



# ROUTE STOP OPERATIONS

Everything you need to know about serving on a Susan G. Komen 3-Day® route stop team.

Welcome to the Route Stop Crew! Serving on a Route Stop Team requires carrying tables, chairs, signage, boxes of water, and 40-pound bags of ice, consistently over the course of the weekend. You will also need to stand for long periods of time, as well as bend and squat periodically each day. It is strenuous work and all members of the team are required to help. If you are unable to meet the requirements of this team, we need to reassign you to a team that better matches your abilities and preferences. Please let your Crew Captain know that you need to be reassigned.

## ROUTE STOP SUPPLIES



Before the event, all of the supplies and water your stop needs, will be loaded by event staff into one or two 15-foot truck(s) and/or vans. A member of your crew will drive your truck/van(s) to and from your stop each day. A staff Route Coordinator and your Crew Captain will determine the best place to park the truck in order to allow for optimal unloading.

When you arrive at your stop, you will probably be eager to start setting up. However, please be patient and wait for instructions from your Crew Captain. He or she will first need to discuss the site plan with the staff Route Coordinator to determine where items should be offloaded and set up. Once your captain has shared the set-up plan, you may begin unloading your truck.

## ROUTE HOURS

In order to maintain safety on the route, we have specific route hours, which state when each stop opens and closes to walkers. It is important to adhere to these hours for safety reasons. You may encounter the speedy walker who is walking fast and wants to pass by your route stop, but unfortunately, the route stop ahead of you is not yet open. With confirmation from Command or your staff Route Coordinator, you will need to ask this walker to hold at the route stop, do some stretches, and wait until it is okay to proceed walking. You may also encounter a situation where slower walkers arrive after your route stop has closed. In this case, the walkers will not be permitted to continue walking. They will need to be swept further along the route and/or back to camp.

There are many reasons why we have standard hours of operation for the route stop. Safety is the most important reason! We will not open the route until we know it is safe for the walkers, and we won't release walkers from a route stop before it is safe for them to continue. If we allow those speedy walkers to start walking too soon, the sweep vans and route safety may not be in place and ready for them. We also close the route stops in order to keep the walkers moving

SUSAN G. KOMEN 3-Day® NEW ENGLAND   DAY 1		
Friday, August 18		
	MILE MARKER	HOURS
OPENING CEREMONY Boston Marriott Copley Place 310 Huntington Avenue Boston, MA 02116		7:00 a.m.
PIT STOP 1	2.8	8:30-9:45 a.m.
PIT STOP 2	4.9	9:00-10:45 a.m.
CHEERING STATION 1 Chestnut Hill Riverwalk Slocum Street & Chestnut Hill Chestnut Hill Boston, MA 02467	5.6	9:15-11:00 a.m.
LUNCH	8.6	10 a.m.-12:30 p.m.
CHEERING STATION 2 Bullough's Pond 355 Commonwealth Avenue Newton, MA 02460	8.9	10 a.m.-12:45 p.m.
GRAB & GO A	11.7	10:45 a.m.-2:00 p.m.
PIT STOP 3	14.8	11:30 a.m.-3:45 p.m.
CHEERING STATION 3 Riverland Park 581 Memorial Drive Cambridge, MA 02138	16	11:45 a.m.-4:15 p.m.
PIT STOP 4	17.9	12:15-5:15 p.m.
CAMP Boston Marriott Copley Place 310 Huntington Avenue Boston, MA 02116	20	1:00 p.m.
ROUTE CLOSES		5:30 p.m.

(Note: Mileage may not be exact.)

during daylight hours. Every decision we make is to keep our participants and crew safe on the route. Please ask the walkers to keep safety in mind when asking them to get on a sweep van or asking them to wait to leave the route stop. When we do encounter these situations, we want to remember that customer service is our number one priority! We want to exceed their expectations and provide excellent customer service regardless of the situation.

