Ragnar Relay Volunteer Packet

Thank you so much for joining our Reebok Ragnar Relay Volunteer Crew. We are so glad that we have you on our team to make extraordinadary experiences possible. It is our goal to make sure you know how truly appreciated and important you are to the race. We know that you will have a great experience volunteering this year, and can't wait to hear all your fun stories after the event.

Your Volunteer Coordinator Contact:
Jacky Williamson
CapeCodvolunteers@ragnarrelay.com

Important Dates & Communication

What	Description	Start Date	Deadline
Volunteer Registration	Online shift registration is open for 4 weeks. Captains can send invitations to volunteers directly from their captain's page or volunteers can also go straight to the registration website. ***Volunteer shifts are first come, first choice.*** *An automatic confirmation is sent to your email address upon registration. It will include shift details and a link to this Volunteer Packet. If you did not receive this confirmation email check your junk mail first before reaching out to your Volunteer Coordinator.*	3/31/2017	4/28/2017
Final Confirmation Email	Sent approximately 7 to 10 days prior to the race. You will receive contact info for your onsite shift manager and will be instructed confirm your shift attendance via email. ***If you do not receive your final confirmation by the deadline listed on this chart,*** *please email your Volunteer Coordinator.*	N/A	N/A

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What is Ragnar?

Ragnar is the overnight relay race that makes testing your limits a team sport!

- Teams of 12 (or 6 for a crazier "Ultra" team) pile into two vans and tag team running 200(ish) miles, day and night, relay-style.
- Only one runner hits the road at a time.
- Each participant runs three times, with each leg ranging between 3-8 miles and varying in difficulty.
- While one person is running, the rest of the teammates are on support duty in the race vehicles. Teams require 2 vehicles (Runners 1-6 in van 1 and 7 -12 in van 2)
- Van 1 runners will cover the first six legs. As each runner begins, the crew in the vehicle can drive ahead, cheer their runner on and meet them at the exchange point to pick them up and drop off the next runner. After the first 6 legs, van 2 picks up the slack and starts putting in the miles. Repeat that cycle 3x, and you've got a Ragnar Relay!

Race Command

661-RAGNAR-1 *(661-724-6271)*

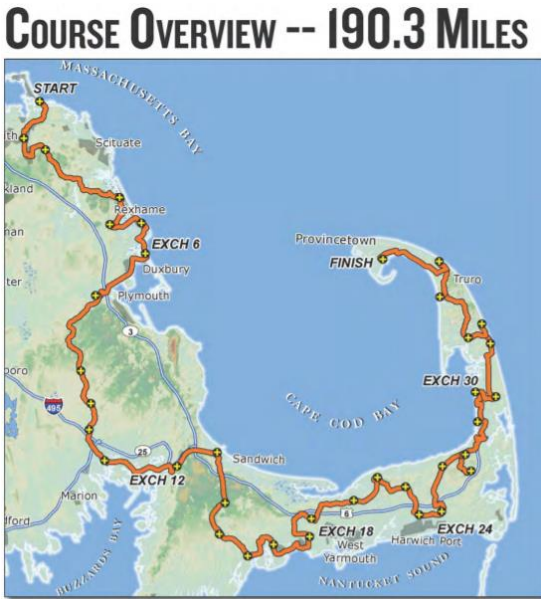
- Race Command is the control-hub and serves as dispatch for the race
- It is a **text only** line monitored by Ragnar Staff
- Race Command serves to support everyone on course and keep the race safe. If you, as a volunteer, are running short on supplies, have a question, or need to report a team violation, please **text**. In your text, please identify yourself, your location, and give details regarding the issue you've encountered, and the team number if reporting a team violation.

If you encounter an emergency, dial 911 first. Race Command will refer you to local 911 services first in all emergency situations. Once EMS has been contacted, please report all details of the occurrence to Race Command.

How to find your shift

Please reference your shift registration or confirmation email for your address/GPS coordinate. GPS coordinates are provided in the event of there being no concrete street address available. All addresses and coordinates are capable of being pasted into Google Maps. Simply paste the address or coordinate of your shift location and map the directions from your residence or starting point. Contact your Volunteer Coordinator if you have any trouble.

Tip: paste the GPS Coordinate exactly how you see it (with "," and "-") into Google Maps for the exact location.



