



2014 Ride the Rim
Palo Duro Canyon

Radio Communicator Volunteer Manual

Friends,

I am excited to welcome you to Bike MS: Valero Ride the Rim 2014. Though Bike MS is not new to the Texas Panhandle, (this is our 27th year!) Ride the Rim is a whole new event for all of us. This is our second year operating on this new route. We've worked out some kinks and implemented some suggestions given to us by our participants and volunteers.

Bike MS is known nationwide as the country's premier fundraising cycling series. We hope Bike MS: Valero Ride the Rim is an extraordinary experience for you. We thank you for giving of your time and resources to take part in this event. Please know *you are making a difference* in the lives of those living with MS.

Welcome!

April

April Brownlee
Senior Development Manager
National MS Society



Volunteer Guidelines

In order to have a clear understanding of the entire event and your role in it, **please read this volunteer manual thoroughly.**

1. Please **arrive on time** at your assigned post.
2. Everyone's job will be easier with the help of HAM Radio communicators. They will monitor the entire event. **Let a radio operator know if you need to contact a staff member for help, supplies or emergency assistance. All event communications run through the HAM radio system to ensure we are operating as effectively and efficiently as possible.**
3. Remember, every rider on the tour is raising a minimum of \$250 for the fight against MS. We're grateful for their support, and we are counting on you to help express our appreciation. **Please give our cyclists all the encouragement and support they deserve. They will also be very grateful to you for YOUR support!**
4. **Never, ever, ever dispense medication to a cyclist. Headache medications, etc., are available at rest stops but MUST be dispensed by the cyclist.**
5. **Please do not direct traffic.** We have taken careful consideration of law enforcement needs and made arrangements for adequate support. If you feel there is an area that needs additional support, please notify a radio operator stationed at your rest stop who will contact the tour director (April).
6. **Please do not transport an injured person anywhere, even if they ask you.** Our guidelines prohibit staff or volunteers from transporting an injured person to the hospital or a medical facility. If someone is injured, call 911. Additionally, a radio operator should alert the appropriate response from our team.
7. The National MS Society recognizes that each and every one of our volunteers is as vital as our cyclists, and we're equally grateful for your support. **THANK YOU** for making such an important commitment to the fight against MS. We couldn't do it without your time, your energy, and your smiles and words of encouragement.



Event Schedule

Saturday, June 21

- 5:00 am First United Bank Center (North Parking lot), WTAMU, Canyon (Corner of Russell Long Blvd & 4th Avenue). Volunteers arrive to finish setting up check-in and breakfast.
- 5:30 am Check-in, packet pick up, breakfast begins. SAG Vehicles Check-in; Bike mechanics—check in
- 5:30 am SAG vehicles leave; Route supply truck leaves, ice truck leaves.
- 6:00 am Rest Stop #1 arrives at designated area and begins set-up.
- 6:10 am Pre-Event program begins
- 6:30 am **CYCLISTS BEGIN Bike MS**
Sweep truck leaves and trails the last group of riders
Rest Stop #2 arrives at designated area and begins set-up.
Finish line set-up begins
Team representatives may begin set-up in team village
Cook-off teams may begin set up and preparation
- 7:00 am Rest Stop #3 arrives at designated area and begins set-up.
- 7:30 am Rest Stop # 4 arrives at designated area and begins set-up.
- 8:00 am Rest Stop #5 arrives at designated area and begins set-up.
- 8:30 am Rest Stop #6 arrives at designated area and begins set-up.
- 9:00 am Rest Stop #7 (Lunch) arrives at designated area and begins set up.
- 9:45 am Rest Stop #8 arrives at designated area and begins set-up.
- 10:00 am Lunch (Rest Stop 7) opens.
Rest Stop #9 arrives at designated area and begins set-up
- 10:30 am Rest Stop #10 arrives at designated area and begins set-up



- 12:00 pm Full finish line opens at First United Bank Center in Canyon.
Connecting Champions Cooling Station opens
Volunteer ready to man bike corral and check in bikes
Rider Check-in...volunteers need to be ready for arrival of first cyclists.
Shuttles need to be available for cyclists' transportation
Massage therapists will set up for massages
Team Village Opens
Vendor Expo opens
Battle of the Bands begins
Silent Auction opens
- 1:00 pm Cook-off teams begin serving
- 4:30 pm Course will be swept and remaining cyclists will be picked up
- 5:30 pm Silent auction closes
Jersey contest begins
Closing ceremonies: Cook-off winner & BOtB winners announced
- 6:00 pm Finish Line Closes
Staff, committee, volunteers begin cleanup

