



VOLUNTEER HANDBOOK 2019

St. Luke's FitOne Volunteer Program
presented by:





Volunteers are the heart of the FitOne. We thank YOU...

For volunteering your time with St. Luke's FitOne, Idaho's largest 5K Family Run, Walk & Stroll, 10K, Half Marathon and Healthy Living Expo!

Event week will be here before we know it, and we are counting on YOU to help us make it a success.

This hand book includes important information you need to know for your volunteer experience.

Whether you are helping at the St. Luke's FitOne Healthy Living Expo or on Race Day, and whether you are a first-time volunteer or joining us as a seasoned veteran, it is our goal to help you enjoy every aspect of your volunteer experience.

Thank you and welcome!

KEY EVENT DETAILS

For 2019, St. Luke's FitOne is expecting 12,000 participants in the 5K, 10K, and Half Marathon and more than 10,000 visitors to the Healthy Living Expo.

Event week begins Thursday, September 26, with the first day of our two-day St. Luke's FitOne Healthy Living Expo at JUMP. Participants in the St. Luke's FitOne 5K, 10K and Half Marathon pick up their race bibs and T-shirts and all expo attendees enjoy visiting sponsors and vendors for activities, shopping, goodies and more!

The St. Luke's FitOne 5K, 10K and Half Marathon courses run through the heart of Boise, starting at the Idaho State Capitol and finishing in Ann Morrison Park.

Volunteer contact information:

For more information about your volunteer shift, please email Volunteer Director Melissa Cleland, at fitonevolunteer@slhs.org or call 208.921.7029.



EXPO

Arrival/Check-in/Check-out:

All expo volunteers will enter through the lobby doors of JUMP. Expo volunteers will check in 15 minutes prior to shift start time at the Volunteer Check-in on the 5th floor. Please be sure to check-out at the completion of your volunteer shift.

Volunteer Shirt:

All volunteers will receive an official St. Luke's FitOne volunteer shirt; Expo volunteers will receive shirts during Volunteer Check-in at JUMP. Shirts must be worn and visible during your shift.

RACE DAY

Arrival/Check-in/Check-out:

All race-day volunteers will receive detailed arrival, check-in and check-out information from Volunteer Captains or Coordinator, including specific times and locations, for volunteer shifts.

Volunteer Shirt:

All volunteers will receive an official St. Luke's FitOne volunteer shirt. Race-day volunteers will receive their shirts on race morning. Shirts must be worn and visible during your shift.



EXPO

First Aid:

A basic First Aid kit will be available for you to access at the Volunteer Check-in Room.

Support Our Runners and Walkers:

Our St. Luke's FitOne runners and walkers are counting on YOU! Throughout your volunteer shift, please support our runners and walkers by thanking them for their participation.

ENCOURAGEMENT goes a long way, and we all appreciate the support!

Contact Information:

For more information about your volunteer shift, please email Volunteer Director Melissa Cleland at fitonevolunteer@slhs.org or call 208-921-7029

RACE DAY

First Aid:

Basic First aid will be available on race day at the Start Line, the Finish Line, The Cabin on Capitol Blvd., the Boise Depot and on the course at all posted water stations.

Non-Medical Personnel, if someone is hurt:

- Find a medical volunteer with a radio
- If necessary, call 911; tell them you are a St. Luke's FitOne volunteer and know your exact location.
- If an unsafe event occurs near you, call 911.

Support Our Runners and Walkers:

Our St. Luke's FitOne runners and walkers are counting on YOU! Throughout your volunteer shift, please support our runners and walkers by thanking them for their participation. CHEERING goes a long way and we all appreciate the support!

Contact Information:

For more information about your volunteer shift, please email Volunteer Director Melissa Cleland at fitonevolunteer@slhs.org or call 208-921-7029



Volunteer Parking - EXPO



Healthy Living Expo

- Free parking and shuttle service for all Expo Volunteers on Thursday, September 26 and Friday, September 27.
- Volunteers can park in the St. Luke's Employee parking garage at 114 E. Warm Springs Avenue. Please enter from Warm Springs Avenue. This entrance is located just past 1st Street where Main Street changes into Warm Springs Avenue. Once in the parking garage, volunteers are welcome to park on any level.
- The Volunteer Shuttle Bus pick-up/drop-off is located in front of the parking garage (north side, closest to the construction of the new Ronald McDonald House). Look for the FitOne signage and branded shuttle.
- The shuttle will run every 15 minutes during peak times and will take about 5 minutes each way.
- The shuttle will drop off/pick up in front of the main doors of the JUMP building.

