



2025 CPKC Women's Open Volunteer Orientation



Land Acknowledgement

Golf Canada acknowledges and respects the Indigenous Peoples of Canada that for hundreds of generations have been the keepers of the territories where we all live and work.



The Mississauga Golf and Country Club acknowledges that it is located on the Treaty 22 territory of the Mississaugas of the Credit First Nation. We also recognize the traditional territories of the Huron-Wendat and the Haudenosaunee Confederacy, who cared for these lands before the arrival of the Mississaugas in the late 1600s.

Today, the City of Mississauga is home to many First Nations, Inuit, and Metis peoples. We honour their ongoing presence and meaningful contributions to this region.



Volunteer Tournament Chairs



Camilla Martin



Reid Farrill



Golf Canada Volunteer Program presented by





Agenda

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Meet the team

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About the event

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Week at a Glance

Highlights of the week

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Golf Canada Professional Championships Team



Claire Welsh
Tournament Director,
CPKCWO



Leanne Schellenberg
Ast. Tournament Director,
CPKCWO



Ryan Paul
Tournament Director
RBCCO



Brian Newton
Operations Director



Alex Vanderlaan
Operations Manager



Carter Seguin
Operations Coordinator



Hannah Daniels
Tournament Coordinator



Kendra Wynter
Tournament Coordinator



Nolen Ritchie
Tournament Coordinator



Garrett Ball
Chief Operating Officer

CPKC Women's Open Overview





Brooke Henderson



Nelly Korda



Jeeno Thitikul



Lauren Coughlin



Lydia Ko



Lottie Woad

The CPKC logo is rendered in a large, bold, red sans-serif font. It is centered horizontally and partially overlaps the background image and the text below it. The background image is a grayscale photograph of a group of people, including a man in a suit and a person in a large bear mascot costume, standing behind a table. On the table is a large ceremonial check from the BC Children's Hospital Foundation for \$12 million. The check also features the CPKC logo and the text 'CPKC HAS HEART'.

CPKC

has  heart



ON-SITE EVENT
OFF-SITE EVENT
TELEVISION TIMES

SUN AUGUST 17	MON AUGUST 18	TUE AUGUST 19	WED AUGUST 20	THU AUGUST 21	FRI AUGUST 22	SAT AUGUST 23	SUN AUGUST 24	MON AUGUST 25
Pre-Tournament Events	Foundation Pro-Am	Practice Rounds	Community Day	Tournament Rounds Begin	Red and White Day	Volunteer Appreciation & Girls Sports Day	Championship Sunday	Monday After
Practice Facilities Open 12:00-6:00pm	Practice Rounds 7:00am - 12:00pm	Practice Rounds 7:00am - 5:00pm	Championship Pro-Am 7:00am - 7:00pm	Tee Times 7:00am and 12:10pm (Split Tee 1 & 11)	Tee Times 7:00am and 12:10pm (Split Tee 1 & 11)	Tee Times 8:40am (1 st Tee)	Tee Times 7:40am (1 st Tee)	Monday After Morning Group
SAT AUGUST 18	Golf Canada Foundation Pro-Am 10:00am (12:30 shotgun)	CPKC Women's Leadership Summit @ The Boulevard Club 10:00am - 3:00pm	Walk with a Pro 7:00am - 7:00pm	Golf Channel 9:00am - 12:00pm	Golf Channel 9:00am - 12:00pm	Golf Channel 4:00 - 4:30pm (Digital) 4:30 - 7:00pm	Golf Channel 3:00 - 4:00pm (Digital) CBS 4:00 - 6:00pm	Monday After Afternoon Group
MGCC Jr. Ryder Cup Event 12:00pm		MGCC Girls Only Clinic 3:30 - 5:00pm	Opening Ceremonies The Fareway 3:30 pm	Jr. Starters Program 1st & 11th Tees	Jr. Starters Program 1st and 11th Tees	Jr. Starters Program 1st Tee	Jr. Starters Program 1st Tee	
		Canadian Golf Hall of Fame Induction Ceremony 5:30pm	Black Women Golfers Tour and Networking Event 5:00-8:00 pm			Volunteer Appreciation Breakfast 7:00-10:00am	Cheque Presentation @ 1st Tee 3:00pm	
		First Tee Mississaugas of the Credit First Nation Clinic 6:00 - 7:30pm	MGCC Kids Open Clinic 5:00 - 6:30pm			Volunteer Appreciation Happy Hour 4:00-7:00pm	Closing Ceremonies 18th Green Approx 6:00pm	
		Pro-Am Draw Party @ The Boulevard Club 6:30 - 9:30pm	CEO Dinner presented by BDO Location TBC 6:30 - 9:30				Champions Reception Approx. 6:30pm	
		CPKC Caddie Appreciation Night @ The Rec Room 7:00 - 10:00pm	First Tee All Girls Clinic 7:00 - 8:00pm					

SAFE SPORT



SAFE SPORT FOR ALL

Safe Sport has emerged as a primary issue in Canadian sport today. Sport organizations are being held accountable to ensure an environment which is respectful, equitable and free from all forms of discrimination, harassment and abuse. Golf Canada utilizes policies, screening and education in combination to provide a safe environment for all participants.

