



Volunteer Program Manual 2012

**Ride The Rockies
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Welcome to Ride The Rockies!

We are delighted that you are interested in volunteering your time, talent and energy to Ride The Rockies. We are a dynamic event that serves to promote the sport of cycling while benefiting Colorado's communities.

The Denver Post Ride The Rockies is an annual bicycle tour in June that takes 2,000 cyclists on a six-to-seven day ride on paved roads through Colorado's Rocky Mountains. The tour draws upon the efforts of more than 100 volunteers to assist and support the cyclists in their challenge to successfully complete the ride.

This Volunteer Program Manual explains what you can expect if you are selected as a volunteer for Ride The Rockies. We encourage you to review it thoroughly as you consider joining our team.

Sincerely,



Chandler Smith
Tour Director



Elizabeth Norris
Community Relations Manager

About Ride The Rockies

The Denver Post Ride The Rockies is an annual bicycle tour in June that takes 2,000 cyclists on a six-to-seven day ride on paved roads through Colorado's Rocky Mountains. The tour draws upon the efforts of more than 100 volunteers to assist and support the cyclists in their challenge to successfully complete the ride.

The Ride The Rockies' route is different each year, but it always climbs a few challenging mountain passes and showcases Colorado's spectacular scenery. Daily rides can be as short as 35 miles or as long as 100 miles, but generally average 60-65 miles.

While the tour route changes each year, the benefits and responsibilities of the host communities remain the same. Benefits include publicity, positive economic impact, fund-raising opportunities, and a grant provided by Denver Post Community to an eligible non-profit agency in each host town.

Over 4,000 applications are expected for the 2,000 spots. Riders on past Ride The Rockies have represented all 50 states and 18 foreign countries. Ride The Rockies is a non-competitive event open to cyclists of all ages, and riders are encouraged to ride at their own pace.

Proceeds from Ride The Rockies benefit The Denver Post Community Foundation.

History

In 1986, The Denver Post launched Ride The Rockies Colorado Bicycle Tour. Over 1,500 riders came from around the country to participate in the six day, cross-state tour. The event was an immediate success, and The Denver Post has sponsored the ride every June since.

In 1987, the registration limit was raised to 2,000 cyclists, and in 1989, a lottery registration system was implemented to keep pace with the event's ever-increasing popularity. Last year, approximately 4,000 applications were received.

Different routes are chosen every year. To date, tour routes have traveled through the following communities: Alamosa, Aspen, Avon, Boulder, Breckenridge, Buena Vista, Cañon City, Castle Rock, Chama, N.M., Colorado Springs, Copper Mountain, Cortez, Craig, Crested Butte, Delta, Denver, Durango, Edwards, Estes Park, Fort Collins, Frisco, Georgetown, Glenwood Springs, Golden, Granby, Grand Junction, Greeley, Gunnison, Hotchkiss, Idaho Springs, Leadville, Manitou Springs, Montrose, Ouray, Pagosa Springs, Rifle, Salida, Silverton, Steamboat Springs, Telluride, Trinidad, Vail and Walsenburg.

Structure

The wheels of Ride The Rockies are turned by the efforts of many. Ride The Rockies employs two fulltime and two seasonal employees. It therefore relies heavily on our knowledgeable and passionate volunteers. The Denver Post's Creative and Community Relations Departments are also integral players in the successful execution of this premier event.

A Volunteer Program Advisory Committee has been put in place to review, suggest, and assist with implementation of the volunteer program. They work closely with the Tour Director and Community Relations Manager.

Chandler Smith, Tour Director

Professional Experience

- Director, Ride The Rockies; '08 – Present
- Director, MS 150 Bike Tour; '04 – '07
- Development, Marketing & Events Manager, City Year; '02 – '03
- Finance & Event Coordinator, Vail Resorts; '00 – '01
- Assistant Coordinator & Instructor, University of Colorado ; '95 – '99

Community Involvement

- Good Spark – Board of Directors; '08 – Present
- Resource Area for Teaching – Replications Prospector; '04 – '07

Education

- University of Colorado at Boulder; Class of '99

Elizabeth Norris, Community Relations Manager

Professional Experience

- Community Relations Manager, Ride The Rockies; '11 – Present
- Community Relations Coordinator, Ride The Rockies; '09 – '11
- Corporate Relations Manager, National MS Society; '05 – '09
- Development Assistant, Marycrest Franciscan Ministries; '04 – '05
- Event Planner/Office Manager, CiviCore LLC; '03 – '04
- Intern, Corona Research; '02 – '03
- Security Supervisor, Contemporary Services Corporation; '01 – '02

Community Involvement

- Environmental Learning for Kids (ELK) – Board of Directors; '07 – '11
- Good Spark – Board of Directors; '09 – '11
- Concerts for Kids – active volunteer; '06 – '10
- Metro Volunteers - active volunteer and committee member; '94 – '08
- Colorado Wildlife Heritage Foundation – golf tournament committee member; '02 ' 05

Education

- University of Colorado at Denver, Class of '04

Volunteer Program Policies, Procedures and Guidelines

Overview

The successful execution of Ride The Rockies would not be possible without the involvement of volunteer staff. To this end, Ride The Rockies accepts and encourages the involvement of Volunteers, at all appropriate levels, with the planning and implementation of the Tour.

