



**BROOKE HENDERSON**  
2018 & 2025 CHAMPION

# 2026

## VOLUNTEER MANUAL

### COMMUNICATIONS

AUGUST 17 - 23, 2026 • ROYAL MAYFAIR GOLF CLUB





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## Committee Description

The Communications Committee is the nerve center for the entire tournament. You are answering incoming questions and receiving requests for support to be relayed to other committees or people. The Committee is responsible for operating the Communications office. The main responsibilities include distributing mobile radios, monitoring communications between different groups of radios and answering incoming phone calls from the main tournament line.

## Key Information

- Golf Canada will provide all the mobile radios and the committee is responsible for the assignment, distribution, and safe return of all the radios throughout the tournament.
- Golf Canada will provide a list of some common radio transmissions to communications and who should be contacted (this should be posted in the control centre for easy reference).
- There are some radio users who will require earphones/headsets. Typical groups who need them are identified on both the radio list and sign out sheets. Typically, they will go to those who will be on-course the most often during play, such as the Grounds & Course Committee, Marshals, and Shuttles.



Ideal number of volunteers: 20

## Committee Hours of Operation

### Radio Distribution

Monday – Tuesday – 6:00am – 8:00pm

Wednesday – Friday – 5:30am – 8:00pm

Saturday – Sunday – 7:00am – 7:00pm

These times are subject to change based on tee times. Communications generally stays open 30 minutes after play to allow time for the return of radios.

### Phone

Phone lines generally are monitored during Gate Opening Hours.

Wednesday: 7:00 am – 7:30 pm

Thursday: 6:30 am – 7:30 pm (or until end of play)

Friday 7:00 am – 7:30 pm (or until end of play)

Saturday 8:30 am – 7:00 pm (or until end of play)

Sunday 8:30 am – 7:00 pm (or until end of the closing ceremonies)

## Tasks and Timelines

Pre-Tournament	<ul style="list-style-type: none"><li>• Actively recruit volunteers</li><li>• Attend Committee Chair Meetings</li></ul>
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	<ul style="list-style-type: none"> <li>• Connect with Golf Canada to ensure roles and responsibilities are understood.</li> <li>• Work on volunteer schedule and assign volunteers to shifts in the Trust Event Volunteer Management System.</li> <li>• Attend the general volunteer orientation.</li> <li>• Receive updated phone list, cheat sheet and FAQ document from Golf Canada. Ensure the information is shared with volunteers for review.</li> <li>• Recieve templated documents from Golf Canada for review and updating for current years operaitons (training, call note sheets, signout sheets, etc.)</li> </ul>
Advance Week Saturday, Aug 16 and Sunday Aug 17	<ul style="list-style-type: none"> <li>• Pick up Communications office keys from Golf Canada tournament office (if applicable)</li> <li>• Check and ensure that all the supplies/equipment have been delivered to the Communications office</li> <li>• Set up the office and post relevant tournament information. Ptint all documents needed.</li> <li>• Do an inventory of Radios, set-up charging stations, set-up radio distribution area.</li> <li>• Radio training with head of Security should be done on Saturday.</li> <li>• Host an onsite orientation with committee volunteers. Usually on Sunday or after training with Head of Security on Saturday. Provide them with radio training.</li> <li>• Get list of “who to go to for what” from Golf Canada</li> </ul>
Tournament Week	<ul style="list-style-type: none"> <li>• Work with Golf Canada staff to ensure successful operation of the communications area.</li> <li>• Lead and manage the volunteers.</li> <li>• Act as an on-site supervisor to the volunteers and help with any on site training for volunteers.</li> <li>• Coordinate replacements, or act as a replacement for any volunteers that cannot attend a shift.</li> <li>• Ensure volunteers get adequate breaks and are rotated through the various positions.</li> <li>• Provide training to other committees and people as they pick up their radios.</li> <li>• Repack radios, chargers, and other items on Sunday evening.</li> </ul>



Post Tournament	<ul style="list-style-type: none"><li>• Complete post-event committee chair feedback report.</li></ul>
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## Other Committee Interactions

Other committees Communications may interact with	Reason
All Committees who use a radio!	Specifically – Marshals committee signs out a large number of radios daily. Volunteer Security, and shuttle committees will also utilize a few radios for each of their committees.
Admissions & Spectator Services	They also have a phone line that they can answer about ticketing specific questions.

## Role Descriptions

### Communication Office

During tournament week, the key role of Communication volunteers is three-fold: radio distribution, radio monitoring/information transfer, and answering incoming phone calls. All volunteers will work inside the Communications office. This office will have 2 spaces: one for phones and radio distribution, the second for radio monitoring and messages.

Communications is “on the air” (answering radio and phone calls) until 30 minutes after completion of play. An announcement to all frequencies that, “Communications is going off the air. Please return all radios to Communications” is made through all radios at that time. The closing person ensures that all note paper, radio and telephone lists, pens, and pencils are



organized for the morning person; closing person also supervises the return and recharging of all radios.