Policies

- Full Suite of Safe Sport Policies and policies to cover conduct during competitions
- Adoption of the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS) through the Canadian Safe Sport Program

Education

- Orientation sessions
- Online modules such as Safe Sport 2025 (CSSP), Safe Sport training (CAC)
- Respect Group training

Screening

- Criminal Record Checks/Enhanced Policy Information Checks
- Reference Checks
- Employee/Volunteer disclosure and attestation



ENSURING A SAFE ENVIRONMENT

On April 1, 2025, Golf Canada became a program signatory of the Canadian Safe Sport Program, an independent program operated by the Canadian Centre for Ethics in Sport.

Canadian Safe Sport Program – The program created by the Canadian Centre for Ethics in Sport (CCES) to administer, manage, implement and enforce the UCCMS for sport organizations at the national level as defined in the CSSP Rules.

Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS) – Standard definitions of various forms of maltreatment including grooming, neglect, and physical, sexual and psychological abuse. A list of other prohibited behaviors such as retaliation, failure to report maltreatment, misuse of power etc.



REPORTING MECHANISM

Committee Chair/Vice Chair - Able to support and provide direction as required.

Security Personnel – Trained to manage conflicts and challenging situations.

Golf Canada Staff – Will be able to support and direct you to the appropriate support.

ITP Sport – The Independent Third Party contracted by Golf Canada to triage and manage complaints by volunteers and all participants who are not under the jurisdiction of the Canadian Safe Sport Program.





Security and Public Safety



Rob MacLean
Director of Security & Emergency Management

Event Security Program

Enhanced security measures to help protect you and others attending the event

- Regular intelligence monitoring.
- Bag check for all entering main admissions off Mississauga Road. (behind 1st Green)
- Security check of on-site delivery vehicles through main driveway.
- NO pedestrian access through main driveway, only authorized vehicles with a proper pass.
- Security sweeps in/around structures daily.
- Presence of Security for access control & patrol/response.
- Security Awareness Program for all groups.
- Heightened vigilance on entry points & searches.
- Peel Police at traffic points at main driveway to the club and shuttle drop off, Mississauga Road.



Bag Policy



- Discretion provided for Volunteers for food & beverage, but beverage containers must be sealed or empty.
- All items are subject to search by Security at any time while on the grounds. Use the bag provided in your volunteer package.
- Spectators are not allowed backpacks or bags greater than 12" x 6" x 12".
- Full list on website at

<https://www.cpkcwomensopen.com/rules-and-policies/>



If you have a security issue?

DO

- Contact Security via radio or phone.
- Describe the activity.
- Report your Identity.
- Report your location.
- Stay a safe distance away from the activity, but in the area so Security/Police can find you.

DO NOT

- Touch a suspicious package.
- Approach a suspicious person.
- Start investigating the situation yourself.
- Talk about the situation to others, except your immediate supervisor and/or Security/Police.
- Wait . . . make the call.



Inclement Weather Policy

- Weather is monitored on site through a meteorologist.
- Text Blast System for leadership notification.
- Evacuation Stages – evacuation horn.
- Volunteers to seek shelter in Volunteer Centre. Vans for players, carts will assist in evacuation of others.
- Depending on the situation, many volunteers may be dismissed. Your committee chair will keep you informed, we typically keep a core group of committees for resumption if down for an extended period of time.

PRE-STAGE	STAGE 1	FINAL STAGE	EVACUATION
BE AWARE Standby situation. There is a potential for <u>inclement weather or weather related</u> event in the next 12 hours and we are mobilizing the evac committee.	MOBILIZE The weather event has accelerated and there is a potential for an evacuation.	BE READY The weather event is close at hand and an evacuation potential is imminent.	TAKE ACTION Play has been suspended with the sounding of the evacuation horn signal and everyone should seek shelter.
Those involved in an evacuation should be prepared to go to stage 1,	Primary resources should take positions in evac zones and prepare for an evacuation signal.	All resources should be in position in evac zones and assigned areas and prepare for the evacuation signal.	All resources to take their assigned action item to clear the playing field and inform spectators/workers to seek shelter.



