

Committee Chair Final Report

Co-Chair Marshals – in charge of Adopt-A-Hole

Responsibilities

- Member of the Marshal Leadership Team, responsible for the Adopt-A-Hole Program

Successes

- 14 Signed Letters of Intent to Adopt-A-Hole in February.
 - Eleven prominent golf courses signed the letter of intent.
 - Of the eleven, one Club signed up for 2 holes.
 - Therefore, the number was 14 with the two holes from Mississauga GCC.
 - However, only 8 of the 14 fulfilled their obligation to fully staff the hole assigned with minimum of 20 volunteers.
 - Volunteers from one club had 10 volunteers that participated, another had 4 and another had 10 but signed up after the appropriate date.
 - Reasons for poor outcome of these seven included: too many required shifts, 6 hours, 4 days too long, vacation, championship events, special events and just “no”.
- The Clubs that had partial participation honored their commitment by acting as Hole Captains in two instances and assimilated with the other volunteers who joined their Hole. They all were pleased they had volunteered and had a great time. They were all going back to their clubs with great fun stories.
- All the Hole Captains and their teams integrated well, became a cohesive team and truly enjoyed the experience.
- A Transportation Assistance for Volunteers Program was initiated to transport volunteers from the entrance to either their hole or the Volunteer Center. It was very successful. With offering this service we had many 80-year-old plus volunteers!
- Marshal Chair and I visited the Director of the Clubs that were struggling with recruiting members. The Pros supported the Hole Captains, could provide dollars to pay for fees and were more engaged. Of the 2 that were visited one met the criteria of 20 volunteers the other did not. I could not get times for a meeting of the other 3 Clubs who did not have the numbers. I called repeatedly to offer assistance or support but maybe too late and the suggestions provided here will work.
- Another source of possible sources for Adopt-a-Hole participants was the registration list. The Marshal Chair scanned the list of volunteers who registered and provided the Co-Chair with specific clubs/organizations to contact. That was helpful to contact interested parties for that organization, particularly if the

club/organization was a new source. It would have been helpful if the registration provided exact wording/spelling for each club as it would have been easier to sort by club. I wonder if Golf Canada could provide a drop-down menu for clubs within 1 hour and the ability of a registrant to indicate if their club is not in the drop down.

- The office staff of Mississauga, were terrific. They supplied formatting and assistance for the presentations, copies and delivery.
- The Tournament Co-Chairs and my fellow Marshal Chairs worked cheerfully and truly assisted constantly!!!!

What Could Have Done Better

Limitations

1. Leadership

- In November Golf Canada did not have a staff responsible for Adopt-A-Hole.
- MGCC had a new CEO.
- The Golf Director at MGCC resigned in December.
- The Marshal Chair assisted and supported me. Neither the Marshal Chair nor I had done Adopt-A-Hole previously.
- Since I moved forward with little expertise, I have thought of what would have been helpful.

2. Scheduling

In recruiting members, the Hole Captains asked if the 4-shift minimum could be reduced to 2-3. This could not be approved. Women in the surrounding Clubs found having to do 4 days of 6 hours per shift both onerous and difficult to schedule. In addition, women recruits who were younger were working or parenting or alternatively elderly recruit did not have the energy.

In discussing issues with other Co-Chairs of popular committees, it became evident it would be helpful if each Committee has a designated number of volunteers with say a 10% extra number and the category be closed. The popular areas such as hospitality, Pro-am booked volunteers for 2 -3 shifts maximum as they had more volunteers than required for scheduling. We were fortunate that we could then ask but this could be avoided if a revised limit was put in place.

Proposed Planning Process

Receive the contact information from Golf Canada for the Golf Clubs within 1 hour drive of Host Club

Prepare a presentation of the Adopt-A-Hole Program

Start recruitment late October early November as need to indicate to clubs who are interested that the golf calendars be a regular week to allow for all golfers to volunteer. Many clubs were having special or championship events the week of the CPKC Open. I had started in November but did not request the possibility of calendar adjustment.

Engage the other Marshal Chairs to assist in spreading the word and approach members to volunteers. The Adopt-A-Hole Chair is in charge, but the other chairs had great ideas and worked effectively but they became engaged a month before the tournament. A monthly meeting from November for Marshal Chairs would have helped.

Review the sports clubs and prominent clubs in the area and introduce the Adopt-A-Hole Program. I did approach those in the area but was not very successful.

Host Club CEO, Golf Director, Ladies' and Men Golf Captains

When we were short our numbers for marshals, we did seek the assistance of the executive and this would have been more helpful in the beginning. In late October/early November, I would suggest meet the host CEO, Golf Director, Ladies and Golf Captains to provide the following:

- Introduce the Adopt-A-Hole Program & provide presentation
- Request each to introduce to their counterpart at the Clubs listed by Golf Canada (preferably face to face). Request the contacts for the CEO, Golf Director, Ladies and Golf Captains of all the listed clubs. Hopefully CEO, Golf Director and Ladies' and Men's Golf Captains have a region-wide meeting where the Adopt-A-Hole Marshal Co-Chair could give the presentation and request support in recruiting marshals. If the leaders of the surrounding Clubs become engaged, there is a better chance of recruiting volunteers. It is suggested that the Host leaders indicate that the Adopt-A-Hole Co-Chair will be in touch to provide details of the commitment

Contacts with Clubs Within 1 Hour of Host Club

- Having received the contact list for the surrounding clubs, the Co-chair then can call the Golf Directors of the target clubs and ask to meet. It should be requested that they include the Ladies' and Men's Captains if possible.
- Give presentation and outline responsibilities.
- Request their commitment and send them the letter of intent.
- Determine who you should be the contact in the future.
- Indicate that once the Club signs a letter of intent, a Hole Captain and Hole Co-Captain should be assigned. The best successes were the Clubs where I could keep the Hole Captains engaged and these were supported by their Golf Director.
- The Hole Captains then become the contact for the Co-chair. Hopefully these Hole Captains continue being supported by the Golf Director or designate.

Call back in two weeks and ask if they have any questions. You may have to call again to give support in getting the letter of intent signed by the Club.

Starting January, it was critical to keep the Clubs engaged whether they had signed the letter of intent or I my goal was to get it signed. At a minimum I kept both an email and/or phone call with additional information. I found that that was difficult to get the personal touch by phone. I started asking for appointments by text or email for an actual call.

After Signing of the Letter of Intent

Some clubs wanted to wait to recruit until golf season. I found this difficult as then there was a rush. In addition, the window of ensuring the golf calendars have no pivotal events would be lost

If the participating club have a newsletter, the request for volunteers should start as soon as letter signed. Posters should be put up. These posters and newsletters are great, but the key to recruiting is face to face contact and encouraging club members' families and friends sign up for the Club.

The clubs were encouraged to approach their families and friends and get a commitment as holidays during the week of the tournament was another reason some volunteers were not available.

Send out the volunteer manual. Remind them that you hope they can adjust the golf calendar to limit events that week to encourage participation.

Try to find a reason to keep in touch supporting the effort to get volunteers.

Prepare a separate "to do" sheet for instructions of how to register.

Keep the men's and ladies' Committees involved and engaged in finding volunteers.

Encourage the clubs to spread the word at every opportunity. If the ladies or men do interclub activity, provide information and registration at each.

At any club activity, attend or have a Co-chair attend and announce the request for volunteers and approach members face to face.

Favourite Memory

I am sure I am not alone in cheering for Brooke's eagle on 17 and her win on 18!!!!

The CPKC was a great event and I am proud of our Club and the great volunteers that participated!