



## **GOODY BAG STUFFING**

**Date and Time:** Thursday, Sept 23<sup>rd</sup>, 1pm – 5pm

**Volunteers Required:** 12

Our athletes get some good swag but we need help prepping the goody bags and the items that go into them. Volunteers will have a "stuffing" party with snacks and drinks the day before the expo opens.

**Location:** To be Announced

### Duties

- Show up at assigned time
- Help us stuff bags

## **VOUNTEER CHECK IN**

**Date and Time:** Sunday, Sept 25<sup>th</sup>, 4:45 AM – 8am

**Volunteers Required:** 4

We have a Team Captains Meeting scheduled for September 19<sup>th</sup> 6:30pm at Penrose St. Francis Hospital.

Outside of that, volunteers need to be present on race morning and will check in at the volunteer tent with director

### Duties

- Set up volunteer t-shirts to be handed out when attendees check in.
- Set up volunteer information packages to be handed out to attendees.
- Check off names against attendees' check in list.



## PACKET PICK-UP (PRE-RACE DAY)

**Saturday, September 24<sup>th</sup>** - 9:00am – 2:00pm or 1:30 pm to 6:30 pm

**Volunteers required:** 10 per shift, 20 total

This is the first stop for runners when they pick up their race packet and prepare for their journey! Volunteers will greet participants with a smile, help them check in and find their pre-assigned runner number. Volunteers will then assist with the distribution of bibs (already equipped with timing chips), safety pins, and participant t-shirts and goody bag.

### Duties

- Set-up tables, linens, runner lists, computers, bibs, safety pins, and t-shirts (All Volunteers)
- Greet runners upon entering the store and directing them to the line (1-2 Volunteers)
- Assist folks already registered with finding their bib numbers utilizing an alphabetically sorted spreadsheet (2-3 Volunteers)
- Distribute runner bibs, safety pins, and goody bags (2-3 Volunteers)
- Hand out t-shirts (2-3 Volunteers)

### Special Notes

- Runners must show their driver's license or personal ID to verify identity
- Someone can pick up a participant's materials but they must show a copy of the participant's photo ID
- Remind everyone to wear their runner bib on the front of their shirt below the chest and to arrive at least 30 minutes prior to the start time

### **Location:**

Pick-up: Saturday Packet Pick-up, Hotel Elegante (2886 S Circle Dr, Colorado Springs, CO 80906)



## Event Set Up & Tear Down

**Saturday, 9/24 – 1:30 pm – 3:30 or 2:00 pm – 6:00pm for set up. 1:00pm - 6:00pm tear down.**

**Volunteers required:** 10 for set-up and 16 for tear down

Volunteers will be privy to a unique experience as part of the official set-up crew the day before the marathon. Help is needed with installing signage, moving boxes, and cleaning the site for the next day's activities. For those looking for a more physically interactive job, this is perfect!

### Duties

- Assist in the setup and coordination of awards distribution.
- Setup includes the award preparation, awards display, podium, and media backdrop
- Relay the results from the timing tent to the awards area
- Record any timing/results issues reported by athletes and report them to the timing tent.

### Special Notes

- Standing, bending, lifting 25-50 lbs.
- Will get dirty
- Gloves needed
- Power tools and standard tools maybe used

## HAM Radio Operators

**Sunday, Sept. 25<sup>th</sup>** – Shift times depend on your location. Volunteer director will contact you with location and time.

**Volunteers required:** 13

As part of the event's emergency planning, ham radio operators will be stationed at each of the course water stations and and the start and finish lines of the marathon. Duties include monitoring for low inventory of supplies (i.e. water) and the reporting of situations requiring security or medical assistance.

### Duties

- Pay attention to the course, volunteers and runners.
- Report any dangerous or suspicious situations.
- Cool and calm under pressure, as situations may arise when you need to call in medical or security help.



## Medical Team

**Sunday, 9/25** – 6am to 2pm (Only 1 shift)

**Volunteers required:** 14

Most medical incidents occur at the finish line, after a runner has completed his or her event. Medical professionals including doctors, nurses, and emergency medical technicians are needed to staff the medical tent positioned just north of the finish line.

