



INSTRUCTOR GUIDE

Volunteer Training:
Responding to Medical Problems &
Aid Station Modules

45 minutes

April 2024



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1 Training Overview

How to use this guide

Review the instructor guide prior to the training to ensure you have prepared the needed materials and technology for the training session and to familiarize yourself with the training content.

Purpose

The purpose of this guide is for the instructor leading the IGS training, to be able to train learners attending the meeting by referring to the proposed guidelines.

Objective

After completing the training, IGS volunteers will be able to set up an aid station, attend the aid station during a race, respond to medical problems during a race, and take down the aid station.

Digital resources

- IGS Aid Station Volunteer Training (Instructor Led Training) Slide Deck
- Medical Problems Assessment Google Form
- Aid Station Assessment Google Form

Physical resources

- Laptop or computer with a webcam
- Stable internet connection, recommended at least 10mbps
- Teleconferencing software, such as Zoom
- First Aid Kit (optional)
- Aid Station Materials (optional)

What to do in advance of the training

- Send a link to the course several days in advance, as well as a reminder on the day of the course.
- Prepare a headset or earbuds for best audio quality.
- Test internet connection, video and audio at least 30 minutes before the live training to allow for troubleshooting.
- Gather physical materials and leave them nearby.

2 Training Agenda

Duration	Section	Details
00:00 - 00:05	Introduction	Purpose of IGS, volunteer roles, benefits of volunteering
05:00-20:00	Responding to Medical Problems	Learn about case severity, volunteer expectations, common injuries and first response, medical kits, how to use the medical job aid
00:20 - 00:25	Setting up Aid Station	Resources needed, when to arrive, how to get there, how to set up
00:25-00:35	Attending Aid Station	Main role of an aid station volunteer, how to stock an aid station, how to greet and interact with volunteers
35:00-40:00	Taking Down Aid Station	When and how to take down the aid station
40:00-45:00	Resources & Takeaways	Aid station and medical job aids, answering questions

3 Slide Deck with Instructions

Slide 1



Show this slide until you're ready to begin the training.

Slide 2



Welcome learners to the training. You may use this slide or go full screen with your webcam.

Sample script: “Hello everyone! I am glad that you have signed up to be a volunteer at Iowa Gravel Series and we are happy to have you here! This training will introduce you to the role of being an IGS volunteer and some critical tasks around it. It should take about 45 minutes to go through.

Slide 3



Endurance races in cycling/running

Held on open roads and trails

Our Mission

We use gravel roads to connect people in communities through fitness and adventure!

Sample script: So what is the Iowa Gravel Series and what's our mission?

The Iowa Gravel Series has always been about having a great day on the saddle. We're using gravel roads to connect people in communities through fitness and adventure.

It encompasses 7 endurance races for cyclists and runners, held on open roads and trails, featuring distances of 50km/100km for biking and 10 km for running.

Slide 4

Who's Involved?

- ❖ Aid Station Volunteers
- ❖ Sweeper Volunteers
- ❖ Board Members
- ❖ Photographers
- ❖ Registration Assistants



Sample script: Each race is supported by a small team of volunteers, including aid station workers, a sweeper, photographer and registration assistants.

It's rewarding being a volunteer here at the Iowa Gravel Series. Each volunteer gets a free t-shirt, a free meal from our food service provider and other merch items. Also, if you'd like complimentary registration to be in a race, we can set that up!

Slide 5



Explain the importance of knowing how to respond to medical problems if they arise, although they are unlikely.

Sample script: In this training module, you will learn how to respond to medical problems you may encounter while volunteering. While these problems are rare, it's important that you're prepared if a rider needs your help!

Slide 6



Volunteer expectations

State that volunteers are not expected to know CPR.

Sample script: Let's set some expectations. Volunteers are not required to be CPR certified. When you aren't sure about how to address a problem, contact a board member or in case of a life-threatening emergency, call emergency services right away. If you are CPR certified, you can use your training in medical situations.

Slide 7



Guess the case severity!

- 1: I can take care of it myself.
- 2: I can take care of it, but I have to contact a board member.
- 3: I have to call 911, then call a board member.

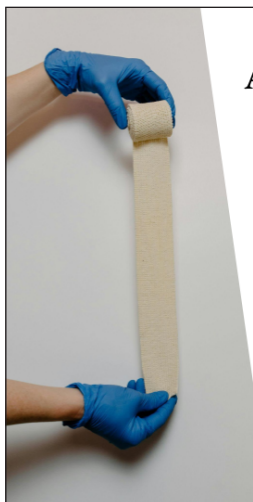
Case 1: You see a rider fall off his bike nearby. You ask them if they're okay. He says he's fine, but his knee is scratched up and he's bleeding from a cut.

