

THE RIDE

FOR OUR VETS

CONNECTICUT  
VETERANS  
LEGAL  
CENTER



Crew Guide

## Connecticut Veterans Legal Center

The Connecticut Veterans Legal Center helps veterans recovering from homelessness and mental illness overcome legal barriers to housing, healthcare and income.

## The Ride for Our Vets

**The Ride for Our Vets** serves as the only charity ride to benefit the Veterans of the state of Connecticut through the Connecticut Veterans Legal Center (CVLC). Riders have an option of riding a 10, 25, 50, or 62-mile cycling route which starts and ends at Point72's headquarters in Stamford. Following the ride is a family-friendly barbeque and celebration!

## What the Crew Does

As a member of the Crew, you have one job on The Ride: to keep participants safe and happy. Each Crew member is assigned to a team throughout the event. Sometimes, these assignments will go as planned. Occasionally, you'll learn the true definition of the word "flexibility". Read on to learn about the proper protocols for when things don't go quite as planned.

## Getting Your Crew Assignment

We're sure you're wondering, "what job will I have?". Your initial assignment is made about two weeks before the event. Don't forget, your initial assignment can change. The Crew Coordinator will assign you based on the preferences you indicate on your registration form and the event's needs. In almost all cases, you will be assigned to one of your top three choices.

## Crew Training

Crew members are strongly encouraged to attend our Crew training conference call led by Global Impact Productions staff. The conference call will take place approximately 1 - 2 weeks before The Ride, after you receive your Crew assignments.

The Crew training will cover a wide variety of topics, including the schedule for The Ride, emergency protocols and more. It is also an opportunity to connect with the other volunteers on your team. At the end of the training, you will have the opportunity to ask all questions you may have about your role.

If you are unable to call in for the training, be sure to let the Crew Coordinator know.

## Flexibility and Safety

Things happen. When things happen, we ask you to be flexible. The greater your flexibility, the better your ability to support The Ride. However, sometimes we may ask you to do something that you simply don't feel comfortable with. We cannot always know what your limits are, so it's your job to tell us. No one will try to make you do something that you are not comfortable with. If they do, report it to The Ride Director immediately.

We take safety seriously. Respect your limits. If we sound obsessive about safety at times, that's because we are. Your safety is of paramount importance to us, and our rules are intended to ensure it. We have protocols in place in the event of an accident or another emergency, including chains of command and communications procedures. These are all important. However, at the end of the day, the only person who can keep you safe is YOU. Be vigilant!

## Key People

*Ride Director:* The Ride Director oversees all aspects of The Ride. When a decision needs to be made (except for a medical decision), it is the Ride Director who has the final say.

*Route Manager:* The Route Manager addresses any issues that come up on the route. Some examples would be a road closure, a potential re-route, or an Oasis location that is not available per our permit.

*Advance Road Manager:* The Advance Road Manager follows the route marking to verify that signage is in place. They flag potential problems and unsafe road conditions that may require a re-route. They also drop off and pick up Oasis supplies on event day.

*Crew Coordinator:* The Crew Coordinator makes team assignments, serves as the point person for the Crew, and ensures that everyone is trained.

*Medical Team Manager:* The Medical Team Manager is a licensed medical professional. He/she is the only person who can make the decision to take a Rider off the road due to a medical condition.

## Questions?

Feel free to reach out with any questions you have before The Ride. The only bad questions are the ones that don't get asked!

Crew Coordinator: Jesse Pasackow

Email - [jpasackow@globalimpactpro.com](mailto:jpasackow@globalimpactpro.com)

Phone - (212) 989-1111 x 104

Rider Coach: Kharl Reynado

Email - [kreynado@ctveteranslegal.org](mailto:kreynado@ctveteranslegal.org)

Phone - (475) 655-2096

Ride Director: Eric Epstein

Email - [eepstein@globalimpactpro.com](mailto:eepstein@globalimpactpro.com)

Phone - (212) 989-1111 x 101

## Pre-Event Crew Assignments

### Route Marking

Place arrows along the route using zip ties or H-frames. These arrows are used to direct riders on the route. You will work in teams of 2 or 3 with one driver (of your personal vehicle) and one or two navigator/sign placers. Everyone will help to place signs.