How Can You Help?

- **Wear** your credential and compel those you are responsible for to wear theirs. (if applicable)
- **Permit** enough time to get to your location on time.
- **Identify** suspicious activity / people / packages to Security immediately.
- **Ask** questions in advance of your first day on-site.

SEE SOMETHING? SAY SOMETHING!

Do not ignore it, assume it's normal, or assume someone else is responsible.

24 Hour on-site security phone number during event days will be available during the tournament and shared with all volunteers.





Sustainability

Best Practice and Plans



CPKC Women's Open Sustainability

Golf Canada is committed to sustainability and, in partnership with WM, looks to instill sustainability best practices and materials management at the CPKC Women's Open. Guidelines around best practice will be distributed to all vendors and partners, and a focus on waste diversion and fan engagement will be prioritized during tournament week. Post event, an emissions inventory will be calculated, and a sustainability strategy will be developed. Input from all stakeholders will be included as part of this work.

Your cooperation and adherence to sustainability recommendations will help us reach our goals! Thank you for your cooperation!



Recycle Right

Material Streams



Waste diversion is one of the key components of the CPKC Women's Open sustainability program.

During tournament week, there will be 4 primary waste streams in use. We ask that all vendors and partners adhere to these streams as closely as possible in order to help make the back-of-house sorting program as efficient as possible. Bins and bags will be provided throughout the week, and a member of the sustainability team will provide training and signage to reinforce these waste streams and protocols.



「Key Volunteer Information」



Volunteer Package Pick-up

Where: Clarke Memorial Hall (161 Lakeshore Rd. W. L5H 1G3) Street parking available.

When:

Friday August 8th, 1:00 PM – 6:00 PM

Saturday August 9th, 9:30 AM – 3:00 PM

If you are not able to attend the uniform pick-up dates listed above, we encourage you to have a friend or family member pick it up for you.

Alternative Pick-up at the Volunteer Centre (MGCC Curling Rink)

Sunday August 17th, 12:00 PM – 4:00 PM

- Only bag pick-up and exchanges on Sunday
- Park in the MGCC parking lot.

*IF volunteers cannot pick-up their uniform at any of the above times, there will be alternate arrangements made.



Volunteer Package

- Draw String Bag
- Weekly Volunteer Badge
- Parking Pass
- Lanyard
- Transferable Weekly Guest Ticket
- Official Levelwear Volunteer Hat/Visor
- Official Levelwear Volunteer Shirt
- Commemorative Pin
- Volunteer Appreciation Party Invitation
- Any additional pieces that were purchased (layering piece, bucket hat, etc.)

Volunteers will also receive a meal voucher for each shift worked.

***Volunteers are asked to wear black bottoms and closed toe shoes for their shifts.**



General Volunteer Shirts



Volunteer Security Shirts



Items for purchase

Red Layering Piece



Additional Volunteer Shirt



Bucket Hat



Accreditation – Volunteers



The accreditation card features a photograph of a female golfer in a white CPKC polo shirt and red pants, holding a trophy. The background of the photo shows a golf course with trees and a city skyline in the distance. The card includes the CPKC Women's Open logo in the top left corner. Below the photo, the word "VOLUNTEER" is printed in large, bold, black letters. To the right of "VOLUNTEER" are three logos: the City of Mississauga, the Golf Canada logo, and the LPGA logo. Below these logos are two input fields: "NAME" and "PRONOUNS".

CPKC WOMEN'S OPEN

VOLUNTEER

NAME

PRONOUNS

Accreditation – Volunteers with different access



P

**VOLUNTEER
PRACTICE AREA**

AUGUST 20-24, 2025
MISSISSAUGUA G&CC | MISSISSAUGA, ON



P

VOLUNTEER SECURITY

AUGUST 20-24, 2025
MISSISSAUGUA G&CC | MISSISSAUGA, ON



H

VOLUNTEER-HOSPITALITY

AUGUST 20-24, 2025
MISSISSAUGUA G&CC | MISSISSAUGA, ON



2025
Name
Committee



**Access required goes
here**

Volunteer Parking

Sheridan Centre

2225 Erin Mills Pkwy, Mississauga, ON L5K 1T9, Canada

[Google Maps - Sheridan Centre](#)

Parking passes provided in your volunteer package must be visible in your vehicle. No parking pass, no access.

Shuttles from the parking lot run to main admissions

Monday - Friday 4:00am - 9:00pm

Saturday - 6:00am - 9:00pm

Sunday - 5:00am - 9:00pm

Shuttles run consistently throughout the day.

