

Ragnar Relay Volunteer Packet

Thank you so much for your interest in joining our Reebok Ragnar Relay Volunteer Crew. Ragnar Volunteers are the glitter duct-tape that make extraordinary experiences possible for the runners. It is our goal to make sure you know how truly appreciated and important you are to the race.

Important Dates & Communication

1. **VOLUNTEER REGISTRATION WINDOW** - Online volunteer shift registration opens 6 weeks prior to the race and closes 2 weeks prior to the race.
2. An Automatic Confirmation is sent to your email address upon registration for a specific shift. It will include shift details and a link to this Volunteer Packet.
3. A Volunteer Shift Reminder is sent approximately 5-7 days prior to the race. You will receive contact info for your onsite shift manager and will be instructed to confirm your shift attendance via email with that person.

If you do not receive your final confirmation by the Monday prior to your shift, please email your [race-specific Volunteer Coordinator](#).

How to Register when the Registration Window Opens

- Captains can send invitations to volunteers directly from their team captain's page or
- Volunteers can [go to the Volunteer page of the Ragnar website](#) and select the appropriate race at the bottom of the page.
- Volunteer shifts are first come, first choice.

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. But 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 starts putting in the miles. Repeat that cycle 3x, and you've got a Ragnar Relay!

When are Volunteer Shifts

Most volunteer shifts will have 2 or 3 shift options scheduled. Shift length varies but will range from 4.5 to 6 hours. *Some shifts/locations are not available at every race.*

	A	B
1	Exchange/Location	Day/Time
2	Pre-Race Prep	Tuesday of race week, late afternoon through mid-evening
3	Set Up for Start Line, Exchange 6, Merchandise, & Packet Pick Up	Thursday, mid-morning through mid-afternoon
4	Packet Pick Up	Thursday, late afternoon through evening
5	Start Line	Starting VERY EARLY Friday morning and ending mid-afternoon
6	Exchanges 1-6. Exchange 6 Merchandise	Starting Friday Morning, ending mid to late afternoon
7	Exchanges 7-12	Starting Friday LATE Morning, ending Friday evening, 7pm to 10pm-ish
8	Exchanges 13-18	Starting Friday mid-day, ending late Friday Night
9	Exchange 19-24	Starting LATE Friday night, going overnight and ending early Saturday morning
10	Exchanges 25-30	Starting VERY EARLY Saturday (middle of night), and ending Saturday morning through early afternoon
11	Exchanges 31-35	Starting Saturday Morning and ending Saturday late afternoon/early evening
12	Finish Line, Finish Line Merchandise, Finish Line Trailer	Starting EARLY Saturday, going through the day and ending around 11pm Saturday night.

What to Bring (applicable to all shifts)

What You bring & what to expect

- Food & Water: plan accordingly to bring what food and water/drink you'll need during your shift. Volunteers at Water Stations & Major Exchanges **will need to bring a refillable water bottle or cup.**
- Appropriate clothing: check the forecast and dress for the weather. You will be outside rain or shine!
- Sunblock: Even if you don't expect clear skies. All shifts will be outside and there may not be a shady spot available.
- Suggested - Decorations/costume/inspiration signs: For most shifts; not required, but super fun!!
- Suggested - Headlamp: This can be very helpful if you're working a shift during dusk or night hours. Flashlights are provided for shifts requiring them for safety purposes.

Ragnar will Provide

- A safety vest that must be worn the entire duration of your shift (to be returned at the end of your shift)
- A volunteer hat that must be worn the entire duration of your shift and is yours to keep as a THANK YOU!
- A Snack Bar for each volunteers.
- Water - Minor Exchange, Course Directional & Bike Patrol volunteers will have some water provided. *Volunteers at a Water Station or Major Exchange must bring a refillable water bottle, as Hydration Stations are available during their shift.*

Training

When you arrive at your volunteer shift location look for your manager to check in and be assigned your duties. Depending on the location & shift, Ragnar Staff, Ragnar Volunteer Trainers, or the previous shift of volunteers will provide the direction & materials needed at the start of your volunteer shift.

Shift 1 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. In most locations, **Shift 1** volunteers will train **Shift 2** volunteers when they arrive 30 minutes before your scheduled end time.

(Shift 2 at a Minor Exchange; Shift 3 at a Major Exchange) Your shift will clean up and break down the exchange/location 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 and ask that you keep everything set up until **you have been notified by Ragnar staff that the last runner has passed.**

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 mapping applications like [Google Maps](#). Simply paste the address or coordinate of your shift location and map the directions from your residence or starting point. Contact your [race-specific 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.

Race Command

Race Command is Ragnar's way of being in contact with every runner and exchange on the 200 mile-ish course. If you have a question, concern or need to report a team, TEXT the phone number listed in your volunteer shift confirmation email. A Ragnar staff member will text back. Race Command is a TEXT ONLY phone number.

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 incident to Race Command.