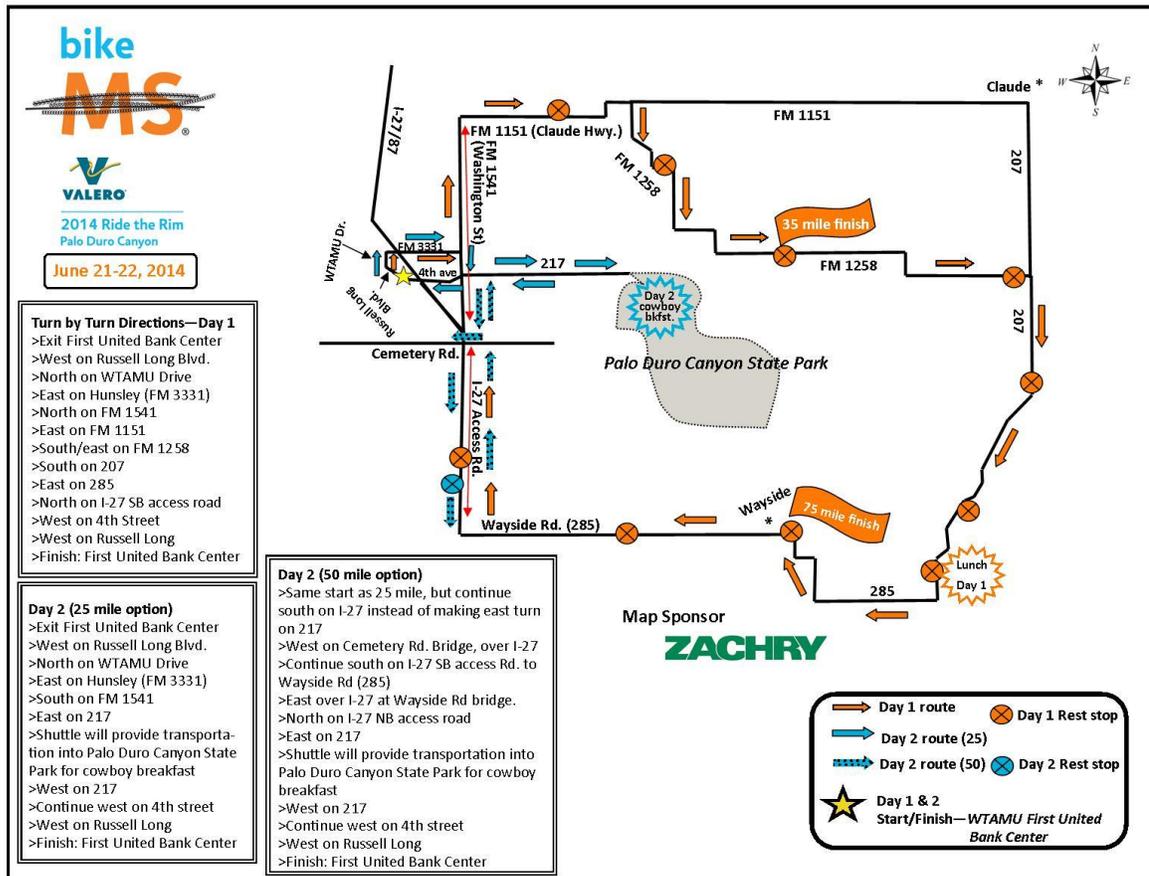
Sunday, June 22

- 5:30 am Bike corral open; light breakfast begins
Cowboy Breakfast crew begins preparations in PDCSP
Any day 2 set up for start line begins
- 6:30 am Sag vehicles leave
Cleaning crew begins clean-up of brunch area
Rest stop 1 arrives at designated location and begins set up
- 7:00 am **CYCLISTS begin Bike MS**
Shuttles head to staging area at RV park to prepare to shuttle cyclists into PD Canyon State Park.
Set up of any day 2 finish line items begins
- 7:30 am Begin shuttles into PDCSP
Cowboy Breakfast opens
Bike corral manager on site at RV park to guard and check-in bicycles
- 9:30 am Shuttles back to top begin
Riders begin return trip to Buffalo Sports Park



- 10:00 am Finish Line opens
Photographer @ finish line for photo op
- 1:00 pm Route closes
Finish line closes
Tear down begins at finish line
- 2:00 pm Volunteers meet at NMSS office to unload trucks and supplies

Event Map





General Information

Headquarters Information

Bike Tour Headquarters are located at:
First United Bank Center-North Parking Lot
(Corner of WTAMU Dr. & 4th Avenue, Canyon)

Medical / Emergency

There will be a nurse at each rest stop, as well as roving medical support. All medical communications must run through ham radio. If an injury occurs, first, call 911 (if necessary), then alert the ham radio operator at your rest stop, who will then enact emergency response protocol.

