

## ANNOUNCER

Please report to the Volunteer desk on the main level of the Co-op Centre (near Subway) 15 minutes prior to the start of your shift. Please sign in and receive your volunteer tag. Please wear the tag during your shift so that it is visible (over your jacket). Please sign out at the end of your shift.

### Practice Sessions

1. You are responsible for announcing the team's entrance and exit from the ice, as well as when the music is starting during practice session.
2. Notify the registration desk in advance if you are missing music.
3. It is very important that you stay on time. Please go by the clock in the arena. Announce to the team when their time is starting.

**Script (example):** "Ice Symphony, please take to the ice for your 10-minute practice session. Music will begin in one minute."

4. Practices are scheduled for ten minutes. Start the music exactly one minute after the team has entered the ice and again at the six-minute mark. If the team is set up and ready (one skater will signal) before the one- or 6-minute mark, start the music.
5. Announce when there is one-minute left in practice.

**Script:** "There is one-minute remaining in your official practice."

6. Promptly stop the music at the end of the practice (10-minute mark) even if it has not finished playing and ask the team to exit the ice.

**Script (example):** "Ice Symphony, your practice is now over, please exit the ice surface."

### Competition

1. You are responsible for announcing the start of each category as well as the panel for each category.
2. Introduce the teams as they take the ice. If time allows, read the team's bio (will be provided).
3. During floods and whenever opportunity allows, promote our event sponsors (list and details will be provided).
4. Saturday – announce upcoming medal presentations and when/where teams are to assemble.

Please wait until the next shift of workers arrives before leaving your post. If they haven't arrived 10-15 minutes into their shift, please contact the volunteer coordinator.

# ICE CAPTAIN

**Please dress warm as you are at ice level. Wear comfortable shoes.**

Please report to the Volunteer desk on the main level of the Co-op Centre (near Subway) 15 minutes prior to the start of your shift. Please sign in and receive your volunteer tag. Please wear the tag during your shift so that it is visible (over your jacket). Please sign out at the end of your shift.

1. Ensure teams arrive on time at ice level and can enter the ice smoothly.
2. Assemble the teams and send to the ice for their skate times.
3. Work with the dressing room captains and ice level referee to ensure the events stay on time.
4. Notify dressing room captains, ice level referee and registration of any issues affecting the schedule.

## **Practice Sessions**

- 1) Assist the guard runner with collecting the guards, if needed.
- 2) Please open the gate for the skaters when they are announced.
- 3) Once the team is on the ice, close and secure the gate.

## **Competition**

- 1) Assist the guard runner with collecting the guards, if needed.
- 2) Please open the gate for the skaters when they are announced.
- 3) Once the team is on the ice, close and secure the gate.

## **DRESSING ROOM MONITOR**

**Please dress in layers since you may spend part of your shift at ice level.  
Wear comfortable shoes as you'll be doing a lot of walking.**

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1. Ensure that teams are entering/exiting the dressing room on time.
2. Be aware of any schedule changes and notify the teams.
3. Monitor traffic flow in the hallways – there is limited space so make sure that teams heading to the ice are given right of way.
4. Work with the ice captain to ensure teams arrive on time at ice level
5. Assemble the teams and send to the ice for their skate times.

Note – There will be two of you for most shifts. You may be asked to assist at the ice exit with water pouring or opening/closing the door if extra assistance is required.

Please wait until the next shift of workers arrives before leaving your post. If they haven't arrived 10-15 minutes into their shift, please contact the volunteer coordinator.

## **ICE LEVEL EXIT / FIRST AID**

**Please dress warm as you're at ice level.**

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### **Practice Sessions**

- Assist the guard runner with laying out the guards for the skaters, if needed.
- Please open the gate when the announcer indicates that the practice is over as the teams will need to leave the ice immediately for the schedule to stay on time.
- Once the team is off the ice, close and secure the gate.

### **Competition**

- Make sure that the cups of water are ready for skaters exiting the ice surface (the guard runner can help if needed).
- Please open the gate when the teams are finished their program.
- Once the team is off the ice, close and secure the gate.
- (Fri night) Make sure that teams are directed/or ushered to the photo area for their team photo.

Please wait until the next shift of workers arrives before leaving your post. If they haven't arrived 10-15 minutes into their shift, please contact the volunteer coordinator.

## GUARD RUNNER

**Please dress warm as you're at ice level. Wear comfortable shoes!**

Please report to the Volunteer desk on the main level of the Co-op Centre (next to Subway) 15 minutes prior to the start of your shift. Please sign in and receive your volunteer tag. Please wear the tag during your shift so that it is visible (over your jacket). Please sign out at the end of your shift.