Route hours also determine when your team will begin and finish work for the day. The earlier the stop along the route, the earlier the team will need to leave each morning. Crew Captains will receive an Event Summary, including route hours, about two weeks before the 3-Day. At that point, he or she can give you a general outline of your event schedule.

### ROUTE STOP LAYOUT

The lunch and pit stop sites will generally be arranged with two areas of interest: medical tent and food and hydration tent(s).

Grab & go stops will not have medical or food but rather offer a place for participants to refill their water bottles and use the portable toilets.

The open-sided tents we use are called western shelters. Setting up a western shelter requires bending and lifting and should be completed with no less than 6 crew members. Your staff Route Coordinator will teach you how to set up a western shelter on Friday morning.

### MEDICAL

Although your team will help to set up the western shelter for the medical tent, assigned medical crew members will set up the medical supplies and they will staff the tent while your stop is open. Since the medical crew members are often very busy, it is a good idea to check on them periodically to make sure they are taking breaks and staying nourished and hydrated.



### HYDRATION STATION



While working in the hydration station, you will fill coolers with ice and water, mix the event sports drink and serve it to walkers directly from gallon containers, and manage hydration garbage and recyclables.

### FOOD STATION

The food tent is where walkers will get snacks and/or lunch. While working in the food tent, you will restock pre-packaged food, maintain ice for perishable snacks, and manage food waste and recyclables.



Health and safety are top priorities for the 3-Day, especially at our route stops. Therefore, each route stop will have guidelines for handling ice. Guidelines must be followed exactly. Your staff Route Coordinator will provide you with city specific guidelines.

Food that is packaged as single serving, and non-perishable like chips, pretzels, wheat thins, etc. can be set out without any special instructions.

Perishable foods need to be placed in a bin of ice, which is covered by plastic. No food can directly contact the ice. There must always be a barrier of plastic between food and ice, no exceptions. Whenever you are handling ice, you will be required to wear disposable gloves.

At the end of each day, please pack up all the food, whether open or closed. The staff Route Coordinator will take any perishable items forward on the route or back to the refrigerated truck in camp. Any non-perishable items, including bananas, can go on your pit truck.

### HAND WASHING

Hand washing stations will be created at each route stop with the use of an Igloo cooler. This cooler will be marked on the bottom denoting it is to be used as a hand washing station. Each station will have both soap and hand sanitizer available for use. A bucket should be properly placed with the cooler in order to catch the dirty water.

Crew, volunteers and staff must wash their hands and exposed portions of their arms before starting food preparation, as well as after handling food, using the toilet, coughing/sneezing, eating/drinking, handling dirty equipment and utensils, and as often as necessary to avoid cross contamination.

## ROUTE STOP ENTRANCE

In addition to the food and hydration tents, one or two crew members will always be stationed where walkers enter your stop. While these crew members do a lot of cheering, their primary purpose is to use the provided clicker to count the walkers as they arrive at the stop, both on foot and in sweep vans. Every 30 minutes, the crew member(s) at the stop's entrance must radio the walker count to the staff Route Stop Coordinator. Staff will then text the Command Center to report the walker count. This process is very important as it allows the 3-Day staff to track the walkers' progress along the route. Crew members may also be stationed at the route stop entrance and/or exit to help direct participant traffic in and/or out of the stop.



## KEEPING THE ROUTE STOP CLEAN AND STOCKED

Throughout each day, several crew members will also make rounds at each stop to ensure that the portable toilets and sanitation stations are stocked and to help manage the garbage and recycling.

Your Crew Captain will make a schedule for your team to ensure that all members of the team have a chance to serve in each of the stations and jobs several times throughout the weekend. Although you might prefer one station over another, or you might want to work with a specific friend all of the time, please remain flexible and willing to serve wherever needed. Teamwork is a key component of the crew!

