



PRESENTED BY
Sun Life

Volunteer Manual

Canada Open 2022

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General Volunteer Information:

- Tournament held at Winsport in Markin MacPhail Centre
 - Volunteer parking available in gravel lot west of MacPhail Centre
- Bring your own water bottle, there are water fountains
- It is expected of volunteers of the final shift to help with cleanup
- A raffle ticket will be automatically entered per shift for prizes
- For reference letters and certificates fill in a forum that will be provided on the website.
 - October 30th deadline
- A complementary tournament ticket token will be given for each completed shift
 - Tokens have no cash value

Ticket Day	Tokens Needed
Wednesday, September 28	1
Thursday September 29	1
Friday September 30 (Quarter Finals)	1
Saturday October 1 (Semi Finals)	1
Sunday October 2 (Finals)	1

Dress Code

- Volunteers will be given a volunteer shirt and accreditation (Volunteer Pass) which **WHICH MUST BE WORN ON ALL SHIFTS. A second shirt will not be provided!**
- Black pants black shoes and black socks

Volunteer Registration Table & Sign In

Registration Table

- Register with staff at volunteer registration table inside entrance
 - Upon your first time volunteering at the 2022 Canada Open, staff will make sure your information is registered correctly and you will be given **ONLY ONE** accreditation tag (Volunteer Pass)
 - **LANYARD MUST BE WORN AT ALL TIMES** (Exception of line judges on duty)
 - Staff will check if you are on the list of registered volunteers for the day and you will be given a daily volunteer sticker. After, you will be directed to the volunteer room to clock in.
 - You must obtain your volunteer sticker prior to heading to volunteer room for each day

Sign In

- Sign in will be in the Volunteer Room. Upon your first shift, you will receive **ONLY ONE** volunteer shirt
 - You **MUST** sign your name down **at the beginning and end** of your shift each day
 - You will receive one \$12 vouchers after you have signed in
 - **Line Judges will have a different system to get food**

- In order to obtain your volunteer tokens to be redeemed for event tickets, you MUST sign out with a staff member in the volunteer room.
 - You are in charge of your own tokens, replacement tokens will not be given

Airport Attendants

Individuals required at Calgary International Airport at both domestic and international arrivals to meet and greet athletes/officials and direct them towards buses. Volunteers will be provided with an arrival schedule. We are requesting that all volunteers wear a cowboy hat and carry a badminton racquet. Volunteers will be advised in advance the approximate times required to be at the Airport. It is anticipated that the majority of athletes will arrive on September 24 & 25.

- Volunteers should wear a cowboy hat or western wear (highly recommended)
- A badminton racquet “Canada Open” printed on it will be provided.
 - Athletes will know to come to you if they see a racquet as some athletes may have limited English to communicate.
 - Don’t be afraid to approach an athlete and ask or show them the name of the player that should be arriving
- Arrival schedule with Date, Time, Country, # or Passengers, Airline, and Arrival From, Name of Passenger, Hotel, and E-mail contact will be given
 - Volunteers will be advised in advance the approximate times required to be at the airport. Please check arrival times from time to time in case of changes
- Direct or take them to the vehicle ready to pick up athletes
 - Decide a pick up area in advance with the driver
- Have a mobile phone to contact the driver when athletes are ready to be picked up
 - Driver will park and wait in the mobile phone waiting area
- A reimbursement sheet will be provided
 - <https://docs.google.com/document/d/1d9fx-L08pUnW6zU-4grQmobquMBRjh8fq5Wrm3uJCM/edit?usp=sharing>
 - A maximum reimbursement of \$15 for food per shift and \$15 for parking per day.
 - All expenses must have a corresponding receipt to be applicable for reimbursement
 - Must be handed into Admin Office at venue (Markin MacPhail Centre)

Doping Chaperone

Assisting officials in collecting samples for doping test. Each DCC will be assigned to one specific match. Upon completion of the match, DCC identified his/herself to the selected athlete and accompany the athlete until a sample is retrieved. Volunteers must be at least 21 years old. DCC does not need to touch the sample.

- Accompany athletes during their doping tests
 - Please do not violate the player’s privacy and personal space
- Volunteers will NOT be handling the samples, but are still to be careful when around the samples as to not spill or knock them over
- Male athletes will ONLY have a MALE volunteer attendant and Female athletes will ONLY have a FEMALE volunteer attendant. NO EXCEPTIONS.

Equipment Pick Up

Physical able bodied individuals required to pick-up, load and transport to Venue the volleyball floor, playing mats, umpire chairs, cables, tables, printers, etc. Close-toed shoes a must. Items will transported from either Badminton Alberta or Yonex Alberta offices so a vehicle is required.

