

## Volunteer Roles and Responsibilities

Hello! I would like to start off thanking all of you for committing time into this event. We will attach a picture of a map to this document shortly

### General Volunteer information

- Every volunteer will get a ticket of their choosing for **every** shift they volunteer for, a meal ticket for every shift, and a shirt.
- All volunteers are required to sign in and sign out. There will be a binder with sign in and out sheets in the volunteer office.
- Volunteers **must wear black pants and shoes as well as their volunteer shirt.**
- At the end of the tournament we would appreciate if you return the ID's, for we can recycle them.
- We will have a volunteer draw to give away merchandise. For every shift a volunteer is working, they will get a chance to place a raffle into a bucket
- Volunteers will pick up their shirts and lanyards at their first shift.
- Our training session for all volunteers is July 9<sup>th</sup> at the Winsport Arena at 4pm. Please email us at [volunteer@canadaopen.net](mailto:volunteer@canadaopen.net) if you cannot attend.

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### VOLUNTEER TUNNEL ASSISTANT

#### Job Description

- Volunteers are to work with sports presentation to help send the players and officials into the field of play at the correct time and correct order
- Volunteers are expected to work with the head person at the tunnel
- Gather players to the waiting area before the start of a match
- Insure that athletes do not wander off when they are expected to go on to field of play
- Walk players off the court to interviews or the rest area after match.
- Go to people: Frank Gaudet or Rene Gallegos

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### AIRPORT ATTENDANTS

#### Job Description

Individuals required at Calgary International Airport at both domestic and international arrivals to meet and greet athletes/officials and direct them towards buses. We are requesting that all volunteers wear a cowboy hat (if you have one) or western wear.

- A badminton racquet will be provided that has "Canada Open" Printed on a paper and attached to the racquet. Athletes will know to come to you if they see a racquet as some athletes may have

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limited English to communicate.

- Don't be afraid to approach an athlete to ask or show them the name that should be arriving in the international or domestic arrivals area.
  - Volunteers will be provided with an arrival schedule including: Date, Time, Country, # of Passengers, Airline, and Arrival From, Name of Passenger, Hotel, and E-mail Contact.
  - 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.
  - It is anticipated that most athletes will arrive on July 8<sup>th</sup> and 9<sup>th</sup> 2017 but we can anticipate several arrival times. You can direct or take them to where the bus or van will pick up the athletes, please make sure you and your driver decide the meeting area in advance of picking up at the airport.
  - It would be a good idea to have mobile phones to contact the driver when you have your pick-up, your driver will park and wait in the mobile phone waiting area.
  - **Go to person:** is Jeff Carandang  
Phone: 778-988-5840 Email: transport@canadaopen.net
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## **FIELD OF PLAY SET UP**

### Job Description

Physical able-bodied individuals required to help with venue set-up. The more workers we have the faster we can lay the flooring. Each volunteer will help with each layer; Jeff Bell will make sure everyone knows how we lay each layer.

This job requires the set-up of the following:

- A chalk line will be on the cement floor for reference to lay the flooring in a straight line.
  - Volunteers will need to make sure that we follow that reference line to keep the flooring straight as the floor can shift and go sideways.
  - A few layers are required for the field of play the first of which is rolling out the underlay.
  - Followed by the volleyball floor (which is plastic squares the snap together), really important to have good shoes because you can step the plastic connections down with your shoes.
  - Roll and lay playing mat.
  - Help with laying of computer Cat5 cabling.
  - Set up umpire chairs, hang signage, set-up tables, etc. There are many areas that need set-up and may include other jobs. **Close-toed shoes a must.**
  - **Go to person:** Jeff Bell, Administration office, Margaret Bell, or Allison Chan
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## **FIELD OF PLAY SWEEPERS**

### Job Description

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- Volunteers are required to sweep and or mop after 11 points, after each game and end of match before the next players come to court, may also be at the discretion of the referee or umpire.
- Umpire or referee can also ask for assistance at any time.
- Volunteers will also be responsible to clear off shuttles at end of each match. We will have a basket that can be used to gather all used shuttles that may still be good for practice purposes, do not throw away good shuttles.
- Volunteers will also need to be responsible for all garbage to be cleared away at all times.
- **Go to person:** Dave McMaster or Allison Chan

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## FLOATER & GENREAL ADMINISTRATION

### Job Description

Volunteers required to and may include:

Volunteers are required to be of general assistance as needed at the Venue. This can include any of the job descriptions listed as needed.

- Floaters will be trained at the Badminton Alberta training session for those jobs that do not have enough volunteers and to fill those positions. They are required to come to the training session. The venue person may also ask a floater to do tasks required at a moment's notice.
- May include Line Judge only if the floater had been properly trained prior to the start of the tournament.
- Volunteers may also help in the Administration office as needed.
- **Each day's the last shift of floaters are expected to stay until the play finishes and clean up the stands (pick up bottles, garbage etc.)**
- **Go to person:** the Administration Office, Allison Chan, and if trained for a job the job trainer who train them.

