



# OFFICIAL VOLUNTEER PACKET

IRONMAN BOULDER AUGUST 3rd, 2014

Dear Volunteers,

I am thrilled that you have chosen to volunteer with IRONMAN Boulder!!! I understand that you have many races to choose from and truly appreciate that you chose IRONMAN. Our volunteers are a vital part of achieving the goals of the community and play a key role in the success of the Boulder Tri Series. My hope is that you find the duties of your particular job to be fulfilling and that your volunteer experience with us is rewarding and positive. The information in this packet includes details about our organization and the roles and responsibilities of our volunteers. If you have any questions, please feel free to contact your volunteer captain first, and secondly myself, the Volunteer Director at [Bouldervolunteers@ironman.com](mailto:Bouldervolunteers@ironman.com).

Looking forward to working with you!!!  
Sincerely,

Lindsay Christen  
*Boulder Tri Series Volunteer Director*

## The Basics



### **MEETINGS**

As soon as you completed your online registration the Captain of your chosen area received an auto-generated email that you registered. Your Captain is the person that will direct you in all aspects of the volunteer process.

You should receive email communications from him or her within 30 days of registering.

If you have not, please contact me as emails are often entered incorrectly or SPAM steals an email. PLEASE DO NOT WAIT UNTIL A FEW DAYS BEFORE RACE DAY TO CONTACT ME

REGARDING YOUR ASSUMED ASSIGNMENT!!! In most cases, if you have not replied to your Captain, it will be assumed that you are no longer interested in volunteering and your name will be dropped from the list.

**NOT** every Captain has a meeting prior to seeing you, in person, on race day. If your Captain is holding a meeting, you will receive this directive via the email you submitted.

IT IS YOUR RESPONSIBILITY TO KNOW WHERE, WHEN AND HOW TO GET TO YOUR ASSIGNMENT. It is the Captains responsibility to provide you with that information.

Be sure to know what your assignment is, who your Captain is and what time you need to arrive at the volunteer area. If your Captain has indicated that you need to be at a meeting (typically the Saturday prior to race day), you must be at the meeting at the location that he or she gives you. Captains hold meetings in various locations – Boulder Reservoir, Boulder High School, or along the course.

You can only get your volunteer t-shirt from your Captain.



THERE WILL BE A GENERAL MEETING OF ALL VOLUNTEERS ON SAT AUG 2ND. THIS WILL BE YOUR OPPORTUNITY TO MEET WITH YOUR CAPTAIN PRIOR TO RACE DAY.

If you cannot attend the assigned meeting as indicated by your Captain, you must notify him or her that you cannot attend and then make arrangements with the Captain, to meet at the volunteer area. ONLY your Captain can provide this information.

## **2015 PRIORITY REGISTRATION**

Every volunteer that works their entire shift, checking in and out with the Captain, is eligible to stand in the priority "volunteers only" registration line on Monday morning, Aug 4th. Volunteers do not need to camp out as every volunteer in line will be able to register. Registration will open at approximately 8:00am and will be held at Boulder High School.

As a volunteer you will be given a wrist band at the completion of your shift from your captain. This wrist band will allow you to be in the priority volunteer registration line. Please be prepared to pay the entry fee (\$675 USD in 2014).

## **POLICY FOR UNDER 18**

Each Captain is given the choice as to whether they would like to work with minors under the age of 18 years old. Some areas are not appropriate for those under 18 and demand the attention of an adult. The volunteer areas where age is a requirement is listed on the registration pages. Please do not bring your children with you to work at these areas. It is unsafe for minors and for the athletes.

**Note:** At no time should a minor, those under 18, be dropped off to work an area. Those under 18 must be accompanied by either a parent or a guardian. Groups of high school students will be supervised with a 3:1 high schooler:adult ratio.

## **VEHICLE REGULATIONS/PARKING**

All volunteers working at the Boulder Reservoir will be able to park inside the Reservoir with a designated parking pass received from your captain. No athletes or spectators will be parking at the Boulder Reservoir. All spectators and athletes will be parking in down town Boulder and making use of shuttle buses provided by IRONMAN.

Volunteers working near T2 and Boulder High School will be able to take advantage of free parking garages nearby, and street parking. Your captain will send specific parking directions to you.

Volunteers working aid stations and bike/run course marshals will be instructed from your captain as to where to park. Plan on carpooling directly to your location.

## **SCHEDULES/ATHLETE INFO/GETTING AROUND ON RACE DAY**

The "**Athlete Guide**" is updated for the next year a few weeks prior to the event. The Guide is complete with technical, pre-race, registration, bicycle and gear check, post race, massage, medical, lost & found, competitor responsibilities, course maps, wetsuit rules and qualifying for Kona.

## **CODE OF CONDUCT** – while wearing your volunteer shirt

As a volunteer there are a few things to remember...This is an individual endurance event. Teamwork as a result of outside assistance, which provides an advantage over single competitors is not allowed.

Supporters of any type may NOT bike, drive or run alongside the athlete. Nor may they pass

food or other items (not aid station specific) to an athlete. The athlete may be disqualified.

**Note:** Any verbal abuse of marshals, race officials, WTC staff or VOLUNTEERS is grounds for immediate disqualification. Please report to your Captain if this occurs to you. We strive to take good care of our hard working volunteers and will not tolerate you be mistreated.

Please remember to take your commitment to our organization to heart, performing your duties to the best of your ability. Deal with conflicts or difficulties in an appropriate manner as outlined in this manual. Respect the community and community property. Offer constructive feedback about our organization in an appropriate manner. Respect your Captain and the directives given. Have fun and enjoy yourself!!!!!!

### **WHERE CAN I GO WITH MY T-SHIRT?**

Yes, you are a volunteer, thank you!!! We need you!!

Due to the large number of people and thinking of safety first, as a volunteer, you are only permitted access to the area in which you were assigned. Security will not permit you to "cut-through" transition or any other area because you are wearing a volunteer shirt. There are over 4000 volunteers, it would be a logistical nightmare if we allowed everyone to roam through the finish line, medical, gear bags, massage etc. etc.

Security is instructed to determine area admittance via the wrist band. Not all volunteers need or receive a wrist band. Who does? Swim, change tent, gear bags, bike out, bike handlers, medical, massage, finish line. It is all about the wrist band and not the t-shirt!

### **VOLUNTEER RECOGNITION AND BENEFITS**

YEAH, you get a really cool T-Shirt because you volunteered at IMBoulder!!!

You get to register for 2015. You spend time in one of the most beautiful locations in the world. You are a part of something really, really big!!!

**We throw you a party!!! All volunteers are invited to the Volunteer Party on Monday Aug 4<sup>th</sup>, following race day. Details will be provided by your captain as we get closer to race day. We will provide fun, food, lots of door prizes, the volunteer awards, captain of the year award, and come watch yourself in the volunteer video.**

We thank you over and over and over!!! We truly appreciate you coming to volunteer!! Your role goes beyond the task of handing out a drink, cutting an orange or helping an athlete change. It's the atmosphere that you help create and the attitude you bring with you. Volunteers are not simply helping to run the race, you are contributing to each athlete's goal of becoming an Ironman!!! Each and every one of you are instrumental to helping the athlete reach the finish line. A smile, the right words of encouragement or a supportive attitude can make the difference between a DNF and a finish or between a finish and a personal best! As volunteers you can change someone's world, and in the process most likely, your own!