Case 2: It's been a hot and sunny day. A rider approaches you, looking very tired and unsteady. Her skin is red and her clothes are dry. You ask her if she's okay. She collapses and becomes unresponsive.

Introduce volunteers to activity by reading the options and cases. **Give them several minutes** to think of their responses before **checking as a group**.

Sample script: Before we start, let's see if you can guess the case severity for two possible medical scenarios. Read each case carefully and decide if the case severity is 1: I can take care of it myself, 2: I can take care of it, but I have to contact a board member or 3: I have to call 911, then call a board member.

Slide 8



Answers

- **Case 1:** You see a rider fall off his bike nearby. You ask them if they're okay. He says he's fine, but his knee is scratched up and he's bleeding from a cut. **ANSWER: 1**
Since the rider has a minor injury and does not want to drop out of the race, you can supply him with a medical kit and it is not necessary to report the incident to a board member.
- **Case 2:** It's been a hot and sunny day. A rider approaches you, looking very tired and unsteady. Her skin is red and her clothes are dry. You ask her if she's okay. She collapses and becomes unresponsive. **ANSWER: 3**
When a rider unresponsive, it's important to immediately call medical services and inform a board member.

Sample script: For case one, the answer was 1 because the rider has a minor injury and does not want to drop out of the race, you can supply him with a medical kit and it is not necessary to report the incident to a board member. For case 2, the answer is 3 because when a rider is unresponsive, it's important to immediately call medical services and inform a board member.

If you didn't answer correctly, don't worry. We'll talk about common medical problems and how to solve them in this module.

Slide 9



What do you think are some common injuries or medical problems during races?

Elicit common injuries or medical problems. Encourage volunteers to type in the chat box or say guesses aloud.

Sample script: All of our volunteers come with different levels of experience with bike races. Some have participated before, some haven't. Some may have even volunteered before in other races. Regardless - let's see if you can come up with a short list of common injuries or medical problems that happen during races. Write down your guesses or keep them in your mind before continuing to the next slide.

Slide 10



Common injuries

Possible answers: cuts and scrapes, dehydration, heat exhaustion, heat stroke, jammed fingers, broken collar bone, broken wrist.

Can you sort these injuries into three groups? 1: I can take care of it myself. 2: I can take care of it, but I have to contact a board member. 3: I have to call 911, then call a board member.

Discuss common injuries. Ask if any are surprising. Then, **ask** students to group them together as a class. Allow them to **group them without help** and **reveal the answers** after a few minutes.

Sample script: Here are some possible answers: cuts and scrapes, dehydration, heat exhaustion, heat stroke, jammed fingers, broken collar bone, and broken wrist. Did you get some of them?

Now think about this list and try to sort them into three groups: 1: I can take care of it myself. 2: I can take care of it, but I have to contact a board member. 3: I have to call 911, then call a board member.

Slide 11



Answers

Group 1: cuts and scrapes, dehydration, jammed fingers

Group 2: broken bones, heat exhaustion

Group 3: heat stroke, non-responsive, person requests medical service

Discuss answers as a group.

Sample script: Here are the activities sorted into the three groups. Did you get all of them? Group two is tricky - these kind of conditions could be serious or not. It's best to contact a board member if you are ever unsure about what to do.

Slide 12

What's the difference between dehydration, heat exhaustion and heat stroke?

Sort the list of symptoms on the right into the three categories. Symptoms may be used more than once.

Dehydration	Heat Exhaustion	Heat Stroke

- (a) cool, moist, pale or flushed skin
- (b) heavy sweating
- (c) extreme thirst
- (d) confusion
- (e) vomiting
- (f) hot, red skin which may be dry or moist
- (g) weakness
- (h) exhaustion
- (i) changes in consciousness
- (j) dizziness
- (k) nausea
- (l) headache
- (m) high body temperature
- (n) a dry mouth, lips and tongue

Explain the activity to the students (sort symptoms by condition). Allow students to write down guesses and check after a few minutes.

Sample script: What's the difference between dehydration, heat exhaustion and heat stroke? Sometimes it's hard to tell. Sort the symptoms according to the condition. Some of the symptoms may be used more than once. You may find it helpful to write your answers down before checking them on the next slide.

