

CAREFULLY READ THESE INSTRUCTIONS BEFORE YOU ARRIVE

Tough Mudder Philly

Medical Team Information Pack



Welcome to Probably the Best Team on the Planet!

We are so pumped that you'll be joining us on-site as a member of the Medical Team for Tough Mudder Philly 2017. If you're a veteran MVP – welcome back! We are glad to you loved it the first time and we always look forward to seeing familiar faces.... and so do our Mudders!

To ensure you're prepared with all the essential info that will help you both create AND enjoy life changing experiences not only for yourself, but for the participants and spectators as well - please read through this info pack before you arrive on site for your shift so you can prepare for what is ahead.

If you haven't already, please complete the Get Prepped section in your portal, as well as read this pack front to back.

All the good stuff in this pack:

- Essential Event Weekend Information
- What to Prepare
- On-Site: Frequently Asked Questions
- On-Site: Safety Policy
- Parking Pass
- Reimbursement Form (if you have already bought a regular ticket and want to reimbursed for volunteering)



Essential Event Weekend Details

Address

Plantation Field

322 Apple Grove Rd

Coatesville, PA 19320

Shift Times

Please check your emails for your specific shift times. You can also log in to your portal at mvp.rosterfy.co

Getting There

Plan your route to the event site early to ensure you have enough time to get checked in before starting your shift.

Parking

Volunteers will be parking in the **Premium Parking Lot**, which is located on-site. It is a 5-10 minute walk to the venue, so please plan accordingly. Be sure to print out your parking pass, located at the end of this pack.

Check-In Process

- Plan to arrive at the **Medical Tent** 15 minutes prior to your shift.
- From the parking lot, follow signs to Mudder Village. You will see the Medical tent once you pass through the 'check-in' area.
- Turn in your waiver, show your ID, sign-in to your shift, grab a Medical t-shirt, slap on a nametag, enjoy some food, introduce yourself to a fellow medic (or 10) and get ready to rock!

Check-Out Process

- Checking out at the end of your shift is just as important as checking in! This is the only way you can receive your volunteer perks (including your free run & hat). Please make sure you check out at the end of your shift
- Plus, we want to personally thank you, hear a great story, and make sure you're leaving site with great memories and maybe a mud-stain or two.

What to Prepare

Check Your Shift

1. Double check your shift time and role in the portal.
2. If you can't make your shift, it is imperative that you withdraw on the Portal as soon as you know, so we have a complete team ready to tackle the event.

Get Your Kit Ready

We arm our awesome volunteers with a sweet red Medical T-shirt. We just have two essential uniform requirements:

- The T-Shirt must be worn as the outermost layer
- Sensible comfortable shoes only – you will be on your feet all day. NO OPEN TOED SHOES. Leave those at home.

You may wear whatever else you fancy, just make sure you are prepared for extreme weather (hot, cold or very wet). Here are a few tips:

- Check your local weather forecast and wear appropriate clothing.
- Bring a change of clothes – if you are out on course you are very likely to get quite muddy!
- We will provide sunscreen (where applicable) at the Medical tent, but you should bring extra with you.
- For wet weather we will also provide ponchos but don't let this stop you from bringing warm weatherproof gear!

Extra Welfare Supplies

Your welfare is our top priority, however due to the complex nature of our events we may need you to support yourself with any additional requirements. We will ensure you are safe, fed lunch and kept well hydrated as you will be busy helping Mudders throughout the day.

What Tough Mudder provides:

All Day and Morning Volunteers = light breakfast and lunch

Afternoon Volunteers = lunch

- Light breakfast is available from the Medical tent when you check in (normally includes a pastry and coffee)
- Lunch will be delivered to you (normally includes a sandwich and water).
- Water supplied all day

What you should prepare:

- If you need a steady snack-flow – please bring your favourite snacks.
- If you need a few cups of coffee to keep you going– bring along a thermos to fill up when you check in for your shift. Great if you are out on course and it is cold and wet!

Please note: We offer vegetarian options, but due to the complex nature of our events and the often remote location of our venues, we are unable to guarantee your first choice of meal. If you have specific food requirements (i.e.: food allergy, vegan, gluten-free), we recommend that you bring your own food with you.

