

PA DUTCH
VOLUNTEER MANUAL



If you have any questions, call Melissa at 1-800-445-BIKE, ext. 167,
send an e-mail to Melissa.hersh@pae.nmss.org or
visit our Web page at www.msycling.org

WELCOME TO BIKE MS: PA DUTCH

Basic facts about the ride:

- The ride will start on Saturday and end on Sunday at beautiful Green Lane Park in Montgomery County.
- Cyclists will enjoy riding through the rolling hills of Montgomery, Chester and Lancaster Counties all while admiring the beautiful and serene backdrop of Amish farmlands and horses and buggies.
- Midway into the ride, cyclists will join up with Bike MS: To Paradise and Back, a ride sponsored by the Central PA Chapter. The cyclists will finish together with the excitement and accomplishment of a larger tour and a finish line celebration at Millersville University.
- All two-day volunteers have the option of staying in the air conditioned dorms on Millersville's campus at no cost.
- All volunteers have the option of fundraising. Volunteers will have access to online fundraising tools and the top volunteer fundraiser will be honored at the awards ceremony.



THIS IS WHY WE RIDE

As you support more than 500 cyclists participating in the Bike MS: PA Dutch Ride, remember that your hard work will also benefit more than 13,000 local residents whose families live daily with multiple sclerosis. Here is some information to help you understand the effects of this disease.

MS is a chronic, unpredictable neurological disease with no known cause or cure that affects the central nervous system. It can affect your ability to walk, see or think. And the worst part is, you never know what's going to happen next. The progress, severity, and specific symptoms of MS in any one person cannot yet be predicted, but research advances continue to offer hope to those affected by the disease.

Some facts to note about MS:

- * It strikes up to four times more women than men.
- * Most people with MS are diagnosed between the ages of 20 and 50.
- * A small but growing number of diagnoses are being made among children and teens.
- * Lifetime personal costs of a life with MS are well above \$1 million for medications, home modifications and lost wages.

On behalf of thousands of local residents with MS, our cyclists and the Bike MS Staff, we thank you for joining the movement to help create a world free of MS.



HELPFUL HINTS

- **ARRIVE ON TIME:** Check in with your site supervisor.
- **BE PREPARED FOR ALL FORMS OF WEATHER:** The ride goes on, rain or shine! Remember to pack a hat, sunglasses, rain gear, umbrella, sweatshirt and sunscreen.
- **TRANSPORTATION IS NOT PROVIDED FOR VOLUNTEERS.** Volunteers going to the finish line or other locations will need to provide their own transportation.
- **PREPARE FOR SLOWER TIMES:** When cyclists are scarce in your assigned area, a beach chair, blanket or towel and a battery-operated radio or CD player can help liven up lulls in the action.
- **LATE ARRIVAL/CANCELLATION:** If you are unable to follow through on your volunteer commitment or you will be arriving late to your assigned location, please call Kathie Cronk, Volunteer Manager, on the day of the event at 215-460-4144. If you are canceling PRIOR to the weekend, please call Melissa at 1-800-548-4611, ext. 167.
- **CHEER ON THE RIDERS:** Our cyclists enjoy all the “noise” and cheering of our wonderful volunteers who use noise makers, horns, megaphones, pennies in an empty plastic container, etc.
- **HAVE FUN:** Laugh, smile and have a great time. Remember, laughter is contagious.



Green Lane Park Start Volunteers – 75 & 100-Mile Routes

<u>TIME:</u>	Set-Up – Arrive: 5 a.m. Parking – Arrive: 5 a.m. Registration - Arrive: 5:30 a.m. for mandatory registration training Luggage – Arrive: 6 a.m. Volunteers will be needed until 9:30 a.m.
<u>LOCATION:</u>	Green Lane Park, Montgomery County, Pa.
<u>PARKING:</u>	Follow signs for parking and registration.
<u>SUPERVISOR:</u>	Check in at the <u>Volunteer Check-In Table</u> (under the main tent). Once you have checked in, you will be directed to your specific assignment.