Slide 13

Answers

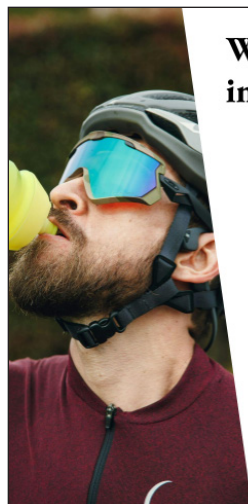
Dehydration	Heat Exhaustion	Heat Stroke
(c) extreme thirst (d) confusion (h) exhaustion (j) dizziness (n) a dry mouth, lips and tongue.	(a) cool, moist, pale or flushed skin, (b) heavy sweating (g) weakness (h) exhaustion (j) dizziness (k) nausea (l) headache	(f) hot, red skin which may be dry or moist (i) changes in consciousness (e) vomiting (m) high body temperature

*Symptoms may vary on a case by case basis.

Discuss answers.

Sample script: Please note that symptoms may vary on a case by case basis. You're not expected to be able to diagnose riders. If you're not sure what to do, you should call a board member. If a rider becomes unresponsive, call emergency services immediately.

Slide 14



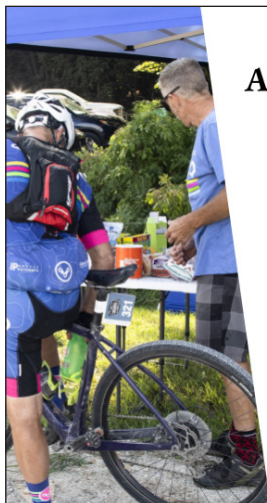
What is the first step in responding to these injuries and conditions?

- Cuts and scrapes
- Dehydration
- Heat exhaustion / heat stroke
- Jammed fingers
- Heat stroke
- Broken collar bone
- Broken wrist
- Rider becomes unresponsive

Display list of injuries and conditions. **Let students think** of the first step and **check** after a few minutes.

Sample script: If you come across a rider with an injury or medical problem, your role is to take the appropriate first action and call help if needed. These are some injuries and conditions that may occur during a race. Think of what you should do in each situation as your first action before continuing to the next slide.

Slide 15



Answers

- **Cuts and scrapes:** offer the rider the first aid kit
- **Dehydration:** offer the rider a sports drink
- **Heat exhaustion / heat stroke:** offer the rider a sports drinks and move them to a cool area in the shade
- **Jammed fingers:** offer the rider the first aid kit or ice if available
- **Broken bones:** move rider to a cool area, either sitting or lying down to immobilize the broken bone. Ask if they have an emergency contact to pick them up or if they need/want a ride to the finish line.
- **Rider becomes unresponsive:** move rider to a cool area, call emergency services and a board member immediately

If time: **discuss** answers. If short on time: **display** answers and ask students if they missed any.

Slide 16



First aid kit

- Compress dressings
- Adhesive bandages
- Cloth tape
- Antibiotic ointment
- Antiseptic wipes
- Aspirin
- Cold compress
- Gloves
- Gauze roll bandage
- Gauze pads
- Tweezers

*Brand and contents vary

Show a first aid kit on camera (if available), otherwise use the slide image. **Answer** any questions.

Sample script: You will be provided a first aid kit. These are the typical contents of a first aid kit, but the kit you get may look different.

Slide 17

Medical job aid

Medical Problems

Case Severity

Level 1: I can handle it myself
Minor injuries and conditions like cuts and scrapes, jammed fingers and dehydration.

Level 2: I can handle it myself, but I should notify a board member.
Injuries that will need to be monitored or will need medical attention after the race, such as broken bones and heat exhaustion.

Level 3: I should call 911 immediately and then contact a board member
Life-threatening injuries and conditions, when a rider becomes unresponsive or asks for you to call 911.

Dehydration	Heat Exhaustion	Heat Stroke
extreme thirst confusion exhaustion dizziness a dry mouth, lips and tongue.	cool, moist, pale or flushed skin, heavy sweating weakness exhaustion dizziness nausea	hot, red skin which may be dry or moist changes in consciousness vomiting high body temperature

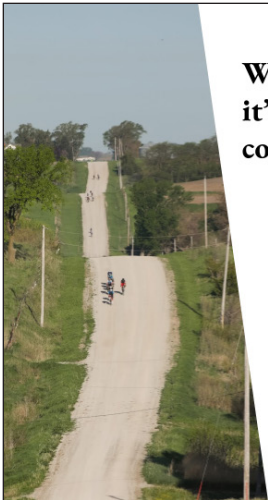
Board Member Contact Information

- Chris McQueen - cimouen@gmail.com | 650.417.1456
- Ian Breittow - iabreittow@gmail.com | 319.423.2317
- Dave Cleasby - dcleas3@gmail.com | 402.305.7387
- Michelle Cleasby - 2zug.girl@gmail.com | 402.305.4927
- Casey Ralston - jowatts515@gmail.com | 619.303.3173

Show medical job aid. Give an example of a medical scenario and **circle or highlight** the appropriate information on the job aid using Zoom or other web conferencing tools.