- Closed toed work shoes to protect feet
- Vehicle required to transport items from Badminton Alberta
 - Gas will be reimbursed if receipts are kept
- Volunteer shirts will be given to during the tournament.

Field of Play Set Up

Physical able-bodied individuals required to lay volleyball floor, playing mat, set up umpire chairs, lay cabling, hang signage, set up tables, etc. Close-toed work shoes or hiking boots are required.

- Closed toed work shoes to protect feet
- A chalk reference line will be on the cement floor for floor laying to keep the flooring straight
- Underlay must be rolled out
- Laying volleyball floors (plastic squares that snap together) require good shoes to stomp the flooring together.
- Roll and Lay playing mats
- Lay computer Cat5 cabling
- Set up umpire chairs, hang signage, set-up tables, etc.
- Volunteer shirts will be given to during the tournament.

General Administration

Required to be of general assistance as needed at the Venue. This can include any of the job descriptions listed. Coordinators may also ask a floater to do tasks required at a moment's notice. General cleaning at the end of the day.

- Same dress code as Line Judges (black pants, shoes and socks).
- General assistance as needed at the Venue
 - Ticketing for volunteers over 18
 - Tear down and set up
 - Front door, security, usher
 - Attend line judge and sweeper training session (HIGHLY RECOMMENDED) as you may be required to help
 - Help in the Administration office as needed
- Each day's last shift of floaters expected to stay until the play finishes and clean up the stands (pick up bottles, garbage)

Field of Play Sweepers

Volunteers required to sweep/mop and pick up shuttles on competition courts between matches and as requested by team leads. Volunteers are responsible for keeping the field of play area clean. Sweepers will also need to be Line Judges and are required to receive training and conform to the Line Judge dress code (black pants, shoes and socks).

- Attend line judge and sweeper training session
- Wear black pants, shoes and socks
- Sweep and or mop after 11 points, after each game and at the end of each match before the next players come to court, may also be at the discretion of the referee or umpire
 - Use a broom to clean off any debris, water or sweat off the court.
 - Sweep specific court regions, at the request of the umpire of that court
 - Moves in a snake like pattern on the court to clean the court with the broom.
- Responsible to clear off shuttles at the end of each match into a basket
 - Do not throw away good shuttles, used as practice shuttle
- Clear off garbage at all times
- Each day's last shift of sweepers expected to stay until the play finishes and clean up the stands (pick up bottles, garbage)

Line Judge

Volunteers over the age of 18 (with good eyesight) required to be linejudges. Volunteers have to make a quick judgment call while under pressure. No previous badminton experience required.

- Conform to dress code (volunteer shirt and black pants, black shoes and black socks)
- All Line Judges are required to arrive at the Venue for a team meeting 45 minutes before the commencement of their shift.
- Line judges on Saturday and Sunday will be by invitation only and will be chosen based on previous days performance.
- Volunteers may be asked to stay past their shift times.
 - May be asked to stay behind for clean up if they are the last shift of the day
- Common Lines and numbers/positions
 - Action for "In", "Out", and "Did Not See" * include picture of possibly all 3 actions
 - In: Right hand remains flat and points into the court (says "IN")
 - Out: Both arms come up the centre and split moving towards the sides
 - Did Not See: Both hands come up to the face and cover one's eyes.
- Posture and seating: Must sit up straight during the match with legs flat on the ground and hands on lap until a call is made.
- Stand/sit following the actions of the umpire/service judge.
- May also act as a field of play sweeper.

(Pictures: "In", "Out", and "Did Not See" + Posture + Sweeping Pattern)

Figures



Fig 1. Standing

(Fig 1) Before the match begins:
Stand up straight in front of your chair.
Sit down when the Umpire sits down



Fig 2. Front sitting



Fig 3. Side Sitting

(Fig 2 &3) When sitting:
Line Judges should sit at the back of their chair
with their hands directly in front of them on their
knees or as close to their knees as possible while
still feeling comfortable.



Fig 4. Shuttle is In

(Fig 4) When the shuttle is in:
Say nothing, but make eye contact with the umpire. Point to the line with your right hand palm facing the ground and fingers together.



Fig 5. Shuttle is Out

(Fig 5) When the shuttle is out:
If the shuttle lands out, call "OUT" loud enough for players and spectators to hear. Spread your arms so that the palms of your hands are facing the court.



