

# Volunteer: Mission Tent

## WHO TO KNOW



Michelle Shrum  
Lead Volunteer



Michelle Wood  
Lead Volunteer



Nancy Mulholland  
24 Staff



Cass Hibbard  
24 Staff

## WHAT TO KNOW

Please review the pamphlet/brochure available at the mission tent to familiarize yourself with 24 Foundation's mission, events, impact, and more.

- Visit [24foundation.org/impact](https://24foundation.org/impact) to view impact reports, and learn more about the programs that 24 Foundation supports through our beneficiaries.
- Take a lap around the beneficiary tent to learn more about the work our beneficiaries are doing with funding from 24 Foundation.



The mission tent is located in the Main Expo Area.

## HELP

If there is an emergency, call 911. The Event Help Line is 833-988-7853.

If you need help with anything else, look for 24 Foundation staff, Lead Volunteers or Event Staff wearing Cadence shirts.

# Volunteer: Mission Tent

## TASKS

- Have conversations with all guests that approach the mission tent and use the wheel as an engagement tool to give out prizes and tell people about 24 Foundation
- Use the brochure to point out 24's impact, beneficiaries, other fundraising events, and the many ways that anyone can get involved
- Point out the In Honor of, In Memory of, Survivor, and Caregiver bibs and help anyone that needs help pinning them on their shirt or jersey. Bib boards are available for purchase in the Event Store
- Point out the luminary bags and mini truss cards if anyone would like to decorate a bag or add a card to the truss
- Restock giveaway items like stickers and temporary tattoos
- Starting at 5 on Friday, fill luminary bags with a cup of sand and tealight so they can be placed on the course after the start of the race. Once luminary bags are filled, Cadence staff will come and pick them up for lining the course around dusk
- Extra stock is located under the table
- Assist beneficiaries as needed



Event Map



Schedule



Menu



Event Guide

*\*Thank you so much for your service! Your volunteer t-shirt gets you free meals and drinks. Feel free to grab food or drinks before, during, or after your volunteer shift.*

# Volunteer: Course Marshal

## WHO TO KNOW



Dan Leech  
Lead Volunteer



Bill Jacobs  
Lead Volunteer



Gary Metcalf  
Event Staff



Bear Robinson  
Event Staff

## WHAT TO KNOW

- Put on your course marshal safety vest & ride the course to enforce safe riding practices
- Check that all participants on the course have a bib and orange wristband. Virtual participants, who should not be on the course, will have bibs that say “25th Edition” instead of a bib number
- Kindly ask virtual or unregistered participants to exit the course
- Familiarize yourself with our rules and safety guidelines and remind participants of these rules if they are not following them
- Ride the loop as much as possible during your shift, but take breaks as needed to energize & rehydrate. Turn vest back in at the end of your shift.



Check in at the volunteer check-in tent. You will receive a wristband, bib, and course marshal vest.

# Volunteer: Course Marshal

## TASKS

### Safety Guidelines:

- Helmet required at all times while riding
- No headphones while riding
- Night Riders: Must use front and rear lights
  - Charging available in the Food Tent
  - Lights are for sale at the event store tent
- This is not a race – no drafting or pace lines
- Pass carefully: ride right, pass left. Use calls like “On your left,” “Slowing,” “Stopping”
- Stay within cones on the marked course
- Obey traffic signs/signals and ride only if registered
- Children 11 and under: allowed on opening lap with guardian, and after noon on Saturday. Children 11 & under will have a yellow wristband and should not be on the course after the opening lap on Friday night if they are impeding the flow of traffic or unsteady.
- Dangerous riders may be removed from course
- E-bike riders must match the pace of the non-electric cyclists around them and should not exceed 20mph on the course

\*If anyone is not following your requests, remember their bib number and let Lead Course Marshals, Cass Hibbard or Gary Metcalf know. They can work with CMPD or Team Captains & issue warnings or remove participants who refuse to follow instructions.



