



ISU World Figure Skating Championships® 2013
March 11-17, 2013
London, Ontario
Volunteer Information Package

Overview

Skate Canada and the city of London are proud to host the ISU World Figure Skating Championships® 2013. This exciting event will welcome over 200 international athletes along with officials, coaches and families from 50 different countries to compete in the Men's, Ladies, Pair and Ice Dance competitions.

In addition to competing for World Champion titles, skaters will also be vying for their countries' qualifying spots for the 2014 Olympic Winter Games in Sochi, Russia.

Key Dates:	Tuesday, March 5	Set-up begins
	Monday, March 11	Official practice begins
	Wednesday, March 13	Competition begins
	Sunday, March 17	Last day of competition

Competition venue: John Labatt Centre
99 Dundas Street
London, ON N6A 6K1

Practice venue: Western Fair Sport Centre
865 Florence Street
London, ON N5W 6G6

Organizing Committee

Local Organizing Committee and Event Volunteers

The Organizing Committee (OC) is led by Skate Canada staff and Skate Canada Western Ontario volunteers. A Local Organizing Committee (LOC) made up of volunteer supervisors and coordinators has been established. The Local Organizing Committee in combination with the Skate Canada national office staff will execute the event and assist in recruiting volunteers for the various functions that will form the entire volunteer team. A target number of 500 volunteers will be recruited for this prestigious event.

Volunteer Recruitment

All interested and qualified individuals are invited to apply for volunteer roles. To be considered for a volunteer position, you must complete the online application as soon as possible, and successfully complete the criminal records check. Volunteer applicants may be asked to

participant in a phone interview. Applicants will be accepted until each area has been filled. All applicants will be notified of their application status commencing in July 2012. Selection is based on the following criteria: the positions available, the individual's background, experience and availability, and successful completion of the criminal records check. Once approved and assigned to a specific area, a member of the LOC will contact the volunteer to discuss details of scheduling and job function. Volunteers able to contribute a minimum of 50 hours will be given priority in the selection process.

Volunteer Security Clearance Check

Volunteer applicants aged 18 years and older will be asked to undergo a criminal records check. This will be completed as the second step in the application process. Volunteers will receive an invitation by email to log on and complete the criminal records check (via BackCheck) within 3-5 business days of submitting their online volunteer application. All applicable fees will be covered by Skate Canada.

Flower Retrievers and Ceremony Participants

These volunteers will be recruited and selected by a separate process to be announced on the Worlds website (www.worlds2013.ca) by **October 1, 2012**.

Age Requirements

Volunteers must be a minimum of 18 years of age or older by **March 5, 2013** except for ice patchers who must be a minimum of 14 years of age by March 5, 2013.

Volunteer Areas of Interest

General Competencies, Qualities and Qualifications of a Volunteer

Volunteering at this event is an exciting opportunity which also brings a responsibility to execute your volunteer role to the best of your ability as a representative of Skate Canada. There are a variety of skill sets that will be required in different positions, including:

- Ability to create a welcoming environment for competitors, team personnel, media and spectators
- Excellent oral communication and interpersonal skills
- Ability to work as part of a team in a professional and courteous manner
- Ability to perform varying levels of manual labour
- Background in figure skating and knowledge of the sport an asset
- Previous experience at Skate Canada events or with major international events
- Advanced Computer application skills – Microsoft Word and Excel
- Strong organizational skills and the ability to handle multiple projects simultaneously
- Ability to handle sensitive information in a professional and confidential manner
- Ability to work in a fast-paced and high-energy environment
- Language skills – ability to work in English, French and other languages is an asset

There are several distinct areas in which volunteers may choose to work:

1. Venue Operations
2. Hotel and Registration
3. Transportation
4. Medical
5. General

An outline of the different areas, brief job descriptions and skills required for each area is provided.

1. Venue Operations

General skills required for Venue Operations include: an operational knowledge of figure skating events, or task-specific knowledge. Experience at sectional and national level figure skating competitions for all positions is recommended.

Areas include:

- *Catering* – Assist with all venue lounges and any other catering that is planned. Create a welcoming, clean and tidy environment for event participants.
Skills: Previous experience with food preparation and service, flexible and has an outgoing personality.
- *Customer & Information Services* – Assist with set-up, inventory and sales of items at Skate Canada merchandise boutique and providing customer service at the Skate Canada information booths.
Skills: Bilingual French and English is preferred for some positions, good oral communication, an outgoing and friendly personality and experience with a cash register, cash, debit and credit card machines is an asset.
- *Doping Control Chaperone* – Supervise selected athletes for doping procedures. Training will be provided on-site by a CCES Doping Control Officer.
Skills: Attention to detail, discretion and confidentiality required. Previous experience as a doping control chaperone is preferred. Must be a minimum of 18 years of age.
- *In-Venue Entertainment* – Provide general information or “give aways” to the public on the concourse level during the events and special in-venue promotions as required. Assist with the coordination of school and other spectator programs which provide an opportunity for local schools to be introduced to the sport of figure skating.
Skills: Bilingual French and English is preferred for some positions, good oral communication and an outgoing and friendly personality.
- *Ice Operations* – Work as dressing room attendants, ice captains, ice patcher supervisor, timers and others.

Skills: Technical knowledge of the sport and attention to detail and timing. Experience at the sectional and/or national level for all positions is mandatory.

- *Light Up London Programming* - duties will range from customer service to VIP program assistance, and will involve interacting with spectators and fans participating in fan festival program activities immediately outside of the ice rink primarily on the grounds at John Labatt Centre.

