

Volunteer Manual



2016 edition

Call 911 for (and only for) emergencies.

Introduction

Welcome to the volunteer corps of Tour de Wyoming. When we're on duty, we become the riders' best friends. We provide a lift when they need it, look out for their safety, sometimes give directions, and provide cold water and a pretty good peanut butter and jelly sandwich.

We sometimes use the term "SAG" collectively, to include both volunteers who manage rest stops and those who drive the route, picking up riders and offering assistance. So don't take offence at being called a "SAG." It's a term of endearment. For clarity, however, in this manual we will usually use "SAG" to refer to mobile volunteers and "rest stop volunteers" for those attending the rest stops.

Excursus

So what does "SAG" really mean? Is it a word, an acronym, neither, or both? In the cycling world, it is pretty well agreed that it refers to a vehicle or location that provides support for riders. Depending on context, it can be a noun, verb, or adjective. Where the term came from is a matter of some debate. It has been suggested that it is an acronym for, among other things, "Support And Gear" or "Support Aid Group". Neither sounds very convincing. It may derive from a rider "sagging" off the back of the group. If you really need to know, just ask a rider. But ask only one. If you ask more than one person you'll get more than one answer and still won't know. Sorry.

Volunteers are the lifelines of the Tour. Take the job seriously, but don't forget to have a good time along the way. Surprisingly, many riders meet only a few other riders. You get to meet just about everyone.

If you have any suggestions for improving the content of this manual, please send them to Mike Nutter (mnutter@uwyo.edu)

******Important Safety Note******

All volunteers are required by state laws to wear a bright orange vest when working within the highway right of way (ROW). Virtually all rest stops are within the ROW, so this applies to both roving and rest stop volunteers. The Tour will provide the vests for volunteers.

Organization

The Tour will appoint a roving SAG coordinator and a rest stop coordinator. They will recruit assistants as necessary.

Responsibilities of SAG coordinators and rest stop coordinators include:

- **Emphasize safety. If we do not run a safe operation, it won't matter much how well we do the other tasks.**
- Ensure all drivers know what to expect and what is expected of them.
- Make sure all SAGs and rest stops have the necessary gear and supplies prior to the ride.
- Verify that all drivers are licensed, insured and instructed. No one may drive SAG without the approval of the SAG coordinator, including relief drivers along the way.
- Brief the drivers on these instructions prior to the first day of the ride.
- If you consider it necessary or beneficial, conduct a **SHORT** meeting with the troops at the end of the day. Use this time to discuss and resolve problems as well as finalize plans for the next leg of the ride.
- Designate route assignments and rest stop volunteer assignments for each day and ensure that everybody knows their assignments.
- Ensure that everyone knows how to obtain supplies, food, ice, and water.
- If at all possible have at least two people on each rest stop team. You will usually have more. There may be only one in roving SAG vehicles.

SAG Qualifications:

- Volunteers must be at least 18 years old, or be accompanied by someone at least 18.
- Drivers must have a valid driver's license, proof of insurance, and a dependable vehicle. Roving SAGS should be able to transport at least two bicycles and riders.

Mandatory Safety Meeting (night before start of ride):

- The roving SAG coordinator and the rest stop coordinator will arrange a meeting with their volunteers immediately after the Tour's General Safety Meeting on the Saturday evening before the start of the ride.
- At the meeting, review the instructions for roving SAGS and rest stop volunteers.
- Show volunteers how to obtain supplies.
- Review the route; discuss potential problem areas.
- Make introductions - ensure that everyone knows who is doing what and who to ask if they run into questions during the ride.

ROVING SAG INSTRUCTIONS

1. What you do:

- Stop for all riders who give the "SAG sign" (patting the top of their helmet with their hand). SEE BELOW FOR SPECIFIC INSTRUCTIONS ON HOW TO SAFELY STOP FOR RIDERS.
- Provide riders with water and other assistance as needed.
- Check in with rest stops as you come upon them. There may be someone there who needs a lift.
- Stock vehicle with water each morning. Keep supplied with ice, water, and fresh fruit.
- Refuse service to any person riding without being registered ("bandits"). All Tour riders are wearing special Tour "bracelets."
- Save receipts for gas or other expenses and turn in at end of Tour for reimbursement.
- Attend daily staff briefing as called by the SAG coordinator.

