

NATIONAL WOMEN'S UNDER-18 CHAMPIONSHIP

CHAMPIONNAT NATIONAL FÉMININ DES MOINS DE 18 ANS

CALGARY, ALBERTA

NOVEMBER 6-10 NOVEMBRE 2013

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VOLUNTEER HANDBOOK

Event Partner / Partenaire de l'événement

HOCKEY CALGARY

tourism calgary

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Welcome to the 2013 National Women's Under-18 Championship. The Host Committee would like to thank you for being part of this event.

The event will showcase many future athletes whose dream it is to take the game of hockey to the next level. We are thankful you are able to donate your time, effort and dedication to this event. The City of Calgary treats people like their guests in their home. We know we can rely on each and every one of you to ensure each player, coach, official, player's families and fans feel welcome in our city!

The handbook will provide you with information regarding the Championship as well as important details about the facility and your role as a volunteer with us this week. We would like to encourage you to take the time to read our handbook on the event. If you have any questions please feel free to ask one of the Host Committee Members.

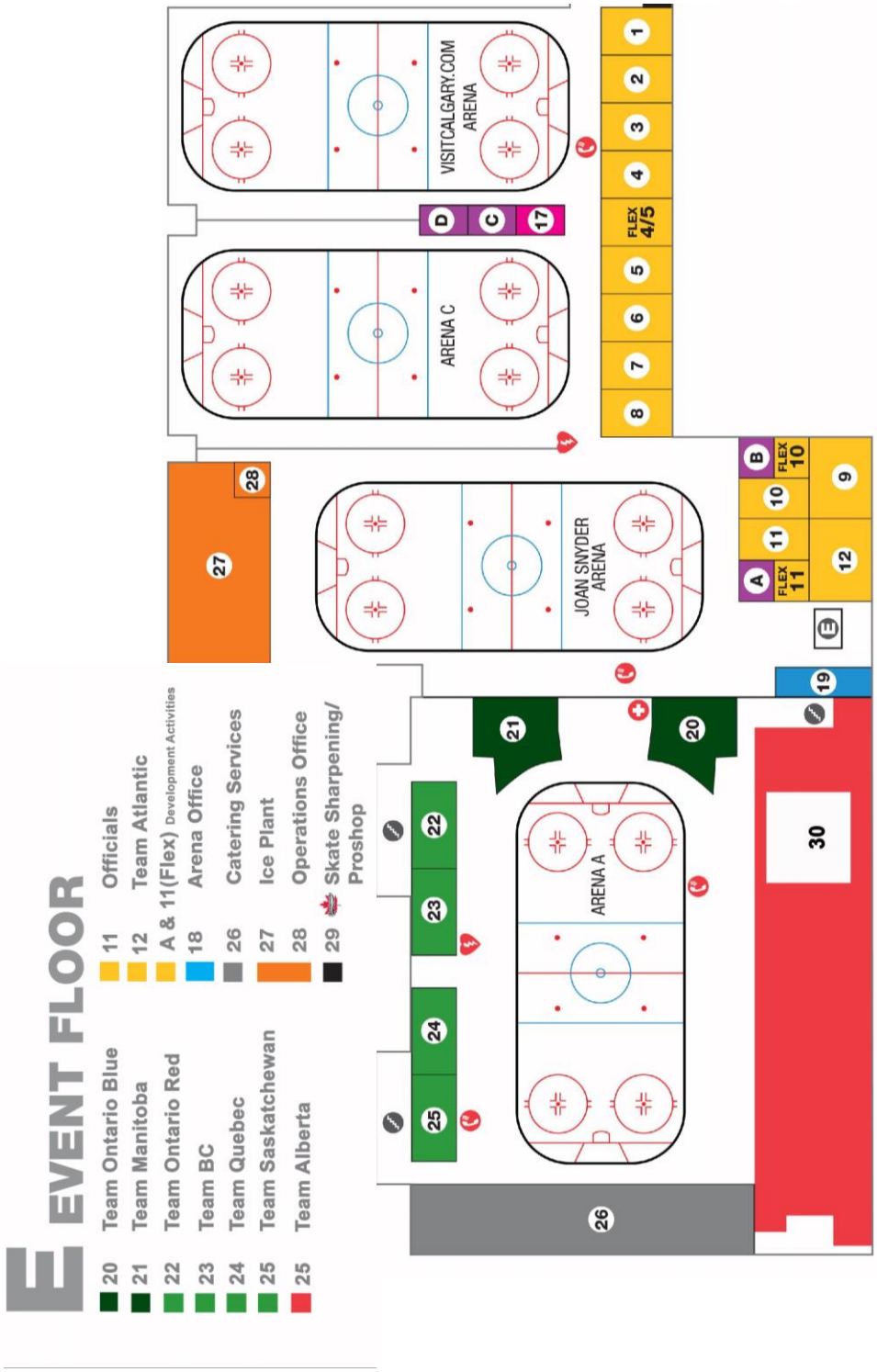
It is hard to believe the event is finally here. We look forward to working with each of you and are excited about the week of hockey we are about to witness at a national level. We hope you enjoy your volunteering experience.