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## LINES JUDGE

### Job Description

- Volunteers (with good eyesight) required to be line judges. Volunteers must be able to make quick judgment calls while under pressure. No previous badminton experience required.
- Volunteers will be required to attend one or more training sessions, date(s) will be e-mailed to volunteers. No mobile phones allowed on court. Tuck volunteer ID under shirt so it's not visible.
- Line Judges are required to wear black pants and black long sleeve shirt under their line judges volunteer shirt (no workout wear), 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. Bring a water bottle to fill it with water during your shift.

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- Line judges on Saturday and Sunday will be by invitation only and will be chosen based on previous day's performance.
  - When not on court line judges can either sit in their own designated seating area in the stands (see venue map in line judges/officials lounge) or sit in the line judges/officials lounge room. Signage will be posted outside the room; room is located across from entrance to field of play entrance.
  - **Go to Person:** Yaoyu Ma or Allison Chan
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## **PODIUM PREPARATION AND MEDAL CEREMONY**

### Job Description

Volunteers required for podium and medal set up will also be used for the presentation ceremony of medals and greeting presenters.

- Welcome medal presenters and VIP presenting guest.
  - Assist in the carrying of medals, and handing of medals to presenters to athletes.
  - Dress Code will be in effect. Please arrive in Sunday best clothing as you may be on the televised medal ceremony and presentation that is live streamed.
  - **Date:** 07/16/2017 (Sunday)  
**Time:** 12:00pm - 5:30pm MDT
  - Go to person; Jeff Bell or Allison Chan
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## **PRACTICE COURT MONITOR**

### Job Description

Volunteers required to and may include: (Wednesday & Thursday ONLY Bob Nevin Building)  
Volunteers are required to monitor practice courts all day (Monday - Sunday) ensuring that only those countries or athletes scheduled are on the courts. Please do not allow countries that are not signed up for the practice courts or are not on the schedule to be on the courts.

- Volunteers will be provided the daily match schedule that will include the country, time of practice, number of athletes at practice.
- Give the athlete or a group a 5-minute warning that their practice session will be over.
- Volunteers must be able to enforce all practice times and that countries do not go over the time allotted for practice.
- Volunteers should be assertive if they need to remove a country that has gone over their practice time and put the next country on court for their practice.
- Mop up of courts and clean-up of garbage should be done as soon as a group or athlete is done their practice time.
- Try not to have overlapping, please keep to your schedules.

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- Go to person, Venue, Dave McMaster or Allison Chan
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## REGISTRATION

### Job Description

Volunteers required to and may include:

- Packing of the athlete registration bags (plastic Burnco bags) with donated items as well as programs if they are back from the printers, along with tourism Alberta brochures. We will need to have boxes to put bags into.
  - **We will have a list of players and we ask that all athletes that pick up their player bags are marked off by a check mark by their names to track who has received their bags.**
  - Some volunteers will also be required to transport registration bags to the Tournament hotel if not all athletes have picked them up at the hotel; the bags will go to the Administration Office where athletes will collect.
  - Volunteers may be required manning the registration desk (on Sunday at Tournament Hotel and on Monday at Venue). This is to ensure that athletes are properly registered, and provide athlete with registration bags and (if required) prepare and print out new athlete IDs.
  - We may have to add additional I D's for coach family members and any additional staff that travels with the athlete, we will need to add them to our program if they are not in the player list and coach list.
  - Go to person Administration Office, Margaret Bell (403-540-0206) or Allison Chan (403-404-0820)
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## SECURITY

### Job Description

Volunteers required to and may include:

- Volunteers are required to maintain a peaceful environment at the Venue. These individuals (18 years+) will ensure that only athletes and other approved individuals are on the Field of Play and other restricted areas. This will include Badminton Alberta Staff, accredited coaches only, field of play sweepers, practice court monitor, referees, venue person, line judges, officials, EMS.
- Volunteers must be able to attend a pre-event briefing at a volunteer training session at Winsport.
- Security volunteers should not be afraid to ask people to sit in other areas if they are not VIP holders. VIP's pay more for their tickets and should be assured that they have VIP seating available to them, with VIP ID. If spectator becomes aggressive walk away.
- Go to person, Venue, Dave McMaster or Allison Chan

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**TEAR DOWN**  
**Job Description**

Physical able bodies required to tear down. Please ask what you can assist with to make the work go faster and efficiently.