Transportation

SAG vehicles are stationed throughout the route should someone need a ride to a rest stop, lunch or the finish line.

Food and Beverage

Day One & Day Two: All breakpoints provide water, Gatorade, fruit, trail mix, etc.

<u>Day One:</u>	Breakfast	5:30 am (FUB Center, North Parking lot)
	Lunch	10:00 am-3:00 pm (Rest Stop 7)
	Finish Line lunch	1 pm-5:30 pm (FUB Center, North Parking lot)
 <u>Day Two:</u>	Light Snacks	5:30am (Buffalo Sports Park)
	Cowboy Breakfast	8:00 am (Pioneer Amphitheater-Palo Duro Canyon State Park)

Net Control

Monitors and controls all communications by means of Amateur radios. Dispatches emergency vehicles to the scene of an incident. Dispatches additional volunteers, food or water as needed. Key staff and coordinators for all route communications. Stationed at each rest stop and key points on route.

Cellular Phones



Cell phone numbers are listed on credentials and in rest stop and SAG manuals for further communication during the two-day event, though our primary source of communication will always be HAM radio.

Rain / Inclement Weather Conditions

Rain or shine - the bike tour continues. There are no rain dates. NMMS officials monitor the route and will close the route if appropriate. Start time will be delayed due to storm, heavy winds, lightning, or low visibility. Rain alone will not delay the start time.

How to Drive and Park Along the Bike MS Route

- **DO** use your vehicle to block the roadway in case of a medical situation, where the rider cannot be moved from the roadway. In this case, stop your vehicle a safe distance back from the downed rider and be sure your vehicle has at least 200 feet visibility to traffic. If possible, have a pedestrian go to the top of any hill obscuring the view of the accident and warn oncoming traffic of the situation.
- **DO** use your emergency flashers when operating the vehicle below normal speeds.
- **DO** look for a clear shoulder, grassy spot or clearing to pull off the roadway; then walk back to the cyclist.
- **DO** pull completely off the roadway.
- **DO** clear the shoulder of the road to allow other cyclists at rest stop to pass.

- **DON'T** startle cyclists by passing too close, following too close or honking at the cyclists.
- **DON'T** allow cyclists to hang off of or hold on to your vehicle while in motion.
- **DON'T** stop and block the roadway to assist a disabled cyclist.
- **DON'T** park your vehicle facing the wrong way on a roadway.
- **DON'T** become impatient and try to hurry when stuck in the midst of the Bike Tour.
- **DON'T** interfere with other cyclists who are in pace lines or riding with a group. If you see a situation that is dangerous, take note of rider numbers and ask the nearest radio operator to contact the tour director (April) through a HAM radio operator.

Medical Emergencies

- For ALL medical incidents no matter how big or small, make sure a HAM radio operator alerts net control.
- Review samples of all incident report forms. **Fill out forms for ANY incident and return to April Brownlee or another NMSS staff member.**
- In case of severe medical problems, do not move the rider. First, call 911. Then, make sure a radio operator notifies net control and allow the nurse at your rest stop to offer medical assistance. Never transport an injured person in your vehicle. Please wait for emergency crews.



Fire Safety

Absolutely NO smoking unless inside your vehicle.
Absolutely NO parking on grass. Rest stop traffic is limited to rest stop volunteers and radio operators ONLY.
Call 911 (notify HAM radio operator, if nearby) BEFORE attempting to extinguish a fire.
ALWAYS stay up-hill and up-wind of a fire.

Signs of Heat Exhaustion

Dizziness
Dry skin (no sweating)
Rapid heartbeat
Chest pain
Diarrhea/cramps
Great weakness
Nausea
Breathing problems
Throbbing headaches
Mental confusion

First Aid: Seek medical help: notify a radio operator or rest stop nurse immediately. Move the person to a cool place. Give a ½ glass of water every 15 minutes for an hour. Stop giving fluids if person vomits.

If You Spot a Rattlesnake (or ANY snake)...

