



Caribbean Heritage
Sports Competition

VOLUNTEER

HANDBOOK 2018

“Volunteers do not necessarily have the time; they just have the heart.” – Elizabeth Andrew

Welcome, and thank you for volunteering!

On behalf of the Caribbean Heritage Sports Council of Calgary, - *“Thank you for donating your time and effort, we couldn’t do it without YOU!”*

MISSION STATEMENT

The mission of Caribbean Heritage Sports Competition is to create events that will become a platform for the community to represent their heritage through sports.

VALUES

- Unity
- Inclusion
- Participation
- Health
- Integrity
- Heritage

Caribbean Heritage Sports Council of Calgary welcomes you as a volunteer member and hopes your association with us is a mutually satisfying experience. Volunteers are truly the backbone of the Caribbean Heritage Sports Competition and your dedication ultimately allows us to fulfil our mission of creating events to allow the community to represent their heritage through sports.

This handbook has been designed to help provide clarification and direction regarding your role as a volunteer and range of interesting activities volunteers are involved in. You are encouraged to familiarize yourself with the contents prior to starting your role as a volunteer. If any points are unclear or if you have a question we have failed to address, we encourage you to contact a committee member.

Again, we thank you for your interest in CHSC and hope you enjoy the excitement, camaraderie and fulfilling experience that you will take home with you.

TABLE OF CONTENTS

WELCOME, AND THANK YOU FOR VOLUNTEERING!	I
VOLUNTEER OPPORTUNITIES	1
SET-UP VOLUNTEERS	1
ASSISTANT COORDINATOR	1
PARKING ASSISTANT	1
VOLUNTEER TENT	1
VIP TENT	2
FIRST AID TENT	2
WATER STATION	2
TRASH/RECYCLE STATION	2
PHOTOGRAPHER	2
TAKE DOWN VOLUNTEERS	3
COMPETITION SUPPORT VOLUNTEERS	3
1. REGISTRATION	3
2. EVENT SUPPORT VOLUNTEERS	3
3. MASTER OF CEREMONIES ASSISTANT	3
4. MEDALS	4
VOLUNTEER GUIDELINES	5
EXPECTATION GUIDELINES FOR VOLUNTEERS	5
RIGHTS OF VOLUNTEERS	5
WHERE TO GO AND WHAT TO DO	5
WHAT TO WEAR AND WHAT TO BRING	5
PERSONAL BELONGINGS	6
SMOKING	6
DRUG AND ALCOHOL USE	6
SAFETY/REPORTING INJURIES	6
FIRST AID	6
ABUSE, HARASSMENT AND BULLYING	6
AGE REQUIREMENTS AND PARENT/LEGAL GUARDIAN PERMISSION	7
MEDIA CONSENT	7
VOLUNTEER APPLICATION FORM	8
VOLUNTEER WAIVER AND RELEASE OF LIABILITY	9

VOLUNTEER OPPORTUNITIES

There are a variety of volunteer positions available for you to choose from. Below is a general description of each volunteer position.

All volunteer must complete the Registration and Volunteer Waiver and Release of Liability forms before volunteering. Both forms are available at the end of this handbook and on the CHSC website.

Set-up Volunteers

Responsibilities:

1. Erect VIP, First Aid and Volunteer Tents.
2. Set-up Tables, Chairs, Banners and Signs for Trophies and Medals, VIP, First Aid and Volunteer Tents.
3. Set up Water Station.

Time Commitment: 1.5 hours (7:00 am – 8:30 am)

Assistant Coordinator

Responsibilities:

1. Manages all activities at the Volunteer Table.
2. Provide direction, assistant and information to event volunteers and attendees.
3. Ensures waivers are collected and wristbands are on.
4. Helps vendors locate staging location.

Time Commitment: Event Duration (Starts at 7:00 am)

Parking Assistant

Responsibilities:

1. Helps direct traffic and assign accredited vehicles (VIP/Media) to a parking area.

Time Commitment: Event Duration (Starts at 9:00 am)

Volunteer Tent

Responsibilities:

1. Monitors the volunteer area and assist in various activities where required.
2. Distribution of T-shirts, lunch and refreshments to volunteers.
3. Help volunteers check in and ready to fill their role.
4. Ensure volunteers check-out at the end of their shift.

