesh Synch Bag



Beverages or Coolers of Any Kind



Radios, TV's, or Other Electronic Noise Producing Items



Fireworks, Laser Pointers or Other Explosives



Whistles, Horns or Noise Makers



Outside Food or Beverage (Except for Medical or Infant Needs)



Pets (with the exception of Service Animals)

Other prohibited items include:

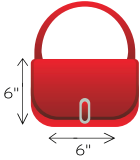
Any other illegal substances or items deemed unlawful or dangerous by the PGA TOUR/Tournament Security Officials.

An exception will be made for fans needing to bring medical supplies into the tournament. These medically necessary items will be permitted after proper inspection at one of the admission gates.

VOLUNTEER INFORMATION

Permitted Items

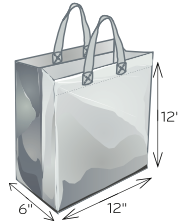
The following items **will be** allowed at the tournament:



Opaque Bags
Not to Exceed 6" x 6" x 6"
(In their natural state)



1-Gallon Clear,
Resealable Plastic Bag



Clear Tote Bags, Plastic,
Vinyl or Other Carry Items
Not to Exceed 12" x 6" x 12"
(In their natural state)



Medically Necessary
and Infant Diaper Bags



Collapsible Chair
without Chair Bag
(No Bleachers On-Site)



Mobile Phones, Tablets,
PDA's on Silent Mode
(Please see Mobile Device
Policy for more information)



Still Camera without Case &
Lens Smaller than 6"
(Wed)



Portable Radio
with Headset



Binoculars without Case



Reusable plastic or metal
cups/bottles **that are empty**
upon entry and exit and
cannot hold more than
32-ounces



Umbrella without Sleeve



Infant Supplies
(Infant must be with Carrier)



Personal Transportation
Devices for Mobility Aid
such as a Motorized
Wheelchair or Scooter

UNIFORM

The Travelers Championship is a televised, professional sporting event, so it is important for our volunteers to meet the standards of professional golf.

While in uniform, volunteers **must**:

- Wear the official 2021 tournament-issued **red** volunteer golf polo and hat or visor
- Wear khaki-colored pants, skirts, capris or shorts of appropriate length
- Wear closed-toe footwear that is comfortable and predominantly a neutral color (black, white or tan is preferred)
- Wear their own black rain gear, if heavy rain occurs. Red ponchos will be provided to wear over personal rain gear

While in uniform, volunteers **must not**:

- Wear denim
- Wear flip flops or sandals
- Wear branded baseball caps
- Wear metal spiked golf shoes
- Consume alcohol
- Ask for player autographs
- Smoke or vape
- Use cameras
- Use cell phones for personal use

VOLUNTEER INFORMATION

VOLUNTEER AWARDS

Hartford HealthCare is proud to honor volunteers who go above and beyond at this year's tournament. Award winners will be announced post-tournament and fellow volunteers will have the opportunity to virtually vote.



The 2021 Volunteer Awards include:

VOLUNTEER SAFETY AWARD

\$1,000 donation to the winner's charity of choice, sponsored by Hartford HealthCare

Safety is still top priority at this year's Travelers Championship and this individual plays a vital role in helping welcome back more volunteers and guests back on-site. They lead by example and do their part to keep themselves and others working in the safest environment possible. Not only do they follow all safety measures implemented by the tournament, including social distancing, sanitization, etc., but they continuously have everyone's safety in mind. Their unwavering commitment to safety at the tournament is commendable.

BEST TEAM PLAYER

\$1,000 donation to the winner's charity of choice, sponsored by Hartford HealthCare

This award is presented to a volunteer who is always there whenever the tournament needs them most. No matter the task asked of them, this individual's support and dedication to other volunteers and to the tournament is undeniable. Their positivity, respectfulness and generosity are evident in everything they do. We always appreciate their willingness to go the extra mile for the team.

THANK YOU HARTFORD HEALTHCARE



The Travelers Championship would like to thank Hartford HealthCare for sponsoring the 2021 Volunteer Program. Each year, Hartford HealthCare is actively involved in helping the tournament enhance the volunteer experience throughout tournament week.

WEATHER

Weather in Connecticut can sometimes be unpredictable. Please take the necessary precautions to avoid being uncomfortable while volunteering at the tournament. This includes wearing appropriate and comfortable clothing and footwear, bringing a visor or hat, carrying an umbrella and applying suntan lotion. Watch the leader boards for "Weather Warnings." In the event of severe weather, Travelers Championship volunteers will be kept informed of current conditions.



TRAVELERS CHAMPIONSHIP

June 21-27, 2021
TPC River Highlands
Cromwell, CT

HOW CAN WE HELP?
Text issue and location to 860-86(4-HELP)
(860-864-4537)

TICKETED VENUES

- SBD** StanleyBlack&Decker Courtyard at 17
- T** Travelers Event Lawn
- THofNE** Trinity Health Of New England Courtyard at 18

LEGEND

- AM** Auxiliary Media
- C** Clubhouse
- Con** Concessions
- FS** Fan Shop
- M** Media Center
- +** Medical provided by Saint Francis Hospital Trinity Health
- ADA** Off-Site ADA Shuttle Drop-Off/Pick-Up
- Restrooms***
- Ride Share** Ride Share Drop-Off/Pick-Up
- SS** Trinity Health Of New England Safety Station
- F** The First Tee of Connecticut
- V** Hartford HealthCare Volunteer Villa

* Each location includes a handicap accessible restroom

Gold Lot

Main Gate

Gray Lot
Entrance

9 Gate

Red Lot

Pink Lot
(Volunteers)

INCLEMENT WEATHER POLICY



Spectators will be alerted to weather that officials for the tournament identify as potentially dangerous. Weather warnings will be broadcast on the electronic leaderboards that are located throughout the golf course. Spectators should take appropriate precautions upon observing any weather warnings.

A prolonged blast from an air horn, repeated once, will indicate that tournament play has been suspended, and all attendees should plan accordingly. Two short blasts from an air horn, repeated once, will indicate play has resumed.



Map Sponsored By:

EVERSOURCE



TRAVELERS CHAMPIONSHIP

www.TravelersChampionship.com
[#TravelersChamp](https://twitter.com/TravelersChamp)

HOW CAN WE HELP?

**Text issue and location to
860-86(4-HELP)
(860-864-4357)**

THANK YOU

Volunteers Sponsored by

Hartford
HealthCare 