



2024 Volunteer Manual

TABLE OF CONTENTS

TABLE OF CONTENTS	1
VOLUNTEER CODE OF CONDUCT	3
Authority and Decision-Making:	5
Consequences of Non-Compliance:	5
Appeals and Review Process	6
VOLUNTEER MANDATORY ORIENTATIONS	6
Volunteer Night - June 30, 2024 from 6 PM - 8 PM	7
GENERAL VOLUNTEER INFORMATION	7
Location	7
Maps	7
Dress Code	7
Team Leads	7
Checking in/ Checking out	8
Breaks & Meals	8
Volunteer Ticket Redemption	9
VOLUNTEER ROLES	10
Airport Attendant	10
Assembly Point Assistant & Coordinator	11
Doping Control Chaperone	11
Field of Play Assistant & Coordinator	11
Line Judge	12
Line Judging Actions for “In”, “Out”, and “Did Not See”	13
Player Marshal	15
Podium Preparation & Medal Ceremony	15
Practice Court Monitor	16
Security	16
Team Liaison Officer	17
Ticketing and Front Door Assistant	17
Usher	17
Venue Access Monitor	18
Venue Set Up/Tear Down	18
Set Up	18
Tear Down	18
Volunteer Raffle	18
Certificate of Volunteer Hours	19
FAQ	19
Appendix	20
Maps	20
Parking	20

Seating Map	21
Usher + Venue Access + Security Map	22
Back of House/ Ice Level	23
Venue Access + Security	24
Access Levels	25
Seating Guide	25
Yonex Canada Open Airport Attendant Reimbursement	26
Emergency Action Plan	27

VOLUNTEER CODE OF CONDUCT

As representatives of Badminton Alberta, volunteers are expected to uphold certain standards. While volunteers will receive guidance and, when necessary, training from tournament staff, it is important for them to understand what is expected of them.

By volunteering at the Yonex Canada Open, volunteers acknowledge that they are ambassadors for Badminton Alberta, agree to adhere to this Code of Conduct, understand the potential consequences of non-compliance and take full responsibility for their actions. This ensures a safe, respectful, and professional environment for everyone involved in the tournament.

1. Harassment, discrimination, racism and impersonating will not be tolerated under any circumstances.
 - Volunteers may not offend the dignity or integrity of a country, private person or group of people through contemptuous, discriminatory or denigrating words or actions on account of race, skin color, ethnic, national or social origin, gender, language, religion, political opinion or any other opinion, financial status, birth or any other status, sexual orientation or any other reason.
 - Harassment is forbidden. Harassment is defined as systematic, hostile and repeated acts taking place over a considerable period of time, or a singular egregious instance, which is/are intended to isolate or ostracize a person and/or affect the dignity of the person.
 - Sexual harassment is forbidden. Sexual harassment is defined as unwelcome sexual advances. The assessment is based on whether a reasonable person would regard the conduct as undesirable or offensive. There is zero tolerance for any sexual threats/coercion or the promise of advantages in exchange for sexual favors.
2. Volunteer Conduct Towards Athletes
 - Volunteers must not ask for photos or autographs from athletes while working on shift.
 - The throwing of any article to athletes on or off shift is strictly prohibited.
 - Volunteers must not give gifts to players.
 - If a player gives a gift to a Line Judge, they must notify the Line Judge Coordinator.
 - Volunteers must respect the privacy of athletes.
3. Volunteer Conduct Towards Others
 - **Profanity and Hate Speech.** Volunteers may not use language that is obscene, foul, vulgar, insulting, threatening, abusive, libelous, slanderous, defamatory or otherwise offensive or objectionable; or promote or incite hatred or discriminatory conduct.
 - **Abusive Behavior.** Abuse of Volunteer Team Leads, organizing committee members, WinSport staff, other volunteers, sponsors or audience members will not be tolerated. Volunteers must treat all individuals involved in the competition with respect.
 - **Discrimination and Denigration.** Team Members may not offend the dignity or integrity of a country, private person or group of people through contemptuous, discriminatory or denigrating words or actions on account of race, skin color,

ethnic, national or social origin, gender, language, religion, political opinion or any other opinion, financial status, birth or any other status, sexual orientation or any other reason.

- **Statements Regarding Yonex Canada Open, Badminton Canada, and Badminton Alberta.** Volunteers may not give, make, issue, authorize or endorse any statement or action having, or designed to have, an effect prejudicial or detrimental to the best interest of Yonex Canada, Badminton Canada, Badminton Alberta, or its affiliates.

4. Professionalism

- Volunteers will act in a way that promotes the welfare, image and reputation of Badminton Alberta.
- Volunteers will treat everyone with dignity and respect.
- Volunteers will avoid perceived and actual conflicts of interest.
- Volunteers who find themselves in a conflict of interest will self-declare.
- A volunteer should avoid involvement in any form of self-employment or private business which competes with programs or services delivered directly by the Yonex Canada Open which could be considered a conflict of interest.
- Volunteers will not use their volunteer position to influence other volunteers, staff or organizations having dealings with the event in order to gain personally or to advance others through the results of that influence.
- Volunteers will maintain a professional appearance and adhere to the dress code (black pants, socks, shoes & volunteer shirt).
- Volunteers must arrive on time for their assigned shifts and fulfill their responsibilities diligently. Be reliable and punctual, notifying their Team Leads in advance if unable to fulfill their assigned shift.

5. Integrity

- Act honestly and ethically, upholding the values of fairness, transparency, and trust.
- Avoid any conflicts of interest that may compromise your impartiality and judgment.
- Preserve the confidentiality of any sensitive information you may come across during your volunteering duties.

6. Communication and Teamwork

- Communicate effectively and professionally with fellow volunteers, staff, and spectators.
- Collaborate and cooperate with others to ensure a seamless tournament experience.
- Report any concerns or incidents promptly to team leads or organizing committee staff.

7. Safety and Emergency Preparedness

- Prioritize the safety and well-being of all individuals involved in the tournament.
- Report any safety hazards or potential risks to the appropriate authorities immediately.
- The Field of Play, Players Lounge and Practice Courts are only accessible to volunteers with correct accreditation.
- Adherence to Organizers' Policies

- Follow all instructions and guidelines provided by the organizing committee and WinSport staff.
- Respect the tournament's policies regarding the use of social media, photography, and video recording.
- Please review the emergency plan by clicking the link below ([also attached in Appendix of this document](#)) [West Side of COP Patrol Support Event Emergency Action Plan.docx](#)

Authority and Decision-Making:

- **Team Leads & Role Coordinators:** Team Leads reserve the right to move volunteers from one job to another based on performance, behavior, or event needs. This includes addressing minor and moderate violations as they arise.
- **Organizing Committee and Badminton Alberta Staff:** Members of the organizing committee and Badminton Alberta staff hold the authority to enforce severe consequences, including removal from the event and revocation of accreditation.
- **Tournament Director - Jeff Bell & Assistant Tournament Director - Margaret Bell:** Need to be notified on any additional decisions required to be made within the tournament and have final say. All decisions regarding the interpretation of these rules by the Tournament Director and Assistant Tournament Director are final and will not give rise to any claim for monetary damages or any other legal or equitable remedy. The Tournament Director and Assistant Tournament Director at all times may act with the necessary authority to preserve the best interests of Canada Open and Badminton Alberta. This power is not constrained by the lack of any specific language in this document. They may use any form of punitive actions at their disposal against any entity whose conduct is not within the confines of the best interests of Canada Open and Badminton Alberta.