Registration/Check-In:

- 1.) All cyclists must submit their \$250 minimum and wear a rider number to participate. Registration instructions will be provided the morning of the tour. **Please arrive by 5:30 a.m. for registration training.**
- 2.) At check-in, remind each cyclist to complete the back of their rider numbers.
- 3.) All 50, 75 & 100-mile route cyclists can leave between 6:30 a.m. and 8 a.m.
- 4.) All cyclists **MUST WEAR A HELMET.**
- 4.) Once all cyclists have been through the registration area, please begin to clean up your area.

Luggage

Each cyclist has been given a luggage tag that corresponds to his/her rider number. All luggage gets dropped off at the LUGGAGE DROP OFF area to be transported to the finish line.

HONEYBROOK 50-MILE START LOCATION

TIME:	6:30 a.m. – 10:30 a.m.
LOCATION:	Honeybrook Elementary Center, Honeybrook, Pa.
SUPERVISOR:	National MS Society staff will be there to get you checked in when you arrive.

REST STOPS VOLUNTEERS

PLEASE PARK IN VOLUNTEER PARKING AREAS ONLY – THEY WILL BE CLEARLY MARKED

<u>TIMES:</u>	Victory Park, Royersford, Pa.	Sat - 6:00 a.m. – 12:00 p.m. Sun – 8:00 a.m. – 5:00 p.m.
	James A. Cocoran Realtors, Nantmeal, Pa.	Sat - 6:00 a.m. – 12:00 p.m. Sun – 7:30 a.m. – 4:00 p.m.
	New Holland Community Memorial Park (Century Loop)	Sat - 7:00 a.m. – 2:00 p.m. Sun – 7:30 a.m. – 2:00 p.m.
	Quarry Rd. Water Stop (Century Loop)	Same as above
	Honeybrook Elementary Center - LUNCH	Sat - 7:00 a.m. – 2:00 p.m. Sun – 8:00 a.m. – 3:00 p.m.
	Intercourse Community Park, Intercourse, Pa.	Sat – 7:00 a.m. – 4:30 p.m. Sun - 6:30 a.m. – 1:00 p.m.
	Toy Train Museum, Strasburg, Pa.	Sat – 7:30 a.m. – 4:30 p.m. Sun – 6:30 a.m. – 11:00 a.m.

Rest Stop Responsibilities:

- 1.) Set up tables with food and beverages
- 2.) Replenish food and beverages when needed
- 3.) Keep the cyclists' morale up
- 4.) Assist with the clean up of your site

Feel free to bring beach or lawn chairs, signs, cardboard and markers. You can make these stops a lot of fun. Are you creative? Feel free to decorate, name or theme your rest stop. Be FESTIVE!

A HAM radio operator will be stationed at each site. Make sure you can recognize him/her. He/she will be able to communicate with other areas of the ride and will be able to radio for assistance in case of emergencies or other needs.

A sweep vehicle will come through each site to give the "ALL CLEAR." This will signal that all cyclists have passed your site and that your site is finished for the day. **Do no leave your site until you have been given the all clear.** After cleaning up the site, feel free to head to the finish line or go home to rest. You earned it!

Cyclists will want to know how far they've come and how far they have left to go. Be sure to refer to your FAQ's sheet for all the answers.