Accessible parking will be available at the Sheridan Centre Monday and Tuesday, then at the [5 Drive-In theatre](#) Wednesday through Sunday.

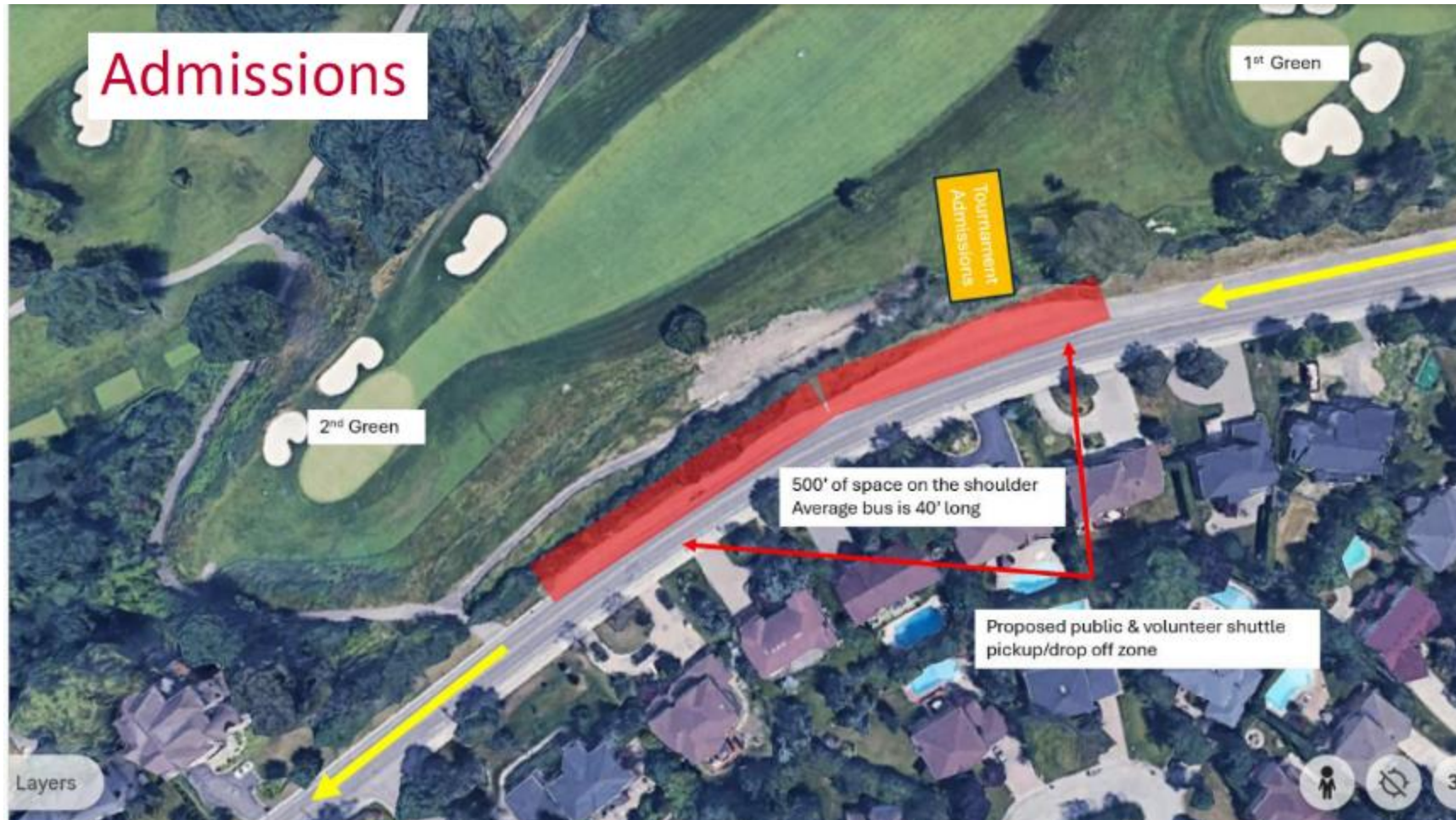
If you have questions regarding accessible parking & shuttle service, please reach out to cpkcwomensopen@golfcanada.ca.



Sheridan Centre Parking Map



Volunteer Shuttle Drop-off Location



Other Transportation Options

Bike Parking

There will be bike parking available outside of the tournament admissions, on Mississauga Road. Please bring your own lock!

Ride Share

Ride share services (Uber, Lyft, Taxi) are great options for getting to the event.

Public Transit

Mississauga Transit Route 14 drops off at Indian Grove and Indian Road – a 25-minute walk from the golf course. This is the closest public transit option.

