



VOLUNTEER INFORMATION PACKAGE

2019 Skate Canada Synchronized Skating Championships Waterloo, ON February 22 – 24, 2019 Waterloo Memorial Recreation Complex

Overview

Waterloo, Ontario will be host for the 2019 Skate Canada Synchronized Skating Championships. This exciting event will welcome nearly 40 teams and over 800 skaters from across the country. Teams will compete for national titles in the senior, junior, open, intermediate and novice categories.

The atmosphere in the Waterloo Memorial Recreation Complex will be unlike anything Waterloo will have experienced with an energetic and enthusiastic fan base known to get into the act with flash dance mobs breaking out!

| Key Dates | |
|---------------------------------------------------|-----------------------------|
| Set-Up Begins | Thursday, February 21, 2019 |
| Official Practices & Competition Begin | Friday, February 22, 2019 |
| Last Day of Competition | Sunday, February 24, 2019 |

| Venue(s) | |
|--------------------------|---------------------------------------------------------------------------------------------------|
| Competition Venue | Waterloo Memorial Recreation Complex 101 Father David Bauer Drive Waterloo, Ontario N2L 0B4 |

Organizing Committee

Local Organizing Committee and Event Volunteers

The Organizing Committee (OC) is led by Skate Canada staff and Skate Canada – Ontario Section volunteers. A Local Organizing Committee (LOC) consisting of volunteer supervisors and coordinators has been established. Skate Canada staff, in conjunction with the LOC, will execute the event and assist in recruiting volunteers for the various functions that will form the entire volunteer team. A target number of 150 volunteers will be recruited for this prestigious event.

Volunteer Recruitment

All interested individuals are invited to apply for volunteer roles. To be considered for a volunteer position, you must complete the online application as soon as possible. Applicants will be accepted until each area has been filled. The volunteer application deadline is **January 31, 2019**. No new applicants will be accepted following this date.

All applicants will be notified of their application status within 21 business days after their application has been received. Selection is based on the following criteria: the positions available, the individual's background/experience and availability. Once approved and assigned to a specific area, a member of the LOC will contact the volunteer to discuss details of the role, scheduling and job function. Volunteers able to contribute a minimum of 20 hours will be given priority in the selection process.

Criminal Records Check

Volunteer applicants aged 18 years and older will be asked to undergo a criminal records check. This will be completed as the second step in the application process. Volunteers will receive an invitation by email to log on and complete the criminal records check (via BackCheck) following the submission their online volunteer application. All applicable fees will be covered by Skate Canada.

Age Requirements

Volunteers must be a minimum of 15 years of age or older by **February 21, 2019** (with special exceptions and requirements for ice patchers and ceremony participants). See details below regarding these requirements. *A parent/guardian must be present for application submission, and read, understood and agree to the Volunteer Agreement included with the volunteer application for those under the age of 18.*

Volunteer Areas of Interest

General Competencies, Qualities and Qualifications of a Volunteer

Volunteering at this event is an exciting opportunity which also brings a responsibility to execute your volunteer role to the best of your ability as a representative and ambassador of Skate Canada. There are a variety of skill sets that will be required in different positions, including:

- ◆ Ability to create a welcoming environment for competitors, team personnel, media and spectators
- ◆ Excellent oral communication and interpersonal skills
- ◆ Ability to work as part of a team in a professional and courteous manner
- ◆ Ability to perform varying levels of manual labour
- ◆ Background in figure skating and knowledge of the sport is an asset
- ◆ Previous experience at Skate Canada events or with other national/international events
- ◆ Advanced Computer application skills – Microsoft Word and Excel
- ◆ Strong organizational skills and the ability to handle multiple projects simultaneously
- ◆ Ability to handle sensitive information in a professional and confidential manner
- ◆ Ability to work in a fast-paced and high-energy environment
- ◆ Ability to deal with unexpected and difficult situations
- ◆ Language skills – ability to work in English, French and other languages is an asset

There are several distinct areas in which volunteers may choose to work:

1. Venue Operations
2. Hotel Services & Registration
3. Transportation
4. Medical

An outline of the different areas, brief job descriptions and skills required for each area is provided below.

Venue Operations

General skills required for Venue Operations include: an operational knowledge of figure skating events or task-specific knowledge. Experience at the club, regional, sectional or national level for some positions is recommended.

Areas include:

Catering

Assist with all venue lounges and any other catering that is planned. Create a welcoming, clean and tidy environment for event participants.

Skills: Previous experience with food preparation and service, flexible and has an outgoing and friendly personality.

Fan Experience

Outgoing, enthusiastic, and energetic? If so, consider working on the fan experience team. Fan experience volunteers will be used to staff various in-venue activations and initiatives throughout the event. This includes but is not limited to coordination and assistance of the school program, assisting with the boutique (selling of merchandise), selling programs and tickets, or any other fan activations, etc., as required.

Skills: Good oral communication, an outgoing and friendly personality, flexibility with change and experience with a cash register considered an asset.

Ice Operations

Work as dressing room and warm-up space attendants, ice captains, time keepers, guard runners, security on skates, etc. to assist with the smooth operation of all rink-side components.

Skills: Technical knowledge of the sport and attention to detail and timing. Experience at the sectional and/or national level for all positions is mandatory.

Security on Skates - must be at least 16 years of age and have passed a Junior Bronze or higher level test as of **February 21, 2019**. Excellent physical condition, attention to detail and skating speed is also required. Security on skates will be required to wear skaters during their shifts.