We encourage you to plan ahead and give yourself plenty of time to park, get on the shuttle and make it to your shift on time.

Expo Volunteer Shuttle Run Times

Thursday, September 26

- 10-11:30 a.m.
- 2:30-5:30 p.m.
- 8-9:30 p.m.

Friday, September 27

- 8:15-10 a.m.
- Noon-2 p.m.
- 3:30-5:45 p.m.
- 8-10 p.m.

Please note: St. Luke's FitOne does not reimburse or pay for parking. There are more than 18,000 identified parking spaces in the downtown Boise core. Please do not park in areas that are restricted or marked as "No Parking." Parking in public garages is FREE for the first hour. There are more than 3,000 metered spaces downtown. St. Luke's FitOne does not close access to metered spaces for the purposes of our events, other than those within road closures and/or adjacent to and near Cecil Andrus Park, Idaho Street and the start line. Please reference course maps on our website to identify road closure areas. St. Luke's FitOne is not responsible for parking tickets or towing costs. We encourage all participants to adhere to existing city laws and posted signs, and to consider walking, biking or carpooling to our events.

Volunteer Parking – RACE DAY

Race Day

- Finish Festival Volunteers at Ann Morrison Park have the option to park in the following locations close to the park:
- St. Luke's Orthopedic Urgent Care, 703 S. Americana Blvd.
- Idaho Associated General Contractors Building, 1649 Shoreline Drive
- Street parking is available, but limited, along Shoreline Drive, north of Ann Morrison Park.
- Please note the former St. Luke's Shoreline Building is not available this year for parking.
- Please park only in the designated areas in each parking lot (see picture below). Signs will be posted at each location.

Please note: St. Luke's FitOne does not reimburse or pay for parking. There are more than 18,000 identified parking spaces in the downtown Boise core. Please do not park in areas that are restricted or marked as "No Parking." Parking in public garages is FREE for the first hour. There are more than 3,000 metered spaces downtown. St. Luke's FitOne does not close access to metered spaces for the purposes of our events, other than those within road closures and/or adjacent to and near Cecil Andrus Park, Idaho Street and the start line. Please reference course maps on our website to identify road closure areas. St. Luke's FitOne is not responsible for parking tickets or towing costs. We encourage all participants to adhere to existing city laws and posted signs, and to consider walking, biking or carpooling to our events.



ALL VOLUNTEERS

Expectations of ALL Volunteers:

St. Luke's Health System and FitOne staff appreciate the time and energy our volunteers contribute to this community event. For a positive, well-organized experience, volunteers are expected to report to their assigned locations on time, wear appropriate clothing and – most importantly – serve with enthusiasm!

Personal Belongings:

We are unable to store personal belongings. Please bring only what you can carry on your person in small sling-backpack for the day.

If You See Something, Say Something:

Please be aware of your surroundings and if anything looks suspicious, immediately alert event staff or authorities when appropriate. Please use your best judgement and always error on the side caution.

ALL VOLUNTEERS

Contact with Media Personnel and Other Questions:

If approached by a member of the media:

- Politely decline to offer comments or provide interviews.
- Redirect media inquiries to Public Relations Lead. Details will be provided.
- Do your best to respect the privacy and confidentiality of anyone requiring medical attention. Media are not allowed near medical areas.
- Those with radio responsibilities will receive radio-use training. Only use bib numbers to identify runners on the radio.

Contact Volunteer Director Melissa Cleland at 208-921-7029 or located a Race Staff Member with any needs or questions.

Weather Conditions:

St. Luke's FitOne is a rain-or-shine event. Barring severe weather emergencies, St. Luke's FitOne will proceed. Please dress appropriately for forecasted weather conditions. Layers are recommended for outdoor volunteers.

Volunteers at the St. Luke's FitOne 5K, 10K, Half Marathon and Healthy Living Expo are ambassadors for FitOne and St. Luke's Health System and are expected to help create a positive, safe and fun atmosphere for Expo guests, race participants and spectators. To help provide a great experience, we respectfully request you:

- Be respectful and considerate. Treat all event participants with dignity, curtesy and refrain from using profane or harassing language or any language that could be considered offensive.
- Treat everyone fairly, regardless of gender, ethnic background, religion, political belief or economic status.
- Abide by directions from your volunteer captain. These directions have been put in place for the efficiency of the event and for the safety of participants.
- Follow through and complete assigned tasks. If you are unsure of your task or have questions, please ask for clarification.
- Keep St. Luke's FitOne staff informed of progress, concerns or challenges you may experience during your shift so we can resolve issues in a timely fashion.
- Refrain from all drugs, alcohol or tobacco products while volunteering.