Event Map



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Event Guide

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# Volunteer: Hospitality

## WHO TO KNOW



Narda Gominho  
Lead Volunteer



Bear Robinson  
Event Staff



Gary Metcalf  
Event Staff



Cass Hibbard  
24 Staff

## WHAT TO KNOW

Only 24 staff, volunteers, participants, and guests with proper wristbands or meal tickets can have food. Anyone without this needs to purchase a meal ticket or wristband at the Event Store.



The main food tent. Narda in a lead volunteer t-shirt can let you know what she needs help with.

## HELP

If there is an emergency, call 911. The Event Help Line is 833-988-7853.

If you need help with anything else, look for 24 Foundation staff, Lead Volunteers or Event Staff wearing Cadence shirts.

# Volunteer: Hospitality

## TASKS

- Check that all guests entering the food line or snack/beverage area have a participant wristband, meal wristband, or a meal ticket. Volunteers, identified by their volunteer t-shirt, 24 Foundation, and Cadence event staff are also allowed meals.
- Politely direct those who don't have any of these to the event store to purchase a meal ticket or wristband
- Prepare coffee
- Check coolers for ice levels & restocking of beverages
- Restock snack items, cups, napkins, etc
- Ice is located in a cooler truck behind the food tent
- Walk throughout the food tent and offer to clear people's plates if they're done eating
- Clear off dirty tables and wipe down if needed
- Tidy up chairs so people can navigate through the aisles
- Let Cadence event staff know if any garbage bins need to be emptied



Event Map



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Event Guide

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# Volunteer Check-In

## WHO TO KNOW



Hailey Ames  
Lead Volunteer



Rachael Bernard  
Lead Volunteer



Cass Hibbard  
24 Staff

## WHAT TO KNOW

Familiarize yourself with maps, menus, schedule, etc so that you can help answer questions from volunteers or participants. If you have questions or need help, please try to find Hailey, Rachael, Cass or Sandy who should be around the check-in area. If you cannot find them, use the radio to call to 24 Foundation or Cadence event staff for help.



The event store is located in the expo area next to the volunteer check in tent.

## HELP

If there is an emergency, call 911. The Event Help Line is 833-988-7853.

If you need help with anything else, look for 24 Foundation staff, Lead Volunteers or Event Staff wearing Cadence shirts.

# Volunteer Check-In

## TASKS

- Check-in volunteers using the tablet and RunSignUp app
- If they have not registered ahead of time have them sign a waiver and fill in their emergency contact info
- Have them fill out a name tag and give them a volunteer t-shirt in the size they would like. T-shirts are unisex sizing
- Direct them to the changing tent if they'd like to take change into their volunteer shirt
- Hand them a volunteer overview for the position that they are registered for and show them a map of where to go and who they should look for
- Familiarize yourself with maps, menus, schedule, etc so that you can help answer questions from volunteers or participants



Event Map



Schedule



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Event Guide

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# Volunteer: Event Store

## WHO TO KNOW



Hailey Ames  
Lead Volunteer



Rachael Bernard  
Lead Volunteer



Cass Hibbard  
24 Staff

## WHAT TO KNOW

If you are the Friday or Saturday closing shift – Please give the cash till to Cass Hibbard and check-in with her before leaving the store unattended.

Anyone who has purchased meal tickets or wristbands ahead of time will have an envelope with their name on it and their purchase inside. Check the bins in the rolling racks for the envelopes.



The event store is located in the expo area next to the volunteer check in tent.

## HELP

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If you need help with anything else, look for 24 Foundation staff, Lead Volunteers or Event Staff wearing Cadence shirts.

# Volunteer: Event Store

## TASKS

- Familiarize yourself with the items that are for sale. The sizes available and the prices.
- Meal tickets (1 Meal) and Wristbands (All Meals) are available for purchase. Please note, adults and children are different prices. Adult wristbands are blue, and children's are yellow.
- Familiarize yourself with where the items are in the rolling rack bins and the different sizes/genders that are available or if anything is out of stock
- Replenish display items if people buy them and tidy up items as needed

### Handling Purchases:

- Locate the Store tablet with a card reader and find the Square app to start a new sale in the point of sale system
- Enter the items that someone is purchasing
- Double check that you've entered everything correctly and let them know the amount due
- Have them insert or tap their credit card and have them sign if needed.
- Offer a receipt if they'd like one.