Key Role Tips

MEDICAL TENT ROLES

- **PHYSICIAN:** please make sure to bring a Stethoscope. You will work closely with the Head Nurse who will be responsible for the triage of patients, and the flow of patients in the tent.
- **NURSE:** Stethoscope, Scissors-Bandage/Trauma Sheers and extra pen. You will be assessing and providing treatment under the guidance of a Physician
- **PATIENT CARE ASSISTANTS/CNA's:** You will be assisting the Nurses with providing treatment

ON COURSE/UTV's ROLES

- **EMT:** All EMT's operate at a BLS level to triage & stabilize patients, and transport them to the medical tent. If assigned to an obstacle you will be responsible for maintaining the overall safety of your obstacle and must not leave it for any reason. Should an incident occur please assess the participant and if needed radio Medical Dispatch for a UTV pickup with their injury. You may treat minor abrasions in the field anything else must come to the medical tent.
- **CERTIFIED FIRST RESPONDERS:** You will only assess the participant and treat minor abrasions in the field; if needed radio Medical Dispatch for a UTV pickup with their injury.
- **LIFEGUARD:** Be prepared to go in the water! Bring a Whistle, Rescue Tube, Backpack, and a Towel or two and dry clothes for breaks and to go home in. Wear a lifeguarding bathing suit (women MUST be in a one piece lifeguard bathing suit). We provide rescue tubes if you don't have your own. Note: most rescues will be surface rescues and do not require a wetsuit, but you may bring one if you own it.
- **RESCUE DIVER:** Bring your full Scuba Gear. You will be working in the water for the entire day, rotating through a team of 3 to allow for breaks but be prepared for exposure to cold water and the elements.
 - Your gear should include an appropriate wetsuit (please be mindful of your own sensitivity to the cold, air temperature, and physical ability) tanks and oxygen. You may bring a tarp or tent to store your Scuba gear (with no visible logos or advertising). We will do our best to get your vehicle to the obstacle (conditions permitting) or we will transport you and your gear from your car to the obstacle.

ON-SITE: FREQUENTLY ASKED QUESTIONS

Remember: Mudders may come to you for help, if there's a question you cannot answer, or you feel it needs escalating, please direct people to any member of TMHQ or the main Information Desk at Check-In.

Q: Where can I recover a lost item?

A: Lost and Found is located at the Information Desk. They will be able to help you or take your contact information should your belongings be turned in.

Q: I'm spectating today and I want to find out where my "Mudder" is on course. Can you help me find him/her?

A: We do not have tracking devices, so we will not be able to provide you with an exact location. However, if you have a spectator map, this will give you an estimate of their location depending on the start wave. If you don't have a map, please head to the Information Desk to pick one up.

Q: I've missed my start wave what do I do?

A: Head to the Information Desk where they will be able to assist.

Q: My friend decided not to run in the event. Can I take his/her place?

A: No, due to safety concerns and our insurance policy, no substitutions are allowed. However, you can talk to the team at the main Info Desk next to Check-In and they will be able to tell you more about how to take part.

Q: Where is the Bag Drop/Restrooms/Start/Finish/Merchandise tent?

A: All of these areas are past the check-in area. (Please familiarize yourself with Mudder Village on the morning of the event.)

Q: Is there water on course? Do you provide food for participants?

A: There are water stations every few miles on course.

Q: Can I pick up a headband for my friend?

A: No, our headbands are reserved for our participating Mudders only. (Remember: only one for each participant). However, we have a fully loaded Merchandise tent where you can certainly find some apparel for a friend.

ON-SITE: SAFETY Policies

It is essential that you read this document thoroughly, print it and bring it to site to reference in your role. This is not exhaustive and you will be given further details, if required, by TMHQ on site.

1. Medical
2. Severe Weather
 - a. Extreme Heat
 - b. Extreme Cold
3. Non-Controlled Fire
4. Lost child
5. Suspicious baggage

Medical INCIDENT (INJURY)

If a Mudder, Spector or Volunteer is injured on course, then ensuring medical treatment reaches them quickly is high priority.

