

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 learn about the 24 Foundation's mission, events, impact, and more.

- Visit **24foundation.org/impact** to explore impact reports and to learn more about the programs 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

In the case of emergency, please call 911. For event related issues, please call the **Event Help Line** at **833-988-7853**.

If you need assistance with anything else, look for a member of the 24 Foundation staff, a Lead Volunteer, 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 anyone can get involved.
- Point out the In Honor of, In Memory of, Survivor, and Caregiver bibs, and help anyone who needs assistance 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 5pm on Friday, fill luminary bags with a cup of sand and a tealight so they're ready to be placed on the course after the race starts.
 - Once bags are filled, Cadence staff will collect them 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 Leach
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.
- CMPD Bike Officers will be on the course from 6:30pm-11pm on Friday.



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 Course Officials and Officers 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



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: 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

In the case of emergency, please call 911. For event related issues, please call the **Event Help Line** at **833-988-7853**.

If you need assistance with anything else, look for a member of the 24 Foundation staff, a Lead Volunteer, 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, and 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 and restock beverages as needed. Ice is located in a cooler truck behind the food tent.
- Restock snack items, cups, napkins, etc.
- 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



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 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, or Cass 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

In the case of emergency, please call 911. For event related issues, please call the **Event Help Line** at **833-988-7853**.

If you need assistance with anything else, look for a member of the 24 Foundation staff, a Lead Volunteer, 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 information.
- 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 & Menu



Event Guide

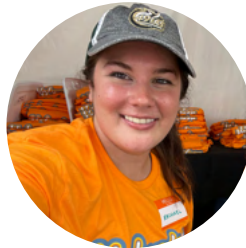
**Thank you so much for your service! Your volunteer t-shirt gets you free meals and drinks. Feel free to grab food or drinks before, during, or after your volunteer shift.*

Volunteer: 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

In the case of emergency, please call 911. For event related issues, please call the **Event Help Line** at **833-988-7853**.

If you need assistance with anything else, look for a member of the 24 Foundation staff, a Lead Volunteer, or Event Staff wearing Cadence shirts.

Volunteer: Event Store

TASKS

Store Items:

- Familiarize yourself with the items for sale, including available sizes and 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 located in the rolling rack bins, the sizes/genders available, and whether anything is out of stock.
- Replenish display items as they're purchased, and tidy up as needed.

Handling Purchases:

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



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: 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

In the case of emergency, please call 911. For event related issues, please call the **Event Help Line** at **833-988-7853**.

If you need assistance with anything else, look for a member of the 24 Foundation staff, a Lead Volunteer, or Event Staff wearing Cadence shirts.

Volunteer: Kid Zone

TASKS

- Invite kids to get their face painted by the face painter Friday 3:30-6:30pm and Saturday 10:30am-12:30pm.
- Entertain kids with activities – bracelet making, face glitter, decorating signs or luminary bags, blow up games, and more.
- Encourage creativity, kindness, and sharing.
- Invite people to join the kids ride Saturday.
- 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.
- Take inventory of supplies left at the end of the event and provide list to Cass.



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: 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

In the case of emergency, please call 911. For event related issues, please call the **Event Help Line** at **833-988-7853**.

If you need assistance with anything else, look for a member of the 24 Foundation staff, a Lead Volunteer, 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



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: 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

In the case of emergency, please call 911. For event related issues, please call the **Event Help Line** at **833-988-7853**.

If you need assistance with anything else, look for a member of the 24 Foundation staff, a Lead Volunteer, 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 participant bags pre-stuffed with sponsor information.
 - Add items called out by the greeter into the participant 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 & 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: 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 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

In the case of emergency, please call 911. For event related issues, please call the **Event Help Line** at **833-988-7853**.

If you need assistance with anything else, look for a member of the 24 Foundation staff, a Lead Volunteer, or Event Staff wearing Cadence shirts.

Volunteer: Packet Pick-Up

Check-in

TASKS

- Greet participants checking in with a smiling face!
- Ask them for their name and type it in the tablet. You can also search by team name or email.
- Confirm you have the correct person pulled up.
- Grab the coordinating bib color displayed on the tablet.
- ***If they come up as needing additional information to check-in, grab Cass or Devin to troubleshoot why they are not check-in ready. They likely need to sign a waiver, or have not met their fundraising minimum.
- On the back of their bib, add their name and fill in any earned incentives that are displayed on the tablet.
- Look at their check-in page and see what color wristband they should receive - orange = Adult/Youth and yellow = Child (11 and under).
- Put the appropriate wristband on their right wrist, ensuring it fits well, clasp, and cut off the remaining excess.
- If they are picking up for someone else, ask them to ensure it is put on the participant's right wrist.
- Enter the bib number on the tablet and check them in.
- Hand the participant their bib and direct them to the fulfillment tables to get their event t-shirts and qualifying incentives.
- If you run into any issues or participants have any questions you can't answer, Cass or Devin can help resolve the issue.



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: 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

In the case of emergency, please call 911. For event related issues, please call the **Event Help Line** at **833-988-7853**.

If you need assistance with anything else, look for a member of the 24 Foundation staff, a Lead Volunteer, or Event Staff wearing Cadence shirts.

Volunteer: Hydration

TASKS

- Fill water coolers with Gatorade and 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 with ice and make sure scoops are clean.
- Ice is located in the Zippy ice trailer behind the main food tent.
- Mix Gatorade according to the instructions on the container — don't make it too sweet, and add ice so it's cold.
- Encourage participants to use reusable water bottles when they can (a sponsor usually provides these).
- If you need additional supplies, Cadence event staff can help you get them or point you in the right direction.
- If you're working the hydration station on the course, let Cadence staff know if you need water, ice, etc. — they can use golf carts to restock supplies for you.



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.*