



ISU World Figure Skating Championships® 2020
Montreal, QC
March 16-22, 2020
Bell Centre

Overview

Skate Canada and Montreal, Quebec are proud to host the ISU World Figure Skating Championships® 2020. This event will welcome over 200 of the best athletes from 50 countries to compete in four disciplines, men, ladies, pair and ice dance.

The ISU World Figure Skating Championships is an annual event that moves around the globe, attracting more than 300 million television viewers worldwide. The 2020 world championships will mark Canada's 11th time hosting, and a second for Montreal. Montreal last hosted the championships in 1932, the very first time Canada hosted the event.

Key Dates	
Set-Up Begins	Friday, March 13, 2020
Official Practices Begin	Monday, March 16, 2020
Competition Begins	Wednesday, March 18, 2020
Last Day of Competition	Sunday, March 22, 2020

Venue(s)	
Competition Venue	Bell Centre 1909 Avenue des Canadiens-de-Montréal Montréal, QC H4B 5G0

Organizing Committee

Local Organizing Committee and Event Volunteers

The Organizing Committee (OC) is led by Skate Canada staff and Skate Canada – Quebec 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 350 volunteers will be recruited for this prestigious event.

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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, and successfully complete the criminal records check. Applicants will be accepted until each area has been filled. The volunteer application deadline is **November 1, 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 and criminal records check has been received. Selection is based on the following criteria: the positions available, the individual's background/experience and availability, and successful completion of the criminal records check. 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 **March 15, 2020** (with special exceptions and requirements for flower retrievers, 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

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- ◆ 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 and Registration
3. Transportation
4. Medical

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.

Doping Control Chaperone

Supervise selected athletes for doping procedures. Training will be provided on-site by a Canadian Centre for Ethics in Sport (CCES) Doping Control Officer. **Note:** volunteers selected as doping control chaperones must already be a part of the volunteer team in another role, and have flexibility with scheduling.

Skills: Attention to detail, discretion and confidentiality required. Previous experience as a doping control chaperone is preferred, and must be 18 years of age.

Customer Service and Fan Experience

Outgoing, enthusiastic, and energetic? If so, consider working on the customer service and fan experience team. Fan experience volunteers will be used to staff various in-venue activations and

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initiatives throughout the event. Customer Service volunteers will be 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.

Guest Program

Work in collaboration with the registration team to ensure guests or VIPs enjoy the best possible experience, including servicing in the VIP Lounge. Other duties include assisting with the various social functions.

Skills: Bilingual French and English is preferred, good oral communication, an outgoing and friendly personality and previous experience with VIP management is an asset.

Ice Operations

Work as dressing room attendants, ice captains, time keepers, 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. Volunteer timers should be regional or higher level officials.

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.

Victory Ceremonies

The victory ceremonies team will be available 45 minutes prior to the start of each scheduled ceremony. Volunteers must be comfortable lifting heavy objects (50-70lbs) while on ice (i.e.





podium, carpets, etc.). Cleats / helmets will be made available if needed. Note: volunteers assisting with victory ceremonies can be part of another volunteer team, with flexibility to be available for ceremony times.

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 in order to take quotes from athletes and transcribe them accurately. 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

Ice Patchers - must be at least 13 years of age and have passed a STAR 5/Junior Bronze or higher level test as of **March 15, 2020**. 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 overseeing the dining room (i.e., ticket taking, opening/closing the dining room), collecting money from federations, answering questions and providing general information at the Information Desk. Assist with scheduled

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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 event. Assist with the processing of payments for invoices and sale of various items, including tickets, extra practice ice, accommodation, etc.

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, and special transportation needs 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 and medical room staffing. 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 350) contributing at least 20 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. flower retrievers, and 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.

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Volunteer Orientations

All volunteers will be required to participate a minimum of one comprehensive training to familiarize themselves with the event as a whole and their specific area of responsibility. Uniforms and accreditation will be distributed at this function. The dates, times and locations of these trainings 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 a minimum six-hour shift over a meal period. 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 **November 1, 2019**.
2. Complete the Volunteer Criminal Records Check. An email will be sent following the submission of your online volunteer application form.
3. Questions? Email us at entries@montreal2020.com.

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