Time Commitment: Event Duration (Starts at 9:00 am)

VIP Tent

Responsibilities:

1. Staff the VIP table and provide assistance if required.
2. Distribution of lunch and refreshments to VIP personnel.

Time Commitment: Event Duration (Starts at 9:00 am)

First Aid Tent

Responsibilities:

1. Qualified First Aider
2. Staff the first aid table and provide first aid assistance if required.

Time Commitment: Event Duration (Starts at 9:00 am)

Water Station

Responsibilities:

1. Distribute water to VIP personnel, volunteers and committee members.

Time Commitment: Event Duration (Starts at 9:00 am)

Trash/Recycle Station

Responsibilities:

1. Ensures trash is placed in appropriate bins and all areas are neat.
2. Providing, removing and disposing of filled trash bags.
3. Place filled trash bags at the designated pick up site for removal.
4. Pick up trash around the grounds throughout the day.

Time Commitment: Event Duration (Starts at 9:00 am)

Photographer

Responsibilities:

1. Capture memories of the day (Opening ceremony, events, spectators, volunteers etc.)
2. Submit pictures and video to committee member within one week of event.

Time Commitment: Event Duration (Starts at 9:00 am)

Take down Volunteers

Responsibilities:

1. Help disassemble tents, fold tables and pack chairs for collection.
2. Clean up grounds and remove all signage.
3. Motivate vendors and Caribbean Associations to disassemble their tents and stations.

Time Commitment: 1.5 hours (5:00 pm – 6:30 pm)

Competition Support Volunteers

1. Registration

Responsibilities:

1. Register individuals for events and ensure waiver forms are completed.
2. Provide event schedule information to participants, volunteers and community associations.

Time Commitment: Event Duration (Starts at 9:00 am)

2. Event support Volunteers

Responsibilities:

1. Verify competitor details and ensure Caribbean Association details listed on scoring forms are accurate.
2. Act as timekeeper for event and inform referee at predetermined intervals (dependent on event type).
3. Record points scored by each team, tally results and submit to medals table after match.

Time Commitment: Event Duration (Starts at 9:00 am)

3. Master of Ceremonies Assistant

Responsibilities:

1. Inform community associations of race starting times and ensure participants are at the track on time.
2. For track and field once race has started, start preparing the next group to race.
3. Provide general assistance to starters and finishers.
4. Stand in for any other volunteer positions during your time slot.

Time Commitment: Event Duration (Starts at 9:00 am)

4. Medals

Responsibilities:

1. Unwrap medals and trophies and organize on table.
2. Collect and file scoring forms for each event.
3. Identify competitors requiring medals and/or trophies.
4. Ensure correct medal and/or trophies are distributed during medal ceremony.

Time Commitment: Event Duration (Starts at 9:00 am)

Volunteer positions will be assigned based on the number of positions available. Where possible, your preferences will be considered.

During event hours, everyone's work is necessary and important. Volunteers are provided general job descriptions, but you may be reassigned to other positions as needed. If you do not know where to go, or what to do next, please check with the Volunteer Coordinator.

In addition to performing the duties outlined for your assignment, you also have the following responsibilities:

1. Thoroughly read the Volunteer Handbook, become acquainted with, and abide by the policies and procedures of CHSC.
2. Accept guidance and direction from your Volunteer Coordinator, Committee Member and seek assistance in any situation you're unsure of.
3. Be reliable, committed and mature in attitude.
4. Present a positive image of CHSC at all times through your courteousness, co-operation, sensitivity, pleasantness and caring demeanour.

VOLUNTEER GUIDELINES

Expectation Guidelines for Volunteers

1. Arrive promptly.
2. Always be polite and courteous. Please carry out your duties in a pleasant and professional manner. Smile! If a situation should arise that you do not feel comfortable addressing, please seek out your Volunteer Coordinator.
3. Speak in a positive way to the participants and spectators.
4. Volunteers are expected to become familiar with this Volunteer Handbook.
5. All volunteers should report to the volunteer tent at least 15 minutes prior to the start of the scheduled shift.
6. Volunteers are expected to report all accidents, injuries and illnesses (no matter how minor) to their Volunteer Coordinator.
7. Volunteers must notify the Volunteer Coordinator or Committee Member at least 24 hours prior to their shift if they are unable to volunteer as scheduled or are running late.
8. Do not abandon your duties without first talking to the Volunteer Coordinator or Committee Member.
9. Refrain from public criticism of participants or other Volunteers, use of profane, insulting, harassing or otherwise offensive language.
10. Feel free to cheer on participants and congratulate them!
11. Have FUN!

Rights of Volunteers

1. To be suitably recognized and treated with respect.
2. To be given suitable assignments and to say no to tasks they are unable to do or would rather not do.
3. To be given clear directions and objectives.
4. Volunteer in a safe and healthy environment.