During hours of operation the Communications volunteers will sign out and sign in radios and may answer incoming phone calls. Morning volunteers should ensure that a sufficient supply of note paper, radio lists, and pens/pencils are on hand in the office.

## Radios

### *Radio Allocation / Sign Out Sheet*

Most of the radios used during the championship are stored and recharged in the Communications office. Golf Canada and Security may keep their own radio banks in their trailers. Communications will be provided a radio for these channels for monitoring. Radios will be organized in the Communications office according to frequency and channel. Sign out sheets will be kept daily with each group of radios with the approved individuals that require a radio. It is important to note, if a person(s) is not on the approved list, they cannot sign out a radio; refer any inquiries to the Tournament Office. Sign out sheets will be provided to Communications by Golf Canada. This should be posted in the Communications office and overseen by a Communications volunteer. A custom copy for Marshals is recommended. See appendix 1 & 2 for sample radio summary and sign-out sheet.

It is important that those who are checking out the radio for the first time are provided basic radio training.

### *Chargers*

Whenever a radio is returned, it must be placed back in a charger to ensure it is completely recharged and ready for use the next day. Ensure the radio is 'clipped' in and the charging light is on. A supply of spare batteries is given to Communications to accommodate low battery scenarios.



### *Communication Channels & Frequencies*

There are as many as 125 radios in use at any one given time. To avoid interference and airwave traffic, the radios are divided up into frequencies. Each frequency has channels associated to it. For example, Grounds & Course may have a radio on frequency “B” channel “1”. Security may be on frequency “C” channel “3”. These radios will not be able to communicate to each other; however, the Communications Committee can act as a ‘middle person’ to get a message through. For example, a Grounds & Course volunteer may notice someone causing a disturbance on the course and will want to call Security to investigate. The Grounds & Course volunteer will call Communications by radio, relay the issue, location, request Security and wait for a response. Communications will then pick up a radio that is on the Security frequency and channel, relay the message, get a confirmation from Security that they are on their way and in turn relay that to the Grounds & Course volunteer who originated the call.

### *Monitoring Radios/Information Transfer*

Communications volunteers monitor radio transmissions and provide a link between volunteers and officials who are operating on separate mobile radio frequencies. They will activate one radio per frequency and will listen for calls to Communications (aka: “”). There may be as many as 6 frequencies to monitor – some with a lot of traffic and some with very little traffic.

- For all incoming messages, the name/role of the sender, location, nature of message and intended recipient are recorded by the Communication Committee
- If the message is not completely understood, the sender is requested to repeat the transmission or the missing parts
- When the message is relayed, the name of the responding person along with the reply are recorded and then relayed back to the originator





- For medical or security requests, the exact location and quick determination if it's an emergency is required. The sender is asked to determine the location by facing down the fairway from the tee (i.e. as if he/she were playing the golf course)
- For a ruling request, the name of the player or players in the group as well as the exact location are recorded and passed on to Golf Canada to notify the LPGA. A Referee will be sent immediately.
- Note: No one should give rulings to players other than Referees.
- Incoming personal messages for spectators, volunteers or players relating to family emergencies only are relayed by telephone to Golf Canada tournament office. The Tournament Director will contact the involved person.

## Instructions for Radio Use:

- This instrument is a delicate, expensive item that is vital to the communications effort and to the overall success of this event. Please take care of the radio; if it rains, please try to protect it under a jacket or other clothing.
- Your radio will be set to the proper frequency when you receive it. Please do not disturb any switches or buttons except the on-off/volume button to control the loudness of reception.
- When transmitting, make sure no one else is transmitting when you are. If you "override" another person, no one can be heard. Please be patient and wait for an open time.
- When you wish to talk, depress the talk button on the left side of the radio and speak directly into the receiver on the front of the radio. When you are finished, release the button; be sure the button is not depressed unless you wish to talk.



- If you are using the earpiece, make sure it is firmly plugged into the jack on the radio. It will not work properly unless this is done.

## Tournament Phone Line

The tournament has a 1-800 number associated with it. This number is linked to Golf Canada offices in Oakville, Ontario. This number will be switched over to ring at the tournament site in the Communications office.

Committee members should be ready and prepared with answers and information to the typical questions (some are listed below and in FAQ document).

Typically, callers will be asking for such information as tee-times, directions, tickets, etc. The information and sales sheets required will be given to the Communications office. If the information is not available, take a message, find the answer, and return the phone call. Golf Canada will provide a cheat sheet with this information. Much of this information is also available on the CPKC Women's Open website.

## Common Inquiries from Callers

Committee members may be answering public phone inquiries and must be familiar with each of the areas listed below:

- Directions to the golf course and parking information
- Ticket prices (any day passes, juniors, etc)
- Where tickets can be purchased
- Prohibited items
- Details regarding any special events
- Public transportation
- Tee times and pairings (Pro-Am's and tournament play)



- Player information and scores
- Message disbursement for tournament officials and players

Note: Any information regarding a player or Referee, other than a score or tee-time is not given out to any caller under any circumstance. The caller's information can be taken and the message then given to the Tournament Director.