### Duties

- Help Runners with any injuries during or post-race.
- Have knowledge of medical procedures.
- Cool and calm under pressure, as situations may arise that you may need to be a calming presence for injured person.

## Cheer/ Entertainment Zone

**Sunday, 9/25** – Time varies by location

**Groups required:** 12

Groups of all sizes are encouraged to join us in the race day festivities, set up shop on the course, and pump the oh-so-necessary energy our participants need to reach their goals. All talents and volumes are welcome (but don't get crazy).

### Duties

- Keep up the energy and excitement of those waiting to run.
- Be a smiling, cheering face for those crossing the finish.
- Have a creative talent!

## Green Team

**Sunday, 9/25 Two Shifts (Can work both) 6am – 10 am, or 9:30am -1:30pm**

**Volunteers required:** 10

Volunteers are needed to monitor trash/recycling locations within the event site to ensure that waste is properly disposed of in the correct container. This is for all the tree huggers out there! (We count ourselves as one.)

### Duties

- Keep an eye out for trash or littering.
- Dispose of all trash in proper place (i.e trashcan or recycle bin)
- Encourage people to recycle those items which can be.



## Clean Up Team

**Sunday, Sept. 25<sup>th</sup>** – Four Shifts (Can work more than one!) 6 am – 9am, 8:30 am – 11:30am, 11 am – 1pm, and 12:30 pm to 3:30pm

**Volunteers required:** 6 per shift, 24 total

Special events sure are fun but they can produce a lot of debris with thousands of people joining together in celebrations. Volunteers are needed to groom the site as athletes and their supporters leave the site and tear down begins to ensure we are stellar members of the community.

### Duties

- Keep an eye out for trash or littering.
- Walk the course and pick up any debris.
- Make sure your area looks as good as before the race.
- Dispose of all trash in proper place (i.e trashcan or recycle bin)
- Encourage people to recycle those items which can be.



## Informational Greeters

**Sunday, Sept. 25<sup>th</sup>** - 5:15am – 8:00 am

**Volunteers Required: 10**

Who? What? Where? When? Why? How? - These are questions runners and their guests may have. Providing the correct answers and directing runners to the proper locations is what the greeters do best.

### Duties

- Provide answers to athletes and spectators before and after the race.
  - Typical inquiries include: “Where is the start line? Where is the bathroom? Where can I get water? Where can I find results after the event? Where is bag check? Where is race day packet pick up? Where is medical?”
- Be able to answer the questions above and provide direction
- Volunteers will be positioned at key locations:
  - Moving through the crowd within the general start area (8 volunteers)
- Once the race starts, **all volunteers** will transition to the start/finish area.
  - You will help in the Finish/Medal area with preparation.
  - Keep area clear of spectators.
  - Keep the path clear for the runners to cross the finish line.
  - Keep runners/walkers moving efficiently through the finish.

### Special Notes

- Have an understanding of the course
- Will require standing and walking

## GEAR/BAG CHECK AND PICK UP

**Sunday, September 25<sup>th</sup>** 5:15am-9:30 am or 9 am – 1:30pm

**Volunteers required: 10 per shift, 20 total**

As a courtesy to the participants, the event offers gear check service to all registered athletes. Athletes' belongings will be organized by bib # and distributed to participants



after they have completed their respective events. The participant must be wearing the bib number that corresponds with the bag they are requesting for pick-up.

### Duties

- Labeling runner's bags when dropped off
- Confirm each bag has the athlete bag tag, every bag must have the athlete's race number properly affixed
- Organizing the bags numerically while the bags are being dropped off and finalize during the run, for easy retrieval.
- Retrieve Runner/Walker assigned bag as they come to the designated area to claim their gear upon completion of the run.

### Special Notes

- Bending and lifting up to 10 lbs. is required for this role

## **ROUTE MARSHALLS**

**Sunday, September 25<sup>th</sup>** - Time varies between 5:30am-1:30pm. The Volunteer Director will contact you with exact times and location.

To keep our runners and cyclists on course and aware of their surroundings, route marshals will be stationed at critical points along the course. Outfitted in orange vests and armed with a traffic flag, these volunteers will direct participants to the correct path of travel towards the finish line. Also essential to this role will be a positive attitude and encouraging words. The exact timing of shift will depend on the assigned location. The Race Director will reach out to each volunteer to discuss location and timing.