Where to Go and What to Do

Please check in at the volunteer tent. Plan to arrive 15 minutes before your scheduled start time; this will provide time to check in and receive your t-shirt.

What to Wear and What to Bring

T-shirts will be provided at volunteer check-in; please wear during your volunteer shift so you are easily identified as a volunteer. Dress casually and comfortably. Clothing advertising alcohol, drugs or other inappropriate activities or places are not allowed.

Personal Belongings

Please do not bring valuable items as there will not be a secure location available for storing personal items and CHSC is not responsible for lost, damaged or stolen items. Volunteers can store their belongings at the volunteer tent.

Smoking

Health is one of the values of Caribbean Heritage Sports Competition and it is important for us to reinforce this concept by maintaining a health conscious image and environment. For this reason, smoking is not permitted on duty as a volunteer.

Drug and Alcohol Use

We are dedicated to providing a safe, healthy and efficient environment for our participants, spectators and our volunteers. To reduce the potential of personal injury, property damage and productivity loss, the use of drugs or alcohol will not be tolerated. Volunteers may not bring drugs or alcohol while volunteering at the Caribbean Heritage Sports Competition under any circumstances. Volunteers may not report for their assignment while under the influence of alcohol or illegal drugs. If you are taking a prescription or over-the-counter medication that affects your ability to perform your duties safely, do not report for your assignment.

Safety/Reporting Injuries

If a volunteer is injured at work, the accident should be reported at once to the Volunteer Coordinator. Medical assistance or treatment should be sought at the First Aid Tent if necessary. Report any unsafe conditions you observe immediately to a committee member or volunteer coordinator.

First Aid

There is a First Aid tent and staff at the sport day. If you are not trained in basic first aid procedures, DO NOT attempt to treat the sick or injured person. Stay with the injured individual and send someone to get a First Aid attendant.

Abuse, Harassment and Bullying

Caribbean Heritage Sports Competition intends to provide an environment that is pleasant, healthy, comfortable and supportive for volunteers, participants and spectators engaging in sporting events. Volunteers witnessing abuse, physical, harassment or bullying must report it immediately to a Committee Member,

Volunteer Coordinator or the onsite RCMP. Harassment can take many forms. It may be, but not limited to words, comments, jokes, pranks, intimidation, physical contact, or violence.

Age Requirements and Parent/Legal Guardian Permission

The minimum age requirement for a CHSC volunteer is 16 years. For volunteers under the age of 18, parent/legal guardian permission will be required through signage of the Volunteer Waiver and Release of Liability Form.

Media Consent

By signing our Volunteer Waiver and Release of Liability Form you are giving permission for CHSC to use any image of you photographed during your volunteer activities. These images may be used on our website, social media, advertisements or other publications.

VOLUNTEER APPLICATION FORM



September 8, 2018

Registration forms must be completed for each individual volunteer. We will do our best to schedule volunteers in their preferred position but this will not always be possible.

Confirmation of activity and shift information will be sent to volunteers by email prior to the Sports Day.

CONTACT INFORMATION

NAME: _____

ADDRESS: _____

CITY: _____ POSTAL CODE: _____

PHONE: _____ EMAIL ADDRESS: _____

EMERGENCY CONTACT INFORMATION

NAME: _____

PHONE NUMBER: _____

VOLUNTEER POSITION

Please tick those areas of interest and indicate 1st, 2nd and 3rd choice.

- | | | |
|---|--|--|
| <input type="checkbox"/> Set-up | <input type="checkbox"/> First Aid Tent | <input type="checkbox"/> Registration |
| <input type="checkbox"/> Assistant Co-ordinator | <input type="checkbox"/> Water Station | <input type="checkbox"/> Event Support |
| <input type="checkbox"/> Parking Assistant | <input type="checkbox"/> Trash/Recycle Station | <input type="checkbox"/> Master of Ceremonies
Assistant |
| <input type="checkbox"/> Volunteer Tent | <input type="checkbox"/> Photographer | <input type="checkbox"/> Medals |
| <input type="checkbox"/> VIP Tent | <input type="checkbox"/> Take down | |

1st Choice: _____ 2nd Choice: _____

3rd Choice: _____

T-Shirt Size (Please Tick One) Small Medium Large

I will adhere by the guidelines and policies of Caribbean Heritage Sports competition (this can be found in the Volunteer Handbook).

Signature: _____

Date: _____

Youth (Parent/Guardian): _____



Volunteer Waiver and Release of Liability

By signing this form or submitting your registration you waive important legal rights. Please read carefully. This agreement must be completed in full before you can take part in volunteering for the Caribbean Heritage Sports Competition (hereinafter, "CHSC").