2. Sick, Tired, or Injured Riders:

- If a rider is too sick to be left at the next rest stop, arrange transportation to camp. Note that when you pick up someone, it doesn't mean that you need to take them directly to camp, even if that is where they want to go. Explain to the rider that you will certainly get them there

eventually, but it may take a little while as you continue to sweep for more riders. Try to fill up a vehicle before going to the end destination unless a rider needs emergency treatment.

- If a rider requires or receives emergency medical treatment, or is transported to a medical facility, contact the Tour Director and your SAG coordinator. Report the details, including locations of the rider's bike and any personal belongings.
- Take weary riders to the next rest stop. Most riders only need a breather. SAG drivers must continuously sweep the route. Don't let one tired rider monopolize your time. If you wish, they may ride along with you until another weary or injured rider needs the space.

Note: If a rider appears to have a pattern of using the SAG vehicles as a taxi service to shorten a day's ride, gently but firmly remind him or her that, while we won't leave a rider stranded who becomes ill, has mechanical problems or is otherwise unable to finish a day's ride, SAG transport is reserved for riders whose health or safety is at risk or a bicycle has serious mechanical problems. Simply getting tired doesn't count. Some judgment will be required here. You may want to err, at first, on the side of compassion. But the Tour is neither equipped nor obligated to transport tired or "mechanically challenged" riders for multiple days. Sick, injured, or habitually tired riders should make arrangements to leave the tour if they can't continue under their own power. In borderline or ambiguous cases, consult with your roving SAG coordinator.

3. Inclement Weather:

If the weather is rainy or otherwise nasty some riders may decide not to continue on the road, and request transportation. SAG drivers should warn them that they might have to give up their seats and resume cycling if the space is needed to pick up a person with mechanical or physical problems.

4. First Aid:

- Do not administer first aid unless you are qualified to do so. Do not move an injured person unless necessary for their safety. Moving an injured person can easily make the condition worse. Call for emergency help and keep the patient comfortable.
- Before the tour begins, check the contents of the first aid kit to see what's in there. Do not recommend or dispense medicines or other items from the first aid kit. You may make the kit available to riders and let them pick out what they need. Kits typically include ibuprofen, insect bite ointment, antiseptic topical ointments for cuts and scrapes, and basic bandages.
- If necessary, replenish first aid kit supplies before the next day's duty. Contact our medic coordinator if you need help with this.

- If a rider is seriously ill or seriously injured, your top priority is to get professional help.

In an emergency, 911 is your first choice. If you can't get cell phone service, look for a building that might have a land line.

5. **Vehicle Rules:**

- Tour de Wyoming is not responsible for damage to your vehicle or for any moving violations or parking tickets you may receive.
- When you stop, get completely off the road. Stop only where there are good sight distances in both directions. If cyclists coming up behind you must go into the lane of traffic to get past you, you aren't over far enough. If there is no safe area to pull off and if the assistance is not a medical emergency then pull ahead until you have room to pull over. Have the cyclist come up to you for assistance.
- Check behind you for cyclists before opening your door and before starting off again.
- Drive with headlights and flashing hazard lights on and display the provided flag while on duty.
- **USE EXTREME CAUTION WHILE YOU ARE ON THE ROUTE**

6. **Important Tips:**

- Don't stop at the bottom of a hill.
- Stop on the same side of the road the cyclists are traveling, i.e., don't make a rider cross the road to get to you.
- The purpose of headlights and flashing lights on SAG wagons is to help riders identify the SAG from a distance, as well as alert motorists that something unusual is happening on the roadway.
- Give cyclists a full lane when you pass them. Don't let traffic stack up behind you. Pull over when it is safe to let traffic pass.
- Observe speed limits and all other traffic laws.

Roving SAGs should have the following equipment and supplies as a minimum:

Cell phone (if one is available)

Phone list of staff numbers

Route map and rider list

First aid kit
Bicycle tire pump
Food and Water

Lead and Sweep SAGS

Ideally, we will have a lead SAG and a sweep SAG each day. The lead SAG goes out early; the sweep SAG goes late and stays close to the last of the riders.

Lead SAG:

- The lead SAG will leave camp about the same time as the first rest stop opens. Rest stop schedules are shown in the cue sheet distributed at tour registration.