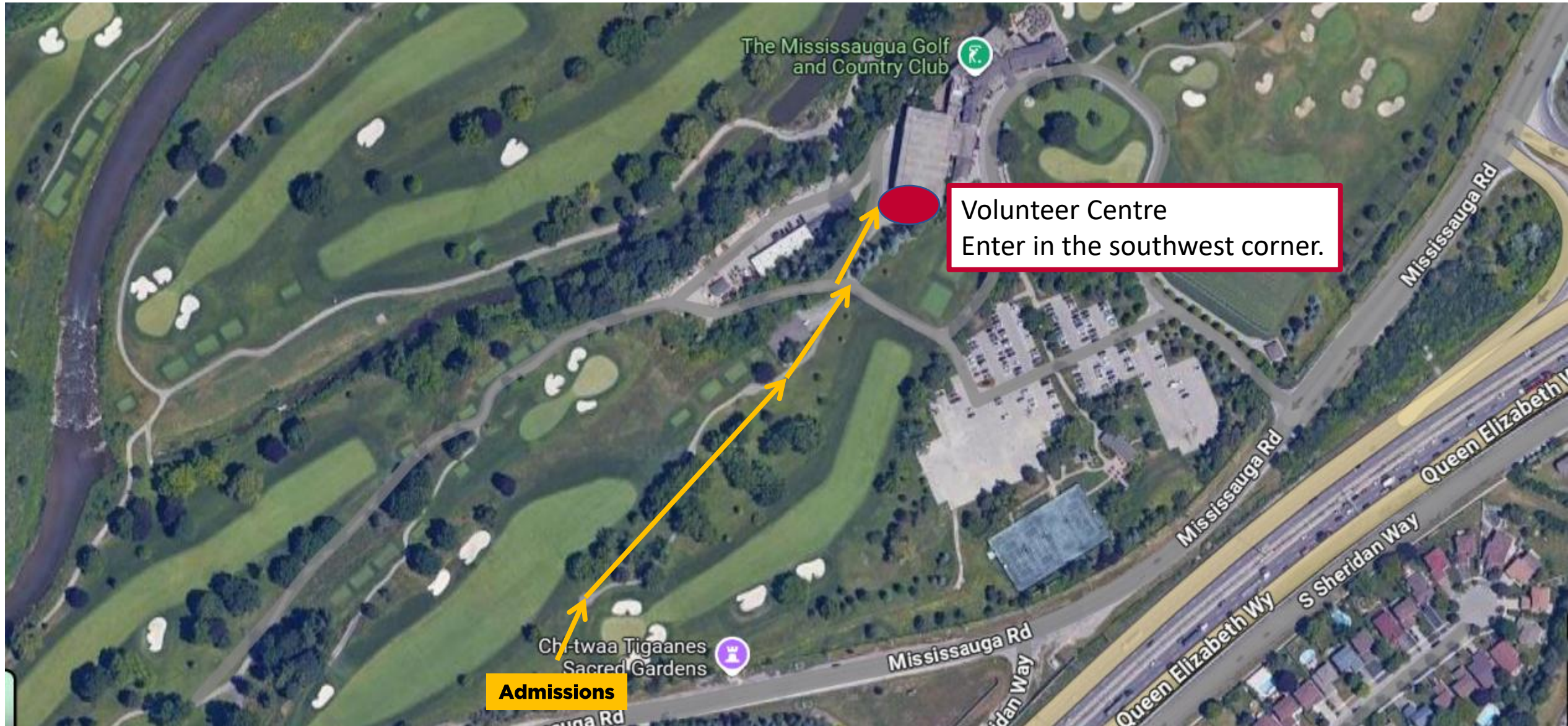


Once you arrive for your volunteer shift

- Everyone will enter through the Main Admissions Gate
- Check in with your committee chair at the Volunteer Centre or your assigned location and receive any additional information you need for that day.
- Your committee chair will let you know where to check-in each day.
- Give yourself enough time to get to your shift location.
We recommend arriving at the golf course 30 minutes prior to the start of your shift.



Path to Volunteer Centre



Volunteer Centre

The volunteer centre is located in the curling rink at the west end of the clubhouse. You will enter from the southwest corner of the curling rink.

The volunteer centre is where you will find:

- Check-in desks for many committees
- Discounted volunteer concession
- The volunteer services desk where you can exchange the size of your volunteer shirt, or buy additional volunteer uniform items.
- Other volunteers who are passionate about golf and their community.