Consequences of Non-Compliance:

Failure to comply with the Code of Conduct or perform assigned duties correctly may result in disciplinary actions. The following measures will be taken based on the severity of the violation including but not limited to:

- Verbal warnings
- Removal from current shift to another shift with different tasks
- Removal from current shift
- Meeting with member(s) of organizing committee to discuss behavior and corrective actions
- Immediate removal from event
- Immediate removal from event premises
- Revocation of accreditation
- Revocation of redeeming or already redeemed complimentary tickets.
- Blacklisting: The volunteer will be blacklisted from volunteering at any future events organized by Badminton Alberta or affiliated organizations

Appeals and Review Process

Volunteers have the right to appeal disciplinary actions. Appeals must be submitted by email to: volunteer@canadaopen.net within 7 days of the action being taken. The organizing committee will review the appeal and make a final decision.

VOLUNTEER MANDATORY ORIENTATIONS

We highly value the commitment and participation of our volunteers. Attendance at orientations is crucial for ensuring a smooth and well-coordinated event even if you attended the orientation last year as many things have changed. If a volunteer is unable to attend the required orientations, it may result in their removal from the event. We appreciate your understanding and cooperation in making the Yonex Canada Open a success.

- Please contact volunteer@canadaopen.net if you are unable to attend your orientation due to extraneous circumstances.

Date	Time	Location	Role
June 26	6 PM	Virtual (video chat)	Airport Attendants
June 30	10 AM	WinSport	Venue Access Monitors
	11 AM		Security
	12 PM		Practice Court Monitors
	1 PM		Ticketing & Ushers
June 30	6 PM - 8 PM	WinSport	Line Judges (**MANDATORY**)
July 6	4 PM	WinSport Ice Level in front of elevators	Podium Preparation & Medal Ceremony

- All Orientations taking place in WinSport will meet at the basement (lower level/ ice rink level) of the MacPhail arena in front of the elevators which is also beside Dressing Room 12 (volunteer room).
 - Line Judges training is **mandatory** even if volunteers have previous experience as a line judge.
 - Meet in Arena B (Practice Courts)

- In addition to attending the appropriate orientation(s), please also watch and complete the training materials sent via email **prior to June 25, 2024**
 - Copies of the materials can be found on the CanadaOpen.net website under the Volunteer section.

Volunteer Night - June 30, 2024 from 6 PM - 8 PM

- After set-up is finished on June 30, volunteers will be able to play on the practice courts in WinSport Arena B to assist with Line Judge Orientation.
- If you are interested,
 - non-marking, non-black sole shoes are required
 - Shoes not meeting criteria are not allowed on court. No exceptions.
 - bring your own racquets and shuttles
- Clean up of the venue after the volunteer night is appreciated by all participants

GENERAL VOLUNTEER INFORMATION

Location

WinSport Markin MacPhail Centre (big colorful building) - Arenas A & B

- Volunteer parking available in gravel lot west of MacPhail Centre, or in paved south lot
- See attached [maps of WinSport](#) in the Appendix.

Maps

See [appendix](#) for role specific maps

Dress Code

- Volunteers will receive a volunteer shirt and accreditation, which must be worn during all shifts.
 - Please note that only one shirt will be provided.
 - The venue will be cold. Please wear a black long sleeved shirt under your volunteer shirt.
 - Shirts will be distributed upon checking in for the first shift at the volunteer table.
 - Line Judges: will not wear accreditation while lining up to be on field of play and on field of play
- Additionally, all volunteers are required to wear long black dress pants, black socks, and entirely black dress shoes.
- Exception of volunteers setting up and tearing down. These volunteers should wear:
 - Comfortable closed toed shoes
 - Bring gloves to protect hands

Team Leads

Each volunteer will be assigned a Team Lead, who will be responsible for meeting with volunteers to assign roles, duties, breaks, and other important details.

The document detailing your Team Leads can be found on the CanadaOpen.net website.

- **Check the document for which Team Lead you are responsible for checking in and out with.**

Checking in/ Checking out

Sign in

- There will be a check in table by the elevators on the basement level of MacPhail Center for the 15 min leading up to and 10 min following the shift start time of your role (if you miss this window, a Volunteer Support Lead will be in the Volunteer room.
 - Before you check in with your team lead, write your name and the time on the sheet of paper with your role at the top of the page.
 - Check in with your designated team lead (based on your role).
- Team Leads will meet you in the basement level of the venue to the right of the elevators and stairs. Look for your volunteering position team lead and check in with them.
 - Arrive 15 min early before your shift is scheduled to start
 - Upon checking in with your Team Lead, they will give you your accreditation for the day.
 - Volunteer accreditation badges will indicate the specific access zones assigned to each volunteer. Only volunteers whose roles permit access to restricted areas will be granted entry through security. For example, ushers will not have access to the Field of Play or Practice Courts.
 - Once everyone has arrived, the team lead will brief everyone on the instructions and tasks of the day and will take volunteers to stations.

Sign out

- Meet with your Team Lead or your Team Lead's afternoon shift partner (whoever has the red Team Lead Binder)
 - Sign off on your hours of the shift with them
 - Return your accreditation badge to your Team Lead
- Check out with and sign off on your hours on the sheet you first filled out when you arrived.
 - This will either be at the same table or inside the Volunteer Room.

Breaks & Meals

- Shifts include one 30 min break and one 30 min meal time where volunteers will receive meal ticket(s) excluding Line Judges and officials where they will receive a pre-made lunch/dinner box
 - Meal times to be scheduled by Team Leads
 - Meet with and ask Team Lead before taking your break
 - Check in with your Team Lead before you go and after you come back
- Volunteer Meal Room is located: in Dressing Room 12 in the basement of the MacPhail Center
- If you have specific dietary concerns/requirements, we recommend bringing your own food.
- Volunteers should bring a reusable water bottle for themselves as WinSport has water fountains around the facility.

Volunteer Ticket Redemption

- Volunteers will receive **1 point per hour** of work they complete to put towards free complimentary ticket(s). Points have no cash value, and there will be no rounding of points, partial discounts, or transferring points to other volunteers. The following table details the number of points required to be redeemed for a ticket:

Competition Day	Points Needed
Tuesday, July 2	Free
Wednesday, July 3	Free
Thursday, July 4	Free
Friday, July 5 (Quarter Finals)	5
Saturday, July 6 (Semi Finals)	10
Sunday, July 7 (Finals)	15

- Checking out late without prior approval with Team Lead will not result in extra points earned, and any unnotified absences/lateness will result in point deductions - 1 point for each hour missed.
- Ticket requests can be made through your Team Lead.
 - For days requiring points for ticket redemptions, Team Leads will submit a form on your behalf after checking you have enough points.
 - Tickets are on a first come, first serve basis
 - Tickets requests must be made prior to the day of the requested ticket redemption.
 - Tickets will be sent to an email you designated.