FINISH LINE CELEBRATIONS **(Millersville & Green Lane Park)**

<u>TIME:</u>	General Volunteers – 8:00 a.m. until 5:30 p.m. (The last cyclist should arrive by 5:00 p.m.) Massage Therapist – 11:00 a.m. until 5:00 p.m.
<u>LOCATION:</u>	Millersville University (Saturday) Green Lane Park (Sunday)

Millersville Finish Line Activities (Saturday)

- 1.) Set up area with tables for drinks, VIP's, T-shirts and more.
- 2.) Help refreshments and snacks to cyclists.
- 3.) Hand out t-shirts and other prizes to riders.
- 5.) Cheer the riders in. Applaud their accomplishment!
- 6.) Direct VIP cyclists to the VIP tent and assist with VIP activities.
- 6.) Don't forget to help clean up the area and break it down after all the cyclists are have arrived.
- 7.) Help yourself to a dinner break at the North Side Bistro in Lyle Hall (Please go in shifts so no area is left unattended)

Overnight Accommodations: We are happy to offer overnight accommodations for volunteers traveling to join us both days. Check in at the housing check-in table. Linen packets are available for \$3 (1 pillow, 1 pillow case and two sheets). Please bring your own towels and toiletries for showering.

Dinner will be served from 1:00 p.m. to 7:00 p.m. at the North Side Bistro in Lyle Hall

The Awards Ceremony starts at 7:30 p.m. in the festivities area at Millersville University.

Breakfast will be served Sunday morning from 5:00 a.m. – 8:00 a.m. at the North Side Bistro in Lyle Hall. If you go to breakfast, be sure to give yourself enough time to arrive at your assigned location on time.

Green Lane Finish Line Activities (Sunday)

- 1.) Help set up all tent areas.
- 2.) Help serve snacks, pasta and drinks to riders.
- 3.) Cheer the riders in. Applaud their accomplishment!
- 4.) It is very important to make sure that incoming and outgoing cars are clear of incoming cyclists.
- 5.) Help to clean up the area during and after the event.
- 6.) **Be sure to take some time to enjoy the pasta dinner too!**

IMPORTANT INFORMATION TO KNOW

IDENTIFICATION: All cyclists and their bikes are identified with rider numbers. Be sure to give special recognition/thanks to our top fundraisers: Cyclists with YELLOW RIDER NUMBERS and/or VIP JERSEYS have raised \$1,000 each!

FOOD & BEVERAGES: Food, beverages and port-o-pots or restrooms will be provided for all cyclists and volunteers at each rest stop, lunch stop and both start/finish points.

MEDICAL SUPPORT: Medical personnel and emergency vehicles will travel the route and are dispatched as needed to provide medical support.

TRANSPORT BUSES AND TRUCKS: Transportation will be provided for weary cyclists and their bikes. If one of these transport vehicles is needed, please alert your HAM radio operator. Also, there will be a shuttle bus between Millersville, Honeybrook and Green Lane Park for the one-day cyclists.

MOTORCYCLE MARSHALS: These volunteers can be found at trouble intersections. They monitor and guide cyclist traffic, but are generally not permitted to stop car traffic. They'll be wearing orange vests and waving orange flags so you can't miss them

BICYCLE REPAIRS: Bike Line is the technical sponsor and will have bicycle mechanics available to make bike repairs. They travel the route to ensure that cyclists still on the road are taken care of, and they will also be stationed at some rest stops.

LOST AND FOUND: Items should be collected and given to the site supervisor at the end of each day. They will be brought back to the finish line each day. Any items not claimed at the end of the ride will be taken to the MS office.

THANK YOU: As a volunteer, you provide great assistance for the ride. Without your help, PA Dutch would not be possible. Have a good time, because your support does make a difference.



COMMUNICATIONS & EMERGENCIES

At all rest stops and start/finish locations, your staff supervisor is your first line of communication in the event of an emergency. They work with the radio operator to call for assistance.

EMERGENCY COMMUNICATIONS PROTOCOL:

Your HAM radio operator is your communications link to all other areas of the ride.

* There will be amateur radio operators stationed at/in:

- * Rest stops (including the lunch stop);
- * All emergency vehicles;
- * All shuttle buses; and
- * At the finish line.