Date	Volunteer Services Desk Hours
Sunday, August 17 th *Uniform Pick-up	12:00 – 4:00 pm
Monday, August 18 th	11:00 am – 5:00 pm
Tuesday, August 19 th	11:00 am – 5:00 pm
Wednesday, August 20 th – Friday, August 22 nd	6:30 am – 7:00 pm
Saturday, August 23 rd	7:00 am – 7:00 pm
Sunday, August 24 th	8:00 am – 7:00 pm



Food and Beverage

- The concession in the volunteer centre offers food and beverages at a discounted rate.
- Coffee and Tea are free to all volunteers in the volunteer centre.
- You are welcome to bring your own lunch and snacks with you. No refrigeration will be available.
- A water bottle fill station is available close to the volunteer centre. Reusable water bottles need to be empty when you come through admissions. You can have ice in your water bottle.
- Only sealed beverages will be allowed through admissions.
- You will receive a meal voucher for each shift that you work. You can get this voucher from your committee chair when you check in for your shift.
 - The voucher is only good at a concession stand or in the volunteer centre during tournament week.

Volunteer Concession Hours

Monday 10:00am - 6:00pm
Tuesday-Wednesday 6:30am - 6pm
Thursday-Friday 6:30am - 8pm
Saturday 9:00am - 8pm
Sunday 8:00am - 8pm

MEAL VOUCHER

This ticket is redeemable for one (1) sandwich and one (1) non-alcoholic beverage only at a CPKC Women's Open Concession Stand or in the Volunteer Centre.

This ticket cannot be transferred, not refundable, and cannot be exchanged for cash. No other goods or services can be received for this ticket.

The physical gift certificate must be presented for validation at a concession stand. This ticket cannot be used for cash or other goods or services. Valid from Friday, August 15 to Sunday, August 24, 2025.

MISSISSAUGUA GOLF AND COUNTRY CLUB
AUGUST 18 - 24, 2025





This ticket is non-transferable, non-refundable, and cannot be exchanged for cash. No change or certificate for unused differences can be issued. The physical gift voucher must be presented for validation at the CPKC Women's Open Volunteer Concession. This ticket is not redeemable at on-course concession stands or The Keg. This ticket is valid for one-time use on Saturday, August 23, 2025.

Saturday, August 23, 2025 | Volunteer Centre | 3:00PM - 8:00PM
This ticket is redeemable for One (1) alcoholic or non-alcoholic beverage only at the CPKC Women's Open Volunteer Appreciation Happy Hour.



VOLUNTEER APPRECIATION DAY

Saturday, August 23, 2025 | Volunteer Centre | 7:30AM - 10:30AM

This ticket is redeemable for One (1) meal only at the CPKC Women's Open Volunteer Appreciation Breakfast.

This ticket is non-transferable, non-refundable, and cannot be exchanged for cash. No change or certificate for unused differences can be issued. The physical gift voucher must be presented for validation at the CPKC Women's Open Volunteer Concession. This ticket is not redeemable at on-course concession stands or The Keg. This ticket is valid for one-time use on Saturday, August 23, 2025.