Sample script: A lot of information was covered in this module of the training. Don't worry! You'll have this medical job aid handy while volunteering. For example: A rider approaches you, complaining of thirst and dizziness. His lips and mouth are dry. From the job aid, you can see that the rider is likely dehydrated and your first action should be to give him a sports drink.

Slide 18



What should you do if the rider is injured, but it's not life-threatening, and they insist on continuing?

Ask the question and give students a minute to think about it.

Sample script: One last question for our training: What should you do if the rider is injured, but it's not life-threatening, and they insist on continuing?

Slide 19



Answer

Trust them and let them go.

Discuss answers and **ask** if they have any other questions about the medical portion of the training.

Sample script: The answer is trust them and let them go. This is normal during a race. Most riders are resilient, know their limits and can take care of themselves.

Note: After this slide, sweepers can leave the training.

Slide 20



IOWA GRAVEL SERIES

Aid Station Training

Introduce learners to the role of Aid Station Volunteer and the first task of setting up the aid station.

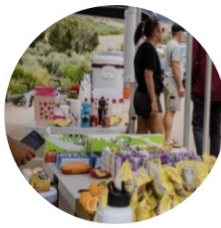
Sample script: Aid stations are an opportunity for racers to stock up on water and food and sometimes have access to restroom facilities. As a volunteer at the aid station, your main tasks are to set up the station at the right spot on the race, hand out food and water, help racers fill their water bottles up, cheer folks as they race by and take down the station at the end of the race. As an aid station volunteer, you're going to have to be observant, proactive, punctual, and ready to have fun!

Slides 21-22

Aid Station Volunteer Responsibilities



Set up the aid station



Stock up supplies



Hand out refreshments and cheer racers on!



Setting up

- Arrive 45 minutes before the race starts
- Check in
- Get your box of supplies
- Travel to the mile marker
- Set up the tent, table & supplies

Explain aid station volunteer responsibilities. **Show** materials if available.

Sample Script: Let's get into the first task which is setting up the aid station. First, you'd arrive at the start line area of the race and check in and meet everybody. We'd recommend you arrive about 45 min before the race starts. If you arrive late, still go to the start line and get the instructions from a board member. Then you're going to get the box of materials for everything you'd need to set up the station on the race. Some things inside the box may include: food, drinks, first aid kit, ice, towels. You may also be given a tent, chairs and umbrella.

With all your materials, you would drive to the location of the assigned intersection or mile marker which is essentially a board that signifies which mile you'd have to set the station up. Once you get to the assigned station or mile marker, you should identify a clear area near the path where you can see oncoming cyclists as they approach you and set up the station. If you're the first one there, don't worry, get ahead and start setting the station up. If it's sunny, you can set up the pop up tent if one was provided. Then you can set up the table and chairs, and fill the table with food and water ready to take so that the cyclists can grab them and go. Also make sure that the first aid kit is placed near the table in an easy to access spot.

Slide 23



Play the video for the mock setup of the aid station.

Slides 24-27

Knowledge Check

How early should you arrive to the race?

- a. 20 min before the start of the race
- b. 45 min before the start of the race
- c. 30 min before the start of the race

Option b) is correct.

Make sure to arrive 45 min before the start so you have time to check in and setup.

Knowledge Check

Once you get to the start line and check in, you should:

- a. Grab the boxes of supplies and drive to the mile marker.
- b. Wait for all the other volunteers to arrive and then retrieve items before going to the mile marker.
- c. Head directly to the mile marker since all the supplies will be there.

Option a) is correct.

Once you arrive, make sure to retrieve the supplies before heading to the mile marker. You also don't need to wait on others. Get a head start so that the station is up on time.

Check the volunteers' knowledge by asking the questions on the screen. Pause for 15 seconds and then show the answers on the following slides.

Slide 28

Attending the Station



- Restock food & water
- Offer racers refreshments



- Refill their supplies
- Provide info support

Sample script: Now let's move on to attending the aid station. Once you set everything up, make sure that the table is always restocked.

Ask learners to share personal stories if they have volunteered at races before or what they anticipate to happen if the table is not properly re-stocked. **Show** examples of what is a properly stocked aid station versus not properly stocked. **Show** examples of how to greet and interact with racers.