Time Needed: Thursday 9:00 am to 6:00 pm

Volunteers Needed: 6 - 10

# Event Day Crew Assignments

## Event Site Crew

### Parking/Greeters

Direct cars into available parking spaces. Once they park, direct riders and volunteers to their check-in areas.

Time Needed: 6:30 am to 10:30 am  
Volunteers Needed: 4 to 6

### Volunteer Check-In

Check in volunteers as they arrive. Make sure each volunteer completes all waivers and confirm their volunteer assignment. Review waiver to ensure it is legible.

Time Needed: 6:15 am to 1:00 pm  
Volunteers Needed: 2

### Food and Beverage

Assist with setting up and serving breakfast. This includes cutting fruits and bagels. Fill baskets and platters with snacks in a pleasant presentation. When lunch arrives, transition the Food & Beverage area from breakfast to lunch.

Time Needed: 6:30 am to 11:00 am  
Morning and afternoon shifts are available  
Volunteers Needed: 6 to 8 per shift

### Cheering

Welcome back returning riders as they approach and cross the finish line. Let them know their efforts are appreciated. Create a mighty noise with cowbells, whistles, clapping hands and enthusiastic cheering.

Time Needed: 10:30 am to 3:00 pm  
Volunteers Needed: 5 – 10 (more welcome!)

### Bicycle Mechanic

Experienced mechanics to assist cyclists with repairs at the event site, at an Oasis or on the route.

Time Needed: 7:30 am to 3:00 pm  
Volunteers Needed: Minimum of 4

### Rider Check-In

Check-in riders as they arrive. Make sure each rider completes all waivers, hands in any cash/check donations and that they have met the fundraising minimum. Review waiver to ensure it is legible.

Time Needed: 6:45 am to 10:30 am  
Volunteers Needed: 4 to 6

### T-Shirts & Merch

Set up t-shirt & merch tent and sort shirts by size. Distribute t-shirts & merch to riders and volunteers as they arrive and after at the BBQ.

Time Needed: Shift 1: 6:45 am to 10:30 am  
Shift 2: 11:00 am to 3:00 pm  
Volunteers Needed: 2 to 4

### First Aid/Medical

This position requires a medical license (i.e. nurse, EMT, doctor etc.) and be certified in Advanced First Aid. Assist in providing first aid as needed at the event site or at the Oases (Rest Stops) under the direction of our Medical Manager.

Time Needed: 7:30 am to 3:00 pm  
# of Volunteers Needed: Minimum of 5

### Floater

Be available to fill in when necessary. May include restocking water, breakfast, lunch, finish line and/or other duties as assigned.

Shift 1: 6:30 am to 11:00 am  
Shift 2: 11:00 am to 3:00 pm  
Volunteers Needed: 2 to 4 per shift

### Bike Parking

Bike parking is set up at the event site as a convenience for riders. They can drop off their bikes for safe keeping until the opening ceremonies begin. Volunteers will be responsible for parking the bikes as they are dropped off, monitoring them and returning them to the owner.

Time Needed: 7:30 am to 2:00 pm  
# of Volunteers Needed: 4 to 6

## Route Crew

### Route Caboose

The Route Caboose is a strong rider who volunteers to ride at the back of the pack. They communicate with dispatch frequently to let them know where the last riders are.

Time Needed: 8:00 am to 3:00 pm  
Start time depends on route you are cabooseing  
# of Volunteers Needed: 1 to 2 for each route

### Oasis Volunteers

The Oases provide riders with a respite from the road. Volunteers will set up their Oasis with tents, food, water and Gatorade. They will welcome The Riders as they pass through and replenish supplies as needed.

Time Needed: Varies on Oasis Assignment  
# of Volunteers Needed: 2 to 4 per Oasis

### Support and Gear (SAG) Vehicles

Support and Gear (SAG) volunteers work in partnership with the Bike Transport Van. They bring large groups of riders from Oasis to Oasis to move them forward on the route. The SAG driver must be comfortable driving a 15-passenger van that will be rented prior to The Ride.

Time Needed: 7:30 am to 3:00 pm  
# of Volunteers Needed: 1 driver and 1 navigator

### Signage Removal

Work in pairs to take down signs posted on route after last cyclists have come through. Return signage to the staff at the finish festival unless otherwise directed.

