

2025 CPKC Women's Open Committee Post-Event Report

Committee: Communications

Submitted by: Co-Chairs – Jennifer Hayes & Jacqueline McCloskey

Responsibilities:

The Communications Committee is the control centre for the entire tournament. We are answering questions and receiving requests for support to be relayed to other committees or people. We are triaging issues/concerns to the appropriate team designated to that specific issue or task.

The main responsibilities include distributing radios, monitoring communications between different radio channels and answering incoming phone calls from the main tournament line.

1. Phones:

- Answer incoming calls from the general public - **FAQs provided** (*Note: we have updated the FAQs specific to the 2025 CPKCWO for a more comprehensive FAQ + a large print version*)

2. Radios:

- Distribute & collect radios at beginning and end of day across multiple committees
- Monitor 6-8 channels listening for requests for support
- Answer question or relay the info to the appropriate group for resolution
- Ensure radios and extra batteries are charged for the next day

Medical Emergencies, Security Issues & Missing Persons

These specific concerns are directed to Communications Chairperson immediately, who in turn contacts Golf Canada, Medical, Security as appropriate

Months/Weeks leading up to tournament week

- Attend Chair meetings (virtual and in-person) as a group and a few one-on-one with GC
- Schedule all volunteers into shifts for tournament week approximately 1 month prior to tournament (and manage all changes that come through leading up to the week) *Communications schedule included with recommended shifts (based on actuals)*
- Setup and manage WhatsApp group to maintain strong communication with committee volunteers (one week prior)
- Facilitate one virtual training session for all Communications committee volunteers (the week prior to tournament) – *Orientation ppt included*
- Pre-book Saturday Communications set-up time with Golf Canada and Rob M. (Security)

Saturday and Sunday prior to tournament week (2 days)

- Saturday: Setup communications space including unpack and count inventory of 130+ radios, label charging banks and all accessories (headsets, extra batteries, extra ear pieces), phones *equipment inventory spreadsheet included*
- On-site training of team on use of radios – *Consider a Sunday in-person training session*
- Confirm setup of tournament phone line in the Communications Office
- Print out all required documents – tracking sheets for phone and radio communication, FAQs, schedules, committee key contact lists, etc. (NOTE: Have

back-up plan to print documents if printer is not setup and ready in the Comm's office by Sunday - we printed at home)

Tournament week (7 days, Monday to Sunday)

- Manage the daily sign-out/sign-in of 130+ radios and headsets (*updated radio sign-out sheets provided; added a new form to track any equipment not returned*)
- Train all radio users on how the radios work, general radio protocol (*Radio protocol handout created; tips updated in pre-event presentation to all Chairs*)
- Ensure all radios and extra batteries are charged daily
- Monitor dispatch of radio communications on 5-8 radio channels and facilitate communication between the different channels/committees
- Manage Tournament phone line incoming calls and responses daily
- Count/inventory and pack-up communications equipment on the Sunday evening

What went well?

Communications Office Location:

- During planning phase, worked with Golf Canada and CPKC Tournament Chairs to ensure a central location for the Communications Committee. For this event, we were well situated in the Pro Shop close to the Fareway, transportation, clubhouse and first tee.
- It proved ideal location for a number of reasons:
 - Air-conditioned, well-lit and dedicated space with room to separate phone & radio areas, radio racks/equipment, storage (bins/totes), printer space as well as tables set-up for Co-Chairs
 - Had access to washroom so that we could stay close to radios/calls as committee members and co-chairs
 - Was close to 1st tee, central location: served as ideal spot for other volunteers to direct concerns to our committee for resolution
 - A building location is preferred over the usual trailer set-up given the long hours, central location and space needed for a full team and equipment plus numerous walk-ins
 - Became the info desk and walk-in for other general requests e.g. caddie transportation, Accessibility shuttle bus pick-ups, Ambassador info, tee sheet distribution, etc.