Types of Shifts & Descriptions

Some Shifts/Locations will not be available at all races

Pre-Race Shifts (*Pre-Race Prep, Start Line Set-Up, Exchange 6 Set-Up, Packet Pick Up Set-Up, Gear Set-Up*)

Volunteers for these shifts will help Ragnar Staff prepare for the race on Tuesday or Thursday prior to the race. It is acceptable for runners to sign up for any of these shifts. 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 volunteering at the Merchandise tent, *please report to the large Merchandise Tent.* **Volunteers for these shifts must be able to lift 25 to 50 lbs. and be prepared to assist with lifting heavier items.**

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
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Start Line & Major Exchange 6

This will be a busy and active location. Expect to be on your feet! Start Line is the start of the race for Van #1, runners #1-6, and Major Exchange 6 is the start of the race for Van #2, runners #7-12 on each team. Each van will check in at their respective location, pick up their race packet, goodie bags, T-shirts, and complete their safety check. Please check in at the Ragnar HQ tent to sign in and be connected with your shift manager. **** All volunteers must bring a refillable water bottle ****

Shift Duties Can Include:

- team check in
- goodie bag pick up
- parking management, trash management
- restock supplies
- clean up
- announcer assistance

Shift 1 Volunteers will help complete the set-up process unloading, organizing check-in areas and setting up parking before runners & vans arrive. Once everything is set up, your manager will direct you to a station to manage for the first wave of runners. **Shift 3** will assist with venue tear down and clean up. **All volunteers for this shift must be capable of lifting 25-50 lbs.**

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

All minor exchanges are listed above but not all will be available for a specific race.

A “minor” exchange is a relay exchange point that only **one** vehicle from each team will stop at. 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 “What to Bring”:

- Additional water/sports drink if the forecast is for warm temperatures
- 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!

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](#).
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Major Exchanges (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.

What to Bring: In addition to all items listed under “What to Bring”:

- Refillable water bottle
- 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!

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
- Crowd Control & Parking Management
- Enforcing Safety Standards: Be sure you are familiar with our [Safety Standards](#)

Shift 1 Volunteers will help complete the set-up process unloading, organizing check-in areas and setting up parking before runners & vans arrive. Once everything is set up, your shift manager will direct you to a station to manage for the first wave of runners. **Volunteers for this shift should be capable of lifting 25-50lbs**

Shift 3 will assist with venue tear down and clean up. Please be prepared to do some lifting during clean up. **All volunteers for this shift must be capable of lifting 25-50lbs.**

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 1 & 3 must be capable of lifting 25-50 lbs.

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. **** Volunteers must bring a refillable water bottle. ****

Shift Duties Can Include:

- Keep supplies stocked-
- 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

Shift 1 Volunteers will help with the Finish Line set-up process: unloading, setting up & organizing team arrival areas. 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. **All volunteers for this shift must be capable of lifting 25-50 lbs.**

Shift 3 will assist with venue tear down and clean up. **All volunteers for this shift must be capable of lifting 25-50 lbs.**

During **Shift 2 & Shift 3** you 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 – basically helping us get repacked and ready for the next race!

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 “What to Bring”

- Refillable water bottle
- Folding chair- there will probably be some downtime between runners
- 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 levels 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 mapping applications like 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.

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 “What to Bring”

- Additional water/sports drink if the forecast is for warm temperatures
- Folding chair- there will probably be some downtime between runners

Shift Duties Can Include:

- Help keep runners on track safely at tricky turns or intersection crossings
- Help runners’ cross streets safely and legally
- Enforcing Safety Standards: Be sure you are familiar with our [Safety Standards](#).
- 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 mapping applications like Google Maps to get you to the exact location of your station. Course directional locations are typically placed at crosswalks, along trails, or at tricky turns along our course.

Shift 2 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 past your shift end time, please notify Race Command before you leave.**

Gear/Merchandise

During your shift, you’ll assist Ragnar staff in the Gear Tent operation. 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 help move boxes of Ragnar Gear to be stocked. You’ll also assist in keeping the area free of litter. **All volunteers must be capable of lifting 25-50lbs to work a Gear 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 all Gear shifts.

All shifts meet in the large Ragnar Gear tent. Your Ragnar staff manager will be on site for the duration of your shift to train you, and then supervise the Gear Tent while it’s open. **All volunteers for all Gear shifts must be capable of lifting 25-50 lbs.**

During the **final shift**, lifting will be involved, as merchandise will need to be boxed up and loaded onto our truck. You will also assist the staff in breaking down and loading display racks & tables.

Bike Patrol

Bike Patrol volunteers are the eyes and ears on a section of trail that is difficult for the Ragnar staff to access in their vehicles. You may be paired with another individual or may be solely responsible for a certain section. You should be a

strong cyclist with a bike in good working condition (**Ragnar does not provide a bike**), and an enthusiasm for being on a bike for long hours at a time.

What to Bring: In addition to all items listed under “What to Bring”

- Your own bike (either road or mountain bike is acceptable)
- Protective headwear & appropriate bike lights for dusk/evening hours
- Be equipped to handle a flat tire.
- Additional water/sports drink if the forecast is for warm temperatures

Shift Duties Will Include:

- Monitor safety of the runners
- Keep the trail clean
- Monitor any course directional signs on the trail
- Lost runner location – if reports come in, look for a runner that may be lost on the trail
- Enforcing Safety Standards: Be sure you are familiar with our [Safety Standards](#).

Volunteer FAQs

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 your schedule, please [contact your volunteer coordinator](#) to see if there are any available shifts that would better fit your needs.

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.

- Contact your [race-specific Volunteer Coordinator](#). Let them know your situation and the contact info for the person splitting your shift with you.
- 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, prior to the opening date for Volunteer Registration. **Please note:** Shifts are first come, first choice, so we cannot guarantee any specific availability. Please contact your [Volunteer Coordinator](#) 2-3 months prior to the race to set this up.

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 16yrs are evaluated on a case-by-case basis and in most instances, 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! Only service dogs are allowed at Ragnar events.

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.