Specific Shift Information

What to bring & what to expect

We have outlined the different shifts below and the information that is particular to each. When signing up in pairs or groups, please be aware that we may not be able to assign you and your friend(s) to the same tasks. We ask that you are flexable if we need to separate you. When you arrive to your shift location look for your manager to check in and be assigned your duties. You will receive contact info for your onsite shift manager in your final confirmation email sent 7-10 days' pre-race.

What to Bring (applicable to all shifts):

- A positive attitude: come to work hard and have fun
- Food & Water: plan accordingly to bring what food and water you'll need during your shift
- Appropriate clothing: check the forecast and dress for the weather. You will be outside rain or shine!
- Sunblock/ hat: if you expect sun. All shifts will be outside and there may not be a shady spot available.
- Some familiarity with Ragnar's Safety Standards listed in this packet is helpful to answer runner's questions.

Pre-Race Shifts (Pre-Race Set Up, Start Line Set up, Merchandise Set-Up)

Volunteers for these shifts will help Ragnar Staff prepare for the race. As indicated in the name, each of these shifts occurs prior to the race. It is acceptable for runners to sign up for these shifts, as none of them will overlap with the actual event. Volunteers for these shifts should be able to lift 25 to 50lbs and should be prepared to assist with lifting some heavier items. When you arrive at your shift, a staff member will be there to assign you a specific job and to train you. If you are working for the Merchandise, please report to the large white Merchandise Tent.

What to Bring: In addition to all items listed under "Specific Shift Information" above

- Work Gloves (we have some to lend if needed)

Shift Duties Can Include:

- Unloading the Ragnar equipment and supply delivery vehicles
- Assisting with inventory & sorting boxes of supplies
- Loading race crew vehicles
- Setting up tents (securing tent weights) & tables
- Setting up merchandise shelving, hanging & folding merchandise

Start Line

This will be a busy and active shift. Expect to be on your feet! **All volunteers at the Start Line should be capable of lifting 25-50lbs**. Duties are broken down by shift below. Please check in at the Ragnar HQ tent to sign in and be connected with your manager.

What to Bring: In addition to all items listed under "Specific Shift Information" above

- Work Gloves (we have some to lend if needed)

Shift 1 Thanks for signing up to come out at the crack of dawn (or before)! Volunteers will help complete the Start Line set up process unloading, organizing check-in areas and setting up parking. Once the Start Line opens, volunteers will help with various duties including: team check in, goodie bag pick up, parking management, trash management, supply restock, clean up and announcer assistance.

- **Start Line, shifts 2 & 3** Volunteers will help with various Start Line duties including: team check in, goodie bag pick up, parking management, trash management, supply restock, clean up and announcer assistance. Shift 3 will assist with venue tear down and clean up.
  Tip for Shift 2: Allow extra time for driving as you will be arriving at the busiest time at the Start Line.

Minor Exchanges (1-5, 7-11, 13-17, 19-23, 25-29, 31-35)

A "minor" exchange is a relay exchange point that only **one** vehicle from each team will stop at. All minor exchanges are listed above. At these minor relay exchange points, one runner on a team will be finishing their race leg and handing off the team's slap bracelet (our version of a relay baton) to the next runner on their team, who will start their race leg from that exchange. The finishing runner will then head on to the next exchange in their support van with the rest of their team.

What to Bring: In addition to all items listed under "Specific Shift Information" on Page 2

- Folding chair: there will probably be some downtime towards either the beginning or end of your shift, but please note that all shifts are active and on your feet. These are not seated volunteer jobs!
- Headlamp: if you're working a shift during dusk or night hours, this can be really helpful
- Decorations/ a costume (not required, but *super* fun!!)

Shift Duties Can Include:

- Watching for, announcing & recording times for incoming runners
- Keeping the exchange area free of litter
- Directing the flow of runners and vans
- Crowd control
- Parking management
- Enforcing Safety Standards: Be sure you are familiar with our Safety Standards

Shift 1 You are scheduled to arrive before we expect runners. You'll see a few cones and a bank of port-a-johns. Your Volunteer Trainer will be there too and will hand out the materials you'll need. *Please note that the Volunteer Trainer is scheduled to train volunteers on a tight schedule at several locations. Be sure you are on time to your shift.* If your Volunteer Trainer is not on site at the time your shift is set to start, please text Race Command to notify them. We make every effort to also staff an Exchange Manager that will be there to help lead your exchange for the entirety of your shift. Shift 1 will train shift 2 volunteers when they come to take over 30 minutes before your scheduled end time.

