

Synchrofest Volunteer Information

Shifts are typically 4 hours in length, if you sign up for 2 consecutive shifts (example: 2:30pm-6:30pm and 6:30pm-10:30pm on the same day), you will receive a voucher for a meal and beverage from the snack bar. Typically, this is a slice of pizza or hot dog, and a coffee/tea, pop or water.

The volunteer coordinator for the event will be in touch with you closer to the date of your shift to confirm your attendance and let you know which position you will be doing. If you prefer a position, or have previous experience doing a position do not hesitate to reach out after the initial email. This request cannot always be accommodated as we have to fill positions with the greatest need for volunteers first. You may be moved around on the day of depending on the need for volunteers in certain areas.

Arrival and Check in

When you arrive at Sixteen Mile Sports Complex (SMSC), please go to the registration tables upstairs near the main entrance to the building and to the Volunteer Check in. Once you have signed in for your shift, you will be given a volunteer accreditation tag. Please wear this tag while you are on shift, as it will identify you to the skaters, guests and other volunteers. When your shift is completed, please return the tag to the registration desk and sign out that you have completed your shift.



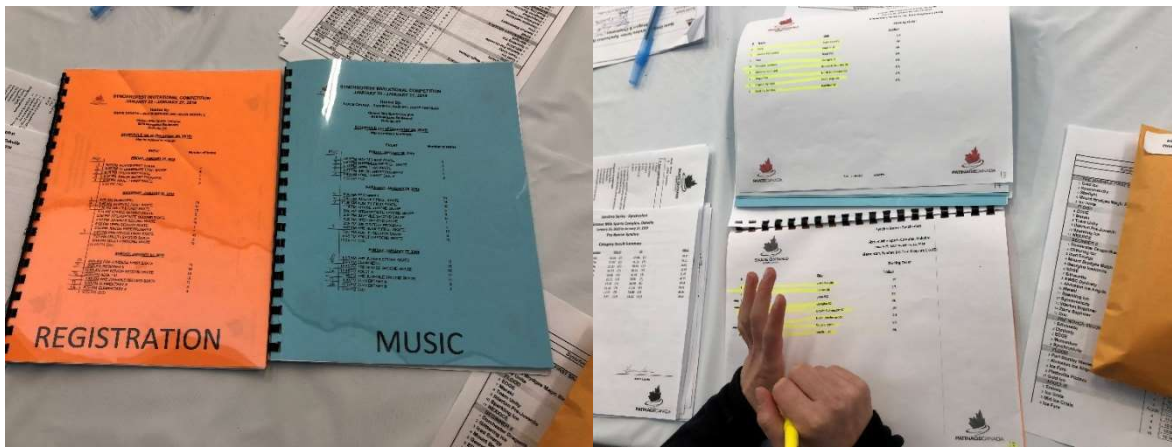
Positions

Upstairs Operations

Registration

Team registration –Team Managers will register their teams and pick up their team package. This will include: Schedule, facility map, dressing room schedules and any other pertinent information. For teams that are competing for the first time this season, the package will include their accreditation tags. If teams have lost any of their accreditation tags, there is a replacement fee of \$25 per tag.





These booklets have Start Orders by order of schedule. The committee member responsible for registration will create a booklet or binder similar to this with the Start Orders or Entry List for each event. When the team manager registers the team they will also hand in two CD copies of their music and their planned program sheet. When the team has been registered, highlight their team name in the Registration book.

Music – Team Managers will hand in 2 copies of the team music (for Senior 2 for short and 2 for long). At the end of the event the managers will pick up the music along with the Competition report card. When music is dropped off, please highlight in the music booklet.



Coach Registration – Coaches are required to sign in and present their Skate Canada accreditation. If this is their first competition, they will need an accreditation tag. If they have lost their accreditation tag, there is a \$25 charge to replace it. Skate Ontario will provide a list of coaches for sign-in.