Thank you for being part of the success of this 2013 National Women's Under-18 Championship

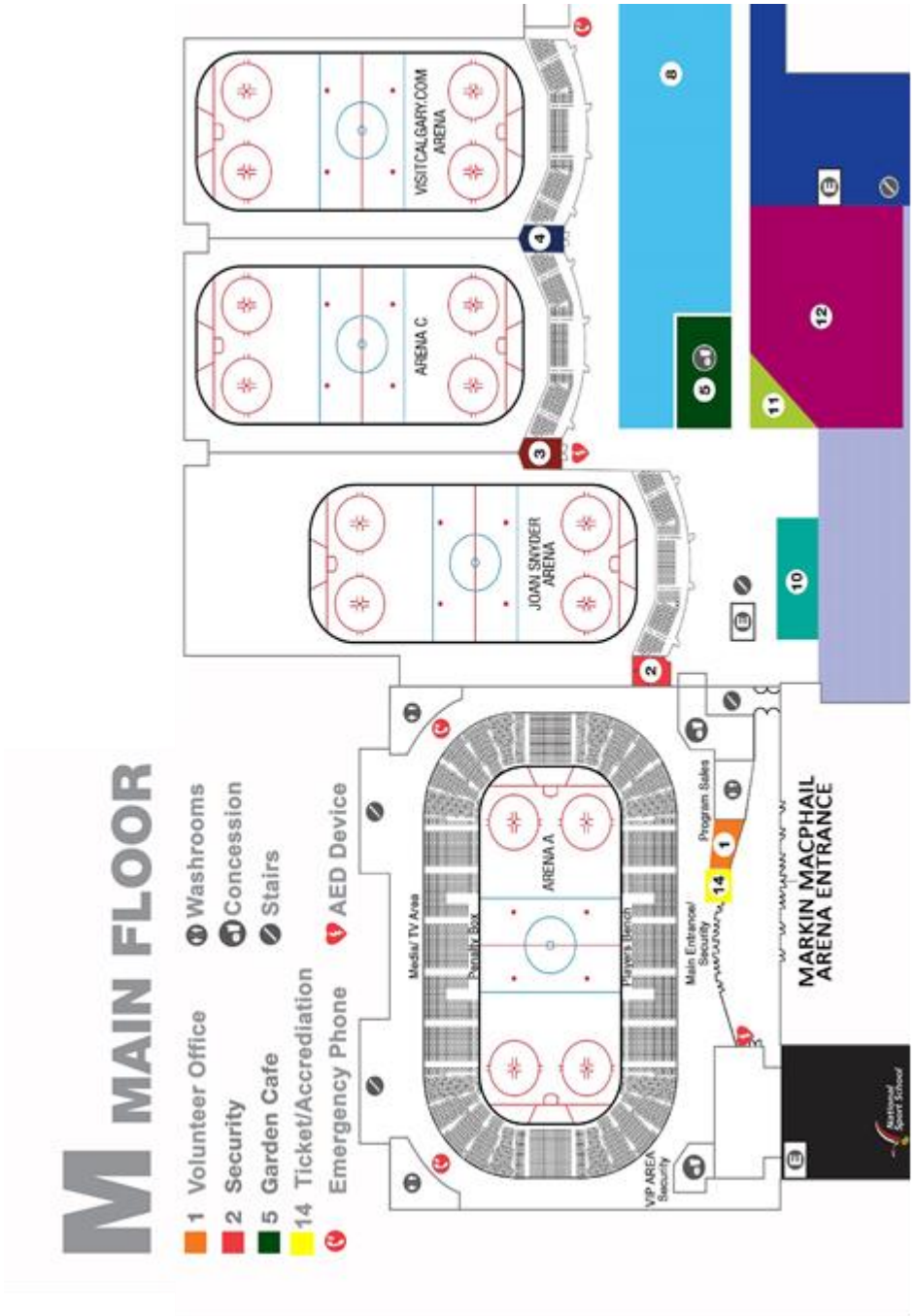
Yours in hockey,

Host Committee Chairs

National Women's Under-18 Championship in Calgary, AB



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NATIONAL WOMEN'S UNDER-18 CHAMPIONSHIPS