VOLUNTEER ROLES

Airport Attendant

- Individuals are required at Calgary International Airport at both domestic and international arrivals to meet and greet athletes/officials and direct them towards buses or courtesy cars/vans.
 - At least one volunteer for each domestic and international arrival must be present to greet athletes at all times
- International arrival volunteers will be stationed by the horses opposite of the CANADA sign
- Domestic arrival volunteers will be stationed by Meeting Point C
- A schedule and map of courtesy vans and buses will be provided.
 - Alternative transportation will not be reimbursed:
 - Uber, Taxi, etc.
- Volunteers will be provided with an arrival schedule including: date, time, country, # of passengers, airline, arrival from, passenger names, hotel, and email contact.
 - **Please check arrival times from time to time in case of changes.**
- We request that all volunteers wear a cowboy hat or western wear
- **Wear your volunteer shirt and accreditation.**
- A badminton racquet with “Canada Open” printed on it will be provided. You can bring your own racquet to help players notice you
 - 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 in the international or domestic arrival area.
- Once athletes arrive, direct the passengers to the vehicle ready to pick them up. Decide a pick up area in advance with the driver and have a mobile phone ready to contact the driver if necessary.

Reimbursement also attached in Appendix: [YONEX Canada Open 2024 Airport Attendant Reimbursement](#)

- A maximum reimbursement of \$15 for food per shift and \$16 for parking per day.
- Park at Park and Jet so that your full parking costs can be reimbursed as the fee is \$15.25: <https://parkandjetcalgary.com/>
- Must be handed Transportation Team Lead at the venue with receipts stapled to form.
- Forms must be received no later than the end of the event.

Volunteer Accreditation Pick Up for Airport Attendants ONLY

- Volunteers will be able to pick up their ID badges from the Badminton Alberta Office on June 27 between 9 AM and 6 PM
- Badminton Alberta office address: 1135 E - 44 Ave SE, Calgary, AB T2G 4X4

Assembly Point Assistant & Coordinator

- Volunteers must be at least 16 years old.
- Responsible for making sure players on deck are ready to play and send them onto the practice courts for warm up.
- These volunteers are to keep the match control area clear and direct people as necessary.
- The afternoon/evening shift are required to stay until the end of each session of play.

Doping Control Chaperone

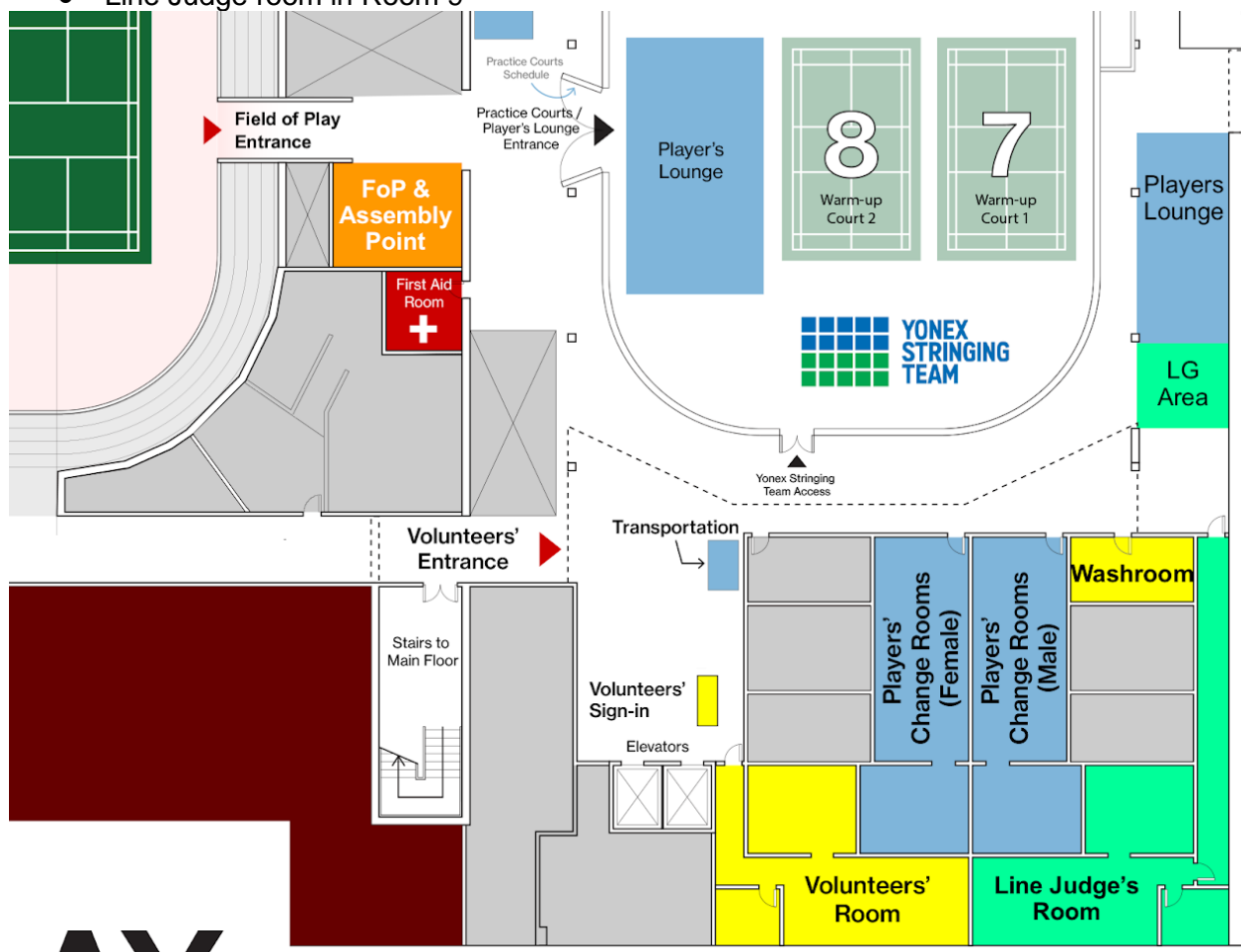
- Volunteers must be at least 21 years old.
- Assist officials in collecting samples for doping tests.
- Each DCC will be assigned to one specific match.
 - Upon completion of the match, the DCC will identify him/herself to the selected athlete and accompany the athlete until a sample is retrieved.
 - Do not violate the player's privacy and personal space.
 - The DCC 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.
 - The afternoon/evening shift are required to stay until the end of each session of play.

Field of Play Assistant & Coordinator

- All individuals must be over the age of 18 years.
- Physically able-bodied individuals required to monitor the field of play during all play sessions.
- Quick response is required to re-tape carpet to court mats, realign A-Boards, and address any issue that is presented by the referee team or tournament director.
- Ensure that the competition courts are ready for the start of each daily play session and are present at the end of each play session to address any matters that arose during the day.
- The FOP assistant will work also as court moppers and shuttle control to ensure a seamless transition from one match to another.
- The afternoon/evening shift are required to stay until the end of each session of play.