Shift 2 You are scheduled to arrive in the midst of runners coming through the exchange. Please allow a little extra time to park. A volunteer from shift 1 will train you to take over their position. They will also be able to direct you to the supplies, including safety vests, flashlights, Race Crew hats, water, and snack. Your shift will clean up and break down the exchange after the last runner. As your shift goes on, the flow of runners will slow. We strive to keep the race experience consistent from the first runner through the last. Although we encourage you to be proactive with litter pick up and general exchange maintenance, we request that you please **DO NOT break down the exchange chute or any coning before you have been notified by Ragnar staff that the last runner has passed**. Please be sure to return all supplies to the exchange bin, including walkie talkies and the exchange binder. This is a **huge** help at the end of the race!

Major Exchanges (6, 12, 18, 24, and 30)

A "major" exchange is a relay exchange point where both team vehicles converge and the last runner in one of the team vans hands off the slap bracelet to the first runner in the next van.

Major Exchange #6 is extra special in that it is the start of the race for van #2, runners #7-12 on each team. Van #2 from each team will check in at exchange 6, pick up their race packet, goodie bags, T-shirts, and complete their safety check.

What to Bring: In addition to all items listed under "Specific Shift Information" on Page 2

- Folding chair: there will probably be some downtime towards either the beginning or end of your shift, but please note that all shifts are active and on your feet. These are not seated volunteer jobs!

- Headlamp: if you're working a shift during dusk or night hours, this can be really helpful
- Decorations/ a costume (not required, but *super* fun!!)

Shift Duties Can Include:

- Managing any on-site amenities: coffee, hot chocolate, water, giveaways, etc.! Each race and each location can have unique items.
- Watching for, announcing & recording times for incoming runners
- Keeping the exchange area free of litter, tying off full trash bags and replacing liners
- Restocking supplies
- Directing the flow of runners and vans
- Crowd Control
- Parking Management
- Enforcing Safety Standards: Be sure you are familiar with our Safety Standards

Shift 1 You are scheduled to arrive before we expect runners. Your Manager will be on site to meet you, get you signed in and give you direction. Shift 1 is largely a set up shift, so be ready to be active! You'll be helping unload supplies from our trucks, set up tents, set up tables, fill/distribute water coolers, help set up coning, and more. Once everything is set up, your manager will direct you to a station to manage for the first wave of runners.

Shift 2 & 3 You are scheduled to arrive in the midst of runners coming through the exchange. Please allow a little extra time to park. The first shift on site will be handing their jobs off to you and training you. They will also be able to direct you to the supplies, including safety vests, flashlights, Race Crew hats, water, and snacks.

Shift 3 If you are the last shift at the exchange, you will also help clean up and break down the exchange after the last runner. Please be prepared to do some lifting during clean up. We will be loading all Ragnar supplies back into our Trailer. Volunteers will assist with loading boxes of supplies, tables, and 10x10 tents. **All volunteers for this shift must be capable of lifting 25-50lbs.** As your shift goes on, the flow of runners will slow over time. We strive to keep the race experience consistent from the first runner through the last, and need your help! Although we encourage you to be proactive with litter pick up and general exchange maintenance, we request that you please **DO NOT break down the exchange chute or any coning before you have been notified by Ragnar staff that the last runner has passed**.

Water Station

Ragnar sets up water stations on long stretches of trail and roadway where team support vans are not allowed to support their runners. Your role as a water station volunteer is greatly appreciated by our runners- you may be the only cheer they hear for miles! Particularly in very hot weather and at night, the value of your support is immeasurable!

What to Bring: In addition to all items listed under "Specific Shift Information" on Page 2

- Folding chair- there will probably be some downtime between runners
- Headlamp- if you're working a shift during dusk or night hours, this can be really helpful
- Decorations/ costume/ inspiration signs (not required, but super fun!!)
- Optional: extra lighting-- There will be no outlets on site, so anything you want to bring needs to be battery powered. We provide lighted beacons but you are definitely allowed to bring more if you want it.