Warm up room Registration – Teams will need somewhere to warm up before they go on the ice to skate. We have community room #2 split up into 2 separate rooms, as well as areas on the upper level sectioned off to be used for warm up. This gives us 4 spaces total that can be used for warm up. You will be told how long the teams

are allowed to use one of these areas for. You will be stationed at a desk and will check in teams for their warm up time, and let them know if they are close to their time limit.

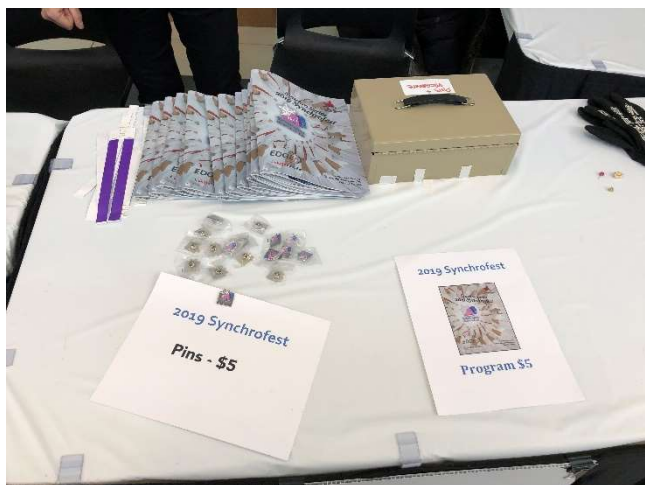


Admissions

Gate Admissions – A float will be given to the admissions volunteers and you will use the cash box provided to run the admissions table. A wrist band will identify paid admissions. The colour of the wristband will change per day. Please keep admissions revenue separate from pins and programs revenue.



Pins & Programs – A float will be given to the pins/programs volunteers, and you will use the cash box provided to sell pins and programs. Pins and programs are sold, the revenue for both of these is kept in the same cash box, and is to be kept separate from admissions revenue. Typically, pins and programs are sold for \$5 each. You will be told the current pricing when you start your volunteer shift.



Raffle Ticket Sales

Raffle tickets will be sold at the Raffle table and will have a separate cash box. There will be 2 draws each day at a designated time. The ticket prices are will be determined closer to the event. Participants will retain one series of the tickets and will place the second series in the box(es) of their choice. Participants can place all of their tickets in one box (increasing their chance to win the one item with that box) or spread them in different boxes and therefore earning the chance to win multiple items. There will be a sheet to record the name and telephone number of the participants and ticket numbers. Please record the first and last number of the tickets handed out to each participant on that sheet. This is how we can determine the names of the persons with the winning tickets. The names of the winners will be on display at the raffle table after the draw has taken place. Prizes can be redeemed as soon as the winners are announced each day. If the winner is not present at the time of the draw, they can be texted or phoned with the number on the sheet with their information recorded. On occasion we can arrange for items to be delivered to the winner through other members of or teams from their club if they have already left for the weekend. If they are close by but have already left the competition, they can pick up at the Skate Oakville office during office hours by presenting their winning ticket.



Hospitality

Hospitality plays a huge role in the impact of the event on the officials. They too are volunteers and spend many of their weekends so that the skaters have these great events to attend. The hospitality room for the officials is in community room 1.

Service -Assist with meal service setting up food and buffet tables, clearing plates, tables etc. make sure there are plenty of beverages and also lay out snacks between meal times.

Volunteer Hospitality – while volunteers working a double shift are given a voucher for food, there is also a volunteer hospitality area in a specified dressing room. Please ensure that this room is being monitored for supplies and the occasional quick clean up once in a while.