Pre-Event Communications Team Phone Calls:

- We called every member individually 2 weeks prior to the event to ensure that they were familiar with the online system, their shift schedule and key dates (e.g. Uniform pick-up) as well as to answer any questions they might have
- This helped to lessen the number of shift changes needed by getting info in advance

Established a WhatsApp group for the Committee:

- Excellent way to provide quick updates, ask the team for any additional hours (e.g. if someone had to cancel or change their shift) etc...

Pre-event Orientation & Training Meeting with Committee:

- Use Google Meet online training and information session the Wednesday prior to tournament kick-off week. It was very well received by the committee. (*We have provided a copy of this orientation presentation*).

Communications Office Set-up Day: Saturday Prior to Event

- Secured a smaller sub-section of the Committee volunteers to assist with set-up of Communications Office on the Saturday prior to tournament kick-off.
 - This was 9:30am-1:00pm
 - We recommend 2-3 trusted volunteers to assist the Co-chairs with the Saturday set-up. Ideally some of these same volunteers are also booked for take-down shift.

- We had pre-booked set-up time with Golf Canada & Rob (Security). This is necessary so that all the equipment is ready and there for you (tables, chairs, equipment racks, phones, radios etc...) and you have Rob's time secured for training
- Golf Canada will provide markers, pens, paper etc.... HOWEVER strongly suggest that you bring some of your own items to assist with set-up: Painters Tape (better than masking tape and doesn't damage walls etc...) sharpies, pens, scissors, stapler, coloured "labels/stickers" that support ease of labelling the various radios (see photos provided)
- NOTE: Co-Chairs did additional set-up on the Sunday to ensure the printer was set-up. laptop working and all tracking sheets ready to go and stations set-up for first thing Monday morning

Printer & Laptop:

- Pre-arrange with Golf Canada for printer set-up, printer paper & laptop for Communications Committee use. Invaluable for printing updated information, templates, sign-out sheets etc. Key Committees will look to you to provide copies of daily pairings and "tee sheets" for Committee Captains e.g. Marshals, Ambassadors; ask for at least 2 reams of paper

Work with Marshal Chairs to set-up a "Radio Training" prior to tournament start:

- Training was conducted on the Tuesday morning (on-site in the Volunteer Centre) so that Marshals were familiar with the radio usage and protocols prior to tournament

Established a new Radio sign-out & return process specific to the Marshals, *including a newly developed Marshal radio sign-out sheet*

- Each Morning: Brought all the required Marshal Radios (approx.. 35), headsets, and the daily sign-out sheet to Marshal check-in station
 - Note: Bring a few sturdy bags to carry the radios/headsets to Marshals; leave with them for end of day return. Ziplock bags were useful to label and store headsets specific to Marshal use
 - *Plan for a Communications Co-Chair to assist Marshals with morning set-up/sign-out of radios for the first couple of days until process established(approx. 30-45 minutes)*
 - Bring copies of Radio usage and tips sheets for Marshals
- Sign-out & return of all radios, headsets, extra batteries - to be managed by a designated Marshal Co-chair(s) daily
- At the end of the day, designated Marshal co-chair would return all the equipment (radios, headsets) to the Communications office, including a copy of the daily sign-out sheet
 - Communications to note if any equipment was missing (*on equipment not returned xls*)
- Communications Committee to charge radios and batteries overnight for next day usage

"Practice" Days:

- Try to ensure each volunteer is scheduled for a shift on the Monday or Tuesday. Training on these early days is critical to having successful tournament days when things are full swing and super busy. It gives the co-chairs a chance to work out any kinks in the process, identify any gaps in information or key contacts, and to evaluate volunteer skill set. It is a great time for volunteers to build confidence prior to the tournament.