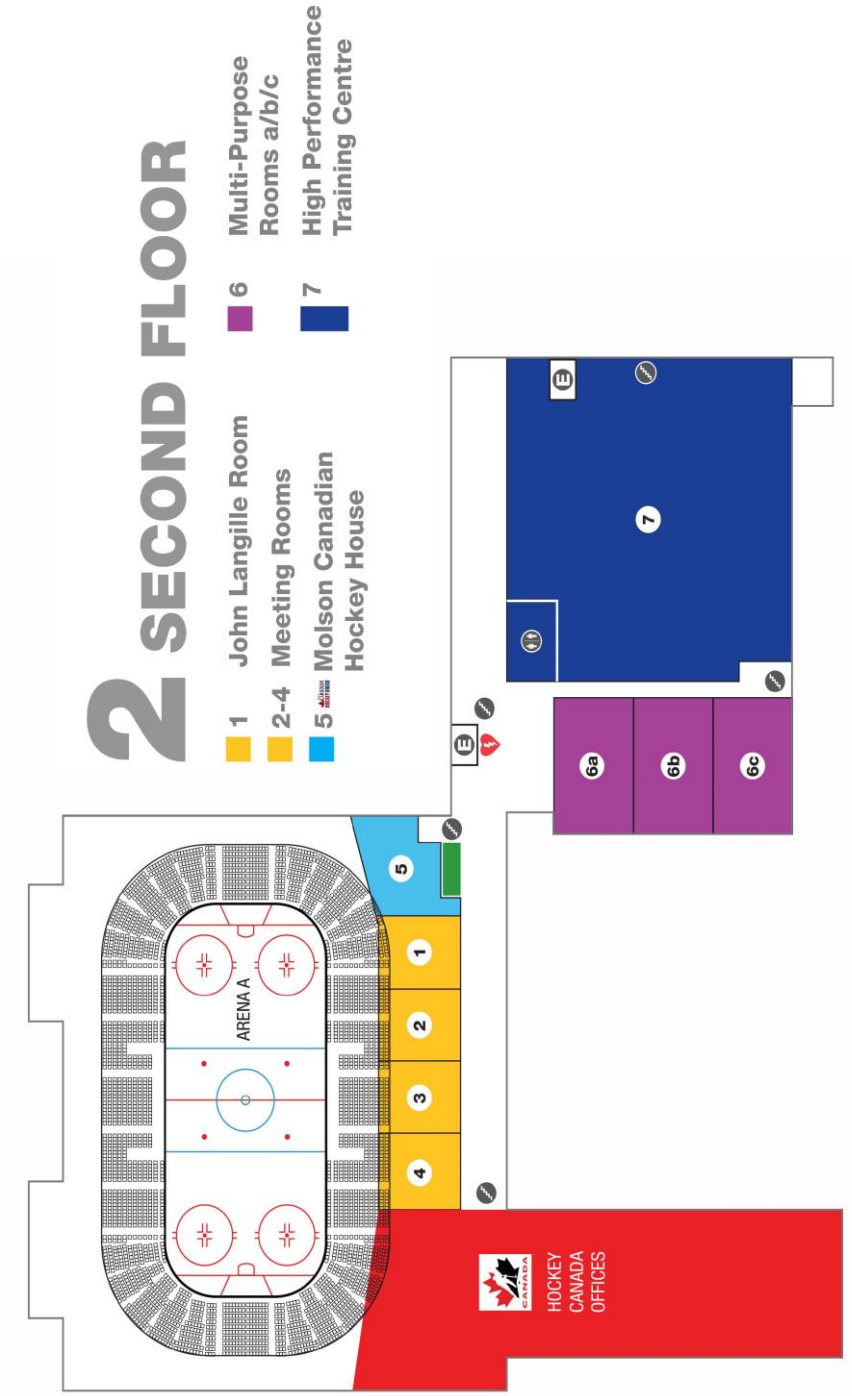
HOST COMMITTEE CONTACTS

NAME	AREA	CONTACT INFO
	CO-CHAIR	
	CO-CHAIR	
	HOCKEY CANADA LIASON	
	OPERATIONS	
	VOLUNTEERS	
	FINANCE	
	LOGISTICS - TRANSPORTATION	
	PROTOCOL & CEREMONIES	
	MARKETING & PROMOTIONS	
	HOCKEY CANADA – MEDIA	
	COMMUNICATIONS & MEDIA	
	SPONSORSHIP	
	SCHOOLS PROGRAM	
	TICKETING	

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POLICIES AND PROCEDURE FOR VOLUNTEERS

1. Volunteer identification must be visible at all times when a volunteer is on duty (i.e. volunteer accreditation and apparel).
2. First impressions are always important. The following suggestions can help you and your visitors enjoy the event as much as possible.
   - Report for duty on time, well groomed, with identification and volunteer apparel (report to your committee chair prior to your shift).
   - Be friendly, smile and have fun.
   - Learn and carry out your duties willingly, fairly and impartially.
   - Be ready to offer assistance to anyone in need.
   - Be vigilant and alert during your shift.
4. Any injuries received as a result of volunteer work must be reported as soon as possible. Please call or report to the volunteer office.
5. All volunteers please enter via main door (south entrance)
6. Volunteers are required to check in at the beginning and end of each volunteer shift.
7. Volunteers apparel should not be worn if attending games while not “on duty”.
8. There will be a Volunteer office located next to the ticket booth on the main level with drinks and snacks for your convenience.



EVENT SCHEDULE

Insert Event Schedule Here

CODE OF ETHICS