Script continued: This is so that racers don't have to wait too long to get anything. So if someone comes by for water and food, restock whatever is running low. Once you see a racer approaching the aid station, greet them kindly and offer them food, energy packs or water if they're interested. You also want to know their physical status so ask them how they're feeling and if they feel comfortable continuing with the race. It's important to observe their physical condition and offer them a cooling cloth or encourage them to take a break if they seem like they may need it.

When refilling their water or providing them anything you don't have to force them to get off their bike as not everyone wants to get off the saddle and could just pedal towards you, get what they need, and leave. Also, when you are refilling their water bottle, you should ask permission before you touch the cyclist or any of their belongings such as their bottle.

If they ask you questions make sure to answer them to the best of your abilities. Sometimes, racers may ask you if they can get in contact with a friend who they parted with earlier in the race. In that case, try to ask them what their friend looks like, their bib/race number, name and let the sweeper know to see if they have found a person of that description. It's important to ensure that you are supporting the safety of the racers in this way.

If a racer comes up to you and tells you that they'd like to drop out of the race because they don't feel well or are just out of it, then make sure you are monitoring them and offering them enough water and food if they need it. Have them sit nearby the station and notify a board member if you have cell service that the person is dropping out. You can also have a sweeper pick up the person or have a volunteer drive the person back to the start line.

Remember, if you are ever unsure of what to do at the station, always ask fellow volunteers, and work

Slide 29

Taking Down Station

- Sweeper/board director notifies volunteer to take down station
- Box up all leftover nutrition and discard garbage
- Pack up large items (canopy, umbrella, table, chairs) and place in vehicle
- Transport items to start line.
- Return items to Chris or another board member



Sample script: Now let's move onto taking down the aid station, which is a pretty simple task. You will know when to take the aid station down and pack up when the sweeper drives by and signals for you to take it down or a race director notifies you through verbal confirmation to take it down.

The actual time of taking down the aid station will vary by course and what mile marker your aid station is located. For example, volunteers supporting an aid station located on the course between mile marker 25 through 30 will begin taking down their aid station before volunteers supporting an aid station located at mile marker 40-45.

Once you have received a signal from the sweeper to begin taking down the aid station OR verbal confirmation from a board director, you will begin to box up all the leftover nutrition from the aid station table. This will include gathering unused items such as water, oranges, and bananas for transportation. You will also need to appropriately dispose of all trash including opened or used items and compost oranges and bananas.

Once you have appropriately boxed up nutrition table items and discarded trash and compost, you will begin to tear down the aid station canopy, umbrella, table, and chair(s). You will place these large items into your vehicle for transportation.

Once your vehicle is loaded with all of the aid station items and the aid station is fully taken down, you may begin transportation. Unless otherwise directed by a board member on race day, you will be returning the items to the race start line. Please remember that the race is still ongoing, and therefore we recommend using alternative routes and roads so as to not impact the course and or riders. Upon arrival at the race start line, please look for and deliver all of the aid station materials to Chris.

Once you have returned all materials, you will likely be officially relieved of your duties by a board member.

Slides 30-35

Knowledge Check

When a cyclist approaches the station, you should:

- a. Quickly grab their water bottle and fill it so that they could continue the race.
- b. Offer them food and offer to refill their bottle
- c. Observe them and ask if they are physically comfortable continuing the race
- d. Only option b and c
- e. Only option a and c
- f. All of the above

Option d) is correct.

While attending the station, you should be observing the physical condition of a cyclist and inquire if they need rest. You should be **offering** them food and water rather than grabbing their bottles without them being okay with it. Remember to offer them choices and be respectful!

Knowledge Check

When do you begin taking down the aid station?

- a. Once you have visual confirmation that the last cyclist of the race has passed by
- b. When the sweeper drives by and signals to take it down or a board member notifies you
- c. When a cyclist notifies you that they are the last ones on the race

Option b) is correct.

Take the aid station down only once a
sweeper/board member notifies you.

Knowledge Check

**Where do you take the aid station materials
once you have packed them into your
vehicle?**

You will transport materials to the **start line** or **finish line**.

You will be informed of exact location on race morning
during check in. You will return the items to Chris or another
board member.

Check the knowledge of the students by asking the questions on the screen. Pause for 15 seconds and then show the answers on the following slides.



See you at the start line!

Sample script: Congratulations! At this time, you have completed both the Medical Problems Training and Aid Station Training. Your next step is to complete only the medical problems assessment if you are a sweeper volunteer OR both the medical problems assessment and aid station assessment if you are an aid station volunteer. You need to pass the assessment with a score of 80% or higher before race day in order to be able to volunteer in the race.

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