Pre-Printed Tracking & Sign-out forms for the Week:

- Made mornings easier having all the sheets for the day ready to go
- Extra copies on hand of the Call log sheets, in particular for radio
- Can always make adjustments if necessary with the laptop/printer

Event Site Maps:

- Request that Golf Canada provide Site Maps for the Communications room set-up
- We had 2 LARGE maps we taped on the wall and were used regularly

Great Team of Volunteers:

- Made for a fun week working alongside friends and family as well as meeting new people

- Had some real standouts willing to help out more than expected, and as needed

Snacks:

- Co-chairs went to Costco and purchased snacks for their committee volunteers to have on hand. We brought these on-site during the weekend set-up. All were used and even refilled part way through the week. Apples, trail mix, Rice Krispy squares, doughnuts, candies, cookies, granola bars, etc.
- Highly recommend!! Don't underestimate how much people appreciate this (including other groups that stopped in). You can even use it to 'encourage' others when they return their equipment.

Event take-down:

- Ensuring a capable volunteer team is scheduled to support takedown of event (we had 2 co-chairs plus 3 other volunteers)
- Co-chairs will be busy during the last hour of tournament play and during the awards ceremony
- It is key that a strong, organized volunteer shift is in place to receive end of day equipment and to get ready for take-down
- Having an "audit" of equipment for take-down was key. This was done during the set-up and was used again at take-down to ensure all equipment was returned and packed up appropriately

What could have gone better?

Marshals:

- Ensure Marshals have and communicate a clear plan for their own volunteer pick-ups at end of shifts to reduce requests for Cart Shuttles
 - Note: Carts had dedicated pick-up spots for Volunteers which were not always easily accessible to all holes/marshal volunteers
 - Worked with Marshal Area Captains (Holes 1-10, 11- 18) to see if they could assist with Marshal pick-ups to cart drop off points
 - Marshals are on course for long hours, plan for breaks is needed as well
- Establish system for headsets:
 - RECOMMENDATION: Marshals can keep rubber ear pieces but the HEADSETS must be returned daily (some were keeping both and then we were short for others)
- Streamline roles within Marshals and Captains:
 - After a couple of days we leveraged co-chairs to triage concerns and reduce calls to Golf Canada e.g. one co-chair was the Rope Marshal to assess rope issue prior to GC
 - Area Captains were key in assessing issues specific to Front and Back 9 and given additional batteries daily to manage radio needs specific to their hole captains
- Recommend having a meeting with the co-chairs, area captains and rovers on Monday or Tuesday to go over their roles, have contact info for them, etc.

Lighting:

- Morning Shifts for Communications started VERY early and often before daylight
- Feedback from Volunteers was that it was dark and they got lost finding their way to our location. Path was not lit or easily marked and should be addressed more quickly in future (even if it's crew with flashlights); lights didn't go on until after 6am

Shared Space:

- Communications shared the space with Caddie Services; overall it was a good pairing as we each managed our specific needs
- A screen might be useful for future events to block-off the space and reduce noise between committees during key traffic times (e.g Caddie Services bib hand-out days for pro-am, tournament events & busy time for radio calls to Comms etc. People were hanging out in front of our tables which increased the noise, making it difficult to hear calls sometimes)

Scheduling:

- Suggest adding some additional time at end of day shifts, specifically for the radio volunteers (*this has been updated in our revised shift schedule*). Co-chairs were onsite during tournament days to between 8-9pm

Contact sheets:

- Ensure the contact sheet has a cell number for each person (some key club personnel had the club phone and ext listed)
- Have a 'who to go to for what' with GC (so chairs know who to call over radio instead of just saying 'Comms to Golf Canada', helps to better direct the calls (i.e. workshop for all signage)

Suggestions for future events (this can be for your committee specifically or the event as a whole):**Parking For Communications Co-chairs:**

- Suggest that Communications Co-chairs (and any others that are in very early or out very late) are given parking passes/lot access with the other tournament staff e.g. Designated Golf Canada Parking, Turf Crew, Partner VIP parking etc.
 - Secure "special/closer" lot access versus the general Volunteer bus parking lot. With very early morning starts, and late evening finishes Communications Co-chairs are some of the first on-site committees and the last to leave at end of day.
 - Access to these special lots/buses was invaluable (We happened to find out about them and luckily were able to walk to these lots that were close to our homes)
- Key: special buses dropped off directly at clubhouse at start of shifts (5:30/6am) and was able to easily access at the end of shift (between 8-9pm)