Line Judge

- Line judges must be over the age of 16 and with good eyesight.
- Volunteers will have to make quick judgment calls while under pressure. No previous badminton experience required.
 - Line judges must be well rested and alert for their shift
 - Note: Line judges may also act as a field of play sweeper.
- Line judges must conform to the volunteer dress code - volunteer shirt, black dress pants, black dress shoes, black socks. Mobile phones are not allowed on court (not even in your pocket on the field of play).
- All line judges are expected to work one shift per day from the Tuesday to Friday of the tournament.
- The Line Judge Coordinators will prepare the schedule after getting volunteer availability during the [Line Judge Orientation](#) and circulate it in advance.
- Line Judges will be selected for the semi-finals and finals by invitation only, and will be chosen based on performance and attendance.
- Volunteers are required to arrive at the venue for a team meeting 15 minutes before the commencement of their shift, and may be asked to stay past their shift times for clean up if they are the last shift of the day.
- Line Judge room in Room 9



Line Judging Actions for “In”, “Out”, and “Did Not See”

In: Right hand remains flat and points into the court (says “IN”)

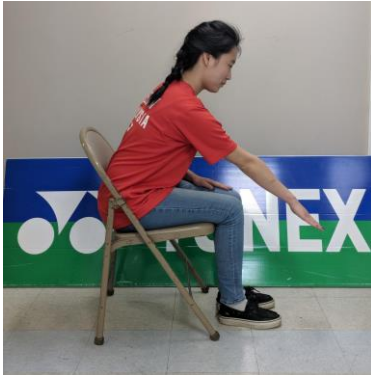


Fig. 1: When the shuttle is in:
Say nothing, but immediately make eye contact with the umpire and stare at them until they acknowledge you. Point to the line with your right hand palm facing the ground and fingers together.

Out: Both arms come up the centre and split moving towards the sides



Fig. 2: When the shuttle is out:
If the shuttle lands out, call “OUT” loud and clear enough for players and spectators to hear. Spread your arms so that the palms of your hands are facing the court.

Did Not See: Both hands come up to the face and cover one’s eyes.



Fig. 3: When unsighted:
If you did not see the bird because a player was blocking the sight of the shuttle or similar situation, 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.

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.

- Hands should be positioned flat on the knees. **Do not clasp, hold or fold your hands.**
- Stand/sit following the actions of the umpire/service judge.

Figures



Fig. 4: Before the match begins:
Stand up straight in front of your chair.
Sit down when the Umpire sits down



Fig 5.



Fig 6.

Fig.5 & 6 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.

Player Marshall

- Escort/ make sure technical official are at the Assembly Point.
- Engage with the players next to be called on court (Tuesday-Sunday) ensuring that only those selected athletes are collected from the warmup courts and delivered to the Assembly Point.
- Volunteers will be provided the daily match schedule.
- Player Marshalls must be 18 or older.
- PM's will be selected for the semi-finals and finals based on their performance during the week.
- Volunteers may be asked to stay behind to clean up if they are scheduled for the last shift of the day.
- Follow the purple line to drop off players.

Podium Preparation & Medal Ceremony

- Help with presentation of medals and greeting presenters.
- Welcome medal presenters and VIP presenting guest
- Training prior to the Podium Preparation and Medal Ceremony will be provided by the individual leading the Medal Ceremony.

Practice Court Monitor

- Practice court monitors must be 18 or older.
- Ensure only those scheduled or upcoming athletes are on the courts.
 - Players not scheduled may not use courts even if the courts are empty.
- Volunteers will be provided with a list of countries and number of players for practice shuttles, water allotment and snacks.
 - Make sure the Players Lounge is clean and has an appropriate amount of snacks.
 - Volunteers are required to track how many and to whom shuttles and water have been given to.
- Volunteers will be provided the daily match schedule as well as the daily practice schedule with country, time of practice, and number of athletes.
- The practice courts are located in Arena B of the WinSport Markin MacPhail Event Centre
- Volunteers should give a 5 minute warning before the end of sessions.
- Responsibilities include but are not limited to:
 - Cleaning up leftover shuttles
 - Removing excess garbage from courts (bottles, tape rolls, grip wrappings, etc.)
 - Any “hazardous waste” must be reported immediately to the administration room. This includes anything potentially harmful including but not limited to glass, spills, or needles.
 - Winsport Staff are responsible for the cleanup of hazardous waste and bio waste (blood/ vomit).

Security

- Maintain a peaceful environment at the venue by ensuring that only athletes and other approved individuals are on the Field of Play and other restricted areas.
- Report any suspicious activity
- Volunteers will be stationed at specific areas to ensure that only those with appropriate accreditation are permitted.
- See appendix for maps of the different accreditation zones, as well as a [chart of the different seating sections](#).
- Security may also be required to float around the venue.
- Monitor that the black curtain at entrances are closed at all times, as well as guiding and observing the spectators (eg. ensuring that only those with Club section tickets are seated in the Club section).
- If a spectator becomes aggressive, walk away and notify a coordinator immediately.
- If any hazardous waste is found in the stands, security is responsible for walling off the area and preventing 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. In case of any emergency, contact your team lead.

Team Liaison Officer

- Serves as the primary point of contact between the assigned teams, and event organizers to provide timely and accurate information
- ensures smooth communication and coordination, addressing the needs and concerns of the teams, and facilitating their overall experience during the tournament.
- Assist teams with their arrival, registration, and accreditation process.
- Quickly and efficiently resolve any issues that arise, ensuring minimal disruption to the team's schedule.
- Excellent communication and interpersonal skills.
- Proficiency in multiple languages
- Proactive and solution-oriented mindset.
- Ability to work independently and as part of a team.

Ticketing and Front Door Assistant

- Must be 18 or over.
- Attend to, and monitor the venue entrance.
- Verifying and scanning tickets with the Showpass app
- Handling credit cards to sell tickets, programs, tournament souvenirs, and more.
- Previous experience in handling cash and credit card processing is required.
- Stationed either at the ticket office (during peak hours) or at the front door.
- Provide the appropriate re-entry wristband of the day to guests who are leaving the venue but plan on coming back.
- Only volunteers who have FOH (front of house) access should be allowed through the front doors by the Front Door Assistant. Ticketing volunteers should redirect any volunteers hoping to redeem their volunteer hours for complimentary tickets to their Team Leads.