Sweep SAG:

- Riders will be told the hours that SAG service will be available. The last SAG sweep will contact each remaining rider on the road and tell them that they are now riding unsupported, and see if they need anything. Give them a ride if they prefer to call it quits.
- The sweep SAG will leave camp in the morning after the last rider is on the road, or will at least be aware of who and how many riders are still there when he/she leaves. Work with luggage staff to be sure area is left clean.
- For the 2016 Tour we have a designated Sign Picker-upper. This volunteer will collect the signs after the riders have passed.
- The sweep SAG will keep the rest stop crews advised of how many riders remain on the road ahead of the stops, approximately how far behind the stop they are, and advise if there appear to be any problems.

REST STOP INSTRUCTIONS

1. What you do:

- The majority of rest stops are on highway pull-outs with high variability in size. We also have one in a park, one literally on the prairie, and one on an access road to a reservoir. In other words, it varies. Orange cones are available to mark off your area if you choose to use them.
- Set up your operation at the designated site, which will be marked with a “REST STOP” sign (or an arrow and “BIKES” when we run out of rest stop signs) just ahead of the site. Set up as far off the road as possible. Note that some sites are small and will be difficult to set up. Use

your ingenuity and imagination, but stay off private property unless your instructions make it clear that permission has been obtained for the Tour to use a particular site off the right of way.

Note: Stops will generally be on the right side of the road in the direction the riders are moving. There will be rare exceptions; for example, where there is no way to set up a safe and usable site on the right, and where it's safe to cross the road.

- At the days end (no earlier than the published closing time for your site), pack up your supplies and clean up the site. Unless there is a suitable trash receptacle at the site, you will have to pack your trash to the overnight stop. There will usually be a dumpster or other suitable container at the overnight facility. Leave the site clean - don't leave any Tour trash lying around.
- Greet riders as they come into your stop. This is a great opportunity to meet people and get to know riders from all over the U.S. and beyond. Of course, when it gets really busy you won't have much time to socialize, but keep up a welcoming attitude.
- Set out an assortment of food for the riders. We generally provide fresh fruits, energy bars, cookies, and peanut butter and jelly sandwiches. Check out the food available in the food truck each evening. After the first day you will have a pretty good idea of what the favorites are. The food truck will be restocked from time to time, so check from time to time for new supplies.
- Assign a rest stop team member to get ice each morning for the water coolers. If ice is purchased, keep the receipt so you can be reimbursed at the end of the Tour.

Be sure to read and heed the flyer “Rest Stop Food Safety”, which is included as an appendix to this manual.

You may need to ration the food to be sure there will be enough for those who come at the end of the ride. When riders see a lot of food in front of them, they tend to eat more, so ration it out (in other words, don't set it all out at once). It's also important to have enough food for all riders; often those dragging in at the end are most in need of food.

- If someone cannot continue and requests a ride, have them wait at your stop until a ride is available.
- Stock your vehicle with water and food for the next day each evening.
- Refuse goodies to any persons riding without being registered (“bandits”). Look for the wrist bands that all our riders must wear.
- Save receipts for gas or other expenses and turn them in at end of Tour for reimbursement.

- Attend daily staff briefing as called by the rest stop coordinator or your crew chief.

2. **Sick, Tired, or Injured Riders:**

- If a rider is too sick to get to the next rest stop, arrange transportation to camp. Examples of available transportation could be roving SAGS, or luggage, food, or water trucks if they happen to be at the stop at the opportune time. If no transportation is available and the situation seems to warrant it, you may have to dispatch a rest stop volunteer to provide transportation.
- If a rider received emergency medical treatment, or is transported to a medical facility, contact the Tour Director as soon as possible and report the details, including location and condition of the rider and locations of the rider's bike and any other personal belongings.

Also, get the rider's personal information, i.e., name, address, contact information and emergency contact information. Note to where and how they were transported, for example, "emergency room, (name and location of hospital), by emergency medical service". This information will save the Tour a lot of valuable time.