Shift Duties Can Include:

- Monitor water levers and notify Race Command if you run low on water
- Keep all trash contained (water stations are cupless, so there shouldn't be much, if any, trash)
- Cheer for runners (ok, so this isn't strictly required, but it's really nice!)

How to find the Water Station location: most water stations will not have a concrete street address available. GPS coordinates will be provided instead. GPS Coordinates are capable of being pasted into Google Maps to get you to the exact location of your station. Water stations are typically placed along trails, on highway pull offs, or on road shoulders. If you are stationed on a trail, please allow a little extra time to park and walk the short distance (1/3 mile or less) to your station.

Shift 1 will help set up the water station. You will help the Volunteer Trainer set up the table and water jugs and will then complete your shift at the water station. *Please note that the Volunteer Trainer is scheduled to train volunteers on a tight schedule at several locations. Be sure you are on time to your shift.* If your Volunteer Trainer is not on site at the time your shift is set to start, please text Race Command to notify them. Shift 1 will train shift 2 volunteers when they come to take over 30 minutes before your scheduled end time.

Shift 2 when you arrive you will be trained and take over for shift 1 volunteers. You will clean up and break down the water station after the last runner. As your shift goes on, the flow of runners will slow over time. We strive to keep the race experience consistent from the first runner through the last, and need your help! Although we encourage you to be proactive with litter pick up and general water station maintenance, we request that you please **DO NOT break down the Water Station before you have been notified by Ragnar staff that the last runner has passed**.

Course Directional

Course Directional volunteers are incredibly important to the safety of the course. Depending on your assigned location, you could be helping runners make a tricky/ hard to see turn on a race leg, you could be helping runners safely cross the road to continue along the route, or you could be helping to enforce local laws, such as using crosswalks. In all cases, they are in place to direct the runners, **not** traffic.

What to Bring: In addition to all items listed under "Specific Shift Information" on Page 2

- Folding chair- there will probably be some downtime between runners
- Headlamp- if you're working a shift during dusk or night hours, this can be really helpful
- Decorations/ costume/ inspiration signs (not required, but super fun!!)

Shift Duties Can Include:

- Help keep runners on track safely at tricky turns or intersection crossings
- Help runners' cross streets safely and legally
- Cheer for runners (ok, so this isn't strictly required, but it's really nice!)

How to find the Course Directional Location Most Course Directional locations will not have a concrete street address available. GPS coordinates will be provided instead. GPS Coordinates are capable of being pasted into Google Maps to get you to the exact location of your station. Course directional locations are typically placed at crosswalks, along trials, or at tricky turns along our course.

Shift 1 You will help the Volunteer Trainer bring you the safety material you'll need for your shift. *Please note that the Volunteer Trainer is scheduled to train volunteers on a tight schedule at several locations. Be sure you are on time to your shift.* Shift 1 will train shift 2 volunteers when they come to take over 30 minutes before your scheduled end time. If your Volunteer Trainer is not on site at the time your shift is set to start, please text Race Command to notify them.

Shift 2 when you arrive you will be trained and take over for shift 1 volunteers. As your shift goes on, the flow of runners will slow over time. We strive to keep the race experience consistent from the first runner through the last, and need your help! We request that you please **DO NOT leave the Course Directional location before you have been notified by Ragnar staff that the last runner has passed**. **If it is passed your shift end time please notify Race Command before you leave.**

Merchandise

During your shift, you'll assist Ragnar staff in keeping the shelves restocked neatly. You will help customers find items, specific sizes, and help monitor the overall merchandise area. Some heavy lifting will be involved with this shift, as you'll probably help move boxes of Ragnar Merchandise to be stocked. You'll also assist in keeping the area free of litter. All volunteers should be capable of lifting 25-50lbs for this shift.

Shift Duties Can Include:

- Restock Merchandise items as they sell.
- Help keep merchandise neatly folded and hung on racks

- Keep display tables organized and neat
- Assist with litter pick up and taking full trash bags to the on-site dumpster.
- During the initial morning set up, and end-of-the-day clean up periods, volunteers will also help with unloading and loading trucks. Some lifting will be involved with most merchandise shifts.