## ROUTE SUPPORT

The Route Support Team redistributes snacks, ice, water and sports drink along the route. They also collect the trash and recyclables from your stop. If you are running low on hydration supplies, your Crew Captain will contact the staff Route Coordinator, and he or she will deploy the route support team to your stop. Once your stop has closed, Route Support will come to your stop and pick up your leftover hydration supplies to deliver to stops further down the route.



Please discuss the hydration needs of your stop with the staff Route Coordinator before mixing sports drink,

because the Route Support Team may deliver pre-mixed sports drink to you from earlier stops. This will help to avoid having excess sports drink supplies leftover at the end of the day.

Please have your trash and recyclables separated and ready for Route Support when they arrive after your stop closes. To do this, break down boxes, crush gallon jugs and haul garbage and recycling bags to the designated pick-up location as you go. Also, keep in mind that orange peels and liquids can get really heavy quickly. Tie off food garbage bags when they are 2/3 full for easier lifting and less mess.



The Route Support Team might also help to break down your stops. However, that is not their primary responsibility. Break down and clean-up is **your** team's responsibility. If Route Support helps with break down duties, be sure to thank them for going above the call of duty!

## SWEEP & SHUTTLE

You will also interact with the Sweep & Shuttle Team. This team picks up walkers along the route who need a short ride to the next stop. The sweep vans do not take walkers backward on the route and they do not act as a taxi service for walkers.



The Sweep Team will also take walkers out along the route directly from camp each morning if there is a need.

Additionally, they will take walkers back to camp from the later stops along the route.

While your stop is open, the sweep vans will drop walkers off at your stop.

The Sweep Team members will either provide the walker count from the van to the crew member counting walkers at the stop's entrance or call the captain directly. Either way, the walker count from sweep vans should be included in the walker count that your Crew Captain calls in to the Command Center each half hour.

It is important to note that grab & go's work a little differently. Since these stops do not have medical services, sweep vans do **not** drop off walkers there.

## THEMES



Themes can be a great way to have fun with your team and make the event more exciting. However, please keep in mind that our number one job is to serve the participants, spectators and community members. For that reason, the essential route stop elements must be set-up and completely ready before your team begins to decorate. Western shelters need to be up, food and hydration should be prepped, official signs and banner need to be in place, and sanitation stations must be set. Once your stop is completely set up, your Crew Captain will give your team the green light to begin putting up decorations and props.

## CREW UNIFORM

We hope you'll wear a costume to support your crew team! If you won't be wearing a costume, please wear your crew t-shirt so you can easily be identified as a crew member. Also, all crew members must wear closed-toe shoes when performing crew responsibilities at route sites. These can be tennis shoes, work boots or costume shoes that cover and protect your toes. No flip-flops or sandals while performing your crew duties. In addition, due to local health code requirements, some crew members may need to put their hair in a ponytail, wear hats or even possibly a hairnet. Your crew captain or staff member will provide you with health code information specific to your city and site.



## ROUTE STOP CLEAN UP

Your team may want to start cleaning up before the last couple walkers have come through. It is ok to start to consolidate items, but nothing should be taken down or put away until after the last walker leaves your stop. You might not have a lot of time for breaks while walkers are coming through, so be sure to take a couple minutes after you are done to grab a snack and fill your water bottles before you empty the coolers.

It is the responsibility of the entire team to stay and help until the truck is packed and the site is clear. And this year, there will be a new Pack Up Team that will come help you and your crew tear down and clean up your site each day. In general, members of the team working each area should start to clean up their area and pack items away. Once each area is clear, it moves quickly if the entire team works together to take the western shelters down. The same assembly line method used in unpacking works well for packing the truck. Once the truck is packed, all crew members are needed to sweep the site for lost items and miscellaneous trash.

If your Route Stop closes early in the day, your team might be asked to support another Route Stop, help with special operations on the route, or support other crew back at camp. Be flexible and ready to jump in and help where needed.



Thank you for all that you do to make the 3-Day Route Stops so magical and meaningful for our walkers. We can't wait to see the glitter and flair you will bring this year!

**SEE YOU AT THE 3-DAY!**