1. Ensure that the guards from the team entering the ice surface are placed in the guard box. Once the team has gone on the ice, transfer the guard box to the exit gate.
2. Lay out the guards by pairs with the assistance of the Exit-gate Marshall. Transport the empty box back to the entry gate.
3. If necessary, help the Exit-gate Marshall with filling water cups during competition. Please check with the Exit-gate Marshall to see if they need your assistance.

\*\*There will be two of you for most shifts, so please work together to decide how you will best manage this together. You may want to have one person collect the guards and meet the second person in the middle to take the guards to the exit.

As stated above, one of you may also be required to help fill water cups or be the ice level exit door person if there is no one scheduled at that time.

Please wait until the next shift of workers arrives before leaving your post. If they haven't arrived 10-15 minutes into their shift, please contact the volunteer coordinator.

## **“BOUTIQUE” – COMPETITION T-SHIRT SALES (combined with Spectator Admission Tickets)**

Please report to the Volunteer desk on the main level of the Co-op Centre (next to Subway) 15 minutes prior to the start of your shift. Please sign in and receive your volunteer tag. Please wear the tag during your shift so that it is visible (over your jacket). Please sign out at the end of your shift.

1. Set up shift (1<sup>st</sup> shift each day) – help the Clothing coordinator to lay out the t-shirts and put up signage.
2. Clean up shift  
  
(Fri) – Inventory and pack the t-shirts for storage in the judges' room.  
  
(last shift Sat) – Take down signage. Count and record your money as well as closing inventory.
3. During the practices and competition, you are responsible for selling competition t-shirts.
4. Please do not leave the table unattended.
5. Friday night – there will be another user group in the rink after we leave, so everything will need to be stored until Saturday morning. If you are the final shift Friday night, please start packing up 15 minutes prior to the end of your shift.

Please wait until the next shift of workers arrives before leaving your post. If they haven't arrived 10-15 minutes into their shift, please contact the volunteer coordinator.

## **SPECTATOR ADMISSION (combined with Boutique)**

Please report to the Registration desk on the main level of the Co-op Centre (next to Subway) 15 minutes prior to the start of your shift. Please sign in and receive your volunteer tag. Please wear the tag during your shift so that it is visible (over your jacket)

1. Admission prices will be posted at the table. Please keep an accurate record of all new admittances purchased.
2. Assist t-shirt sales with setup and tear down each day.
3. There will be different wrist bands for half-day admission or full day.
4. Friday night – there may be another user group in the rink after we leave, so everything will need to be stored until Saturday morning. If you are the final shift Friday night, please start packing up 15 minutes prior to the end of your shift.

Please wait until the next shift of workers arrives before leaving your post. If they haven't arrived 10-15 minutes into their shift, please contact the volunteer coordinator.

# SECURITY

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## **1. Spectator Entrance Security**

- a) All adult spectators should have a wristband. If they do not, please direct them to the Spectator Admission table.
- b) Volunteers, skaters, managers, coaches and chaperones who are not skating or working a shift are welcome to watch, but they must be wearing their competition participant tags.

## **2. Dressing Room Hallway Security**

- a) Only committee members, on duty volunteers and accredited personnel are allowed down this hallway. This includes officials and coaches wearing their accreditation and skaters, managers or chaperones wearing competition tags.
- b) If not one of the above, ask politely if they are coming to watch the competition. If yes, please direct them upstairs to the Spectator admission, regardless if they have a hand stamp or not.
- c) If there is a backup in the schedule, teams should wait in the lobby, not in the dressing room hallways. Please explain politely that this is for fire safety.

## **3. South Stairway (Upper level behind the stands)**

- a) This is to be used for an extra pathway for skaters/coaches/team managers/volunteers to access ice level. Only accredited persons should be allowed access.
- b) Monitor the stands.

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## HOSPITALITY

Please report to the Registration desk on the main level of the Co-op Centre (next to Subway) 15 minutes prior to the start of your shift. Please sign in and receive your volunteer tag. Please wear the tag during your shift so that it is visible (over your jacket).

1. Assist with making sure our officials are taken care of – coffee, juice, water, snacks, meals, etc. will be available in the officials' room. Check periodically to make sure these are stocked.
2. Make sure that meals are delivered on time to the Officials Room and that there are take-out boxes available.
3. Ensure that volunteers food room is stocked and advertised to volunteers.
4. Ensure that those providing catering to the Food Room know numbers of volunteers