All shifts meet in the large Ragnar Merchandise tent. Your staff manager will be on site for the duration of your shift to train you, and then supervise the merchandise tent while it's open. During the final shift on site, lifting will be involved, as unsold items will need to be boxed up and loaded onto our truck. You will also assist the staff in breaking down and loading tables.

Finish Line

Our finish line certainly has a lot going on! As a volunteer at this venue, you'll be contributing to the celebration that culminates the end of the teams' 200ish mile adventure. Please be prepared to be active and on your feet. Additionally, all volunteers for finish line shifts should be capable of lifting 25-50lbs. Many people have favorite positions to work at the finish line and Ragnar Staff does the best they can to assign everyone to a position they will like.

What to Bring: In addition to all items listed under "Specific Shift Information" on Page 2

- Work Gloves (we have some to lend if needed)
- Decorations/ costume/ inspiration signs (not required, but super fun!!)

Shift Duties Can Include:

- Keep supplies stocked- t-shirts for runners to exchange, giveaways, medals, and more!
- Help with on-site giveaways to teams- food, beverages, goodies, medals, etc. - each race is different.
- Manage the flow of traffic on site- spectators, runners, and vans
- Assist with keeping the area clean- pick up litter, tie off full trash bags, and take full bags to the on-site dumpster
- Watching for & announcing incoming runners
- Assist the DJ & Timer
- Crowd control
- Parking management

Shift 1 You are scheduled to arrive before we expect runners, you'll see some coning, a bank of porta-johns and maybe some 10x10 orange tents. Ragnar Staff will be on site to meet you, signed in, hand out race crew hats, and give you direction. Shift 1 is largely a set up shift, so be ready to be active! **All volunteers for this shift must be capable of lifting 25-50lbs.** You'll help unload supplies from our trucks, set up tents and tables, fill water jugs, help set up coning, and more. Once everything is set up, your manager will direct you to a station to manage for the first wave of runners. Please note, depending on race timing, you may see very few teams finish the race during your shift. But, the good news is, you're free to enjoy the finish line for the rest of the day, and stick around to watch teams finish!

Shifts 2 & 3 You are scheduled to arrive in the midst of runners coming through the finish line. It will be BUSY! Please allow a little extra time to park, and check in at the Race Headquarters tent. The first shift on site will be handing their jobs off to you and training you. They will also be able to direct you to the supplies, including safety vests, flashlights, Race Crew hats, water, and snacks. Ragnar staff will be on site for the duration of your shift.

During these shifts you a few may also be assigned to help out at the Ragnar Trailer, located at the Finish Line. If assigned to the trailer, you will be unloading our Ragnar vehicles, sorting equipment, stacking cones – basicly helping us clean up and get packed and ready for the next race!

Shift 3 As the shift goes on, the flow or runners will slow. We strive to keep the race experience consistent from the first runner through the last, and need your help! Although we encourage you to be proactive with litter pick up and general venue maintenance, we will **NOT break down the venue before approval from Ragnar Staff.** After the fun of cheering in the last runner, will help clean up and break down the venue. Please be prepared to do some lifting during clean up. We will be bringing all Ragnar supplies back to our trailer. **All volunteers for this shift must be capable of lifting 25-50lbs.**

Thank you for helping keep our race safe

You Maintain a Safe Race

HAVE FUN! BE SAFE!

Safe runners – Safe support – Safe Race

Safety is our number one priority. There are many potential hazards in a race of this type including, but not limited to: automobile traffic, road/trail conditions and weather. We ask that all teams and volunteers please take appropriate precautions to ensure a fun and safe event.

How Can Volunteers Contribute to Keeping the Race Safe?

Please help us keep the race safe by focusing on our safety rules, following the rules as a volunteer and reminding runners firmly but kindly when they deviate from the rules. Follow up with Race Command via text when necessary.

Here are the steps all volunteers should follow:

Volunteer Guidelines

1. All volunteers are required to wear a safety vest at all times during your shift. Vests are provided.
2. During night time hours, all volunteers should hold a flashlight (provided for your use onsite). If you own a headlamp you'd rather use, please bring it!
3. While volunteers may be stationed to direct van traffic in our parking lots, volunteers should **never** direct traffic in roadways.

