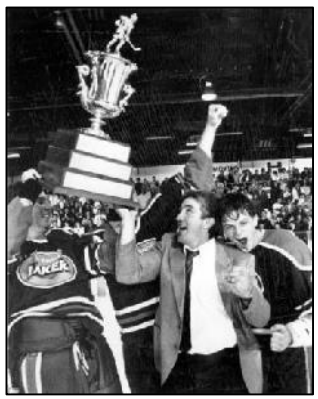
OUR EVENT PARTNERS

Hockey Canada Premier Sponsors

2014 Greater Vernon RBC Cup

Volunteer Handbook







The Excitement Returns!

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RBC thanks all the volunteers at the 2014 RBC Cup. Your commitment to hockey is essential to the success and growth of the sport.
As a premier partner of Hockey Canada , RBC is an official sponsor of Canada's men's and women's national teams, the 2012 IIHF World Junior Championship, Canada's National Junior A Championship – RBC Cup – and the Hockey Hall of Fame. In addition, RBC supports amateur sport in communities across North America, from grassroots programs to national sport associations and elite-level athletes. For more information, visit www.rbcplayhockey.com

VISITOR SERVICES AND ACTIVITIES

To help visitors enjoy their Okanagan hockey vacation, we have arranged activities that they may enjoy:

- The "Spirit of the Okanagan" tour of four local beverage alcohol beverage producers, 50th Parallel Estate winery, Planet Bee's meadery, Okanagan Spirits (world champion distiller), and the new BX Press cidery. The cost of $25 covers the bus transportation to the four locations and all tastings.
- A free tour of the famous downtown murals that depict the history and culture of the North and central Okanagan.
- Tail gate parties before hockey games. Fans are invited to mix with supporters of other RBC Cup teams.

A concierge service will be available to visitors at Kal Tire Place during games. It will also be staffed from 9 am to noon each day at the four team hotels: Sandman, Prestige, Village Green, and Fairfield.

The staff at the concierge service will advise about activities related to the RBC Cup, restaurants, scenic walks, night spots, and recreation opportunities in the North Okanagan.

Also, information packs will be distributed to visitors through the hotels where they're staying. These packs will include recommendations for restaurants, galleries, services, and shops. The pack will have lists of recreation providers such as golf courses, wine tour operators, bike rental operators, gyms, and water sport rental businesses.

Medical Services

A physician and therapist will be at Kal Tire Place two hours before game times, during the game, and for one hour following the game. Their HQ will be in dressing room 6 next to the Vipers' room. Although our medical team is primarily on site for player injuries and illness, a fan may require urgent medical attention. If so, your first move should be to dial 911 to call for an ambulance. If someone has collapsed or has been injured, please phone the on-site physician at _____

Team Hotels

Other Hotels

Social Media

2014 RBC Cup Facebook site https://www.facebook.com/RbcCup2014
Or, https://www.facebook.com/RBCCup

2014 RBC Cup Twitter site ..... https://twitter.com/HC_RBCCup

ICE QUALITY

In May, especially if temperatures rise above seasonal norms, it will be difficult to keep good ice and to prevent fog forming above the ice. **Therefore, do all you can to keep all doors closed and to discourage patrons from leaving doors ajar.**

WHAT MAKES A GREAT VOLUNTEER

This event welcomes individuals from all over Canada to celebrate their passion for the game of hockey. Our rich history and culture of hockey in the Okanagan will enhance the experience of our visitors and participants. Please be aware of the many other exciting opportunities to enjoy in the North Okanagan and be ready to share your information with our visitors.

Volunteer Mission Statement

We will work together to provide professional, exceptional service and create meaningful and memorable experiences for the spectators, participants, fellow volunteers, sponsors, and guests of the 2014 RBC Cup.

Customer Service

While the 13 games will be our guests' main focus, your performance on the front lines will have a real impact on their overall experience. Your positive attitude will achieve our goal of exceptional customer service.

Invest yourself in our guests' experience. Follow through on guests' concerns so that they can be addressed and corrected if necessary. You are witnessing our guests' experiences first hand and can help us continue to improve the quality of our guest service by informing management of any comments or concerns that you may have. Expressing concerns and asking questions is a valuable tool and your feedback is extremely important in helping us meet and exceed our goals.

When Things Don't go as Expected …

1. Control Your Emotions: Take it professionally, not personally. Separate the person from the problem
2. Calm the Individual: Listen to understand. Show empathy. Take responsibility for solving the problem.
3. Find a Solution: Try to resolve or address the individual's concerns. If you are not able to solve the problem, provide the visitor with options on other resources to consult – contact your shift supervisor.

Emergency/Security

In the case of an emergency, fire, or other dangerous situation, **dial 911 and notify ICM security and our security team.** (See page 7 for phone numbers.)