Partner Website: Audi

- Not user friendly to input the Promo code/ID required to secure parking pass
- Required technical assistance from Communications as phone calls came through to us. Feedback from customers was that ticketing office was unreachable or unable to solve the issue

Shifts:

- Schedule formal shifts for the volunteer team that is assisting with the weekend Saturday set-up so they earn a "meal ticket" for use during the week
- Add additional time to end of day shifts for radios on key event days & tournament close
- Co-chairs are scheduled as rovers but actually worked much longer than the shifts scheduled
- Be flexible: you may need to move people around based on skill set and ability to manage multiple calls with radios

Equipment Supplies & Seat Cushions:

- Co-chairs: bring a seat cushion! You will thank yourself as it is a long week and time spent sitting in plastic chairs
- Having own set of supplies including a white board (to highlight key events of the day), coloured label stickers, ziploc bags, shopping bags, 8X11 acrylic sign holders (*for Radio who to call list*)

Updated FAQs and Tracking Forms:

- We have updated all communications forms, presentations, FAQs and are providing to the CPKC 2026 team (*see list on last page*)

Circle of Excellence:

- Having access to a few more "coins" would have been useful versus the 2 per co-chair. We nominated some people in pairs in order to manage nominations.

What do you wish you would have known prior to tournament week?

Is there anything that Golf Canada could have done to better prepare you for the tournament?

Pro-Am Day:

- Is probably one of the busiest days of the week and good for training!
- Lots of traffic and questions on site as there are players, caddies and amateurs
- A great day to work out operational kinks prior to tournament and have volunteers familiar with radios etc...
- Received many calls for missing players, bibs, and cart transport with the hole 1 & 11 starts
 - Ensure clear process for the staggered starts (e.g. pick-up bibs at caddie services or will there be a station at the hole? Even with clear process, still some confusion across teams)
- Mandate compliance to radio pick-up across committees for ease of tracking players

Radios:

- Insist all appropriate co-chairs pick up and USE their radio (turn it on) as well as supplier partners

Phones:

- Calls were minimal and sometimes made for boring shifts for volunteers with 0 to 1 or 2 calls only
- Leverage volunteers to assist with daily tally sheets or other tasks to fill the time (cross-train on radios etc.); other option is to have them help with the other committee sharing space.

Provide Online Folder for Each Committee with all of their Specific Files:

- Providing each committee with upfront resources/info in one folder location i.e. Distribute all files handouts etc....at once versus at separate times/meetings.

Consistent Terminology:

- Clarity on terminology across committees as it relates to Shuttles, Shuttle Buses, Carts
 - E.g. There is an accessibility shuttle BUS that is for Spectator pick-up on site and return to the Spectator parking lot vs. Accessibility Cart/Shuttle that transports players within a designated route on carts during the tournament
 - Will help to provide clarity directing appropriate contact during Communications Calls

Upfront Contact List:

- Upfront contacts as to who manages “what” e.g. water/ice on holes for players, versus water fill stations, versus water/ice for concessions (we sorted out quickly with GC, but was confusion day 1, 2 for other committees)
- Provide the ‘Who to Call When - Golf Canada’ list up front/at start of the week. This helped Communications better triage the calls to Golf Canada
 - **Workshop (our interns)** – rope down, signage down, fencing issues, caddie backs
 - **Carter** – roping issues (player flow, etc.)
 - **Alex** – Bus issues, washroom problems (if you can’t get a hold of Nature’s Call), roping
 - **Leanne** – Food and Beverage (outside the clubhouse)
 - **Hannah** – Junior Starters, Inside the Ropes program
 - **Kendra** – Volunteers

General Suggestions to Communications Co-Chairs

Meetings with Prior Committee Chairs:

- Call and talk with the chairs of the prior year!
- Set-up zoom calls to walk through tournament experience, familiarize yourself

with process documents etc...