**Volunteers receive 20% in the
Levelwear Merchandise Tent all week!**



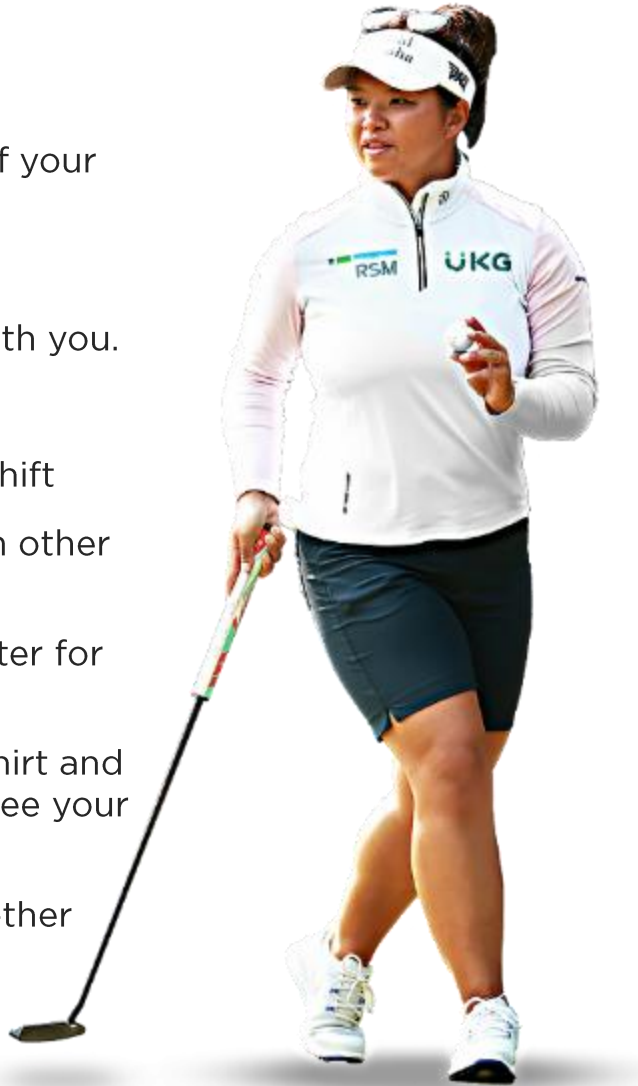
Volunteer Circle of Excellence Program

- CPKCWO Tokens will be given out by Golf Canada Staff, LPGA Staff, Mississauga Golf and Country Club staff, and Committee Chairs to recognize outstanding volunteers.
- Submissions will be recognized in the daily newsletter and entered into a raffle to win a prize.



Volunteer Do's

- ✓ Do wear your volunteer uniform when you are working your shift. Your credentials are part of your uniform.
- ✓ Do wear dark bottoms and closed toe shoes.
- ✓ Do bring a refillable water bottle and snack with you.
- ✓ Do bring sunscreen, a hat, and rain jacket.
- ✓ Do arrive 30 minutes prior to your volunteer shift
- ✓ Do enjoy the volunteer centre and mingle with other volunteers.
- ✓ Do review the daily tournament week newsletter for important information about the next day
- ✓ Do wear red and white on Friday (volunteer shirt and credentials are still required) but we want to see your support of our Canadian athletes!
- ✓ Do treat all spectators, players, caddies, and other volunteers with respect and kindness.



Volunteer Don'ts

- × Do not ask for autographs from players while you are in your uniform and they are playing their round. This is unacceptable and we have a zero tolerance policy.
- × Do not smoke on site.
- × Do not wear your volunteer uniform (shirt) unless you are working.
- × Do not consume alcohol prior to or during your shift.





**As a volunteer you are
representing CPKC, Golf
Canada, and the Mississauga
Golf and Country Club**

**Be respectful, be helpful, be kind to
all spectators, players, caddies and
other volunteers.**



Reminders and Next Steps

- Pick up your volunteer package
 - **Where:** Clarke Memorial Hall (61 Lakeshore Rd. W. L5H 1G3)
 - **When:**
 - Friday, August 8th: 1:00 pm – 6:00 pm
 - Saturday, August 9th: 9:30 am – 3:00 pm
- Attend your committee specific orientation
- Check your volunteer schedule. If you are not able to make a shift, or something has changed please contact your committee chair.
- Review the site map that will be sent out with these slides following the meeting
- Download the Golf Canada App if you don't already have it.



Questions?

Marshals please stay on the call for your orientation.



Tee-it-up with us





2025 CPKC Women's Open Marshal Orientation



Marshals Committee Co-Chairs

- Bruce Martin
- Bob and Mandi Buckner
- Roman and Luba Pankiw
- Donna Scully



About the Marshal Committee

- Largest volunteer committee for the tournament.
Over 400 volunteers.
- Wednesday to Sunday team – dawn to dusk
- 6 Committee Co-Chairs
- 2 Area Captains (Holes 1-10 and 11-18)
- 18 Hole Captain Teams
- Rovers
- Registration



What to Expect

Leading up to the Tournament

- Messaging from Golf Canada (Tournament)
- Communication from Your Hole Captain/Co-Captain
 - Confirm your availability – the more the better
 - Overview of your hole, nuances and marshal positions
 - Marshal Position Description
 - Creation and sharing of the tournament schedule