## Appendices

### Appendix 1 – Radio Channel Summary

2024 CPKC Women's Open

#### SUMMARY OF RADIOS / CHANNELS

\* Channels monitored by Communications

Group	152 # of Radios	132 radios in Communication Trailer (GC already have 20) Channels	
<b>SUPPLIERS *</b>	15	<b>G1</b> (and T3, Z1, Z2)	<b>GREEN</b>
<b>SERVICES *</b>	14	<b>G2</b> (and Z1, Z2)	<b>BLUE</b>
<b>COMMITTEES *</b>	34	<b>C</b> (and T2, Z1, Z2)	<b>YELLOW</b>
<b>GALLERY MANAGEMENT *</b>	36	<b>M</b> (M1, T4, Z1, Z2)	<b>WHITE</b>
<b>PLAYER SECURITY</b>	14	<b>PS</b> (S1, Z1, Z2)	(YELLOW/RED) <b>ORANGE</b>
<b>EVACUATION</b>	7	<b>E1</b> (and Z1, Z2)	(BLUE/RED) <b>PURPLE</b>
<b>ECOLOGY</b>	10	<b>P</b> (P1, Z1, Z2)	(WHITE/RED) <b>PINK</b>
<b>GOLF CANADA</b>	22	<b>A</b>	<b>RED</b>

## Appendix 2 – Sign out Sheet Examples

Group	# of Radios	Channels	Radio #	Sign OUT <input checked="" type="checkbox"/>	Sign IN <input checked="" type="checkbox"/>	Signed Out by (NAME of person picking up radio)	2-Wire Headset <input checked="" type="checkbox"/>	Speaker Mics <input checked="" type="checkbox"/>
<b>SUPPLIERS *</b>	<b>15</b>	<b>G1</b>	<b>(and T3, Z1, Z2)</b>					<b>GREEN</b>
Furnishings	1	G1					n/a	
TENTS	1	G1					n/a	
TENTS	1	G1					n/a	
HVAC	1	G1					n/a	
Safari	1	G1					n/a	
SMT	1	G1					n/a	
Wasserman Live	1	G1					n/a	
Southlands Bus	1	G1					n/a	
Southlands Bus	1	G1					n/a	
Earl Grey Staff	1	G1					n/a	
Earl Grey Staff	1	G1					n/a	
Earl Grey Staff	1	G1					n/a	
Spare	1	G1					n/a	
Spare	1	G1					n/a	
CONTROL	1	G1					n/a	

<b>COMMITTEES *</b>	<b>34</b>	<b>C</b>	<b>(and T2, Z1, Z2)</b>					<b>YELLOW</b>
Tournament Chair	1	C						
Tournament Chair	1	C						
VIP Hospitality	1	C					n/a	
VIP Hospitality	1	C					n/a	
VIP Hospitality	1	C					n/a	
VIP Hospitality	1	C					n/a	
Ambassadors	1	C					n/a	
Ambassadors	1	C					n/a	
Ambassadors	1	C					n/a	
Ambassadors	1	C					n/a	
Player Services	1	C					n/a	
Spectator Services	1	C					n/a	
Spectator Services	1	C					n/a	
Spectator Services	1	C					n/a	
Spectator Services	1	C					n/a	
Special Events	1	C					n/a	
Caddies Chair	1	C						
Range Chair	1	C					n/a	
Golf Carts Chair	1	C					n/a	
Standard Bearers Chair	1	C						
Volunteer Services	1	C					n/a	
Volunteer Shuttles *	1	C					n/a	
Volunteer Shuttles *	1	C					n/a	
Volunteer Shuttles *	1	C					n/a	
Volunteer Shuttles *	1	C					n/a	
Admissions/ Spectator Services Chair	1	C						
Player Shuttle	1	C					n/a	
Player Shuttle	1	C					n/a	
Player Shuttle	1	C					n/a	
Player Shuttle	1	C					n/a	
Player Shuttle	1	C					n/a	
Player Shuttle	1	C					n/a	
Spare	1	C						
CONTROL	1	C					n/a	





## Appendix 3 – Sample Communications Stats Tracking Sheets

Communications Stats Tracking - CPKCWO 2024										DATE:									
<b>PHONES</b>		<b>TOTALS</b>																	
Ticket Info / Issues																			
Parking Info																			
Transportation																			
Timing Info																			
Accessibility																			
Lost & Found																			
Other (add notes on back)																			

Communications Stats Tracking - CPKCWO 2024										DATE: JULY 2024									
<b>RADIOS</b>		<b>TOTALS</b>																	
Water / Ice / Snacks	BLUE																		
Washrooms	BLUE																		
Garbage / Recycling	WHITE / RED																		
TVs	RED																		
Tents & Furnishings	GREEN BLUE																		
Accessibility Shuttle	YELLOW																		
Volunteer Committees	YELLOW																		
Security	YELLOW / RED																		
Medical	RED																		
Other (add notes on back)																			