Have fun! Your friendly and positive attitude is contagious. We thank you for volunteering your time and talent to St. Luke's FitOne so others may have a great experience at the Expo, on race day and at the Finish Festival.

FitOne VOLUNTEER CODE OF CONDUCT

St. Luke's FitOne Event Schedule

Wednesday, September 25

- Sponsors & vendors move into JUMP for set up
- 12 to 6 p.m.

Thursday, September 26

- St. Luke's FitOne Expo & Race Packet Pick-up Open
- Noon to 8 p.m.
- JUMP / W 1000 Myrtle St. / Boise

Friday, September 27

- St. Luke's FitOne Expo & Race Packet Pick-up Open
- 10 a.m. to 8 p.m.
- Sponsors & vendors move out of JUMP starting at 8:15 p.m.
- JUMP / W 1000 Myrtle St. / Boise

Saturday, September 28

- St. Luke's FitOne 5K, 10K and Half Marathon
- All course maps and race start times will be posted online at FitOneBoise.org by September 1
- Start Line – Idaho State Capitol / Corner of Capitol Blvd and Bannock St.
- Finish Line – Ann Morrison Park / West side adjacent to Americana Blvd.



Q: Who do I contact with questions about my volunteer shift?

A: For more information about your volunteer shift, please email Melissa at fitonevolunteer@slhs.org or call 208-921-7029

Q: What do I do if I need to change or cancel my volunteer shift?

A: Please log in to the account you created, at VolunteerLocal.com, when you registered to volunteer. You can manage your details there.

Q: When do I get my volunteer shirt?

A: If you are an Expo Volunteer, you will receive your shirt when you check in at JUMP. If you are a Race Day volunteer, you will receive your shirt from your Volunteer Captain on race morning. Please refer to the section in the handbook specific to Expo or Race Day volunteers.

Q: Where do I park during my volunteer shift?

A: Please see parking instructions on page 6 of this handbook.

Q: What do I do if I am uncomfortable with or don't feel equipped for the duties I've been asked to perform for my volunteer shift?

A: Please go to the Volunteer Check-In area or to your Volunteer Captain and ask what additional training or other opportunities might be available. We will do our best to reassign you.

Frequently Asked Questions

Q: Will food and beverages be provided for me during my shift?

A: Water will be provided for volunteers during their volunteer shift and light snacks may be brought into JUMP. Race Day volunteers are encouraged to carry a small sling backpack with a snack and extra water.

Q: When should I expect to receive further details for race week?

A: General volunteer information, updates and instructions will be sent to all volunteers monthly through early September, with final details the week of September 16. Details regarding specific roles such as course marshals and aid station volunteers will be sent to those volunteers the beginning of September, with instructions for any mandatory trainings and/or meeting dates and times.

Q: Where can I learn more about St. Luke's FitOne?

A: Please visit FitOneBoise.org to learn more about St. Luke's FitOne. You also are invited to follow FitOne Boise on Facebook, Twitter, and Instagram. And look for fun videos on our YouTube Channel!

THANK YOU FOR TAKING THE TIME TO REVIEW THE 2019 ST. LUKE'S FITONE VOLUNTEER HANDBOOK. ADDITIONAL DETAILS WILL BE PROVIDED CLOSER TO EVENT WEEK. IF THERE IS ADDITIONAL INFORMATION YOU WOULD FIND HELPFUL AS A VOLUNTEER, PLEASE FEEL FREE TO EMAIL US AT FITONEVOLUNTEER@SLHS.ORG.

Frequently Asked Questions



St. Luke's FitOne
300 W. Main Street, Boise, ID 83702
Main Office: 208-381-2221

SEPTEMBER 26-28, 2019

EXPO	FAMILY 5K RUN, WALK & STROLL	HALF MARATHON
EXPO	10K	HALF MARATHON

Melissa Cleland, FitOne Volunteer Director
Cell: 208-921-7029
fitonevolunteer@slhs.org

Move For Fun, Get Fit For Life.