3. **First Aid:**

- Do not administer first aid unless you are qualified to do so. Do not move an injured person unless necessary for their safety. Moving an injured person can easily make the condition worse. Call for emergency help and keep the patient comfortable.
- Before the tour begins, check the contents of the first aid kit to see what's in there. Do not recommend or dispense medicines or other items from the first aid kit. You may make the kit available to riders and let them pick out what they need. Kits typically include ibuprofen, insect bite ointment, antiseptic topical ointments for cuts and scrapes, and basic bandages.
- If necessary, replenish first aid kit supplies before the next day's duty. Contact our medic coordinator if you need help with this.
- If a rider is seriously ill or seriously injured, your top priority is to get professional help. In an emergency, 911 is your first choice. If you can't get cell phone service, look for a building that might have a land line.

4. **Vehicle Rules:** (When en route to or from your rest stop, you may need to function as a roving SAG. In such an event, the same rules apply:

- Tour de Wyoming is not responsible for damage to your vehicle or for any moving violations or parking tickets you may receive.

- When you stop get completely off the road. Stop only where there are good sight distances for any vehicles coming from either direction. If cyclists coming up behind you must go into the lane of traffic to get past you, you aren't over far enough. If there is no safe area to pull off and if the assistance is not a medical emergency then pull ahead until you have room to pull over. Have the cyclist come up to you for assistance.
- Check behind you for cyclists before opening your door and before starting off again.
- **USE EXTREME CAUTION WHILE YOU ARE ON THE ROUTE.**

5. Tips:

- Don't stop at the bottom of a hill.
- Stop on the same side of the road the cyclists are traveling, i.e., don't make a rider cross the road to get to you.
- Give cyclists a full lane when you pass them. Don't let traffic stack up behind you. Pull over when it is safe to let traffic pass.

Rest Stops should have, as a minimum, the following equipment and supplies:

Bicycle pump (dual head) *
 First aid kit
 Sun screen
 Water supply (at least two 10-gallon coolers)
 Food
 Cooler - to keep ice in **
 Cutting boards *
 Knife *
 Plates, etc. *
 Plastic gloves for handling food *
 Cell phone if you have one
 Route map
 Rider list
 Camping chairs and tables **

* Kits have been prepared for each rest stop containing these and several other items. Check your kit before stocking up.

** The Tour has a limited number of camping chairs and tables. If you can bring some from home to provide a bit of comfort for a few more people, it will be hugely appreciated. Same for ice chest type coolers.

WATER SUPPLIERS:

Having sufficient water at all rest stops is crucial. It gets even more important as the day wears on and temperatures rise. We normally have two water supply vehicles and a Tour staff member will ensure there is sufficient communication between the two teams prior to each day's ride to keep rest stops supplied with water. During the ride, the Tour staff member will be on a bike, and will only be available at the end of the day. The Tour Staff member will ensure that the drivers know where they can get suitable water and he/she will ensure that the drivers are aware of proper cleaning and handling of the water and water tanks. Keeping a safe water supply is critical.

Note: On some days it is possible the water supply vehicle will also need to pick up riders. Please be prepared to as needed.

- Before the Tour, disinfect water tanks and hoses. A Tour Staff member (a volunteer) will be in charge of making sure that all water tank volunteers know the procedures for safe filling of water tanks.
- Fill tanks daily from approved public water supply sources.
- Use the Tour's hoses. Do not use hoses you find at the water source.
- Keep ends of hoses off the ground and away from contact with anything that is not sanitized. If hose ends or any part of the system is contaminated, disinfect the affected parts of the system.
- Do not immerse any part of the hose in the water in the tank being filled. Maintain an air gap of a few inches to prevent backflow and contamination.

SIGN PIKER UPPER

This individual will pick up a list of signs out on the course from the Tour Director. Check the message board for a folded note with "signs" on it – this is the sign list.

The difficult part of this position is knowing when it is time to pick up signs. There are always a few late riders as well as very slow riders. There is a SAG sweep vehicle to make sure all riders get to the destination but the signs might be picked up before the last riders are to town, but use best judgement on when to pick up the signs. Note that there are NO SIGNS in towns.

Once back to our overnight site, put the signs in or next to the food truck (Rose Fry's truck). It is best to not fold them up until the last day. The bulk of signs are large orange signs provided by the Wyoming Department of Transportation. We also have some metal signs for rest stops that are wired to delineator posts. The Tour Director marks the course the afternoon before the ride passes so there is always a chance that a sign might be blown off the delineator post. Just do your best to find and pick up all signs.