1. Volunteers will wear volunteer identification and volunteer apparel (shirt with jeans) while on duty during the event. Our theme is “SADDLE UP FOR THE CUP” so we encourage western wear (boots, cowboy hats, etc.)
2. During the event volunteers represent our the National Women’s U18 Championships and should conduct themselves accordingly.
3. Volunteers will try to be considerate, helpful and work as a team member with all other volunteers.
4. Volunteers will make every effort to be on time for their shift and will not expect others to cover for them.
5. If a volunteer is unable to work a shift, they should contact the volunteer coordinator.
6. Volunteers will respect the confidence of this organization and its partners. We do not have coverage for defamation or negligent statements. Volunteers are not to make defamatory statements to anyone (particularly the press).
7. All volunteers understand they will not receive any pay for their services during this event, either in the form of money or free tickets.
8. All volunteers will use Common Sense - with a Sense of Humor!
9. All volunteers will remember this event is for everyone to ENJOY and they are not to get so wrapped up in their duties that they forget to HAVE FUN!
10. At no time are any volunteers or unauthorized personnel to make themselves available to answer questions or to be interviewed by any media. If you are approached by media politely decline to answer any questions and forward the media outlet to _____
11. No alcohol or drugs are permitted while on shift.
12. Ensure that you are only walking around in secure areas if your job requires you to do so.