Skills: Volunteers that are outgoing with experience in hospitality, VIP services, the hotel industry, and who speak English plus one other language are encouraged to apply in this area.

- *Logistics* – Physical set-up and tear-down of all venues and hotels throughout the event, moving various deliverables, assist with victory ceremonies (set-up of carpet podium). Set-up of signage and rooms in all venues and hotels.

Skills: Ability to do heavy lifting is required for some positions. Must be flexible with change, have a good attention to detail and ability to multi-task.

- *Media Services* – Work in the media centre at the competition venues to assist photographers, journalists and Skate Canada staff. Provide translation services and quick interview notes transcription.

Skills: Administrative capability, bilingual French and English, strong computer skills particularly Internet search and transcription skills in order to take quotes from athletes and transcribe them accurately. Other languages required are: Japanese, Mandarin, Russian, etc.

- *Operations Room* – General event operations, posting information, delivering information, radio sign-in/sign-out, skate sharpening and repair, costume repair, etc.

Skills: Technical knowledge of the sport and computer skills are essential – Microsoft Word, Excel, and Publisher. Experience at the sectional and/or national level for all positions is mandatory.

- *Printing Room* – Print various documents such as start orders, results, communications, as well as posting and delivering information and compiling the *Daily Spin*. This team works closely with the Operations Room.

Skills: Experience as a Data Specialist and/or print room at national events is recommended.

- *Security* – Monitor specific access points and accreditation passes, transportation system and hotels to ensure unauthorized persons do not access restricted areas. Monitor overall safety of participants. Security volunteers may be assigned to monitor outdoor parking lots in the downtown London core.

Skills: Ability to be assertive and attentive when monitoring tickets and accreditation passes, ability to stand for a long period of time and flexible with change.

- *VIP Services* – Work in collaboration with the registration team to ensure guests or VIPs enjoy the best possible experience.
Skills: Bilingual French and English is preferred for some positions, good oral communication, an outgoing and friendly personality and previous experience with VIP management is an asset.
- *Volunteer Services* – Man the Volunteer Desk and assist with day-to-day volunteer services, including check-in, recognition program and information dissemination.
Skills: Bilingual French and English is preferred for some positions, good oral communication, an outgoing and friendly personality, great organizational skills and previous experience with volunteers is an asset.

2. Hotel and Registration

Hotel and Registration volunteers will assist with set-up of registration (stuffing registration packages, wrapping gifts, etc.), accreditation (cutting, laminating accreditations tags, etc.), register event participants and provide general information throughout the events. Other duties at the official hotel(s) include acting as greeters, hosts, bartenders and ticket takers.

Skills: Bilingual French and English is preferred, other languages an asset, good oral communication, an outgoing and friendly personality, computer applications, knowledge of the city, multi-tasking, professional, experience with cash registers and ability to process information quickly are all assets.

- *Team Liaison Program* – work as team liaisons for the following countries/federations to assist with language/translation services and helping the federation team to adapt to London, ON and event environment: France, China, Japan, Russia, Finland, Sweden, Italy and Ukraine. Other team liaisons may be required depending on entries.
Skills: Individuals with foreign language and cultural background or experience are invited to apply as team liaisons. Those interested in being considered should indicate language(s) spoken on their application form.

3. Transportation

Drivers are required for airport pick-up and drop-offs to and from Pearson International Airport in Toronto and London International Airport in London, deliveries, special transportation needs, and VIP services throughout the event. Transportation volunteers must be licensed and able to drive rental vehicles (i.e. appropriate age and driving record). They will work with Hotel and Registration team to staff Transportation desks.

Skills: A good knowledge of the city's road system, excellent driving ability and record, a friendly, courteous personality and good oral communication.

4. Medical



Physicians, EMTs, Emergency nurses and therapists are required for rinkside medical assistance. Clinical administrators will also be required. Please complete the online Medical Application.

Skills: Proof of credentials will be required upon approval of volunteer application.

5. General

Volunteers will be needed in other areas that may not fit into the broader categories.

Volunteer Recognition Program

Uniforms

All volunteers (up to 500 contributing at least 50 hours of volunteer time will receive a volunteer uniform). This distinctive clothing is to be worn during all volunteer working hours. More details on the special uniform will be provided at a later date. Uniform staging will take place on Saturday, February 16, 2013.

Volunteer Orientation

All volunteers will be required to participate in comprehensive training to familiarize themselves with the event as a whole and their specific area of responsibility. The volunteer welcome & training session is currently scheduled to take place on **Saturday, February 16, 2013** and the volunteer orientation is currently scheduled to take place on **Saturday, March 9, 2013**. These dates are currently tentative and will be confirmed closer to the event. Times and locations will also be provided at this time. Uniforms and accreditation will be distributed at these functions.

Meals

Volunteer meals will be available at both venues and at the hotel(s) with snacks and beverages available throughout the day. Meals are to be provided for volunteers working over a meal period and working a minimum six-hour shift. Meal tickets will be provided to the volunteers by their respective Supervisor or Coordinator.

Personal Expenses

Unfortunately Skate Canada is not able to reimburse expenses for out-of-town volunteers. This includes travel, accommodations and/or mileage.

How to Apply

1. Complete the Online Volunteer Application at www.skatecanada.ca or www.worlds2013.ca.
2. Complete the Volunteer Criminal Records Check. An invitation will be sent by email within 3-5 business days of submission of the online volunteer application.
3. Questions? Email us at isu2013worlds@skatecanada.ca or visit the volunteer frequently asked questions (F.A.Q) document on www.worlds2013.ca.