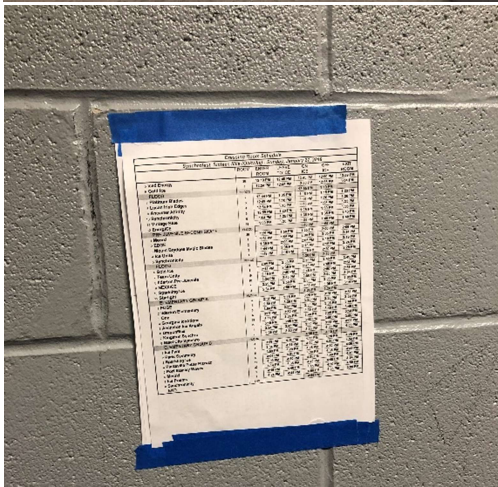
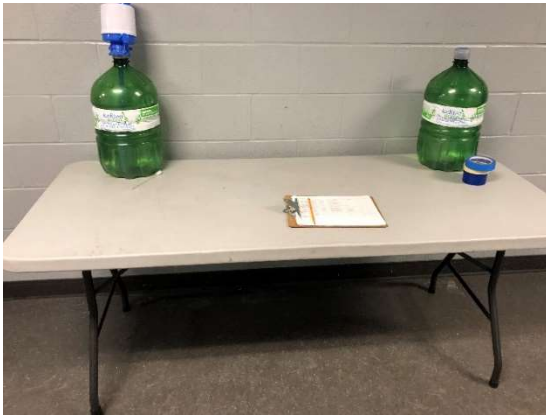
Lower Level Operations

The lower level of SMSC is where the teams will enter/exit the ice and where all the dressing rooms are located. If you are scheduled to be an ice captain, warm clothing and footwear is recommended as it can get quite cold.

Ice Captain

Ice Captain #1 – you will be stationed at the on ice door and ensure that teams are lined up in sufficient time to go on the ice at their designated time. There will also be an Ice Level Referee stationed at this area. The on ice door

will be located in rink #1 hallway and will be the second door to the ice in the hallway. A copy of the dressing room schedule can be taped to the wall outside the on ice doors. There will be water jugs farther down the hallway if anyone needs water.



Ice Captain #2 – you will be stationed by the exit ice door and will open the door for the skaters as they exit. We will be using the Zamboni bay so whenever the team before a flood skates they will have to move into the holding hallway while the Zamboni goes on the ice and then return to the Zamboni bay for their marks, or they will exit at the on ice doors.



Dressing Rooms

You will manage that teams are entering and exiting the dressing rooms on schedule. Please make note if the competition is running on time, it is not up to you to make any schedule changes, however if you notice a discrepancy, please alert the ice captain who will notify the Ice Level Referee. There will be a box of emergency supplies for anyone to use, this includes things like: hairspray, hair gel, hair elastics, bobby pins and similar items.



Rooms 1 – 6 – since these are in a high traffic area, you will have keys to all these rooms and can offer to lock the rooms for the teams while they are on the ice **YOU WILL KEEP THE KEY** and open the dressing room door when they return from their skate. Please make sure they keys are returned to the lower customer service counter at the end of the night.

Rooms 19, 20/21 and refs room (boys) are in low traffic areas (rink 1 hallway) and will be fine. Please make sure the keys are returned to the lower customer service counter at the end of the night.

Runners

Runners will be designated areas, either at registration, or at ice level.

Runner #1 – you will be located at the registration desk and will take the music and planned program sheets to the judge's stands and hand them over to the music players and technical panel. Judges stands are located inside Rink #1 where the players benches are.

Runner #2 – you will take the guards from the on ice door to the off ice door and lay them on the table for the team exiting the ice. Boxes are provided to collect the guards and take them to the off ice door.



Runner #3 – based on instruction from the Ice Captain, you will make sure teams in the dressing room are notified when they need to come to the on ice area.

Security

Security is an important part of any event. If you are assigned to a security position, please be kind but also diligent. We make the majority of our revenue from admissions and want to ensure that those coming in to watch, even if it's just for one skate, are paying. It is also important to keep the areas near dressing rooms clear of extra bodies so that the skaters have plenty of room to safely walk to and from the ice.