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CONTACT INFORMATION

Markin MacPhail Arena
Canada Olympic Park

88 Canada Olympic Road SW

Calgary, A B T3B 5R5

IMPORTANT TELEPHONE NUMBERS

Emergencies ……911

Ambulance……911

Fire……..911

Nearest Hospital

_____

_____

City Police

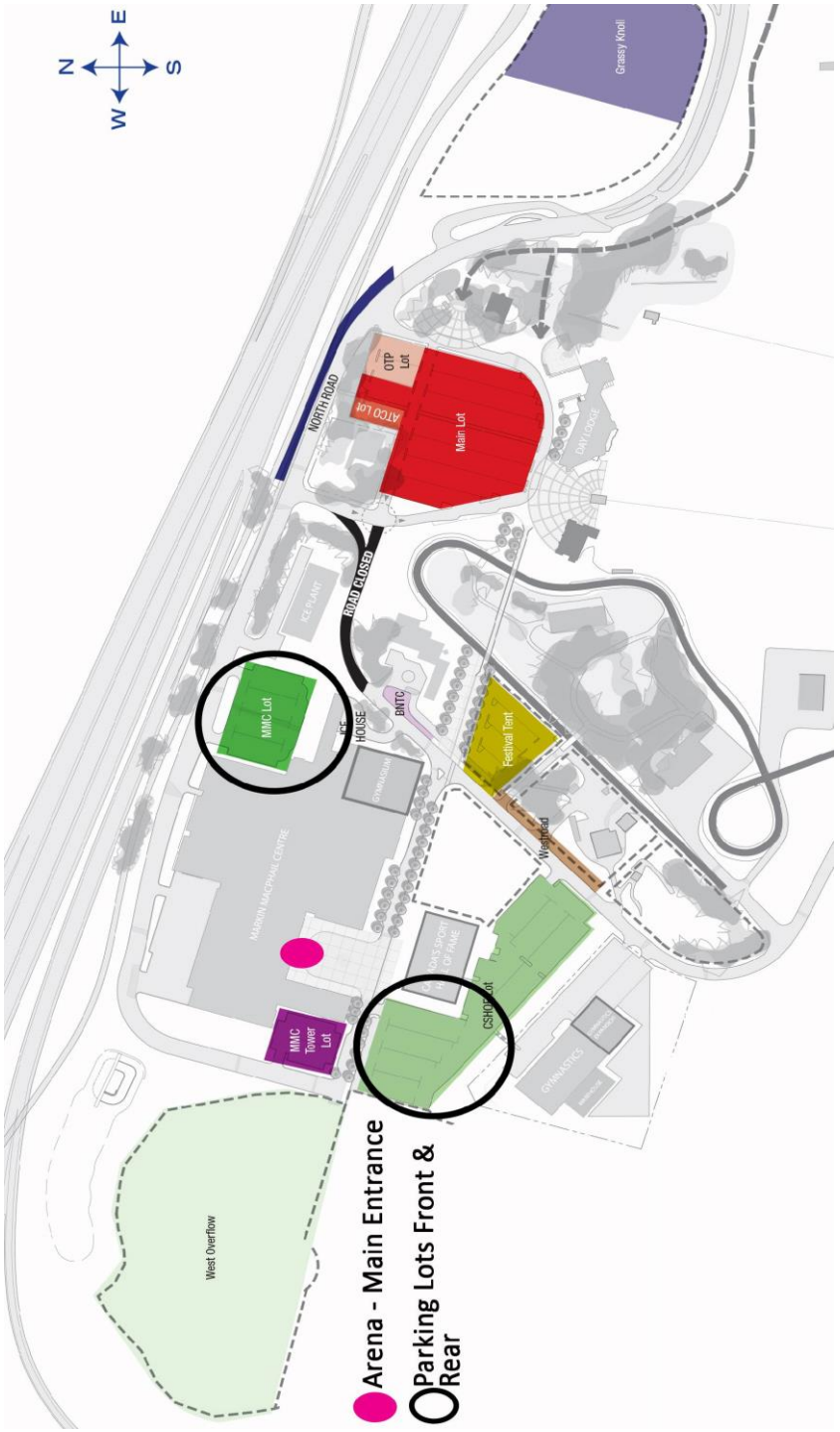
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ACCOMODATIONS