### Duties

- Proper understanding of the course
- Direct runners if needed, so that they stay on course
- Able to stop pedestrian and/or traffic while runners cross and or are in the area
- Able to provide alternative routes to drivers who may be impacted by the run

### Special Notes

- Bring map of course with you on race day
- Standing for long periods of time is required
- Bring water and a snack for yourself







## **Awards & Results**

**Sunday, September 25th:** 6am to 10am and 9:30am to 1:30pm

**Volunteers will be assigned by Volunteer Director on Race Day morning.**

**Volunteers required:** 6 per shift, 12 total

### **Award & Results**

This is where the runners will come to see how their efforts paid off and to see how they placed within the race.

### Duties

- Assist in the setup and coordination of awards distribution.
- Setup includes the award preparation, awards display, podium, and media backdrop
- Relay the results from the timing tent to the awards area
- Record any timing/results issues reported by athletes and report them to the timing tent.



## **Post-Event Refreshments**

**Sunday, September 25, 6:00am-10:00am or 9:30am - 1:30pm**

**Volunteers required: 14**

Volunteers will assist in the distribution of food to athletes after they cross the finish line.

### Duties

- Hand out snacks to runners as they cross the finish line
- Encourage runners to take snacks and keep moving to avoid backup
- Congratulate the runners
- Constant clean up throughout the event



## **Kids K**

**Sunday, September 25th, 9:30 to 12 pm**

**Volunteers required: 10**

At 10:45am, the kids k will get underway near the finish line of the 5k and half marathon events. Ages 1-10 are invited and the distance run will depend on each participating age group. Volunteers are needed to organize the children into age groups prior to the start, direct children along the route, and hand out medals after they complete their respective distances.

### Duties

- Follow instructions
- Have a positive attitude
- Interact with children
- Hand out medals
- Organize children into groups
- Cheer the children on
- Clean up during and after the event



## AID/WATER STATION

**Sunday, September 25th** 6:45 a.m. - 11:00 a.m. Arrival times may vary based on assigned location. Team Captain has information.

There are 12 water stations located along the course routes. Volunteers are needed to pour water cups and sports drink, organize tables, clean up used cups, and cheer on runners. This is a very interactive and critical position for event morning as proper hydration is essential to the safety of all participants. Each water station will have a captain to lead the other volunteers and keep abreast to what is happening along the course route. A ham radio operator will also be present at each location to communicate runner timing to the station volunteers and alert medical personnel to any issues encountered at the water station.

**Volunteers required:** One teams per water station depending on assigned location

This key role is not just about providing hydration support —but also *moral support* and *excitement!* As runners travel the course, they may get fatigued; but with your smiling face and cheering attitude, you will revive them.

### **We will provide your Aid Station with the following supplies:**

- Gallon jugs of water
- Boxes of water cups
- Boxes of Gatorade cups
- Rakes
- Shovels
- Tables
- Trash cans
- Trash bag liners to be used to line trash containers
- Gatorade mix and containers, pitchers, and spoons
- Gloves
- Towels
- First aid kit
- Sidewalk chalk
- Incident report
- Action report



## SET UP INSTRUCTIONS

### Table Placement

- Tables should be spaced **8-12 feet** apart.
- Spacing tables will help keep the participants moving.
- Refer to your site map for exact table placement details.
- After the tables are unloaded, cups, stacking sheets, and trash boxes need to be unloaded. If necessary, hoses and trash containers need to be taken off the truck and set-up.

### Start Filling Containers

- In the 6-gallon cooler which is provided, put 5 gallons of water and one container of Gatorade mix. Use the lines inside the cooler to help measure to the 6 gallon line.
- Use the stir stick to mix the product, please make sure that when assembling the stir stick that those volunteers are wearing sanitary gloves.
- DO NOT pour concentrate directly into cups, it must be diluted at a 6-1 ratio.
- Improperly mixed product can cause stomach distress for the participants.