Logistics

Primarily responsible for the set-up and tear-down of the venue, including the distribution of Skate Canada items and equipment, set-up of rooms, set-up of the Kiss & Cry, placement of event signage and shipment management. Once set up is complete, main task during the event is ensuring that the athletes and teams have the best possible environment to succeed by dealing with any issues that arise and day to day maintenance of certain items like water distribution. Assisting with victory ceremonies (set-up of podium) will be another key task.

Skills: Ability to do heavy lifting is required for some positions. Must be flexible with change, good attention to detail and ability to multi-task. Handyman skills considered an asset. Professionalism required due to proximity to athletes and key stakeholders.

IT

Assist in set up of computers, networks, cabling, etc., help troubleshoot basic computer and application issues, be available for IT related questions, and work with various areas to get connected to wired or wireless internet.

Skills: Basic Windows/MAC Networking and troubleshooting skills, basic Network and Wireless network troubleshooting skills, and the ability to identify and work with translators to overcome language barriers. A diploma in a computer related field, or 2-3 years' experience in a computer related field is an asset for this role.

Media Operations

Media operations is responsible for the planning, preparation and provision of services and facilities for the accredited written and photographic media, as well as rights-holding broadcasters and support staff that will cover the event.

Skills: Administrative capability, bilingual French and English, strong computer skills - particularly Internet search and transcription skills to take quotes from athletes and transcribe them accurately. During international events translation services in Japanese, Russian, Korean and other languages could be required.

Operations & Printing Room

General event operations, posting information, delivering information, info boxes, radio sign-in/sign-out, skate sharpening and repair, costume repair, etc. Printing of documents such as start orders, results, and communications as well ensuring it is posted and delivered to the appropriate locations.

Skills: Technical knowledge of the sport and computer skills are essential – Microsoft Word, Excel, and Publisher. Experience as an Official or Data Specialist at the sectional and/or national level is ideal for this area.

Security

Monitor specific access points and accreditation passes, transportation system and hotels to ensure unauthorized persons do not access restricted areas and monitor overall safety of participants.

Skills: Ability to be assertive and attentive when monitoring tickets and accreditation passes, ability to stand for a long period of time and flexible with change.

Volunteer Services

Man the Volunteer Desk and assist with day-to-day volunteer services, including check-in, recognition program and information dissemination.

Skills: Good oral communication, an outgoing and friendly personality, great organizational skills and previous experience with volunteers is an asset.

Underage Volunteers

Please note that these positions are subject to auditions and/or specific selection processes.

Ceremony Participants – must be 14 to 17 years of age and have passed a Senior Bronze or higher level test as of **February 21, 2019**. Excellent physical condition with superior attention to detail is required. Must complete the online application form.

Ice Patchers - must be at least 13 years of age and have passed a Junior Bronze or higher level test as of **February 21, 2019**. Excellent physical condition, attention to detail and skating speed is also required. Ice patchers will be required to wear skaters during their shifts.

Hotel Services and Registration

Hotel Services volunteers will assist with various duties at the official hotel, including monitoring the Officials' Hospitality Suite and assisting with scheduled meetings to ensure AV and catering requirements are in place.

Skills: Bilingual French and English is preferred, other languages an asset, good oral communication, an outgoing and friendly personality, multi-tasking, professional and ability to process information quickly, are all assets.

Registration volunteers will assist with set-up of registration at the venue/hotel, register event participants and provide general information throughout the events.

Skills: Bilingual French and English is preferred, other languages an asset, good oral communication, an outgoing and friendly personality, computer applications, knowledge of the city, multi-tasking, professional, and ability to process information quickly, are all assets.

Transportation

Drivers are required for airport pick-up and drop-offs, special transportation needs and VIP services throughout the event. Transportation volunteers are also needed to staff the Transportation Desks which will field questions, provide information and manage transportation requests.

Transportation drivers must be licensed and able to drive rental vehicles (i.e. appropriate age and driving record).

Skills: A good knowledge of the city's road system, excellent driving ability and record, a friendly, courteous personality and good oral communication.

Medical

Physicians, EMTs, nurses and therapists are required for rinkside medical assistance. Please complete the [online Medical Application](#).

Skills: Proof of credentials will be required upon approval of volunteer application.

Volunteer Recognition Program

Uniforms

All volunteers (up to 150) contributing at least 16 hours of volunteer time will receive a volunteer uniform. This distinctive clothing is to be worn during all volunteer working hours. Each individual is to provide his/her own black, grey, or navy dress pants. Jeans, sweatpants, yoga pants and leggings are not permitted during practice or competition days, however may be worn at the arena during set-up and tear-down.

Some volunteer areas (i.e. ceremony participants) will not receive the general volunteer uniform as alternate clothing will be required in these roles. This will be specified by the area supervisor before the event. These volunteers will receive job specific uniforms.

Volunteer Orientation

All volunteers will be required to participate in comprehensive training to familiarize themselves with the event as a whole and their specific area of responsibility. The volunteer orientation session training session is tentatively scheduled to take place on Thursday, February 21. Uniforms and accreditation will be distributed at this function. The date, time and location will be confirmed closer to the event with an invitation.

Meals

Volunteer meals will be available at the venue and at the main hotel with snacks and beverages available throughout the day. Meals are provided for volunteers working over a meal period and working a minimum six-hour shift. Meal tickets will be provided to the volunteers by their respective Supervisor.

Personal Expenses

Unfortunately, Skate Canada is not able to reimburse expenses for volunteers. This includes travel, accommodations, parking and/or mileage, etc.

How to Apply

1. Complete the [Online Volunteer Application](#) by deadline of **January 31, 2019**.
2. Questions? Email us at eventsinfo@skatecanada.ca