Quickly move away
DON'T attempt to kill or trap the snake!
Appoint someone to stand at a safe distance and make sure the snake doesn't move toward the group
Avoid stepping in thick grass, on rocks or on anything that might provide a dark shelter for snakes

Rattlesnake Bites

ALWAYS Call 911 IMMEDIATELY (notify HAM radio operator, if nearby)
Settle the patient in a comfortable position
Remove any jewelry on patient
If the patient is not nauseated, offer water
If the bitten limb is swelling, elevate it
If patient is nauseated, lower bitten limb
ALL snake bites MUST be treated at the ER
If you are bitten and are alone, get comfortable, rehydrate and flag down help ASAP
DO NOT apply a tourniquet, cut or suction the wound or apply ice



Job Description: Radio Communicators

PURPOSE: Provide communications for entire event, aid to cyclists in need and monitor safety along the route.

CHECK IN:

- Please check in via radio to net control when you arrive at your assigned post.

COMMUNICATIONS:

- Your job is to pass along any and all needs via radio.
- Rest stop workers will alert you if they need fruit, water, or additional supplies.
- Rest stop workers or the nurse stationed at a rest stop will alert you if they need additional help or medical support.
- Net Control will alert you if there is emergency or severe weather response plan activation. Please see plan information included in this manual.
- Notify net control of any need or issue you identify on the route, where it be a need for supplies or additional support or traffic control.

Do's & Don'ts

When patrolling **DO** drive with your hazard lights flashing.

DON'T shadow riders. It makes them nervous.

DON'T drive and use your cell phone. Please pull over to the side of the road if you must make a call.

When you pull over, **DO** watch for cyclists coming up behind you before you open your car door.

DO drive cautiously. Keep alert, and look for signs that might indicate trouble.

End of day

- Sign off with net control.
- give any incident reports to MS Staff at finish
- Join us for our group dinner and live auction following the ride at 6pm on Saturday, June 22 at the Virgil Henson Activity Center at WTAMU.



General Safety Response Policy

Please be our eyes and ears. We need YOU to help make sure everyone is safe.

1. If a cyclist is wearing headphones or ear buds: take note of rider number and notify HAM radio operator who will notify tour director (April).
2. If cyclists are riding more than two abreast or are riding in an unsafe manner or disobeying traffic laws, please note rider numbers and notify a HAM radio operator who will contact tour director (April). Never confront a cyclist. Please allow staff/law enforcement to handle this.
3. If a cyclist is acting inappropriately or doing something potentially dangerous for him/herself or other cyclists (being unruly, using a cell phone while riding, etc), take note of the rider number and notify a HAM radio operator who will notify tour director (April.)
4. If a cyclist appears usually fatigued, is napping or not sweating, seems confused or is incoherent, take note of rider number and contact a radio operator immediately, who will notify tour director (April): Remind riders to take off their helmets while they are resting; their heads need to breathe. If you see a rider who doesn't look well, suggest they visit with medical personnel and ask a radio operator to send medical personnel to them.
5. **When in doubt: If you see something that is cause for concern alert the nurse at your rest stop. Take note of rider number(s) involved and notify a HAM radio operator who will notify. It is always better to be safe than sorry!**

*****Please ONLY use the rider number when communicating.*****



10-point Emergency Response Plan Fatality / Serious Injury

1. If injury seems serious call 911. ALWAYS alert a ham radio operator after you've called 911. In the event you can't call 911, a radio operator can do that using the radio. Radio operators are stationed at each rest stop and various points along the route. Some SAG drivers and staff are also radio operators, including tour director, April Brownlee (806-341-1775).
2. Qualified staff/volunteers on scene should perform CPR until medical help arrives. A nurse should be positioned at each rest stop to provide immediate support. Roving medical units are also on the route.
3. Call comes into net control via HAM radio or cell phone.
4. If incident seems serious or fatal, Tour Director, April Brownlee, will control scene. Staff member Tammye Jackson will accompany injured person to medical facility. Please remember, ANYONE who falls and cracks their helmet MUST go to the hospital. **This is mandatory**, so please report ALL falls. ***Staff and volunteers never transport injured persons in their vehicle, even for something like a cracked helmet or road rash. Anyone requiring additional treatment at a medical facility will need to go via ambulance or their own personal vehicle if family or a spouse is available to transport.***
5. Net Control will contact law enforcement to reposition for scene control.
6. HAM communication should be limited to incident communication and should be primary source of communication.
7. Ambulance arrives on scene and treats patient.
Net Control arranges for closing of scene with available law enforcement, staff and volunteers.
 - Cyclists who have already passed through the affected area will be allowed to continue the ride.
 - Cyclists who have not yet approached the scene will be held at the next rest stop they approach.
 - Cyclists who are located between a rest stop and the scene will be picked up by SAG and taken to a previous rest stop and held until the scene has been cleared.
8. Staff/volunteers should handle the pick-up of patient's bike and property and secure it for return to the patient's family.
9. If an injury requires treatment at a medical facility, a designated staff person or leadership council member will accompany the person (separately, in staff/council member's own vehicle)
10. April Brownlee notifies family, handles NMSS notification procedures, accident/injury report forms, witness statements.