- Yonex courts into crates, volleyball floor into crates, and roll up of underlay floor, umpire chairs, cables, T.V's, tables and supplies in office, signage on walls, ticketing office, merchandise, load vehicles, etc.
- **Close-toed shoes 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 separately.
- Go to person; Jeff Bell or Allison Chan

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**TICKETS & FRONTDOOR**  
**Job Description**

- Volunteers who are at least 18 yrs. of age are required to monitor the entrance to the Venue and be able to do ticket sales, (knowledge or credit card processing is a benefit but not necessary) The Vindini system is very easy to use.
- Volunteers should have knowledge on how to process ticket sales, how to scan tickets, how to print tickets, sell programs (cash or credit ONLY), print receipts. We will post tickets prices on a sheet in the ticket office. Scan tickets only one at a time even if they have a multiply purchases, easier to use the system. Previous experience in handling cash and credit card processing is preferred but not required.
- Will-call for pre-printed tickets, ask for ID or receipt before giving pre-printed tickets.
- Cash in/out (for each shift, leaving only the float) take cash to the administration office in an envelope provided to do a deposit, must sign in/out every day on sheet in binder, Book will be in ticket office. Instructions will be posted on the wall in the ticket office for HELP.
- Volunteers must cash out and have float (only) ready for the next day. **Do not leave any money in cash drawers. Give money and float at end of day to the administration office (in envelope). This will be Alex Kanty. Make sure ticketing office is locked before leaving.**
- Re-entry and hand stamp door (different stamp everyday) please make sure you see which stamp is used per day) we will post a sheet in the ticketing room to show the day and which stamp is to be used that day. **Please ask people leaving if they are coming back, if they are please stamp them.**
- Volunteers should be assertive to make sure every person has a ticket at the front door.
- **All athletes must have ID to get in the front door.**
- **Go to person:** Alex Kanty (250-217-9707)

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## VOLUNTEER TUNNEL ASSISTANT

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Volunteers are to work with sports presentation to help send the players and officials into the field of play at the correct time and correct order

- Volunteers are expected to work with the head person at the tunnel
  - Gather players to the waiting area before the start of a match
  - Insure that athletes do not wander off when they are expected to go on to field of play
  - Walk players off the court to interviews or the rest area after match.
  - Go to people: **Frank Gaudet or Rene Gallegos**
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## USHER

### Job Description

- Volunteers are required to direct VIPs to designated VIP seating section, VIP'S will have VIP ID, as well as sponsors and invited guests need ID.
  - Ensure only VIPs are sitting in these sections. Volunteers should be assertive with asking people for ID if not shown before sitting down and able to ask people to move if they are in the wrong section and to sit in the general sitting areas.
  - **VIP'S pay extra to be in this section so please ensure that they have seating available to them.**
  - A venue map will be posted in the volunteer room on the wall, please check to see where the VIP sections area is before you go to usher.
  - **Go to person:** Allison Chan
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## WARM-UP COURT MONITOR

### Job Description

Volunteers are required to monitor warm-up courts all day Tuesday to Sunday ensuring that only those athletes scheduled next to play are on the courts. Please do not allow any other athlete on the court(s) unless they are scheduled on court to play next.

- Volunteers will be provided the daily match schedule that will include name of athlete to play next on court, you will need to listen to the announcer to the introduction of the next player to know to clean up the warm-up courts before the next player goes on court.
- Volunteers must be able to enforce and be assertive with athletes for warm-ups to ONLY those athletes that are warming up to play, it is not a practice court.
- Mop up of courts and clean-up of garbage should be done as soon as an athlete is done their warm-up times

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# Contact Information

If you have any questions or concerns feel free to email or text any one of our

Tournament Director: Jeff Bell

- Email: [Jbell@badmintonalberta.ca](mailto:Jbell@badmintonalberta.ca)

Administration Coordinator: Margaret Bell

- Email: [Members@badmintonalberta.ca](mailto:Members@badmintonalberta.ca)

Volunteer Coordinator: Allison Chan:

- Phone: 403-404-0820
- Email: [Volunteer@canadaopen.net](mailto:Volunteer@canadaopen.net)

Communication: Kevin Lee:

- Phone: 587-896-8802
- Email: [admin@canadaopen.net](mailto:admin@canadaopen.net)

Social Media Coordinator: Graydon Robb:

- Phone: 587-891-6875
- Email: [media@canadaopen.net](mailto:media@canadaopen.net)

Finance Coordinator: Alex Kanty:

- Phone: 250-217-9707
- Email: [Admin@canadaopen.net](mailto:Admin@canadaopen.net)

Sponsorship Coordinator: Sean McGowan

- 403-700-7857
- [Sponsorship@canadaopen.net](mailto:Sponsorship@canadaopen.net)

Transport Coordinator: Jeff Carandang

- Phone: 778-988-5840
- [Transport@canadaopen.net](mailto:Transport@canadaopen.net)