Enforce the Rules with our Runners

1. Review Ragnar Safety Standards List
2. If you see another volunteer or any runners or support teams deviating from the rules, please kindly but firmly remind them of the rule they are breaking and ask them to help keep our race safe by following all rules.
3. Generally, our runners are very respectful and responsive to volunteer requests. However, if you ask a team to follow a rule and they resist or respond in a rude manner, please text Race Command to report the infraction. In your text, identify yourself, the location and type of infraction and the team's number. Race Command will follow up with the team. Beyond the first reminder you give, you are not expected to further confront the team or deal with the situation.

Ragnar Safety Standards List

1. **Runners: Which side of the road should you run on?**

Runners are to run on the left shoulder of all roads (against traffic), using sidewalks or trails when available, ***unless signs or maps direct otherwise***.

2. Be Aware of Traffic and Obey Traffic Laws

Runners are to understand that they do not have exclusive use of the roadway and are required to obey all traffic laws. This includes stopping at traffic lights.

3. Night Time Hours

Running at Night: The following nighttime rules have been developed to help ensure the safety of all participants.

- Runners starting their legs after **7:00 PM** and before **6:00 AM** must wear one reflective vest, wear one headlamp (or carry a flashlight) AND one blinking LED on their back.
- Pacers may be used but ONLY during nighttime hours. Pacers DO NOT have to be a member of the team. Running pacers can ONLY run during night legs and MUST run in single file. Bike pacers may ONLY be used at night on trails (bike pacers are not allowed on sidewalks or road shoulders). Pacers MUST wear the same night safety gear as the runner (reflective vest, headlamp and LED).

4. Exiting and Being Outside the Vehicle

Remember that these are open roads. Adhere to following rules and guidelines.

- Everyone that is out of the vehicle on the course at night must wear a reflective vest. **Reflective vests are needed during night time hours *everywhere, including Minor & Major Exchanges, our Start and Finish Line venues.*** Vests must be worn between the hours of **7:00 PM and 6:00 AM.** We also highly encourage you to continue to wear vests during the day so you are always visible.
- Other than the driver, everyone must exit the vehicle on the passenger side.

5. Road Crossing

Any team member crossing the road must do so with an orange flag, day or night. Teams are given flags at the Start Line. This applies to the support crew – not the person running.

- Obey all traffic/pedestrian and jaywalking laws
- Cross at crosswalk if there is a crosswalk within sight
- No crossing if there is a median
- Roads with a total of 3 lanes or more must be crossed at crosswalks. **You may not cross a road with 3 lanes or more if there is no crosswalk.**

6. Vans

Teams' vehicles are to obey all traffic laws, which include but are not limited to:

- Obeying speed limits (both minimum and maximum speed limits)
- Not stopping in the roadway
- No illegal U-turns
- Pulling off the road completely when stopping/parking
- No parking in non-legal parking areas
- No following runners to illuminate the road for them, or to pace them

When parked, please turn off headlights so as not to blind oncoming traffic

- Leave parking lights on so that the vehicle is visible to regular traffic
- Please do not stop or slow down in places that will impede traffic or runners and do not turn your hazard lights on

7. Non-Support Leg Rules

If a leg along the course is labeled as a "no van support" leg (legs are labeled on the Ragnar app), team participants need to obey the following rules:

- Teams are not allowed to provide water or food to their runner during these legs.
- Team members are not allowed out of their vehicle on the roadway.
- Team vehicles may pull over where it is legal, to cheer and monitor runners but must obey all traffic laws and not impede traffic in anyway, and be out of the lane of traffic.
- If a runner is in distress and there is a safety concern, teams may assist their runner or a runner from any other team, but must obey all traffic and pedestrian laws in doing so.

Special Note: On no van supported legs runners need to make sure they are well hydrated before starting their leg and should carry water with them to ensure proper hydration throughout their run. All no support legs are labeled as such in the Ragnar App. All legs over 4 miles long will have at least one water station. Legs over 8 miles long will have at least two water stations.

8. Sleep in Designated Sleeping Areas

Sleeping/resting must be done inside the support vehicle or inside designated sleeping areas. Major exchanges 12, 18, 24, and 30 will have designated sleeping areas. No one is allowed to sleep on the ground in any parking lot. If anyone refuses to move, if asked, this could result in their team's disqualification (if this happens, let Race Command know). Participants *are* allowed to sleep **in** their vans in parking lots.