Luggage Staff:

- Riders are responsible for loading their luggage on the trailer by 8 a.m. Before leaving for the day, work with Sweep Sag to be sure the overnight site is left clean. If this becomes a problem, make the SAG coordinator aware of it.
- On the first day, if a piece of luggage appears to be close to the limit, weight it. Riders will need to bring overweight bags down to the weight limit.
- Luggage needs to be at the day’s destination by 2 p.m.
- When you stop along the route, it is best to park it at a rest stop. Use stops only where there is sufficient room to ensure vehicle (and trailer if used) are safely off the road and pose no danger to riders by blocking visibility of potential hazards.:

Emergency numbers

Call **911** for emergencies.

If you can’t get thru on 911, or if it is not an emergency, contact the Tour Director, your volunteer coordinator, or a tour committee member. In addition, the following numbers are provided:

Wyoming Highway Patrol	1-800-442-9090
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Tour Administrative numbers

- | | | |
|------------------|---------------|----------------|
| 1. Tour Director | Amber Travsky | 1-307-760-6595 |
| 2. Medic | Shaun Shafer | 1-307-760-2267 |
| 3. Roving SAGs | | |

4. Rest Stops

Mike Nutter (coordinator)

1-307-399-8394

_____	_____
_____	_____
_____	_____
_____	_____

5. Water Truck 1 _____

Water Truck 2 _____

6. Other important numbers:

Appendix: Rest Stop Food Safety

It is everyone's responsibility to maintain a sanitary and healthy environment during the Tour. If you feel sick at any time during the tour, please notify a medic, your SAG coordinator, or the Tour Director immediately.

Important: Please do not join the Tour de Wyoming if you have or are recovering from the flu or other potentially contagious illness.

As you may know, in 2006 a bicycle tour in a nearby state experienced an outbreak of food poisoning. At least 12 riders (of a total of about 850) were affected. The 12 subsequently tested positive for norovirus; one of them also tested positive for rotavirus. (Source: [Kansas City InfoZine](#), June 22, 2006.)

Local health authorities attributed the outbreak to food served at rest stops, specifically to contamination passed from rider to rider through contact between riders' unwashed hands and the food presented at the rest stops. While the Tour

de Wyoming has not experienced any such outbreaks, we consider our colleagues' experience as a wake-up call. Many of their practices, which may have led to the problem, may sound familiar:

- Food was presented in a way that allowed riders' hands to come in contact with food that was subsequently eaten by others.
- Rest stops were in remote locations where the volunteers had little or no opportunity to wash hands or to frequently clean and sanitize utensils and food preparation surfaces.

Norovirus infection causes gastroenteritis, which is an inflammation of the stomach and the small and large intestines. The symptoms of gastroenteritis are nausea, vomiting, and/or diarrhea accompanied by abdominal cramps. Some people also complain of headache, fever/chills, and muscle aches. Symptoms are usually brief and last only 1 or 2 days. However, during that brief period, people can feel very ill and vomit, often violently and without warning, many times a day. Symptoms usually begin 24 to 48 hours after ingestion of the virus, but can appear as early as 12 hours after exposure. There is no evidence that sick persons can become long-term carriers of the virus, but the virus can be in the stool and vomit of infected persons, from the day they start to feel ill to as long as 2 weeks after they feel better.

People can become infected with the virus in several ways, including:

- *eating food or drinking liquids that are contaminated with norovirus;*
- *touching surfaces or objects contaminated with norovirus, and then placing their hand in their mouth;*
- *having direct contact with another person who is infected and showing symptoms (for example, when caring for someone with illness, or sharing foods or eating utensils with someone who is ill).*

(Source: Centers for Disease Control)

Also note that in addition to norovirus, there are lots of bacterial as well as other viral illnesses that can be transmitted through the same means, and prevented through the same precautions.

We do not want to replicate their experience. We ask rest stop volunteers at the Tour de Wyoming to observe the procedures listed below. It is true that every year there are dozens of bike tours with thousands of participants which have had no health issues at all. Unfortunately, that didn't help the 2006 tour. We also concede that these procedures may be difficult, and in some cases impossible to implement under field conditions. Please do the best you can.

1. Food Protection:

- Frequently wash serving trays that have had contact with riders' hands.