Security #1 - Door – there are two door sets leading into the main bowl (on the upper level) each will have a security person checking for wrist bands. You will be informed of the colour of wristband being used on the day of your shift. Only those with that colour wristband, or accreditation tags are to be let into the rink. Unfortunately, you may have some people that will try to get by without paying for admission however this is where we make our revenue so please be diligent. They may also try to use the previous days wristband for entrance, kindly inform them that they need to purchase admission each day that they want to come and watch and direct them to the admissions table.

Security #2 – you will be located downstairs by the hallway to rink #1 ensuring that only accredited people are in that area. Ensure that walkways are kept clear for both the teams present and other people using the facility.

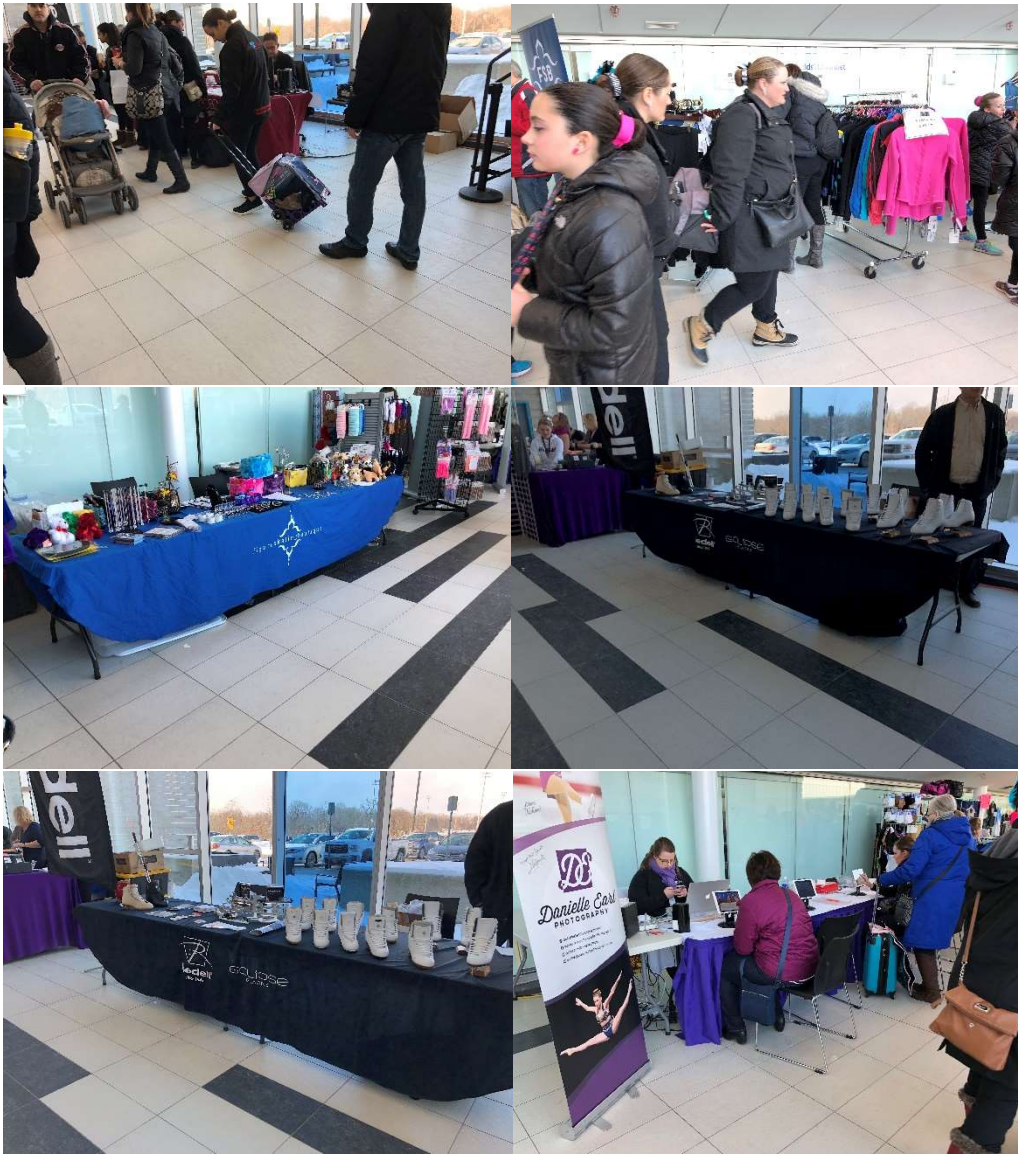
Security #3 – you will be outside the Puckz door that leads directly into rink #1 ensuring that anyone entering has a wristband or is genuinely not associated with the competition