Event Map



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Event Guide

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# Volunteer: Kid Zone

## WHO TO KNOW



Lauren DiFrank  
Lead Volunteer



Cass Hibbard  
24 Staff

## WHAT TO KNOW

The kid zone is open to the general public, however parents should not leave kids unattended. Familiarize yourself with the Event Schedule to see what activities are going on in the kid zone.



The kid zone is located after the entrance to the camping area on the soccer fields just to the right.

## HELP

If there is an emergency, call 911. The Event Help Line is 833-988-7853.

If you need help with anything else, look for 24 Foundation staff, Lead Volunteers or Event Staff wearing Cadence shirts.

# Volunteer: Kid Zone

## TASKS

- Entertain kids with activities – bracelet making, face glitter, slime, decorating signs or luminary bags, blow up games, and more
- Encourage creativity, kindness, and sharing
- Invite people to join the kids ride Saturday morning or Bingo in the food tent Saturday afternoon
- Help children play with the games and inflatables in the kid zone area
- Assist children and parents doing the tie dye classes
- If anyone would like to join a Tie Dye class, they can purchase t-shirts in the Event Store. Adult shirts are \$24 and Youth are \$14. This includes the cost of supplies. Shirts will be put in a bag for them to take the shirt home with them to dry
- Keep the kid zone and all of the supplies tidy and organized



Event Map



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# Volunteer: Gear Drop

## WHO TO KNOW



Ben Parrish  
Lead Volunteer



Bear Robinson  
Event Staff



Gary Metcalf  
Event Staff



Cass Hibbard  
24 Staff

## WHAT TO KNOW

General Rider Gear Drop is Friday, July 25 from 2:00 pm -5:30pm. Top 10 fundraising Teams are allowed to set up camp early at 1:00 pm. You are here to help direct people down the alley and to the parking garage and to help unload gear and take it to the campground.



Go to the lane running adjacent to the soccer fields on the north side.

## HELP

If there is an emergency, call 911. The Event Help Line is 833-988-7853.

If you need help with anything else, look for 24 Foundation staff, Lead Volunteers or Event Staff wearing Cadence shirts.

# Volunteer: Gear Drop

## TASKS

- Help direct cars down the lane and to the gear drop area (please reference maps in this event guide)
- Drivers should stay in their cars during gear drop to keep traffic flowing, volunteers will help unload their gear and take it to the campground
- Help everyone get their gear unloaded and moved to wherever they would like to set up camp
- Once unloaded drivers have the option to park at the North Parking Deck or exit to park outside of the loop if they are not spending the night
- Help direct people to bike racks, Team Tents (if they purchased one), or team camp areas if a team member has already set up a camp area
- Make sure you stay hydrated! Gear drop is a physically demanding position



Event Map



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Event Guide

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# Volunteer: Packet Pick-Up Fulfillment

## WHO TO KNOW



Mark Hindal  
Lead Volunteer



Louise Hindal Acer  
Lead Volunteer



Cass Hibbard  
24 Foundation Staff

## WHAT TO KNOW

- If someone hits a new fundraising level during the event, they can come back and check with the donations table and get their new prize(s).
- If we run out of a certain size or a certain item, please write down the participants name and the item needed and size if applicable. 24 Foundation Staff will reach out to resolve.



The Packet Pick-up-Fulfillment area is located in the expo area towards the end of the check-in area. Early Packet Pick-up Fulfillment is located at 4001 Brewers at Yancey

## HELP

If there is an emergency, call 911. The Event Help Line is 833-988-7853.

If you need help with anything else, look for 24 Foundation staff, Lead Volunteers or Event Staff wearing Cadence shirts.