Release of Liability, Waiver of Claims and Indemnity Agreement

I, the volunteer, on behalf of myself, my heirs, next of kin, executors, administrators, representatives and assigns, hereby forever waive all claims and release, discharge and hold harmless CHSC and CCC (the "**Organizers**"), and their representatives and agents including, without limitation, event sponsors, event directors, event contractors, event producers, municipal, provincial, federal governing agencies, park governing agencies, and all other entities associated or involved in the organization or staging of events or any other volunteer activities, including, but not limited to, volunteers, third party vendors, all venues in which volunteer activities or segments of volunteer activities are held, and the members, officers, directors, employees, representatives, assigns, affiliates, and agents of any of the above (collectively, the "**Releasees**"); for any and all losses, costs, causes of action, claims or damages, including any claim for damages for personal injury to my person or personal property damage howsoever caused, arising out of or in connection with my taking part in the Event, notwithstanding that the same may have been contributed to or occasioned by, without limitation, the negligence, breach of contract or breach of any statutory or other duty of care of the Organizer, or any of the Releasees.

I agree not to sue any of the persons or entities mentioned above for any of the claims or liabilities that I have waived, released or discharged herein; and I indemnify and hold harmless the Organizers and Releasees from and against any and all losses, claims, suits, actions, damages or liabilities (including without limitation, legal fees and disbursement on a solicitor and its own client basis) assessed against them as a result of or in connection with my actions during, and in connection with, the Event.

Assumption of Risk

I acknowledge that volunteering in the Event may involve a personal risk of damage or injury. I agree to freely accept and fully assume all risks, dangers and hazards, including but not limited to personal injury, death, property damage or other loss resulting from, arising in connection with or otherwise related to my volunteering in the Event. I hereby waive, release and forever discharge CHSC, its governors, officers, employees, representatives, agents, other volunteers and assigns ("Releasees") from and against any and all claims, actions, demands, liabilities, damages and expenses of any kind and howsoever arising (including negligence or breach of any statutory or other duty of care) that I have or may have in the future against the Releasees resulting from, arising in connection with or otherwise related to my volunteering in the Event.

I certify that I have not been advised against volunteering by a qualified health professional. I acknowledge that the Organizers, permitting me to volunteer for CHSC, accept my statements on this release waiver.

Media Release

I hereby grant full permission to the Organizers to use any photographs, motion pictures, videotapes, recordings or any other record of this Event for any purpose including, without limitation, commercial use.

Alberta Personal Information Protection Act (PIPA)

I consent to the collection, use and disclosure of personal information. I am aware that the following personal information (as defined under Alberta privacy law) may be collected before , during or after the Event by CHSC, including but not limited to: names of volunteers and legal guardians, phone numbers, and ages of volunteers, and details about the Event attended by the volunteer; and photographs or videos of volunteers while volunteering in the Event.

I consent to the collection, use and disclosure of personal information described in the paragraphs below:

* Collection and use of personal for the purposes of facilitating the Event. [Note: if I do not give my consent to the collection and use of personal information described in this paragraph, I am aware that volunteering in the Event will not be permitted.]

I hereby affirm that I am sixteen (16) years of age or older, I have read this document, and I understand its contents. I acknowledge that I am signing this waiver voluntarily and that if I am under the age of 18 I require parental consent.

I HAVE READ AND UNDERSTOOD THIS AGREEMENT AND I AM AWARE THAT BY SIGNING THIS AGREEMENT OR BY REGISTERING I AM WAIVING CERTAIN LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE, WHICH I, OR MY HEIRS, NEXT OF KIN, EXECUTORS, ADMINISTRATORS AND ASSIGNEES, MAY HAVE AGAINST THE ORGANIZERS AND RELEASEES.

NAME: _____ SIGNATURE: _____

DATE: _____ WITNESS: _____

PARENTAL CONSENT FOR MINOR PARTICIPANT AND INDEMNITY AGREEMENT

Minor: _____ (NAME)

I have read and understood the above waiver, release and indemnity and have discussed the same with the minor person identified and/or signing above. I am satisfied the said minor understands the waiver and release and his/her obligations as set out therein. In consideration of the participation of my minor child/ward I too agree to waive, release and indemnify the Organizers and Releasees in the terms set out above.

I am aware that by signing this Agreement I am waiving substantial legal rights, which my minor child/ward and I, our respective heirs, executors, administrators and next of kin may have against the Organizers and Releases.

NAME: _____ SIGNATURE: _____

DATE: _____ WITNESS: _____