### Begin Filling Cups

- For sanitary purposes, any volunteer touching the cups or the pitchers should be wearing the supplied sanitary gloves.
- Volunteers should continue to wear and replace gloves as necessary during set up and while handing out water during the race.
- Use the pitcher to fill the cups. There should be two pitchers per table.
- You will want **2 volunteers setting up cups to every 3 volunteers pouring** the pitchers.
- The cups on the lowest level should be set up so close they touch and cover as much of the table as possible.
- When filling the lowest level of cups, you will want them to be approximately **1/2 full**. This makes them more stable when stacking additional levels.
- *If it is a windy day, you will want to make sure the cups are filled quickly so they do not blow off the table, and/or have a volunteer hold up a piece of cardboard to block the wind while filling. Filling cups on the outer edge of the table and moving inward also helps cups from blowing away.*
- Once the first level is filled, gently place the cardboard on top of the cups to create the next level.
- Make sure the cardboard covers all of the cups, but **do not** overlap the pieces as they make the base for the cups uneven.
- As with the first level, make sure that the cups are placed close together to ensure a stable base to the remaining levels. Be careful not to place cups on the cardboard in areas where there is no lower level of support since the cardboard is wider than the table.
- After the second level is completely filled, repeat the process to make a third level.



**Please Note:** On hot days, the wax cups on the lower level may begin to deteriorate due to heat. Wax cups should only be stacked 3 levels high.

### **Final Preparation**

Depending of the location, the cups should be filled before the road is closed to traffic. This will allow time to remind the volunteers about cup handoff, assign the volunteers among the tables, clear up the area of supply debris for the safety of the runners and volunteers, write inspirational sayings, participant names, etc. on the road in chalk...and pose for group photographs.

### **RACE TIME**

#### *Positioning volunteers*

Please remember that all volunteers handing out water must wear sanitary gloves.

Water Station volunteers should be no more than an **arm's length away from the tables** during the peak flow of participants. They should **not** be in the way of the participants. **Runners will come to the volunteers.** As a general rule, if a volunteer cannot touch the table, then he or she is too far from the table.

#### **Tips:**

- Participants will want to get water from the first table they pass, so additional volunteers should be concentrated at the first tables.
- Collapse the tables as they are emptied of cups. Volunteers can move to the remaining tables and assist with refilling cups (as space permits) or begin cleanup.
- **1 to 2 volunteers** can remain behind the table and remove cardboard, help collapse tables, and replenish cups and water as needed.
- It is important to keep the area behind the tables as organized as possible for the safety of any pedestrian traffic as well as the volunteers. This will also expedite clean-up.

#### *Cup handoff*

Cup handoff positions:

1. Volunteers can grasp 2 or 3 cups in their gloved hands, with the bottom of the cups in their palms.

**OR**

2. With the gloved fingers in the cups, as close to the rim of the cups as possible.

Participants will be able to see which method is being used and the volunteers will be able to quickly release the cups when handing off to the participants. Volunteers must never throw water on the participants, but can let the participants take as many cups as the participant requests.



During the actual hand off, holding multiple cups can effectively meet the needs of the heavy flow of participants. As necessary, one cup at a time can be offered when the crowd becomes more widely dispersed.

### ***Replenishing during the race***

The weather will play a large role in the amount of water you will need to replenish. The following are a couple of situations you need to watch for:

- If you have emptied half of your tables within the first 10 minutes of the “wave of participants”, you will want to designate some of the volunteers that were handing out water on those tables to start filling more cups. Make sure to fill the cups from the sidewalk side of the table, so they are not in the way of volunteers still handing out water or participants trying to get water.

**Tip:** Remember--it is always easier to pour out cups after all the participants have passed your station than fill them at a faster pace when the participants need them.

**Tip:** If participants who carry water bottles request a refill, use gallon jugs to fill them up directly. Do not use the already filled cups to fill water bottles.

**Tip:** When removing cardboard to reveal lower layers of cups, make sure that the cardboard is secured so that it does not blow around and potentially hit a volunteer or participant.

**Tip:** To keep runners moving and utilize all of your station’s tables, encourage your volunteers to verbally remind the participants to not stop and continue moving to the available water and Gatorade.



## **CLEAN UP**

### ***Supplies***

**Tip:** Clean-up actually begins during the race.

If possible, tables should be moved to a staging area after they are collapsed. Each captain should assign several volunteers to this task specifically. Discarded cardboard should also be staged in an area behind the tables so it is out of the way of pedestrians and replenishing activity. Pitchers that are no longer being used should be put back in the boxes/trashcans so they can be loaded on the truck.

