

Volunteer Handbook 2017

Welcome to the 23rd Skills Canada National Competition, being held at the RBC Convention Centre in Winnipeg, MB!

Every year, this event brings together over 550 young people from all regions of Canada, along with their parents and advisors, to compete in over 40 skilled trade and technology areas. The Competition provides an opportunity for young Canadians studying a skilled trade or technology to be tested against exacting standards and against their peers from across the nation. Youth compete to win the honour of being recognized as the best in their chosen discipline.

Thank you for joining the Skills/Compétences Canada volunteer team! Your participation is vital to the success of our event.

Our commitment to you:

To treat you as a valuable member of our team and provide you with the proper training and support to give you a fun and memorable experience.

Your commitment to us:

To serve as an ambassador and representative of the Skills Canada National Competition at the competition venue (on and off shift), to gracefully perform all your scheduled duties to the best of your ability, and to enjoy yourself!

To ensure that everyone has a great experience, we ask that you follow these guidelines:

- Show up on time and be ready for all of your assigned shifts
- Check in at the registration desk or information desk and report to your volunteer leader
- Respect and maintain Skills Canada National Competition property
- Maintain the confidentiality and integrity of privileged information you may be exposed to while serving as a volunteer

And that you do not:

- Share your accreditation with non-volunteers
- Carry or consume drugs or other illegal substances
- Consume alcohol while on shift, or attend your shift intoxicated

- Harass any Skills Canada National Competition competitors, delegates, volunteers attendees or staff

IMPORTANT DATES

Set-up days: May 28-31

Opening Ceremony: May 31

Competition Days: June 1-2

Closing Ceremony: June 3

Tear down days: June 2(PM) & June 3

REQUIREMENTS

During the Skills Canada National Competition, we require that all volunteers register for a minimum of one (1) shift which consists of four (4) hours.

BENEFITS

Depending on how many shifts you register for, you will be receiving the following benefits.

	Lunch	T-shirt	Delegate bag	Opening Ceremony	Closing Ceremony
1 shift	✓	✓	✓		
2+ shifts	✓	✓	✓	✓	✓

IMPORTANT INFORMATION

Check-in

- You must check in at least 15 minutes in advance of your scheduled shift, at the registration/information desk, which is located at the main entrance. You will receive a volunteer orientation before your shift begins.

Dress code/uniform

- Your t-shirt will be given to you upon check-in for your first shift
- T-shirts must be worn while on duty along with your accreditation badge
- Make sure to wear comfortable shoes
- If working in the contest area, make sure to have the proper personal protection equipment (PPE) that is necessary for that specific contest area. If you do not have your PPE with you, you will not be able to work your shift.

Personal Belongings

- There will be lockers available for your bag and coat. This area is not supervised; please leave your valuables at home.

Shift Cancellation Policy

- If you need to make any changes for your shifts these must be made as soon as possible using our online registration. The deadline for changes is on **May 19th, 2017**.
- If after this deadline, you need to make changes, please email: volunteers@skillscanada.com.

Volunteering with a friend

- If you want to work on the same shifts as your friends, we will do our best to accommodate this request.

Registration form

A registration form must be filled out and handed to us before you begin your first shift. This form can be downloaded from the Volunteers page of our website. If you are between the ages of 16 and 17, a parent or guardian must sign your registration form.

ON-SITE EVENT DETAILS

Registration/Information desk

- The registration desk is situated in the lobby at the main entrance
- Check in at the registration desk:
 - May 28 – 8:00am – 4:00pm
 - May 29 – 8:00am - 5:00pm
 - May 30 – 8:00am – 8:00pm
 - May 31 – 8:00am – 4:00pm
- The information desk is situated in the lobby at the main entrance
- Check in at the information desk:
 - June 1 – 8:00am – 5:00pm
 - June 2 – 8:00am – 5:00pm

Hospitality Suite

- Volunteers can access the hospitality suite, which is located in the VIP Salon. Complimentary coffee and water are available in this suite and you will require your accreditation badge to access this room.

Meals

- A complimentary lunch will be available on the day of your shift. You will require your accreditation badge to access the lunchroom. Make sure to advise someone in your area when you take a break for lunch to ensure that another volunteer is available to cover for you.

First Aid

- First Aid Stations are located throughout the venue.

Evacuation Procedure

- A plan in case of an evacuation of the competition site has been put in place and will be presented to you when you check in for your shift.

Parking

- Parking is available at the RBC Convention Centre, please note that charges do apply.

Smoking

- There is a marked designated smoking area at the RBC Convention Centre.