



2023 Volunteer Manual

Volunteer Services



A Golf Canada
Championship

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COMMITTEE DESCRIPTION

The Volunteer Services committee is responsible for:

- Volunteer recruitment
- Uniform packaging
- Distribution of uniforms and credentials at the uniform pick-up days
- Obtaining prizes for fundraising draws
- Staffing the volunteer area during the championship
- Operating the volunteer shuttle for getting volunteers to and from their post on the golf course, usually Marshals.

Due to this committee's important role in volunteer recruitment this committee should be organized early, with a core group working in the months prior to the championship (to be discussed with Golf Canada in more detail). While all Chairs on the organizing committee should recruit volunteers it is the Volunteer Services Committee, along with Golf Canada, that is the driving force behind this initiative. The person chosen to lead the Volunteer Services Committee must be connected with the community as he or she will be requesting that friends and acquaintances give their time and services to the championship.

The Volunteer Services Committee works very closely with Golf Canada throughout the year. Golf Canada is there to assist all Committees; working extensively with the Volunteer Services Committee. Golf Canada will process volunteer application forms and payments, maintain the volunteer database and coordinate volunteer mailings. It is very important for the Volunteer Services Chair and Golf Canada to keep close contact.

Ideal number of volunteers: 30



CHAIR RESPONSIBILITIES

Recruiting Volunteers

All volunteers must complete the online registration form available on our website at www.cpwomensopen.com. As many as 1,200 volunteers are needed to conduct the CP Women's Open. Volunteers comprise 99% of the work force at the CP Women's Open. Volunteer recruitment begins over one year prior to the championship and can continue until just a few weeks prior to the event.

Championships that are the most successful are those that have a broad base of community support. When recruiting volunteers, the Volunteer Services Committee should look for help from all areas of the community. It is always best to recruit volunteers whose past experience and skills could ideally fit a particular Committee role. For example, golfers make the best Walking Scorers and police officers make the best Security volunteers.

Large numbers of volunteers can be recruited by concentrating the search among groups, clubs and organizations. Corporations and businesses with a large number of employees are also a good source. When considering the number of volunteers that will be necessary, keep in mind that almost everyone will want to see some of the golf tournament as a spectator. No volunteers are expected to work all day, every day. Volunteers are required to work a minimum of twenty-four (24) hours over at least four (4) days. Golf Canada has found that volunteers usually prefer to work in shifts broken down into four to six-hour segments. Every Committee will require the help and assistance of volunteers; as some Committees begin operations sooner than others, they will need assistance earlier. Other Committees only operate for the week of the tournament. Golf Canada will assist Volunteer Services in creating the optimal timetable for all volunteers on the Committee, with the Chair and Vice Chair scheduling volunteers.

Volunteers can be recruited from a variety of places:

- parents and relatives
- area golf clubs
- people who have previous tournament experience
- community service clubs
- school systems (students aged 15+, teachers)
- parents' associations



- friends of volunteers & staff
- unions
- women's groups
- seniors' homes/clubs
- military, government employees
- men's groups
- seniors, retirees

Uniform Packaging

The volunteer uniform order is placed by Golf Canada and the uniform pieces (caps, visors, bucket hats, shirts, layering pieces) are delivered to the championship site approximately one month prior to the event. Golf Canada and the Volunteer Services Committee will get together about two weeks prior to the championship to package the uniforms in alphabetical order by the first letter of the last name of the volunteer. The packages are labelled accordingly and will be assigned a number for easy access during uniform distribution. The packages will be stored in a secure location. In doing so, the uniforms are ready to be distributed at the uniform pick-up days. This typically requires at least 20 volunteers plus Golf Canada staff and takes several hours to complete. **It's important to note that recruiting of volunteers for packaging and distribution can come from outside of Volunteer Services as well.**

Uniform Distribution

Volunteers will pick up their uniform packages on the designated uniform pick-up days approximately two weeks before the tournament. This typically occurs on a Saturday and Sunday and runs for 6 hours each day. The Volunteer Services Committee will distribute the uniform packages & credentials to volunteers with assistance from Golf Canada. The packages are organized by the first letter of the volunteer's last name in alphabetical order and will have a designated area per letter (ex. Table #1 is A-D). Golf Canada will provide the list of volunteers' names to keep track of the packages being picked up.