Fig 6. Unsighted

(Fig 6) When unsighted:
If you did not see the bird, cover your eyes with both hands. There is no verbal call. Do not assist an adjacent line judge with their call if they are unsighted.

Podium Preparation + Medal Ceremony

Volunteers required for podium and medal set up. Volunteers will also be used for the presentation of medals and greeting presenters. Dress Code will be in effect.

- Dress Code: volunteer shirt provided, black pants, black shoes and black socks
- Training prior to the Podium Preparation and Medal Ceremony by the individual leading the Medal Ceremony

Practice Court Monitors

Practice court monitors (Sun-Sun) ensure that only those scheduled or upcoming athletes are on the courts. Volunteers will be provided the daily match schedule. Practice court monitors must be 18 or older

- Daily practice schedule with country, time of practice, and number of athletes
- Make sure country scheduled are practicing on court
- Make sure players playing next are on warm-up courts
- Give 5 min warning before end of session

- Clean leftover shuttles from courts and remove excess garbage (excess bottles, tape rolls, or grip wrappings)
 - Any “hazardous waste” must be reported immediately to the administration room.
 - Includes anything potentially harmful including but not limited to glass, spills, or needles.
- 2 practice court locations:
 - Bob Niven Training Centre: Includes both the weight room and connected gym
 - Is a 3-minute walk from the main venue
 - Must be in communication with main venue either by phone or radio
 - Main Venue court of 4 (will only be available by Thursday) and Main Venue practice
 - Will be walled away from the remaining courts by a large black curtain
 - Doubled job as security – must check IDs for entrance into the field of play and monitor the warm-up court
 -

Registration

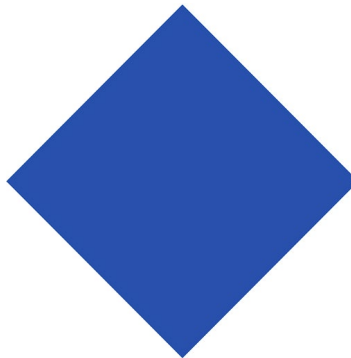
Volunteers required to pack athlete registration bags with donated items as well as programs and IDs. Some volunteers will also be required to transport registration bags to the tournament hotel. Volunteers required to man the registration desk (on Sunday September 25 at Tournament Hotel and on Monday September 26 at Venue). The job is to ensure athletes are properly registered, providing athletes with registration bags and (if required) note down any potential missing player IDs.

- Pack athlete registration bags with donated items
 - Programs and Tourism Alberta brochures.
- Check athlete off list when they pick up their bags
 - Use 'CTRL + F' to find name easier
- Few volunteers to bring bags to venue Admin room if athletes have not picked up bags at hotel

Security

Volunteers required to maintain a peaceful environment at the Venue. Ensure that only athletes and other approved individuals are on the Field of Play and other restricted areas. Volunteers must be able to attend a pre-event briefing lead by a security consultant. Monitor that the black curtain at entrance is to remain closed at all times

- Monitor, guide and observe the spectators
- Stationed at entrance locations to ensure only those with access to enter designated area
- Checking accreditation (player and staff ID) and spectator tickets, ushers and security volunteers
 - Given accreditation list and valid IDs
 - Only athletes and other approved individuals allowed on the Field of Play and other restricted areas.
 - Badminton Alberta Staff, accredited coaches, field of play sweepers, practice court monitors, referees, venue person, line judges, officials, EMS
- Only those with VIP tickets may sit in VIP area
 - If they do not have accreditation, kindly ask them to move
 - If spectator become aggressive, walk away and notify a coordinator immediately
 - VIP tickets will be marked with a Blue Diamond (Shown Below)



Blue Diamond = VIP

- If any hazardous waste is found in the stands, security is responsible for walling off the area and prevent access to spectators until someone is sent to clean the area
 - Hazardous waste may include anything potentially dangerous to either the volunteers or spectators like blood or anything with blood on it, glass, any form of weapons, etc.
- Security has 4 potential locations: base level at player and ref entry, by the front door, and 2 at the Player/VIP entry.
- Attend pre-event briefing

Shuttlecock Inventory Control

Volunteers required to ensure there are 3 full tubes of fresh shuttlecocks before each match starts and collect used shuttles to keep the play area clean.