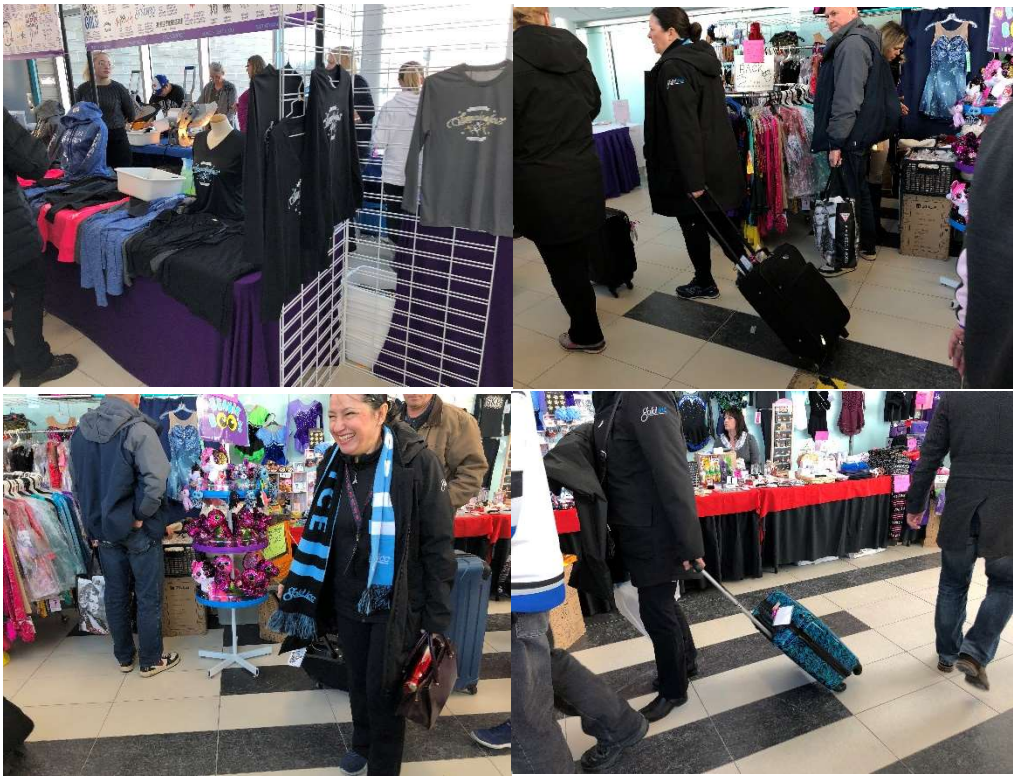
Medals

On occasion the committee member responsible for medals may need assistance. This could include counting medals or ribbons needed for each event and team, assisting with presentations, helping assemble the packages with the ribbons in them or other tasks. Medals are presented on the upper level of the facility.

Additional Information

There will also be vendors present at this event. These vendors are handled through Skate Ontario and will set up on the upper level of the building. It will be quite crowded and busy during high traffic times – especially during floods. The upper level of the building is also used for medal presentations and will again be busy during this time.





Judges Stands

The Judges stands are set up in Rink #1 where the players benches would be. The judges/officials will enter and exit the stands through the first doorway in the Rink #1 hallway. The stands are put in by the arena staff, but we attach the tables and place the chairs on the stands.