****SPECIAL NOTE****

Please do not, under any circumstances, speak to the media, other volunteers, cyclists or anyone about the accident, scene or injured person. **ALL** details should remain confidential to protect the privacy of the injured person and to allow time to make contact with family.

10-point Emergency Response Plan: Severe Weather



1. Rain alone will not delay the start of the ride or interrupt the ride.
2. Net Control will monitor weather throughout the event via internet radar and communications with local weather personnel.
3. If rainfall is heavy and substantial resulting in unsafe roads or flash flooding; if there is lightening and/or approaching storms; if there are sustained and excessive winds; or if there is excessive heat, Tour Director, April Brownlee, along with net control and local weather personnel will make the call to enact our Storm Response Plan.
4. At that time, Tour Director, net control and lead SAG will determine how much of the route is affected and enact the Storm Response Plan for the affected area.
5. Once the Storm Response Plan has been enacted, net control will specify approximate number of riders left on route and their location, using information from net control logs and sweeper truck.
6. Tour Director will contact bus services in Claude to dispatch one to three buses, which are on standby to evacuate cyclists from the route.
7. All available large vehicles, vans, SAG and staff vehicles will also be dispatched via radio and cell phone communications to evacuate cyclists from the route.
8. Cyclists who are at rest stops or lunch locations will be held at those locations for pick up. Cyclists who are in-between rest stops will be allowed to proceed to the next rest stop or until a vehicle approaches to pick them up, whichever occurs first.
9. Buses and vehicles should proceed to the rest stop closest to them. In the event a vehicle has already arrived at the rest stop closest to you and is capable of successfully clearing all cyclists and volunteers from that rest stop, proceed to the next rest stop. Continue this procedure until all rest stops have been swept.
10. Depending on the weather situation, the location of the weather and the expected duration of the weather, evacuated cyclists and volunteers will be taken to one of two staging points: Claude High School in Claude, TX or the full finish line/homebase at First United Bank Center in Canyon. If it appears the weather situation will not be long lasting and will not force the cancellation of the remainder of the ride, cyclists will be transported to Claude High School. If the situation will force the cancellation of the ride, everyone will be taken to the full finishline/homebase at First United Bank Center in Canyon, UNLESS continued travel on the roadways is hazardous, in which case they should be taken to Claude until the situation settles.

****SPECIAL CIRCUMSTANCES****

In the event of a SEVERE weather evacuation situation, bicycles will be left at rest stops or points of pick up. In such a case, we are ONLY concerned about the safety of our cyclists and volunteers.

If the route is closed for heat, SAG vehicles can pick up bicycles if they have the availability to do so. We will also dispatch any available box trucks to pick up the remainder of bicycles. Bicycles will then be taken to the bike coral at the full finish line where they can be claimed by their owners. The sweeper truck will continue on and sweep the route entirely of supplies.



Final Notes to Remember About Your Rest Stop

1. Please be in place at the time listed.
2. In the event of inclement weather, a serious accident or other event which could affect the continuation of the Bike MS event, you will be notified via the HAM radio operator stationed at your rest stop.
3. We make every effort to have at least one nurse at each rest stop. That person should wear a "medical" t-shirt which will be provided to them.
4. No one is allowed to dispense medication to cyclists or give anyone headache medicine, Tums, etc. These things are provided in the rest stop bucket, but a cyclist MUST get them for his or herself.
5. Please remember to post the "medical disclaimer" policy where it is visible to all cyclists, whether it be by taping it to your table, tent, etc.
6. If you need anything at all: help, more supplies, more food, more ice, etc. please notify the HAM radio operator stationed at your rest stop.
7. Please remain at your rest stop until the last cyclist has passed. At this time, a sweeper truck will come by to pick up your supplies. If you are able, please stay and help this volunteer load the supplies.

Once again, THANK YOU!

Questions? Call April Brownlee at 806-468-8005 ext. 33126 or e-mail april.brownlee@nmss.org