Time Needed: 11:00 am to 4:00 pm  
# of Volunteers Needed: 2 for each route (1 must own a car)

### Motorcycle Safety

Motorcycle Safety help riders safely navigate the route. They are stationed at various tricky intersections to ensure riders remain safe.

Time Needed: 8:00 am to 3:00 pm  
# of Volunteers Needed: 5+ depending on route

### Sweep Vehicles

Sweep drivers must have an SUV or large car, ideally with a bike rack. Volunteers patrol sections of the route, watching for riders who are experiencing mechanical, medical or personal difficulties. Sweeps will be staffed with a driver (the owner of the SUV) and a navigator.

Time Needed: 7:30 am to 3:00 pm  
# of Volunteers Needed: 3 or more vehicles, plus a navigator in each vehicle.

### Bike Transport Vehicles

Bike Transport volunteers work in partnership with the Support and Gear Van. While the SAG Van transports riders from Oasis to Oasis, the Bike Transport Van brings their bikes from Oasis to Oasis. The Bike Transport driver must be comfortable driving a cargo van that will be rented prior to The Ride.

Time Needed: 7:30 am to 3:00 pm  
# of Volunteers Needed: 1 driver and 1 navigator

### Strike Crew

Help dismantle the event, clean up debris, re-pack supplies and reload the trucks.

Time Needed: 1:00 pm to 4:00 pm  
# of Volunteers Needed: 5 to 10

## Communications and Dispatch

### Dispatch

There are two keys to successful communication at The Ride: communicating frequently and making sure Dispatch has as much information as possible. Dispatch is our command center- the eyes and ears of The Ride. You can reach Dispatch at either of these numbers:

(212) 989-1111 or toll-free at (866) 858-6877

It's Dispatch's job to know where everyone is on the event. They should know how many Riders have reached each Oasis, and if anyone needs assistance. Dispatch is the point of contact for a Rider who is lost and for any jurisdiction or public official who has a question. Dispatch is also the point of contact for anyone who needs to get in touch with a participant in an emergency.

How does Dispatch get all this information? By communicating with the Crew! An important part of your job is to call Dispatch any time you have information related to The Ride. To learn more about how your role communicates with Dispatch, refer to your job description one-sheet that will be sent by your Crew Coordinator.

### Communication

On The Ride, promises are good things. Secrets are bad. When you agree to perform a task, you are making a promise to accomplish it. We are counting on you to abide by that promise. Failure to keep a promise has consequences for the Ride. It may not be apparent to you why we ask you to do a task. Just know that if we've asked, it isn't trivial, and we're counting on your cooperation.

Secrets also have consequences. Our definition of a secret is any piece of information held by only one person. For example, if a Rider comes up to you and tells only you that they feel nauseous, that's a secret. If the janitor at a school that's hosting an oasis tells you that he's going to lock up the bathrooms early, that's a secret. As you can imagine, these secrets have consequences. Any piece of information worth knowing should be shared with at least one person and Dispatch.

## If You Witness an Injury

If you witness an injury, the most important thing to do is to remain calm. By remaining calm, you automatically begin to defuse the situation. Make a quick check to see if any Medical crew are on site. If not, or in the event of a serious injury, dial 911 immediately.

After 911 has been contacted and help is on the way, call Dispatch and inform them of the situation. Dispatch will contact the people who need to know, including the Medical Manager and Ride Director.

If you can, stay with the injured party until help arrives. If not, flag down another participant (ideally staff or Crew) to stay with the injured party. Call Dispatch again to let them know who is staying with them before you depart.

If the injured participant is bleeding, universal precautions dictate that you do not touch the blood. Put on a pair of medical gloves from your supply box or first aid kit before touching the participant. If gloves are not available, do not touch the participant.

An Incident Report Form must be completed by a witness of an accident. Ideally, the form will be filled out by a Medical Crew member on site. If you didn't witness the accident, but you were the first person to come upon the injured participant, please fill out an incident report form as completely as you can. At the end of the event, hand the form to the Ride Director or the Route Manager. Note that these forms can be used as legal evidence, so it is important to record complete and accurate information.