- Place food (peanut butter sandwiches, cut fruit, unwrapped cookies, etc.) on trays or plates with separation between the pieces to minimize contact between riders' hands and adjacent servings.

- Where possible, try to hand the food directly to a rider instead of letting the rider pick it off the serving tray. Use of tongs may help, but the tongs must be kept clean and sanitized, particularly if they fall on the ground, or if the business end of the tongs is touched by riders' hands or otherwise contaminated.

- Use disposable gloves when preparing or serving food. (But see discussion below about disposable gloves.)

2. Site Cleanliness

- Frequently wash utensils, cutting boards, and serving trays with soap and water. Rinse with water mixed with bleach (1 teaspoon liquid bleach per gallon of water) and wipe dry with paper towels. Wash anything that has come in contact with unsanitized objects.

- Wash all fruits before cutting and serving. If you cut bananas, keep the exposed fruit away from unsanitized surfaces.

- Stow foods and utensils in boxes at least 6 inches above the ground. The ground at a typical rest area is loaded with visible and microscopic vermin looking for an opportunity to share their viruses and bacteria. The cardboard boxes in which we typically store food may not be much of a barrier. Putting some distance between the ground and our food improves our odds.

3. **Water and Ice (See also “Special Instructions for Water Truck Volunteers”, below).**

- Wash and sanitize beverage coolers and coolers used to store ice daily, using the bleach mixture.
- When transferring ice into beverage coolers, do not let the outside of the ice bag to come in contact with ice or any liquid in the beverage cooler. Clean your hands before transferring ice.
- When mixing powdered drink mix in a beverage cooler, use a long-handled spoon to keep your hands out of the beverage. Clean your hands and the spoon before using. And wear fresh gloves.

4. **Personal Hygiene**

- Handwashing: The Tour will provide handwashing stations at rest stops. Volunteers who handle food or beverages should wash hands frequently: before handling food, after using the bathroom, after basting with sunscreen, when changing tasks, when hands come in contact with contaminated surfaces, etc. The handwashing stations are also available to riders. When you have the chance, encourage riders to use them.

Handwashing is the single most effective thing you can do to prevent the spread of disease. Wash ‘em frequently.

- Waterless Instant Hand Sanitizer is an alcohol-based product intended to kill bacteria without washing or wiping. While possibly better than nothing, it is not a substitute for soap and water. Anything on your hands before you use the sanitizer is still there afterwards. While it may kill some bacteria (some products claim 99.9%) it is not effective against viruses, such as those which caused misery in the tour mentioned above.
- Antibacterial Wipes may be marginally more effective than sanitizer liquids or gels (because of the friction of wiping and disposal of the wipes). But, they are still not a substitute for vigorous washing with soap and water.
- Disposable Gloves, used together with hand sanitizer or wipes, provide some protection if used correctly. One problem with gloves is that they may lead to the false conclusion that the hand sanitation problem is solved.

While they may provide a measure of protection, they need to be used with caution. If your hands are already contaminated, it will be difficult to put on the gloves without also contaminating them. Wash your hands before handling the gloves.

After the gloves are on, they will be contaminated by contact as easily as bare hands, so they must be changed frequently; at least as often as you would have washed your hands. Gloves provide a warm, moist environment which any pathogens that survive the hand washing, hand sanitizer or wipes will love – another reason to change them frequently.

Immediately after you remove gloves, you should wash/disinfect your hands due to all the growth that will have taken place in that warm and moist environment inside the gloves. The two most important times to wash hands are immediately before putting gloves on (to minimize the bacteria that will start growing in that warm moist environment inside the gloves) and immediately after removing the gloves (when the population of critters inside the gloves is highest).

You cannot wash your hands too much. There is no record of too-frequent handwashing causing spread of disease!

In Summary:

- Serve food in a way that minimizes contact from riders' hands or gloves. Keep foods covered and protected from contamination.
- Maintain a clean and sanitary site, including utensils, work surfaces, and containers.
- Use due care to prevent contamination of ice and beverages.
- Wash foods that are to be eaten skin and all.
- Keep your hands clean. Wash with soap and water when possible; otherwise use hand sanitizer. Use disposable gloves; change gloves frequently; clean hands between changes.

Thanks for your help. If you have any other ideas, suggestions or questions, let us know.