EMERGENCY PROTOCOL – If you happen to be on the scene of an accident:

1.) DO NOT MOVE THE PERSON unless absolutely necessary. If you must move the person, be sure to stabilize/support the head, neck and spine. Keep them straight and immobile to prevent further injury.

2.) DESIGNATE A PERSON TO DIRECT TRAFFIC / CYCLISTS

Keep the area clear and keep a crowd from gathering.

3.) CALL COMMAND CENTRAL AT 717-871-5945 (they will dispatch assistance if necessary)

Know the location (intersection, township, mile marker, etc.)

Type/severity of the injury

Number of people/vehicles involved

Volunteer/rider name and/or rider number, if possible

Be calm and clear with communications



SPECIALIZED VOLUNTEERS

Support and Gear Truck and Van Drivers

- All SAG van and truck drivers report to Green Lane Park by 5:30 a.m.
- All supply truck drivers, follow your specific instructions to your first drop off. It is crucial to the flow of the event that you are on time at each location.
- If you have been instructed to end your morning at Millersville to drive a shuttle transport, please call Kathie Cronk at 215-460-4144 and let her know you have arrived. She will then give you further instructions.

Bike MS: PA Dutch Ride SAG Plan

NOTE: ALL MOVEMENTS ARE PRE-SET BY FLOW. COMMAND CENTRAL CAN RE-DIRECT ANY MOVEMENTS DEEMED NECESSARY BY NEED OR DISCRETION AT ANY TIME. ANY AND ALL COMMUNICATIONS AND/OR CHANGES RECEIVED FROM COMMAND CENTRAL ARE TO BE FOLLOWED WITHOUT QUESTION. PLEASE BE PREPARED THAT INCLEMENT WEATHER OR ANY OTHER UNEXPECTED EVENT MAY CAUSE A CHANGE IN THIS PLAN AND ALL CHANGES WILL COME FROM COMMAND CENTRAL.

SAG Plan Management Overview:

Each SAG team will consist of:

- 1 hybrid van – fits 7 passengers and 7 bikes OR 1 72-passenger bus with 1 12-ft Penske truck
- 1 assigned HAM operator, in most cases

Saturday SAG instructions:

SAG A

- 6:30 a.m. – 7 PV will depart from Green Lane Park and stay on route through Century Loop. Head back on route in reverse direction; fold in as directed by Command Central.

SAG B

- 6:45 a.m. - 7 PV departs Green Lane Park and stays on route through 75-mile. Head to Honey Brook and renew SAG duties.

SAG C

- 7:00 a.m. - 7PV departs Green Lane Park and stays on route through century loop. Offload to SAG D at Honey Brook. Proceed to Century for route close at 1 P.M.
*tagged for century sweep (Century closes at 1 P.M.)

SAG D

- 7:30 a.m. – 7PV departs Green Lane Park and stays on 75 mile route

SAG E

- 8:00 a.m. – 42 Pass Bus departs Green Lane Park – on route busing back of pack to last cyclist. Continue on route to next rest stop and then off route to Intercourse Community Park and wait for further instructions.

Sunday SAG instructions:

Each SAG has 30 minute travel time and 15 minute wait time at each rest stop.

SAG A:

- 6:30 – 7:00 a.m. Pass van will depart from Millersville and stays on route through Century Loop. Back on route as needed.

SAG B:

- 6:45 – 7:00 a.m. PV departs Millersville U and stays on route through 75-mile. Back on route as needed.

SAG C:

- 7:00 a.m. - 7PV departs Millersville U and stays on route through century loop.
*tagged for century sweep. Stop in at Honey Brook, offload as needed and re-loop through Century. Close 50 mile and century at appropriate times.

SAG D:

- 7:30 a.m. – 7PV departs Millersville U and stays on 75 mile route

SAG E:

- 8:00 a.m. – 42 Pass Bus departs Millersville U – on route busing back of pack to last cyclist. Continue on route to next rest stop and then off route to Intercourse Community Park and wait for further instructions.