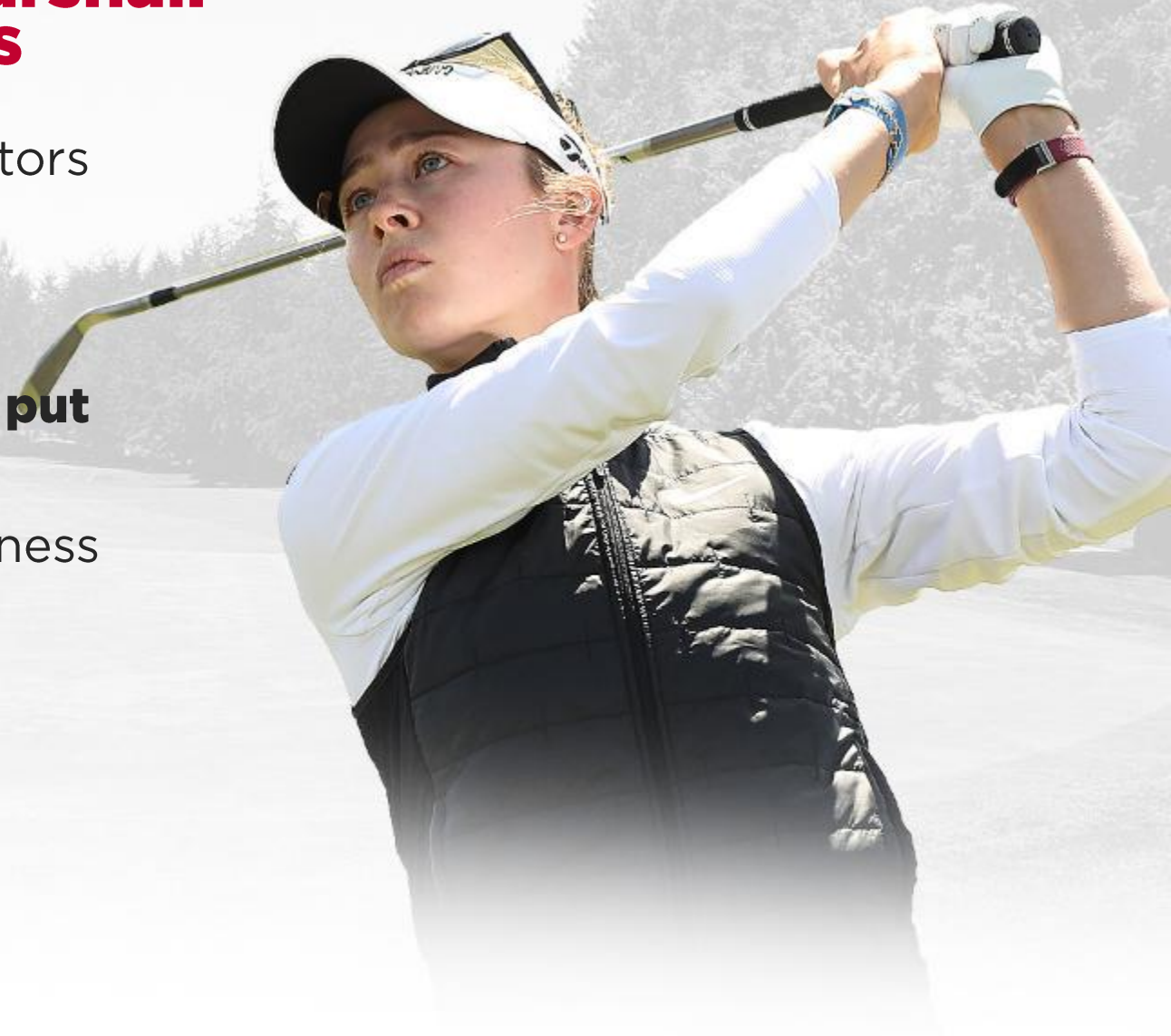
During Tournament

- Coaching on each marshal position on your hole
- Unique and enjoyable experience
- Great camaraderie



The most important role of a Marshal: Communicating with Spectators

- Communicate your intentions to the spectators
- **Be Seen, Be Heard, Be Vocal**
- “Stand Please, Quiet Please” – Thank You
- **“Reminder – Ladies and Gentlemen please put your phones on vibrate.”** – Thank You
- Cross walks, transition areas – create awareness for the spectators



Tips and Tricks for Marshals

- ✓ Hydrate
- ✓ Weather gear and comfortable shoes
- ✓ Sunscreen and hand sanitizer
- ✓ Learn to tie the ropes
- ✓ Keep tees in your pocket (to mark stake position)
- ✓ Tee sheets – mark rotations
- ✓ Retractable pens
- ✓ Snacks
- ✓ Be ready to rotate to your next position
- ✓ Mobile phone on silent/vibrate – no exceptions



Ways to Recognize a Great Marshal

1. They are checking in with their hole captain for each shift.
2. They reviewed the Marshal Position Description sent by their Hole Captain
3. They have volunteered to do a few extra shifts
4. They have learned about the nuances of their hole and it's challenges.
5. They are wearing black shorts/pants/skorts
6. Their Marshal headwear does not have any signatures on it
7. They have downloaded the Golf Canada App
8. They are alert and aware – it is never a surprise when players arrive on the tee, landing area, or green
9. They are facing the spectators not the golfers
10. They realize that this is a unique opportunity to be inside the ropes and a part of our National Open Championship



Questions?

Thank you for your commitment and enthusiasm!



Tee-it-up with us