_____

_____

PARKING & ENTRANCE MAP



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TRANSPORTATION

For Team Staff and Officials we have an on-call transportation driver available. Please contact the volunteer office to arrange drop off/pick up.

Associated Cabs……403.299.1111

Checker/ Yellow Cabs……403.299-9999

RESTAURANTS – NEAR ARENA & HOTELS

NAME	ADDRESS	PHONE

INCIDENT REPORT

WHAT CONSITUTES AN INCIDENT?

- Something that results in serious loss or damage.
- A situation that could affect public relations for the tournament - i.e. anything that might reflect negatively on the event.
- A security breach.
- A medical or bodily injury situation.
- A hazard, where the safety of clients is, or could be compromised

REPORTING AN INCIDENT

- When you witness an incident, determine first whether it can be resolved immediately and safely. If it can, please do so.
- All incidents need to be reported to your supervisor or a member of the Host Committee.
- Advise your Supervisor or Host Committee member of the incident right away and give them all the details.

Your immediate Supervisor or the Volunteer Coordinator will decide if the incident needs to be reported immediately.

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MEDICAL SERVICES INFORMATION

The 2013 National Women's Under-18 Championship believes it is necessary to provide equitable and quality medical services to all of our teams and guests during the week. We will do our best to ensure that your health care needs are met.

A fully stocked Safety/First Aid room is available to the Team Training staff during this week of the U-18 Championship. Teams can utilize the First Aid room with supervision from one of the onsite Medical Attendees. Please contact the volunteer office and they will radio the First Aid Attendant.

There will be a Medical Doctor on site for the duration of every game. There are also AED monitors they are distributed throughout the centre.

TOP TEN INQUIRES

As representatives of the 2013 National Women's Under-18 Championship event - visitors, media, athletes, sponsors and others may approach you for information.

We kindly ask that you understand your role, familiarize yourself with the event and the facility and provide courteous and helpful service every time.

It is important to become familiar with, and aware of the surroundings at your venue and to know the answers to these ten common inquires:

- Washroom location
- Nearest security personnel
- Parking
- Competition Schedule
- Location posting of Prize of 50/50 winners
- Food/Venue locations
- Closest bank machine
- Competition Results/Standings
- Lost and Found

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SECURITY

The security personnel are volunteers of the Event and will be responsible for:

- Control access to designated secured areas within the competition sites, i.e.
- Monitor exit doors for people entering without a valid accreditation badge, redirecting them to the proper entrance door.
- Monitor spectator's behaviour, issuing warnings to unruly or disruptive spectators and notifying the Director of Facilities of such cases.
- Establish an environment that is safe, secure and free of any threat to the athletes, team officials and other National Women's U-18 personnel.
- Provide a low profile yet visible presence that is professional, sensitive, friendly and accommodating.
- If you need to get ahold of Security please contact the volunteer office.

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