We ask all Mudders to cross both their arms above their head to form a cross (see right) and to send the signal to the nearest Medical Station. Always make sure there is someone next to the incident with their arms crossed above their head to make identifying location easier when the Medics arrive. Ensure there is not a continuing danger that could threaten your safety or those around you. If so, warn those in the area to vacate the location until TMHQ or Medical staff can arrive.

Medical Services: These are found at every major obstacle on course (NOT at hazards which are identified by a triangle with an "I") and in the Mudder Village at the Medical tent. On course, they are identified by an 8ft pole with a **RED** medical sign mounted at the top. This is where Medics with radios will be stationed unless they are responding to a medical situation. There are also Medics roaming the course in UTVs that will stop if you signal with this over-head cross.



NOTE: If a Medic at your station is called away then make sure you know where they have gone, so that you can direct any other calls that come in to them or the nearest location.

Description of patient: When calling in a medical incident on the radio, make note of the:

- Location (example: next to cage crawl / just passed Mile 6 / in the Merchandise tent)
- Gender (male or female)
- Clothing (blue shirt and red shorts, no shirt and black shorts, etc.)
- Participant Number

This description helps the Medical Team locate the person on site.

NOTE: Never radio the nature of the injury. Our Medical Team will diagnose the injury when they arrive on scene and inform our Command Center.

Injury Related Radio calls: There are two medical calls:

1. **Normal Medical call:** This is where a patient has a minor cut, broken bone or something you do not consider life threatening. Make sure that you notify a Medic quickly so that they can call it in.
2. **Urgent Medical Call:**
 - This is to be used where there is a life threatening situation. Usually life threatening injuries involve a head/neck injury, a heart related issue, or heat related illness (Remember the 3 H's: Head, Heart, and Heat).
 - If there is an incident you feel is life-threatening (whatever it is) you should always raise it as Urgent. If you don't have a radio, make sure a Medic knows of its severity and radios through the injury as Urgent. If you do have a radio, an Urgent call begins with "**Urgent, Urgent, Urgent**" and then wait for a response. Always, relay the same information as a normal injury, Location, Gender, Participant number, and Clothing Description.

Severe Weather:

Our event team always monitors the weather before and during an event to maintain its safety.

If a severe weather such as a lightning storm occurs, the Event Director will make a strategic decision about the safety of the event. It may be determined as necessary to pause the event or, in extreme cases, evacuate the event. Be flexible and ready to work with the organizational team to put the event pause or evacuation plan into action.

Non-Controlled Fire:

Fire is a threat to everyone and everything on site. Your ability to raise the alarm quickly could save lives and the surrounding land. Use common sense, and follow these guidelines:

- Make sure the fire is not related to the event. Tough Mudder will have intentional and controlled fires at many of our events. However, it is possible that one of these could become out of control.
- If you have reason to suspect the fire is unattended and a threat, then notify your Team Leader or anyone with a radio (on course Medics have radios) giving a description of where it is located so that it can be examined.
- Make sure no one is in immediate danger and direct people away from the fire without endangering yourself.
- Work with the Operational Team to ensure the safety of people on site until the fire is extinguished or an evacuation plan is initiated.
- Help resume events on site once the all clear is given.

Lost child:

In Mudder Village: If you find a lost child you should immediately escort the child to the Information Desk. If you are unable to leave your position, keep

the child with you and request support from someone on a radio to contact Control requesting a member of TMHQ to collect the child.

Once a staff member or Volunteer (you) takes possession of a lost child, the child should only be released to a parent or a member of TMHQ (black clothing with orange TMHQ letters on the back).

Any parent looking for a lost child should be directed to the Information Desk near the Check-In area of the event where the Information Desk Manager will continue the lost child protocol.

On Course: Look around to ensure the parent isn't near-by. If you have looked and cannot find their parent, keep them with you until you have notified your Team Leader or a Medic who can radio in and support you with the process.

Suspicious Packages: "If you see something, say something!"




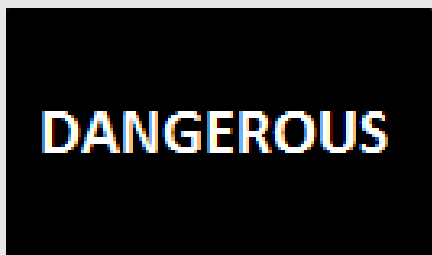
It can be difficult to determine when to report something suspicious but we ask you to decide whether or not something is out of the ordinary. Use common sense, and follow these guidelines:

- Trust your instincts; if something feels wrong, don't ignore it.
- Do not assume that someone else has already reported it.
- Look around to see if there is someone who may have just dropped the bag while they tie their shoes or watch the event – shout out and ask if it is someone's bag. In most cases, this will resolve it.