Volunteer Code of Conduct

As a representative of the 2014 RBC Cup, the City of Vernon, and the North Okanagan, please conduct yourself professionally while performing your assigned duties. Although the following Volunteer Code of Conduct may not cover the full spectrum of volunteer activities, it indicates the 2014 RBC Cup's and Hockey Canada's commitment to a high standard of conduct and describes the type of behaviour we hope to see from all our volunteers.

- Politely refuse gifts or tips. Avoid making change, which may be misinterpreted by others observing the interaction.
- Please leave your camera at home.
- Avoid using cell phones or smart phones for phone calls, texting, taking photos or video, surfing the web, or listening to music.
- Please respect the social media rules in place for the event. Do not send messages or post photos on Twitter and Facebook (or other social media sites) that deal with player injuries, confidential news discussed in meetings, or any other information that may be detrimental to the host committee or other organizations involved in this event.
- When not on shift, you are welcome - and encouraged - to post messages that place the tournament in a positive light. If a volunteer is doing a great job behind the scenes, send out a tweet. If you're on a break and see a great play live or on TV, share that with the social media world. **See page 8 for the RBC Cup website and social media sites.**
- If personal telephone calls are necessary, please use Volunteer Central or another discreet location for those calls.
- Politely direct all requests from the media for comments or information to the Media Centre or to your supervisor/manager. We will thus ensure accuracy of all information and help maintain good media relations.
- When encountering a problem, request assistance from your Shift Supervisor, Coordinator, Chairperson, security, or a police officer.
- **Enter though the lower level side door (west side) when reporting for your shift. Sign in for each shift and sign out when your shift is finished. Please report for your shift 75 minutes before game time.**

CONTACT NUMBERS

Emergency situations requiring
Police, ambulance, or fire service 911

On-site physician .....

Security

ICM Security

Shuttle Service Dispatcher .....

Information Desk .....

Task Leaders

HOC Chair
Event Manager
Game Ops
Game Ops
Event Ops
Ushers/Hosts
VIP Food Services
Visitor Services
Special Events
Registration
Team Hosts
Team Services

Hockey Canada Contacts

Banquet and Gala Awards Ceremony

Starting at 5 p.m. on May 16 the five RBC Cup teams and invited guests will dine at the Prestige Hotel. Following dinner, all participants will move to the Vernon and District Performing Arts Centre for the 7 p.m. awards ceremony that honours the following achievements:

Most Valuable Player
Top Goaltender
Top Forward
Top Defenceman
Most Sportsmanlike Player
Top Scorer

Also, the 2014 RBC Canadian Junior Hockey League Player of the Year will be named, along with the winner of the 2014 RBC National Junior A Scholarship, worth $5,000. Finally, a 20-year-old graduating player from each team will receive an RBC Cup Legacy $500 scholarship.

This year's guest speaker is a prominent member of the hockey community.

Vernon's Enviable Record

As Canada's National Junior A Championship enters its 43rd year in 2014, no team has been more successful than the Vipers. This spring's national championship appearance will be Vernon's 10th – no other franchise has more than six – and a national title would be No. 7, three more than any other team. They're also one of just eight host teams to win, hoisting the Centennial Cup on home ice in 1990.

Only three teams have won back-to-back championships, and Vernon has done it twice – as the Lakers in 1990 and 1991, and as the Vipers in 2009 and 2010. In 2011, they almost pulled off the unthinkable, reaching the national final in a quest for an unprecedented third straight title. Here are Vernon's all-time results at Canada's National Junior A Championship:

Appearances: 9 (1st all-time)
National Championships: 6 (1st all-time)
Wins: 35 (1st all-time)
Goals: 230 (1st all-time)
Overall Record: 35-15 | 230GF 168GA

Professional Appearance

To maintain a professional appearance and to ensure volunteers are easily recognizable, you are provided with 2014 RBC Cup accreditation and logo apparel to wear. Please follow these guidelines when dressing for the event:

- While on duty, please wear the official volunteer uniform so that it is visible. To maintain a professional image please wear black pants. Hats are not permitted, except by traffic controllers.
- Please be neat and tidy in appearance.
- Keep jewellery to a minimum.
- You may be on your feet the full duration of your shifts so please wear comfortable closed toe shoes. Please wear black shoes.
- Please do not wear perfume and cologne to avoid causing problems for volunteers, guests and others who have scent sensitivities.
- **If you are at the venue as a spectator, please enter through the main doors and do not wear your volunteer uniform.**

Accreditation

You will be assigned accreditation that will include your name and your assigned job. Please note the following guidelines:

- Wear the accreditation around your neck so that it's visible at all times when on venue and working a shift.
- Access to Kal Tire Place will be permitted only with accreditation or a game ticket.
- Your accreditation will permit access only to specific designated zones during your allocated shift. Do not attempt to enter zones you are not assigned or permitted to enter.
- Your volunteer accreditation will allow access to hockey games, but will not guarantee a seat. If you have a game ticket, please use it and do not use your accreditation to enter.
- When you are not on shift, please do not wear your accreditation because it may confuse guests and spectators. Please tuck the accreditation under your shirt or store it in a bag or pocket.
- Do not place stickers or pins on the front of your accreditation.
- Report lost or stolen accreditation immediately to your supervisor.