Prohibited Items on the Course

The following items are not allowed on the race course:

- Rollerblades
- Unauthorized bicycles
- Dogs or other animals
- Baby joggers/strollers
- Scooters, skateboards, and any other device that may endanger others or put a runner at an advantage over the other participants.
- **Alcohol is prohibited along the course.** While participating in the race, the consumption of alcohol is not allowed at any point along the course. Alcohol may be responsibly consumed at the Finish Line when city ordinances and permits allow.

Other Safety Items

Headphones

The use of personal music devices with headphones while running is highly discouraged. In an overnight relay, roads are not closed during the race and participants are running through the night. This format requires that all runners be alert and aware of their surroundings at all times. Wearing personal music devices causes distractions and the inability to hear what is going on around the runner.

Runners

Mandatory Safety Training Meeting at Start Line and Major Exchange 6

There will be a mandatory Safety Training meeting at the race Start Line for van 1 and at Major Exchange Six for van 2. Each team is required to have all team members, who are present, attend the safety briefing. The Safety Training will last approximately 10-15 minutes.

Van Safety Items

During safety meetings teams will be given a van bib sticker to stick to the back window of their support van. This van bib must be properly displayed in the support vehicle for the duration of the event. Vans will also be given 2 orange flags at safety check in, at the start of the race. As noted above, these flags must be used when crossing roadways.

Volunteer FAQ's

Do I need to stay for the full shift for which I've registered? (Also- Can I leave an hour early? Can I arrive an hour late? Etc. - we get variations of this question A LOT!)

Yes, please plan to stay for the whole shift! We are counting on you to stay for the entire shift for which you've registered. We typically only coordinate a minimum number of people we need for each job, so even missing one person for 1 hour can be really difficult. In most cases, it doesn't just short staff the location, it leaves a job with no one to do it. If the shift you've selected won't fully fit into you schedule, please contact your volunteer coordinator to see if there are any available shifts that would better fit your needs. *Please note:* Shifts are first come, first choice, so we cannot guarantee any specific availability.

Can I split my shift with another volunteer?

Yes! Although this is not preferred, as long as you complete the following steps, you may split your shift. Note that when splitting your shift between two volunteers, this will still only complete *one* volunteer requirement for your represented team.

1. Contact your Volunteer Coordinator. Let them know your situation and the contact info for the person splitting your shift with you.
2. The volunteer splitting your shift will need to complete a participant waiver (which you signed upon registering for the shift you selected). The volunteer coordinator will send you instructions for this.
3. You must overlap time on site between the two of you, so the person completing the first portion of the shift can train the person completing the latter portion of the shift.

Can a large group sign up for the same shift and volunteer together?

ABSOLUTELY! However, you and/or your volunteers need to coordinate this. If you have a group that wants to volunteer together you should definitely sign up early to have the best selection of shifts. Please note that volunteers who sign up for the same shift & location may be asked to do separate tasks during their shift. **Please note:** Shifts are first come, first choice, so we cannot guarantee any specific availability.

How old do volunteers need to be?

Anyone age 16+ that can provide for their own transportation to and from their volunteer shift is allowed to volunteer for Ragnar. Note that anyone under 18 must have an additional waiver/permission signed by a parent or legal guardian. Your Volunteer Coordinator will contact you to get this signed.

I have a really great volunteer who is under 16, is that ok? Volunteers under 16 are evaluated on a case-by-case basis and in most cases we ask that they be paired with an adult volunteer for their shift. There are a limited number of exchanges where volunteers under 16 will be considered. Please contact your Volunteer Coordinator to discuss your potential volunteer.

Can volunteers bring kids? Can volunteers bring their dog?

Kids and dogs are great – but remember, there will be a lot going on and it's easy to get lost. There are also a lot of teams driving large vehicles around. Please keep your babies (both human and furry) at home for their safety!

Can a volunteer work more than one shift?

Yes! Each volunteer shift worked will credit a team for one volunteer, so one volunteer that works two shifts will credit the team with two volunteers. Please contact your Volunteer Coordinator to discuss working additional shifts.

I have limited mobility, can I still volunteer?

ABSOLUTELY! However, we do ask that you contact your Volunteer Coordinator to be sure you get registered for a shift that has proper facilities and that has tasks that will work with your mobility.

Your Volunteer Coordinator Contact:
Jacky Williamson
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