## In Case of an Emergency

If an emergency occurs, wait to hear from a Global Impact Productions staff member or Dispatch with clear instructions on how to proceed. We will likely ask for your help. To do so, you must remain calm. We may ask you to help gather participants in a safe location. Please do so quickly and calmly.

In an emergency, people get anxious. They want information, but most importantly, they want to know that everything will be okay. Sometimes, that information may not immediately be forthcoming. That can be frustrating (and provoke anxiety) for you as well as Riders and other Crew members. We will provide you information and guidance as quickly as we can, but we must follow protocol to keep everyone safe. It may take a bit of time to have accurate information ready to communicate.

It is particularly important during an emergency that you only share information you are authorized to share. If you are told information in confidence, keep it confidential. If you do not know the answer to a question, do not make one up. Tell the person that you will get them an answer if you can, or if appropriate, direct them to a key leader on the event.

## Fundraising

As a Crew member, you are not required to fundraise. You are being very generous with your time and energy to support the Ride. For that, we are incredibly grateful. Still, some people wish to do more. We certainly encourage you to engage in your own fundraising campaign. Each Crew member has his or her own fundraising page online, just like the Riders. If your page has not been set up yet, contact Global Impact Productions and we'll help you. We'll also be happy to help you prepare and execute a fundraising strategy.

How much should you raise? It's up to you. We have had Crew members raise thousands of dollars in the past, more than some Riders! But even if you can raise a hundred dollars, you will be bringing unanticipated money to the CT Veterans Legal Center. Share with your friends how hard you will be working to support The Ride; they will be inspired and want to support you.

## A Final Word

Thank you again for agreeing to give so much of your time and energy to support The Ride! Quite literally, The Ride would not be possible without you. We hope that this guide has energized you and given you a better idea of what to expect.

We also hope you understand that you're not alone. Your Crew Coordinator and the entire Global Impact Productions staff are available to support you. We are all just a phone call or an email away!

Thank you for your time, your energy and your passion. Thanks for making it possible for the Riders to complete their journey!

## Frequently Asked Questions

*When will I find out my Crew team assignment?*

You will receive your Crew assignment about two weeks before the Ride. Sometimes we ask Crew members to switch roles after they receive their initial assignments. We hope that you will be flexible and accommodating.

*Will I be put on the Crew team I want?*

Although we cannot promise you will get your first choice, in most cases Crew members are assigned to one of their top choices.

*A friend and I signed up to Crew together. Will we be on the same team?*

If you want to be on a team together, we'll do our best to accommodate your request. Please make sure you both select the same top choices, and send an email request to the Crew Coordinator.

*What should I do if I need to leave the event early?*

Occasionally, personal emergencies come up and Crew members need to leave The Ride early. If this is the case, let the Crew Coordinator know as soon as possible. The more time we have to prepare for your departure, the better.

*My friend is riding. Will I get to see them on the road?*

The answer depends on your Crew assignment. Some crew teams are on the road or stationed at Oases. If you are on one of these teams, you will probably see them on the route. If you're on a Sweep/SAG team, you may see your friend frequently or not at all (it all depends on where along the route you are assigned). If you are stationed at the start/finish location, you will most likely see your friend before they leave or when they return.

*Can I use my own vehicle?*

We do have several Crew assignments that use personally owned vehicles (POVs). However, these assignments are limited, so please check with Global Impact Productions staff to see if those roles are available. Some vehicles are more useful to the event (like an SUV with a bike rack) than others (like a two-seat sports car). Please note that the car must be registered in your name, and you must have current auto insurance. Your insurance will be the primary coverage on your vehicle.

*How much of the money raised will go to CVLC?*

We work very hard to keep production expenses as low as possible by soliciting sponsorships, donations and discounts for supplies. We are grateful to our sponsors' wonderful generosity. In 2019, our sponsors' support made it possible for 100% of participant donations to be delivered to CVLC. Ultimately, the amount of money, and the percent return, depends upon how many people ride and how much each rider raises.

*Is there a minimum age requirement to volunteer?*

The Ride is a family friendly event, and we encourage children 12 or older to volunteer. However, any volunteer under the age of 18 must be accompanied by a parent or guardian.