When it is time to load the truck, make sure the supplies are put on the truck in a safe and orderly fashion.

**Tip:** Gatorade containers should be thoroughly washed out with the dish soap provided and wiped down before loading on the truck and returning to the warehouse.

### ***Cup clean-up***

**Tip:** Once the flow of participants lightens (approximately 15 minutes before the last participant passes your station), volunteers can start cleaning up the discarded cups along the side of the roadway and in the street.

Volunteers need to clean to the designated point that is included on their detailed site map. We encourage each group to clean beyond that area, but do your best to get what you can accomplish. Once the streets have been reopened, do not continue to clean. This is a safety hazard and we do not want volunteers to mix with traffic.

**Tip:** It is important that as many volunteers as possible help with the clean-up of the street since there is a limited time between the last participant and the street being opened to traffic. Each Water Station is responsible to clean up and gather up discarded cups for a specific distance around your station. Refer to your site map and make sure the volunteers know the distance that needs to be cleaned for your Water Station.

Full trash bags should be tied off and placed together for pick up after the race.

**Tip:** A good clean-up leaves little or no evidence behind that thousands of participants have just been there!





## **POST RACE**

### ***Supply Pickup***

As your Water Station is cleaning, the Water Station truck should start to be reloaded with all of the supplies that were provided once it arrives. Please make sure that you assign someone to take an inventory of the supplies as they are placed in the truck. It is very important to bring back all of the supplies that went out.

If you have any damaged supplies, please note that in your after action report and pull it off to the side from other items. This will ensure that we know what needs to be replaced for the next year.



# ***VERY IMPORTANT INFORMATION PLEASE READ!!!!***

## **Inclement Weather and Medical Issues**

### **Flag Warning System**

The Flag Warning System will be used to relay to the participants and volunteers the status of the race with respect to weather and safety conditions.

The following has been distributed to the participants in the Confirmation Email, Facebook, and event web site and in displays at the Packet Pick-Up.

### **Flag Warning System**

A Yellow Flag? A Black Flag? There will be a simple flag color system along the course to help warn participants of weather related or course related problems. Flags are located at each mile marker along the course.

**Green Flag** – Everything is Normal

**Yellow Flag** – The heat index is at a point where runners/walkers should slow their pace if they are sensitive to the heat. Participants should be aware of their hydration level.

**Red Flag** – Dangerous weather. Participants should slow down and increase their hydration and if they are sensitive to heat or humidity should not run. Timing of the event has stopped and no awards will be given out at this time. Race Photography and Entertainment as stopped.

**Black Flag** – Race has been cancelled due to extreme weather or course emergency. Events such as lightning, tornado, or human disaster has or is occurring and all participants need to seek shelter immediately. Participants will be evacuated from the route.



## *Changing of Flags*

- Communication regarding a change in flags will come from Race Command and will be communicated via text message or by Race Staff on the course.
- When a change in flags goes into effect, each aid station captain is required to use the air horn (included in your aid station tub), to sound 3 short blasts, every 30 seconds for 3 minutes to alert participants of the change.
- The Aid Station Captain will need to change the flag that is attached to the large Aid Station Sign that is placed at the aid station. Each station will have 4 flags (Green, Yellow, Red and Black) along with zip ties to attach them. **THESE FLAGS MUST BE CHANGED IF WE CHANGE FLAG STATUS!!**
- The Aid Station captain will also need to utilize the megaphone, included in the supply tub, to make the announcement to the participants. A simple message will be delivered via text message for the captain or someone they designate to announce over the megaphone.
- It is imperative that aid station volunteers communicate the flag status to participants as they pass.
- In the event of a Black Flag situation, participants would be directed to aid stations for pickup by buses.

## **Medical**

All medical needs of the participants are to be handled by medical personnel stationed along the course from Rocky Mountain Medical. Medical teams will be positioned at Memorial Park

If the situation is serious and assistance is needed immediately, call 9-1-1.

**Tip:** No volunteer should try to treat a fallen participant. However, if a runner is requesting something minor like a Band-Aid, Vaseline or just needs to sit down, a volunteer should help them with the first aid kit. Volunteers are prohibited from distributing any oral medication.