Purpose

This Volunteer Program Manual provides general guidance and direction to Ride The Rockies' Volunteers and does not constitute a binding contractual or employment agreement. At all times, the Tour Director reserves the right in his sole discretion to change directives or implement new directives.

Acceptance as a Volunteer

The Tour will send to all Volunteers an official notice of acceptance as a volunteer. Volunteers must complete all appropriate paperwork before beginning a volunteer assignment.

Volunteers will be asked to complete an application, submit copies of their CPR/First Aid certifications, sign a release of liability waiver, and in some cases may be required to submit a DMV record release. Fees associated with the CPR/First Aide certifications and DMV release will be covered by Ride The Rockies.

Volunteer Assignment

Volunteers will be provided with a complete and current description of the duties and responsibilities of the position which they are expected to fill.

Volunteers are not employees of the Tour.

Orientation & Training

All Volunteers will participate in a general pre-tour orientation. The orientation will include, but not be limited to, an overview of each volunteer assignment, the nature and purpose of the event, and details specific to the selected route.

Once jobs are assigned, Volunteers will receive job-specific training to provide them with the information and resources necessary to perform their assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and capabilities of the Volunteers.

Length of Volunteer Commitment

All Volunteer positions are for the current Tour only. Many of our Volunteers return every year, and we appreciate their dedication and commitment. However, there is no automatic reassignment each year.

Should a Volunteer have to leave before the Tour begins, it is requested that the Volunteer provide the Tour Director with as much notice as possible so the vacated position can be filled. In the event a Volunteer is unable to fulfill his/her regular responsibilities after the Tour begins due to illness or personal reasons, the Volunteer should work with his/her Team Leader and the Tour Director to assure a smooth transition of assignments and responsibilities.

Attendance and Punctuality

Volunteers are expected to be punctual in arriving for their scheduled hours in order to best serve the riders. Volunteers must participate in training and other preparatory meetings prior to the week of the ride.

Team Leaders

Each Volunteer will have a team leader. The team leader, who may also be a Volunteer, shall be responsible for daily management of their respective team and shall be available for consultation and assistance.

How to Handle Problems

Each Volunteer is encouraged to discuss problems as they arise with their Team Leader. If a satisfactory solution to the problem is not reached, or if the problem is of a personal or sensitive nature or involves the Team Leader, the problem should be discussed with the Tour Director or with a member of the Volunteer Program Advisory Committee. Any problems involving the Tour Director should be discussed with The Denver Post's Director of Community Relations.

Satisfaction Surveys

Volunteers will be asked to participate in satisfaction surveys at the conclusion of each Tour. These anonymous, web-based surveys allow Ride The Rockies to gather important feedback regarding the Volunteer Program. Volunteer participation in these surveys is highly encouraged and appreciated.

Volunteer Support and Incentives

All Volunteers are provided with official staff clothing including, but not limited to, Ride The Rockies logo t-shirts, tank tops, jackets, water bottles, work gloves, and hats. In addition, Volunteers are provided with gas cards (if applicable to volunteer position), hotel rooms and a per diem for food to support their basic needs during the week-long event.

Expense Reimbursement

Volunteers are not authorized to expend funds of \$30 or more on behalf of the Tour without **prior approval** of the Tour Director, Community Relations Coordinator or Team Leader. Volunteers **may be** reimbursed after the Tour for minor items that are deemed necessary to execute their job. It is the responsibility of the volunteer to complete an expense form with receipts attached and submit them to the Tour Director within one week of the Tour's conclusion. An expense reimbursement form will be included in the Operations Manual. All reimbursements are subject to approval.

Volunteer Conduct

Ride The Rockies management strives to provide an event that is fun for everyone involved, and to create an environment that positively promotes the Tour, The Denver Post, the event sponsors, and the communities we visit. This includes an environment that is free from harassment. Volunteers are expected to endorse this effort and to conduct themselves in a professional manner at all times.

Inappropriate behavior, including but not limited to derogatory or vulgar comments regarding a person's race, gender, religion, ethnic heritage, physical appearance, age, disability, or sexual orientation or distribution of written or graphic material having the same effects; hitting, pushing or other aggressive physical conduct, or threats to take such action; or unwelcome or unsolicited sexual advances, demands for sexual favors or other verbal or physical conduct of a sexual nature will not be tolerated.

Any Volunteer who violates this policy may be asked to leave the Tour immediately. Any Volunteer who believes he or she has been subjected to any acts of discrimination, harassment or violence by another volunteer, employee or event partner should contact the Tour Director immediately.

Drugs and Alcohol

Any volunteer who possess, sells or uses illegal drugs will be dismissed from the Tour immediately.

Dress Code

Ride The Rockies operates in a professional environment and asks that volunteers dress in their official staff wear and other clothing items that are appropriate for their work day and job function.

Safety Policy

Ride The Rockies desires to provide a safe and healthy environment for everyone. The prevention of accidents and injuries takes precedence over all other Tour activities. It is the responsibility of volunteers and employees to inform the Tour Director of potential hazards.

Termination of Volunteer Relationship

Any volunteer may be dismissed for any reason in the sole discretion of the Tour Director.

Staff Directory

Staff:

Chandler Smith
Tour Director
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Elizabeth Norris
Community Relations Manager
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