Volunteer Central

The volunteer lounge is available for you only when you are on shift, about to go on shift, or have just finished a shift. Do not leave valuables in the volunteer room. Any losses are your entire responsibility. Please keep the space clean and tidy. Please check in at the beginning of each shift and check out at the end of your shift.

Food & Refreshments

We recognize that volunteer work can be demanding and one can build up quite an appetite. To keep you energized, food and refreshments will be provided in Volunteer Central. Food and refreshments are not intended to replace meals but simply keep you energized, so please eat before your shift and ensure that there is enough food for everyone.

Volunteer Appreciation & Recognition

To celebrate our success and to honour the contributions made by volunteers, all volunteers are invited to attend a volunteer appreciation event after May 18. More details will be provided later.

2014 RBC Cup Game Schedule

Sat., May 10	2:00	WST2	Central
	7:00	HOST	East
Sun., May 11	2:00	WST1	Central
	7:00	East	WST2
Mon., May 12	7:00	WST1	HOST
Tues., May 13	2:00	Central	East
	7:00	HOST	WST2
Wed., May 14	2:00	East	WST1
Thurs., May 15	2:00	WST2	WST1
	7:00	Central	HOST
Fri., May 16	5.00	Banquet	
	7.00	Awards	
Sat., May 17*	2:00	Semi Final	
	6:00	Semi Final	

*1st place team chooses semi-final game time. Match ups will be 1vs4 and 2vs3

Sun., May 18	TBD	Championship

Practice Schedule

Friday, May 9	9:00 – 10:15 am (75 min)	Vipers (team photo)
	10:30 – 11:45 am (75 min)	West #1 (team photo)
	12:00 – 1:15 pm (75 min)	West #2 (team photo)
	1:30- 2:45 pm (75 min)	Central (team photo)
	3:00 – 4:15 pm (75 min)	East (team photo)
Saturday, May 10	8:00 – 8:30 am (30 min)	West #2
	8:45 – 9:15 am (30 min)	Central
	9:30 – 10:00 am (30 min)	Vipers
	10:15 - 10:45 am (30 min)	East
	11:00 – 12:00 pm (60 min)	West #1
	12:15 – 12:45 pm	Officials (team photo)
Sunday, May 11	8:00 – 8:30 am (30 min)	West #1
	8:45 – 9:15 am (30 min)	Central
	9:30 – 10:00 am (30 min)	East
	10:15- 10:45 am (30 min)	West #2
	11:00 – 12:00 pm (60 min)	Vipers
Monday, May 12	9:00 – 9:30 am (30 min)	West #1
	9:45 – 10:15 am (30 min)	Vipers
	10:30 – 11:30 am (60 min)	Central
	11:45 – 12:45 pm (60 min)	East
	1:00 – 2:00 pm (60 min)	West #2
Tuesday, May 13	8:00 – 8:30 am (30 min)	Central
	8:45 – 9:15 am (30 min)	East
	9:30 – 10:00 am (30 min)	Vipers
	10:15- 10:45 am (30 min)	West #2
	11:00 – 12:00 pm (60 min)	West #1
Wednesday, May 14	8:00 – 8:30 am (30 min)	East
	8:45 – 9:15 am (30 min)	West #1
	9:30 – 10:15 pm (45 min)	Central
	10:30 – 11:15 pm (45 min)	West #2
	11:30 – 12:15 pm (45 min)	Vipers
Thursday, May 15	8:00 – 8:30 am (30 min)	West #2
	8:45 – 9:15 am (30 min)	West #1
	9:30 – 10:00 am (30 min)	Central
	10:15 - 10:45 am (30 min)	Vipers
	11:00 – 12:00 pm (60 min)	East
Friday, May 16	9:00 – 9:30 am (30 min)	Semi-Final 2 Visitor
	9:45 – 10:15 am (30 min)	Semi-Final 2 Home
	10:30 – 11:00 am (30 min)	Semi-Final 1 Visitor
	11:15 – 11:45 am (30 min)	Semi-Final 1 Home
Saturday, May 17	9:00 – 9:30 am (30 min)	Semi-Final 1 Home
	9:45 – 10:15 am (30 min)	Semi-Final 1 Visitor
	10:30 – 11:00 am (30 min)	Semi-Final 2 Home
	11:15 – 11:45 am (30 min)	Semi-Final 2 Visitor
Sunday, May 18	9:30 – 10:00 am (30 min)	Semi-Final 1 Winner
	10:15 – 10:45 am (30 min)	Semi-Final 2 Winner