- We had the luxury of being able to do onsite visits for the RBC men's tournament which was in our area and met with the men's Comms chair for pre-event support

Read the Communications Committee Handbook and Post-Mortems.

- There is a ton of information in it that will answer most of your questions

Trust Event

- Make sure you know where all the documents are in the CPKCWO chair resources section
- Get comfortable with Trust Events – ensure at least one of you can master it so that it is easy to make scheduling updates, send emails to the volunteer committee and find any resources or documents that you might need

Committee Chairs:

- Get to know the chairs of the other key committees you will be monitoring radio channels for. It makes communication during the week so much easier knowing who you are supporting (Recommend GC impart the importance of communications during the tournament to rest of the chairs so they are comfortable approaching this team)

Attend Daily Committee Chair updates:

- Ensure one of you attends the daily committee chair update meetings. This is key in providing the other committees updates in types of calls you are seeing as well as learning how you might best support other issues that are coming up

Understand any accommodation, accessibility needs or allergies of your committee:

- FAQs were easily made into large font for those who requested
- Strong hearing is key!! Particularly with the radios, there is a lot to manage and need to be able to hear across multiple channels and to intake calls from various committees
 - Ensure communication is clear, concise and ask for clarity or details as required to best relay details - E.g Who is making the call? What hole are you on? Where is this issue – on the green or at the tee? Etc.
 - For any medical issues, missing persons there is a more detailed form that assists with the additional information that is required
- Ability to pre-arrange for shuttle transport between Security check-in and Communications Office as required if there are mobility issues; understand your volunteer needs (read application forms, inquire on call)

What is your favorite memory from the CPKC Women's Open?

- People were really excited to be part of something – excitement and pride in our Club hosting the event
- Meeting new people who were in such great spirits and happy to volunteer – our team had a lot of fun together (and working all week with our BFFs)

Some key takeaways from one of the Tournament Co-Chairs:

One of my big takeaways from tournament week is the critical importance of the Communication team. Operationally this group of individuals is essential to the smooth operation of the tournament as they link so many key volunteers and Golf Canada Staff.... I think one important upgrade we made at Mississauga was putting the communication team in a central location.....we really emphasized communication being a central command center and the need to be close to the action. They must have a well air conditioned space along with limited external noise. Having great people in charge was also a top priority. With Jackie and Jennifer we had no worries.

In our brief discussion with the Edmonton Co Chairs we stressed the importance of a strong communication team given all that they do.

Documents Included:

We have included all of the documents used during our tournament week (zip file attached). Some are ones we made, the rest we revised and hope they will be useful. Other than the 2 from Rob (medical and missing persons), all are in formats that can be edited and then saved as pdf. We hope you will continue to update them from your experience for the next team.

Name	Notes
2025 Communications FAQs	revised plus Large print version
2025 CPKCWO Communications Orientation	used for training team on virtual call
2025 CPKCWO Radio List	Player security & Golf Canada radios were not part of comms
2025 CPKCWO Radio Who to Call List	revised; put in acrylic stands for radio team
2025 CPKCWO Committee Co-Chair Directory	make sure you get cell #s for all
2025 CPKCWO Volunteer Manual - Comms	exported and revised based on tournament experience
Comms stats	print dailies for team, have volunteer summarize each day
Communications schedule	includes orig reco (what we did) and actual needs (what we think you need)
CPKC Womens Open IP Phone Directory	needs to be updated with new tournament info
Dispatch missing person	no change (this is from Rob M)
Equipment inventory	very useful for takedown if you record everything
Equipment not returned	helps cumulatively track anything that hasn't come back
Medical call info	no change (this is from Rob M)
Player & Caddie transportation	we made this as handouts for players/caddies to call for pick ups
Radio call notes - new version	updated the original based on experience during tournament
Radio call notes - original version	
Radio Sign Out & in - Aug 2025	these will print each group on one page, will need a set for each day; Marshals is on a separate tab (update it for your tourn)
Radio Tips	Made these as handouts (after giving them a brief training when picking up)