Usher

- Ushers **MUST** be at least the age of 16.
- Assist spectators to find available seats within the general seating section and guide Sponsors/Club ticket holders to designated Sponsor/Club seating sections (north side of the seating bowl).
- Monitoring the seating areas (specifically the Club/Sponsor area) and helping security remove those who are sitting in the Club/Sponsor section without proper accreditation (a Club/Sponsor wristband).
- Make sure those in their sections are following rules and are able to enjoy the experience.
- Stand at the top of their section with their bodies bladed to the entrance. This way they can see and address new people entering their section but also allows them to see their section and, in the case of those ushers in the Sponsor/VIP sections, can see if anyone is trying to sneak into unauthorized areas.
- If an usher or other supervisor believes the someone is in a section they are not authorized to be in, that person should approach the person, confirm they have the proper wristband, and direct them to where they should be. This is an opportunity to educate the person and explain to them why they can't be there.
 - In the event the person doesn't move as requested the usher can raise and wave their right hand over their head. If this is seen by security which will be centrally located, security will attend at that area after ensuring a second security person is also enroute. Upon arrival at the section security will speak to the usher who will advise them as to the circumstances. Security may at that time ask the usher, "have you asked them to leave"? Security will then take appropriate action.
- 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.
- Players should be advised that if they choose to leave the section designated for them, their security can not be guaranteed and that they are not permitted to enter the VIP/Sponsor section requiring them to watch their colleagues from the general admission sections.
- The curtains at the entrance should be **CLOSED AT ALL TIMES** because the light from the hall affects the field of play below.
 - Direct viewers to enter seating through designated curtain entrances.
 - Ushers are discouraged from sitting down and neglecting their duties.
 - 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.
- Volunteers should also help pick up any garbage left in the stands.
- 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.
- See appendix for a seating [chart](#) that can be used to identify members.

Venue Access Monitor

- Maintain a peaceful environment at the venue by ensuring that only athletes and other approved individuals are on the Field of Play and other restricted areas.

- Volunteers will be stationed at specific entrance locations to ensure that only those with access will be able to enter designated areas (ie. checking players, volunteer, and staff accreditations). Your team lead will assign which access point to monitor during your shift.
- Volunteers will be required to hand out accreditation to players entering the venue and escort players without accreditation to have their accreditation made.
- See the back of the manual for a map of the different accreditation zones, as well as a [chart of the different seating sections](#).
- In case of an emergency, contact a security volunteer or your Team Lead

Venue Set Up/Tear Down

Set Up

- Physically able-bodied individuals required to lay volleyball floor, lay playing mat, set up umpire chairs, lay cabling, hang signage, set up tables, etc.
- Close-toed work shoes or hiking boots are required.
- Work gloves will be provided, but it is recommended to bring your own. Volunteer shirts will be given during the tournament.
- Note: Afternoon shift are released early/late depending on progress of set-up

Tear Down

- Physically able-bodied individuals required to tear down the volleyball floor, playing mat, umpire chairs, cables, tables, load vehicles, etc.
- Close-toed shoes are 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.
- At the end of each day, volunteers are required to help fix-up the venue to make it presentable for the following day.
 - Tasks include rolling out carpet, replacing A-Boards and creating courtside box seats.

Volunteer Raffle

We will have a daily draw among the volunteers to give away swag and tournament merchandise. A raffle ticket will be automatically entered per shift for prizes

Certificate of Volunteer Hours

For reference letters and certificates, fill in a form that will be provided on the Canada Open website in the volunteer section.

FAQ

I won't be able to show up to a shift I signed up for or I want to change my shift. What do I do?

Let your Team Lead for that shift know through email (and CC volunteer@canadaopen.net) you can't make it with at least 24 hours before the start of the shift. Failure to do so results in deduction of volunteer complimentary ticket tokens and or other disciplinary actions. Please disregard signup genius reminder emails if you do this.

I want to add more shifts. How do I do this?

Contact your team lead and they will be able to see open positions for future dates.

It's really cold in the facility. Can I wear a jacket?

No, wear a full sleeve undershirt underneath the shirt.

I would like to redeem a finals ticket but I am working on the last day can I still redeem?

You may redeem the ticket if and only if there are tickets available and you talk to your Team Lead in person at the start of the last shift. A ticket still requiring more than 5 tokens at the start of the final day can not be redeemed.

Example of redemptions:

I have worked 5 hours on day 1 and I am intending to work 10 hours for 10 tokens on finals day.

Can I redeem a finals day ticket? **No**

I have worked 5 hours on day 1 and 5 hours on day 2. I show up and talk to my Team Lead at the beginning of my shift in the morning of finals to work the remaining 5 tokens. Can I redeem a finals ticket for my sister? **Yes**

I finished my shift or I am early to my shift. Can I watch the games?

Yes, it is on a first come first serve basis. Talk to your team lead if there are available seats for the day you are volunteering. They will help you put on a wristband. You must wear these wristbands and sit in the volunteer seating section. Wristbands will be removed when you go on shift.

Can I watch games during my break?

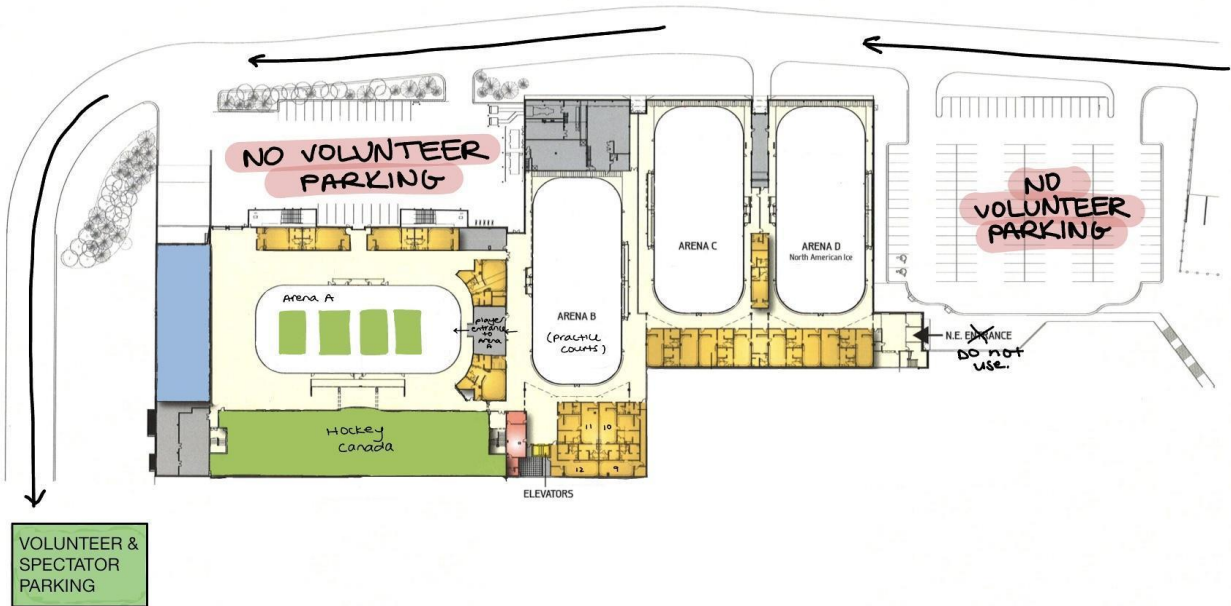
Yes, but only in the Volunteer seating section. Pay attention to the time you are supposed to check back in with your Team Lead