If the bag is not claimed:

- Radio in or ask someone to report it to a TMHQ staff member.
- Keep your distance from the suspicious package and do not approach or tamper with it.
- Follow procedures given to you by the TMHQ team.

Event alert system: Tough Mudder has implemented a color coded flag system called the “EVENT ALERT SYSTEM” (EAS) for our event that will communicate the status of the course conditions on event day. All participants and spectators should familiarize themselves with the EAS and be alert to changing conditions. Flags will be posted at the Start of as well as at the obstacles on the course.

ALERT LEVEL	EVENT CONDITION
<p data-bbox="256 428 526 485">Green Flag</p> <div data-bbox="177 504 605 756">  <p data-bbox="326 604 454 661">LOW</p> </div>	<p data-bbox="833 428 1256 485">Good Conditions</p> <ul data-bbox="639 499 1393 680" style="list-style-type: none"> – Full event open – Monitor for changing conditions and flag colors
<p data-bbox="248 785 534 842">Yellow Flag</p> <div data-bbox="177 863 605 1115">  <p data-bbox="233 963 539 1020">MODERATE</p> </div>	<p data-bbox="708 785 1382 842">Less-than-Ideal Conditions</p> <ul data-bbox="639 856 1419 1100" style="list-style-type: none"> – Slow down/proceed with caution – Be prepared for worsening conditions – Be aware of potential course modifications
<p data-bbox="285 1148 496 1205">Red Flag</p> <div data-bbox="177 1226 605 1478">  <p data-bbox="318 1327 456 1383">HIGH</p> </div>	<p data-bbox="764 1148 1325 1205">Dangerous Conditions</p> <ul data-bbox="639 1220 1284 1463" style="list-style-type: none"> – Consider stopping – Observe changes to the course – Observe all official instructions – Potential event pause
<p data-bbox="266 1512 516 1568">Black Flag</p> <div data-bbox="177 1589 605 1841">  <p data-bbox="215 1690 561 1747">DANGEROUS</p> </div>	<p data-bbox="813 1512 1276 1568">Event Cancellation</p> <ul data-bbox="639 1583 1464 1883" style="list-style-type: none"> – Event Cancellation – Mandatory Evacuation of the Course for all Participants and Spectators – Follow official instructions at each flag location

PREMIUM

ONSITE

VOLUNTEER

322 APPLE GROVE ROAD

**>>>>> ONSITE PARKING ONLY <<<<<
NO INTERNAL ACCESS**

PARKING

PHILLY - 2017



MUDDER
VOLUNTEER
PROGRAM

Volunteer Reimbursement Form

What you need to do

Fill this in and give it to your Volunteer Manager when you check out at the end of your shift.

We'll reimburse you within seven (7) days of the event.

Valid for those who:

Run Saturday, Volunteer Sunday (two day event)

Run (AM), Volunteer (PM) (one day event)

PLEASE NOTE: If you do not hand this form in when you check out you will not be able to claim a reimbursement at a later date.

Payment for tickets must have been online prior to arrival on site and not made at the Info Desk.

Mudder Volunteer Information

First Name:	Last Name:
Email:	Phone Number:
Day volunteered (circle):	Pre Event / Saturday / Sunday / Team Leader
Length of Shift (circle):	full day / half day
Event Location of Shift:	

Payment Information:

(No cash refunds. Tickets can only be reimbursed if paid with a credit or debit card)

Eventbrite Order Number:	
Name on (credit/debit) card:	
Email ticket was bought with:	
Day of Participation:	

For Official Use Only:

Volunteer Shift Completed: Yes / No
Volunteer Time: Full Day / Half Day
Amount to Refund to: USD - \$20 / \$40 / \$10 (TMH) / \$0
GBP - £30 / £15 / £10 (TMH) / £0

Volunteer Manager

Name: _____

Signature: _____