- Preparation of 3 full tubes of unused shuttlecocks for each court in a bin placed at each court
 - Keep an eye on finishing games for shuttle resupply
 - Swap bin after each match with 3 full tubes of fresh shuttles
 - Collect used shuttles for practice use
- Umpires may signal when they need more shuttles during a game
 - Controller must quickly provide these new fresh tube
- Brief training will be provided by either a coordinator or an experienced Shuttlecock Inventory Controller volunteer at the beginning of the shift.
- May be asked to stay behind for clean up if scheduled for last shift of the day

Tear Down

Physical able bodies required to tear down volleyball floor, playing mat, umpire chairs, cables, tables, load vehicles, etc. Close-toed shoes is a must. Items must also be transported to Badminton Alberta offices so if you have a truck/van that you are willing to use please advise the organizing committee separately

- Required to help fix-up the venue to make it presentable for the following day.
 - Rolling out carpet, replacing A-Boards and creating courtside box seats.
- Driving is not required, but having a truck or van and the ability to drive is considered an asset

Tickets and Front Door

Volunteers are required to attend to and monitor the venue entrance. This includes verifying tickets, selling tickets, programs, tournament souvenirs, etc. Previous experience in handling cash and credit card processing is required. Must be 18 or over.

- At ticket office (during peak hours) or at the front door
 - Show up 1 hr before game and close 1 hr before end of scheduled match play
- Pre-printed tickets
- Handling cash, credit cards and volunteer complimentary ticket tokens
 - Paired with Ticket Office employee

- Will have a list of the number of tokens per ticket
- Bring money and monetary float to admin office at end of day
 - Make sure ticket office is locked
- Scanning tickets for entrance with an iPod and make sure only those with tickets enter
- Have pictures of all accreditation types, daily volunteer stickers
- Give stamp of day to guests if they are planning to come back after they leave
- All athletes must have ID to enter through the players entrance

Tunnel Assistant

Volunteers required to gather players to waiting area before the start of match and walk players off court to interview/rest area after match.

- Will often work independently from most groups with little supervision
- Must have a broad vision and be watching the progress of all games to identify which games are about to end
- Will have a radio to signal the line judge coordinator when to begin line judge preparation for the next games
- Do not pry into the player's affairs and their games, as the players may be recovering and do not want to be answering questions
- Must coordinate the players and prepare them for their upcoming game which may include showing them where the water bottles are stored.
- In times of high game volume Tunnel Assistants will be required to coordinate with the Line Judge coordinator in order get food orders ready for the outcoming line judges.

Usher

Volunteers required to monitor seating areas and guide VIPs to designated VIP seating section and ensure only VIPs are sitting in these sections (VIPs will be indicated by the VIP lanyards with them). Ushers MUST be at least the age of 16

- Monitoring the seating areas (specifically the VIP area) and helping security remove those who sitting in the VIP section without proper accreditation (a VIP pass).
- Keep the curtains at the entrance **CLOSED AT ALL TIMES**
 - If any curtains are pulled down and cannot be easily repaired notify a member of the organizing committee immediately through either security or front door / tickets
- Pick up any garbage left in the stands.
 - Food wrappers, papers, leftover programs or forgotten articles of clothing.
- If anything hazardous is left in the stands do not attempt to clean it up. Immediately notify security AND a member of the organizing committee
 - Hazardous waste may include anything potentially dangerous to either the volunteers or spectators like blood or anything with blood on it, used tissues, glass, any form of weapons, etc.
- If any spectators become unruly or unreasonable when approached, back away and notify both security and a member of the organizing committee. Under no circumstance escalate the situation.

- You are permitted to watch some of the matches but DO NOT sit down and neglect your duties

Under 16 Volunteers

Volunteers MUST BE UNDER the age of 16 to enter as an U16 Volunteer. Jobs will include general assistance as needed at the Venue. This can include any of the job descriptions listed or may be helping the tournament staff as an assistant. At the end of their shift U16 Volunteers are to meet at the Administration Office for sign-out and pick-up by their parents.

- Volunteers fitted into positions depending on their abilities and will be paired to older volunteers or adults to fulfill any needed jobs
 - Ushers, taking food orders, making food runs, practice court cleaners
- Volunteers must be signed in at the volunteer room and wait there until a job is assigned
- Sign out will be in the volunteer room where they will be picked up by their parents (or guardian)
- If a U16 gets lost, ask any other volunteer their location and that volunteer will contact someone from the Organizing Committee for pick up

Reimbursement

A reimbursement sheet will be provided at the Admin Office at the venue

- <https://docs.google.com/document/d/1d9fx-L08pUnW6zU-4grQmobquMBRjh8fq5Wrm3uJCM/edit?usp=sharing>
- A maximum reimbursement of \$15 for food per shift and \$15 for parking per day.
- All expenses must have a corresponding receipt to be applicable for reimbursement
- Must be handed into Admin Office at venue (Markin MacPhail Centre)