Appendix

Maps

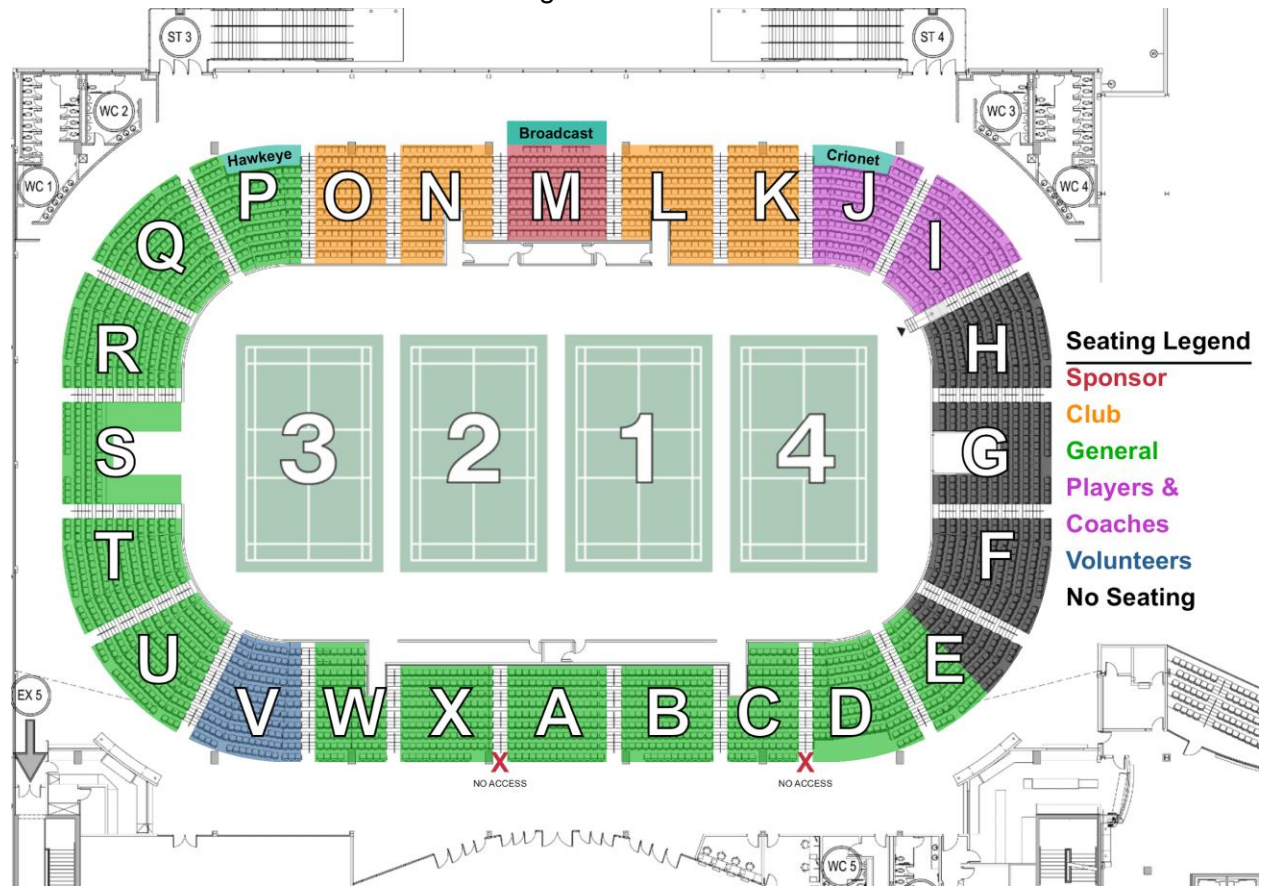
Main entrance is on South side of building

Parking



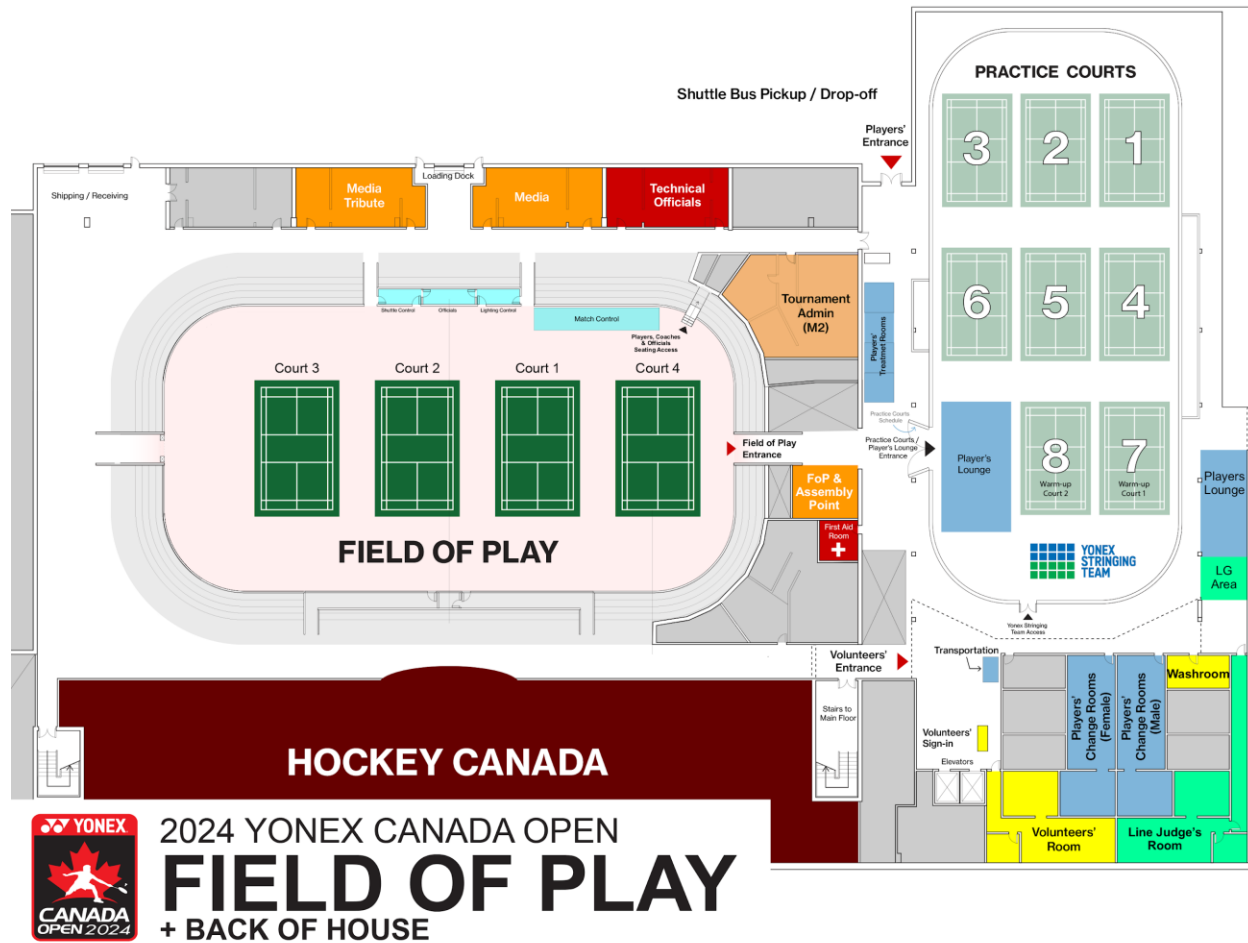
Seating Map

Main entrance is on South side of building



Back of House/ Ice Level

Main entrance is on South side of building



Access Levels

The number on your accreditation determines the areas that you have access to in WinSport