Volunteer Centre

The Volunteer Centre is a main gathering area for all volunteers from Monday-Sunday of the championship week. The centre includes a seating area with tables and chairs and a concession area. Several Committees will use this area to register their volunteers prior to each shift. The centre is typically open from 5:30 a.m. - 8:00 p.m. all tournament week.



The Volunteer Services Committee will provide volunteers to staff a welcome table at the Volunteer Centre entrance and help keep the centre tidy from Monday to Sunday of the championship week. The volunteers at the welcome table will answer questions, control access to the centre and operate prize draws for the volunteers.

Volunteer Party

The volunteer party is the opportunity for the organizing committee and Golf Canada to thank the volunteers for their hard work. The volunteer party typically takes place in and around the volunteer centre on the Saturday of championship week. The caterer in the volunteer centre closes early on this day so they can set up for the party, which usually lasts two hours and occurs after play. During the party, volunteers will receive complimentary food and a beverage ticket (wine, beer or non-alcoholic beverage) and will have the option to purchase additional beverages at reduced pricing. The Volunteer Services Chair, Tournament Chair and tournament representatives will say a few words thanking the volunteers during the party.

Uniform Sales

There will be an extra quantity of uniform and optional items that can be made available to the volunteers through sales during the championship. The Volunteer Services Committee will staff any sale out of the Volunteer Centre (storage will be arranged nearby). Volunteers will also be able to exchange a uniform size from Monday – Wednesday of tournament week. Golf Canada will provide the pricing and iPad to process all sales.

EVENT CHECKLIST

Pre-Tournament

- Implement Golf Canada's planned approach to recruitment. Work with Golf Canada staff and Tournament Chair to select areas for recruitment and the best methods to spread word of the volunteer initiative
- Familiarize yourself with committee descriptions and responsibilities for the various Committees
- Implement a donation strategy for raffle prizes during tournament week
- Assist packaging of volunteer uniforms
- Staff uniform pick-up and distribute volunteer packages
- Process additional volunteer uniform sales
- Schedule volunteer shifts

Tournament Week

Monday-Sunday

- Staff the volunteer greeting table
- Post volunteer information in Volunteer Centre
- Exchange uniform sizes
- Sell volunteer uniforms
- Hand out prizes
- Keep Volunteer Centre tidy

HOURS OF OPERATION

Volunteer Centre Hours	
Monday	6:30am – 7:00pm
Tuesday	6:30am – 7:00pm
Wednesday	5:30am – 7:00pm
Thursday	5:30am – 8:00pm
Friday	5:30am – 8:00pm
Saturday	5:30am – 7:00pm
Sunday	6:30am – 4:30pm

*Times are subject to change

Some volunteer committees start very early, it is important that the Volunteer Services committee is available to answer any important questions or assist volunteers.

EQUIPMENT AND SUPPLIES

Golf Canada will furnish and supply the following items the Friday preceding tournament week. Please ensure that all the supplies have arrived and are accounted for. Additionally, this is not an exhaustive list supplies may be added by Golf Canada staff if necessary.

- Chairs, tables & skirting
- 1 Telephone directory
- Office supplies (pens, note pads, etc.)
- Volunteer uniforms (sorted)
- Storage area (uniforms)
- Garbage bags and bins
- Water
- iPad for transactions



Appendix A – Sample Vendor Letter

Date

Business Address

Dear _____:

The 2023 Canadian Pacific Women's Open, conducted by Golf Canada, will be held at Shaughnessy Golf & Country Club from August 21-27. We look forward to bringing the top female professional golfers in the world to British Columbia and hope that you, your staff and patrons will have the opportunity to come out and enjoy this most celebrated event.

This event cannot be successful without the hard work and dedication of over 1200 volunteers who will devote many hours of tireless work in effort to provide an unforgettable experience for spectators and players alike. We are proud of our volunteer team and would like to thank them in as many ways as possible. As such, we are visiting with as many local businesses as possible to request support through product contributions or prize sponsorship. Your gift will go directly towards enhancing the volunteer experience.

In return for your generous contribution, we would be pleased to recognize your support by prominently showcasing your company's name in the volunteer tent and newsletters. Please contact **Insert Chair name** for assistance in coordinating your support for our volunteers and Canada's national golf championship,

Thank you for your consideration and we look forward to working with you and seeing you at the 2023 CP Women's Open.

Best regards,

NAME
Chair, Volunteer Services Committee
Phone#
Email