# Volunteer: Packet Pick-Up Fulfillment

## TASKS

- Our goal is to provide participants with their packets. These will always contain a participant T-shirt and some sponsor content. Participants also earn incentives for reaching certain fundraising levels. Familiarize yourself with:
  - The different levels and the items received at each
  - Whether items come in different sizes or genders (participant Ts are unisex)
- We generally work in pairs- one "greeter" talking to the participant, dictating sizes and incentives, and answering questions & one "runner" collecting incentives and packing the participant's packet. The greeter will want to be comfortable providing customer service and the runner will want to be comfortable moving around and being on their feet for much of the time.
  - The greeter will:
    - Greet participants with a smiling face!
    - Request their bib and look on the back to find sizes & incentives earned
    - Call out to their runner those sizes/incentives
    - Congratulate people on their fundraising accomplishments
    - Let people know they can find the In Honor/Memory, Survivor, and Caregiver bibs at the Mission Tent
    - Receive the packed packet and confirm contents/talk through contents with participant
  - The runner will:
    - Use one of the goody bags pre-stuffed with sponsor information
    - Add items called out by the greeter into the goody bag
    - Organize and fold t-shirts and other items so that the area consistently looks tidy and stays well organized
    - Occasionally work on packing empty bags with sponsor content



[Event Map](#)



[Schedule](#)



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# Volunteer: Packet Pick-Up Check-in

## WHO TO KNOW



Devin Mills  
Lead Volunteer



Cass Hibbard  
24 Foundation Staff

## WHAT TO KNOW

Please check-in and check-out with Cass, Sandy, or Devin before and after your shift. If someone hits a new fundraising level during the event, they can come back and check with the donations table and get their new prize(s).



You will set up shop at the check-in tables. If a volunteer is already there, feel free to have them show you the ropes and shadow them while they check-in a few people.

## HELP

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# Volunteer: Packet Pick-Up Check-in

## TASKS

- Greet participants checking in with a smiling face!
- Ask them for their last name and type it in the tablet
- Confirm you have the correct person
- Look to see what fundraising level they have achieved and grab the coordinating bib color. Reference the prize grid located on the table
- Look at their check-in page and see what color wristband they should receive - orange=Adult/Youth and glow in the dark=Child (11 and under)
- On the back of their bib, add their name, fill in their t-shirt size and other incentives earned(Jersey Size, etc.)
- Put the appropriate wristband on them, ensure it fits well, clasp, and cut off the remaining excess
- Enter the bib number and check them in
- Hit check-in and hand the participant their bib and direct them to the fulfillment tables to get their event t-shirts and qualifying incentives.
- \*\*\*If they come up as needing manager approval to check-in, grab Cass, Devin or Sandy to troubleshoot why they are not check-in ready. They likely need to sign a waiver, or have not met their fundraising minimum. If you run into any issues or participants have any questions you're unsure of, they can also help resolve the issue



Event Map



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# Volunteer: Hydration

## WHO TO KNOW



Tristan Kibler  
Lead Volunteer



Bear Robinson  
Event Staff



Gary Metcalf  
Event Staff

## WHAT TO KNOW

- Port-o-johns are located on east side of the soccer field on the other side of the chain linked fence and at the course water stop.
- Indoor bathrooms are located in the Curry Arena. Exit the east side of the soccer field and enter through the white doors. Follow the cardboard flooring and you'll find bathrooms as well as showers/locker rooms.



One hydration station is located in the expo area for participants making their way to or from the campground area we call Bootyville. The course hydration station is located in Burwell Circle

## HELP

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If you need help with anything else, look for 24 Foundation staff, Lead Volunteers or Event Staff wearing Cadence shirts.

# Volunteer: Hydration

## TASKS

- Fill water coolers with Gatorade & water
- Water jugs are located behind the main food tent
- Restock disposable cups and let Cadence staff know if garbage needs to be emptied
- Replenish coolers of ice and make sure scoops are clean
- Ice is located in the Zippy ice trailer behind the main food tent
- Gatorade can be mixed according to the instructions on the Gatorade mix – don't make it too sweet & include ice so it's cold
- Encourage participants to use reusable water bottles when they can. Usually a sponsor provides water bottles
- Cadence event staff can help you get additional supplies or point you in the right direction
- If you are working the hydration station on the course, let Cadence Staff know if you need water, ice, etc. They can use the golf carts to restock supplies for you



Event Map



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Event Guide

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