- 1 - Field of Play (FOP)
- 2 - Front of House (FOH)
- 3 - All access
- 4 - Back of House
- 5 - Front of House

Title on the front of the accreditation will give additional access within the above areas

Seating Guide

Group	Reserved Seating Section	Identification
Sponsors	M	Accreditation + Wristband
Club	O, N, L, K	Wristband
Volunteers	V	Accreditation
Technical Officials	J, I	Accreditation
Coaches & Players	J, I	Accreditation
General Admission	South Side of Seating Bowl	Wristband

Yonex Canada Open Airport Attendant Reimbursement

Volunteer Name: _____

Address: _____ Postal Code: _____

Date of Reimbursement (MM/DD/YY): _____
(if multiple days, fill out another form)

Parking: _____

Meal: _____

Total: _____

- **All Expenses must have a corresponding receipt stapled to this document**
- **Cost Limit on Food: \$15 per meal per registered volunteer. Cost Limit on Parking: \$16/ day. Park at Park and Jet so that your full parking costs can be reimbursed as the fee is \$15.25 <https://parkandjetcalgary.com/>**
- **Turn in this sheet to the Transport Team Lead at the venue**
- **Forms must be received no later than after the end of the event.**

I declare that the above details are true and correct. Signature: _____

Emergency Action Plan



West Side Event – Patrol Support Emergency Action Plan WinSport’s Canada Olympic Park

ISSUE RECORD SUMMARY					
REV	DATE	REVISION DESCRIPTION	PREPARED BY	REVIEWED BY	APPROVED BY
0	20/MAR/2023	CREATED	M. Patterson		J. Werner
DOCUMENT NUMBER: NA			DOCUMENT TYPE: Emergency Action Plan		
DOCUMENT OWNER: Patrol Manager			REQUIRED REVIEW DATE: March 2024		

Emergency Action Plan

The goal of this plan for WinSport's Canada Olympic Park West side events is to ensure the highest degree of safety for all persons involved.

1.0 Paramedical Services

EMS Patient Transport:

- If 911 is called WinSport patrol & security must be made aware, call 403-247-5454.
- All patient care transport units in the province of Alberta are provided by Alberta Health Services Emergency Medical Services (AHS EMS).
- AHS EMS provides full ALS care for all persons based on their normal service contract. Standard response time to WinSport's Canada Olympic Park may be up to 30 minutes. WinSport will utilize the SEND (Secondary Emergency Notification of Dispatch) protocol when requesting EMS.
- Once arrived, ambulance transport to Foothills Medical Center (FMC) is approximately 8 minutes and transport to Alberta Childrens Hospital (ACH) is also approximately 8 minutes. Transport to FMC for adult patients is not guaranteed and is determined by AHS EMS dispatch and EMS destination criteria protocols.

2.0 Event Medical Response Procedures

WinSport patrol team consists of first responders operating at a Advanced First Aid (AFA) scope of practice. All team members are trained to the AFA level at a minimum. If you have asked for these services patrol team members will be at the venue throughout the event and will help make sure transport to an appropriate hospital will be performed by Alberta Health Services Emergency Medical Services (AHS EMS) if needed.

- If you have requested patrol, patrol team members will determine if a patient is in need of immediate care, needing EMS services.
- The individual who calls patrols assistance will provide exact patient location, initial observations describing the mechanism of injury and current patient position.

Estimated patient care and transport sequence timeline for a load and go patient (critical condition) injured on course is as follows:

- Up to 15 minutes for initial treatment and patient packaging if needed
- Up to 10 minutes for transport to patrol med room if needed or stabilize in place while waiting for ambulance
- 5 minutes for transfer of patient to AHS transport unit
- Total time from injury to hand-off to AHS EMS is estimated at 30 minutes dependant on EMS response times.

WinSport patrol will be equipped with, individual first responder kits, a gator or a van for transport to the med room.

WinSport patrol team work collaboratively to provide medical response to the event course or spectators depending what you have asked for in your contract. There will always be at least two first responders for each event.

Patrol will have a radio to coordinate medical response with event staff and security.

WinSport security has two guards scheduled 24 hours a day. During large events, an external company is contracted to assist.

- If you have trained First Aid personal or your own medical and they are comfortable performing medical to their scope they can do so as an initial response.
- If 911 is called before calling dispatch, WinSport Patrol and Security must be made aware, they will direct the ambulance where to go, make sure to call 403-247-5454. If you do call 911 before security make sure to stay on the line with them until they tell you it is ok to hang up.
- In the event of a security related situation or potentially violent guest call security.
- There is a PA system in the case there needs to be a park wide communication, such as a missing person.

When an injury or illness occurs patrol will use the following medical protocol:

- The involved area will close for the safety of patrol to proceed to the patient.
- Patrol will provide medical response as per WinSport patrol manual.
- Patrol will complete documentation as required.
- The event will continue once patrol is available again.

Overview of the continuum of care for WinSport's Canada Olympic Park is as follows:

Minor injuries or illness:

Examples: strains, sprains, headache, minor allergic reactions, compensating patient, etc.

- Establish patient consent
- Assessment and prioritization of care as required
- Injury stabilization as required
- Transport by gator or van if required
- Documentation

Moderate injuries or illness:

Examples: stable concussion, simple extremity fractures, knee/shoulder ligament injuries, c-spine precautions, stable head injury, shortness of breath, mild/moderate asthma, moderate allergic reaction, mild hypoglycemia, minor chest pain, compensating patient, hypertension, minor hemorrhage etc.

- Establish patient consent
- Assessment and prioritization of care as required by patrol team
- Assessment and treatment by patrol team
- Transport decision (team transport or AHS EMS response, as determined patrol)

- Transfer patient care to AHS ambulance personnel
- Documentation

Critical injury or illness:

Examples: altered LOC, non-patent airway, severe external or internal hemorrhage, hypotension, unstable head injury, open fractures, flail chest, pelvis instability, bi-lateral femur fractures, high C-spine injury, severe shortness of breath, asthma, anaphylaxis, seizures, moderate to severe chest pain, decompensating patient, etc.

- Establish patient consent, if possible
- Assessment and prioritization of patient care by patrol
- AHS ambulance request (as determined by patrol)
- Patrol maintain patient ABC's
- Load and go or stay and treat decision with:
 - Patient status update to Alberta Health Services EMS transport unit
 - Alert to snow machine with rendezvous location
 - Stabilize patient as able
 - Package and transport
 - Transfer care to Alberta Health Services EMS transport unit

3.0 Event Medical Evacuation Procedure if Patrol is on site

- Patrol will determine if a patient needs immediate care in hospital
- Patrol will alert WinSport Dispatch of need for EMS transport with appropriate patient care information
- WinSport dispatch initiates 911 call, coordinates with site security to provide ambulance escort AHS EMS ambulance is dispatched.
- Patrol will transfer patient to AHS EMS and obtain details of which hospital the patient is being transported to. Patient is transported to appropriate hospital as per AHS EMS protocol.
- EMS will transport patient to the most appropriate medical facility as determined by EMS dispatch and EMS destination criteria protocols. FMC and AHS are approximately 8 minutes away, and Rockyview General Hospital is approximately 20 minutes away.
- Event will remain stopped until patrol are available and on standby.

4.0 WinSport Patrol Contact

Jesse Werner, WinSport Senior Manager Risk & Safety, 403-615-4959

Maria Patterson, WinSport Patrol Manager, 403-990-9075

Riley Ager, WinSport Patrol Lead, 403-402-9776

WinSport Dispatch, 403-247-5454

5.0 WinSport Patrol Medical Direction:

Medical Direction for WinSport's Canada Olympic Park for WinSport patrol is provided by the Medical Director for the Patrol Team, information below:

Dr. Harsimranjit Singh

hsingh@ucalgary.ca
(403) 478-8891

6.0 Public Medical Guideline

Given an injury or illness that affects a member of the public involved with the event at WinSport's Canada Olympic Park the following general medical protocol will be applied:

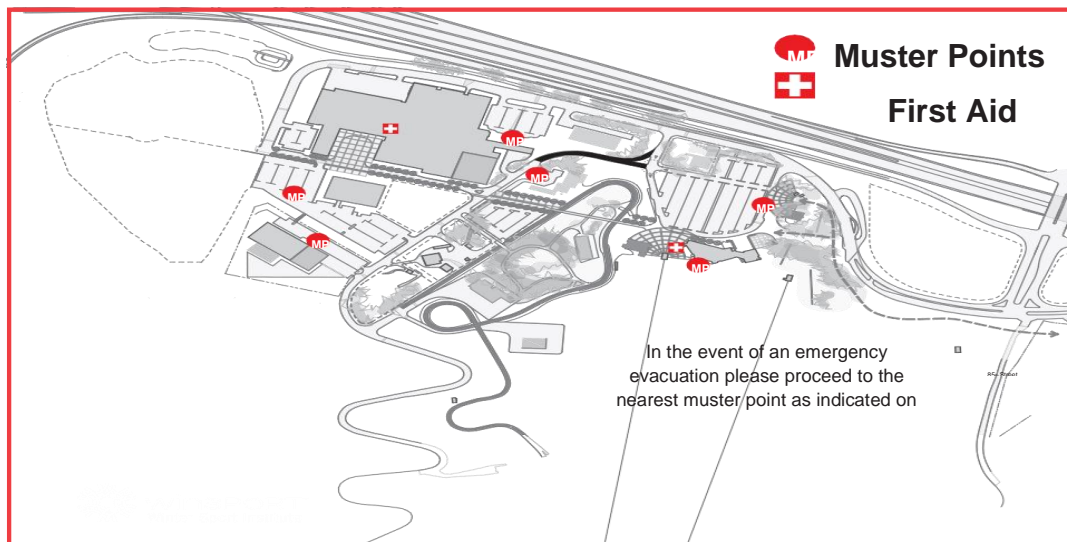
- Public medical response can be initiated by contacting WinSport dispatch to inform Patrol and Security at 403-247-5454
- Event staff can provide initial response to spectators/public if needed but will hand care over to patrol as quickly as possible to call 911 or perform first aid.
- AED's are labled in each building.

7.0 Evacuation Plan

An evacuation may be triggered by the fire alarm or public access system.

- Stop all activity
- Bring only essentials items with you
- Do not return for anything
- Calmly move towards the nearest exit, do not use elivators
- Check doors for heat as you approach
- Proceed to musterpoint and wait for further instruction from security or patrol.
- Notify security and dispatch by calling 403-247-5454.
- Do not return to the building without an all clear from WinSport security.

The park map below details musterpoints throughout the property.



8.0 Fire Prevention and Suppression

All temporary or permanent structures that are powered and/or heated will have a fire extinguisher located adjacent to the entry door to that structure.

In the event that signs of combustion are observed (smoke or flames) that structure will be cleared of occupants immediately, the fire extinguisher may be deployed by 1 occupant to protect egress from the structure and to knock the flames down if safe to do so.

The first occupant to exit the structure will notify the exact location and status of the emergency situation to dispatch by calling 403-247-5454.

If needed to use, fire extinguishing technique is below:

- Pull the safety pin
- Point the nozzle towards the fire
- Press the trigger gently to release just enough of the contents from the extinguisher to reach the flames
- Point the discharge from the extinguisher at the base of the flames
- Sweep back and forth extinguishing the closest visible flame to the farthest.

9.0 Missing person

There are numerous children and persons at COP throughout the year. Missing persons should be reported to dispatch and security at 403-247-5454, who will help inform everyone on site to help start a search. They will follow the WinSport Missing Person Protocol.

10.0 Communication Plan

WinSport has a crises communication plan and any media request related to an onsite emergency or injury must be coordinated with WinSport senior management. Event Staff, WinSport Officials, along with the Event Director (with the local authorities if required) will formulate the Official Public Statement to be distributed through the media centre located in the Frank King Day Lodge if needed. The Official Public Statement will then be distributed to all key parties.

All staff and volunteers are asked to forward media requests for information and interviews to the Media Centre. Do not comment on the situation.

All members of the team involved in the Crisis Management process must keep a personal 'log' of conversations/radio or telephone calls/notifications/actions taken in the event of an emergency.

11.0 Important Phone Numbers:

- Alberta Health Services transport unit- dial 911
- Foothills General Trauma Centre- 403-944-1110
- Sheldon M. Chumir Health Centre, Urgent Care– 403-955-6200
- Kenron Pharmacy, Homecare and Sports Medicine- 403-289-7224
- Emergency Dental, Beltline Dental Care- 403-264-6565
- Calgary Health Link (telephone health advice & navigation)- 1-866-408-5465 or 811
- Non-Emergency line (Police), 403-266-1234

- WinSport Dispatch– 403-247-5454
- WinSport Security– 403-660-9322
- Jesse Werner, WinSport Sr Manager Risk & Safety- 403-615-4959
- Maria Patterson, WinSport Patrol Manager- 403-990-9075
- Riley Ager, WinSport Team Lead Patrol- 403-402-9776
- WinSport Patrol– Channel 6 on WinSport radio
- WinSport Helpdesk (IT)– 403-247-5467, press 1 for on call
- Dale Oviatt, WinSport Sr Manager, Communications– 403-461-9074
- Brittany Sutherland, Sr Manager, Events - 403-975-3467

12.0 Additional Safety Notes

WinSport takes pride in providing a world class venue where safety is a priority for all guests and staff. There are policies that are strictly enforced such as the code of conduct where you can find on the website as well as the link below. All event staff, athletes, participants must adhere to this code of conduct. If a participant is found to have violated an event rule, the event staff will impose the consequence. If a participant is found to have violated a WinSport rule, WinSport will impose the consequence, while working collaboratively with event staff.