

The role of the Ice Operations volunteer team is to assist the Technical Delegate / Representative to ensure smooth operations for all rink side areas. The goal of the ice operations volunteer team is to provide a friendly and welcoming environment for the athletes to maintain their focus before competing.

As the Ice Operations Supervisor, it is best if you do not assign yourself a specific role in the volunteer schedule, as your role will be to oversee, delegate and assist in this area where required. You should plan to be onsite and available starting the day prior to practices (date to be confirmed with Skate Canada staff contact).

The Ice Operations Supervisor will select an individual to be designated as an assistant to relieve you from your post to ensure reasonable hours throughout the event, as well as an Ice operations Practice Rink Assistant (as required).

Principle Duties

- ◆ Schedule and train volunteers for positions (ice captains, security on skates, dressing room attendants, timers, sweepers, etc.)
- ◆ Work at rink side to ensure smooth operation of all rink side components
- ◆ Liaise with Technical Delegate / Representative and Skate Canada staff contact regarding flood schedules, ice maintenance, and specific functioning of ice level volunteers
- ◆ Clipboards will be prepared by the Operations Room for dressing room attendants and ice captains. It is best to liaise with Operations each evening to verify contents (operations will also have a copy of the flood schedule.)
- ◆ Ensure all volunteers are aware of the need to keep access routes clear of non-essential personnel during events
- ◆ Work with Catering Supervisor to arrange snacks/meals for those unable to leave posts
- ◆ Volunteer age requirements (security on skaters, sweepers) will be determined by Skate Canada and will be finalized in the Volunteer Information Package.
- ◆ Must attend LOC conference calls and trainings, and volunteer training sessions.

Additional Information

It is preferred that the same people are used on regular shifts for these positions – it will increase the comfort level for the skaters, and make the training process less onerous for the supervisor and Technical Delegate / Representative.

Volunteer Requirements

It is the responsibility of the Ice Operations Supervisor to schedule volunteers according to the event schedule (final to be provided one week prior to the event) and requirements below.

Dressing Room Attendants / Warm-Up Space Attendants / Luggage Attendants

Three volunteers for all practices, in position one hour prior to the start of the first practice.

Three volunteers (dressing room attendants and warm-up space) and one volunteer (luggage attendant) for all competition, starting one hour prior to the start of the first competition, until 30 minutes following the end of the last competition of the day.

Total number of dressing room, warm-up space and luggage attendants required will be dependent on location and number of rooms, spaces and their proximity to one another.

Main Duties: ensuring skaters have arrived, directing them to the appropriate dressing room and entrance to the ice surface, monitoring access into the dressing rooms, asking for music selection on practices that have an option (short or free) and notifying the music stand via radio (where applicable). Monitor cleanliness of dressing rooms, and ensuring Kleenex is available in dressing rooms (Kleenex can be picked up from the Operations/Print Room). Monitoring access to warm-up space, ensuring teams stay on schedule. Monitoring luggage space.

Ice Captains

One to two volunteers for all practices and competition, starting 30 minutes prior to the start of the first practice/competition, until the end of the last practice/competition of the day. Requirement of one or two ice captains will be determined based on whether there is a separate skaters' on and skaters' off.

Main Duties: ensuring all skaters have arrived and are ready to go on the ice, opening and closing gates at the skaters' on and/or skaters' off, keeping skaters on and/or off clear of garbage, etc. They will also have radio contact with the music stand (where applicable).

Ice Patchers (Security on Skates) – total requirement to be determined by applicable event

Six Ice patchers are to arrive 30 minutes prior to the start of the first flood of practices until the end last practice/competition of the day.

- ◆ Skating ability for security on skates will be determined by Skate Canada – (requirements: must be at least 16 years of age and have passed a STAR5/Junior Bronze or higher level test as of first set-up day of event. Excellent physical condition, attention to detail and skating speed is also required).
- ◆ Security on skates are required to wear skates
- ◆ Security on skates attire will be confirmed by the Skate Canada staff contact
- ◆ Security on skates should have one dedicated chaperone (if under 18)
- ◆ *liaise with Security Supervisor on this position.

Sweepers

**Sweepers will be coordinated and scheduled by the Sweeper Coordinator who reports directly to the Ice Operations Supervisor.*

There will be two groups of six sweepers (total of 12) and they should be scheduled one session at a time depending on the event schedule.

- ◆ Age and skating ability for sweepers will be determined by Skate Canada and will be provided once finalized.
- ◆ Sweepers selection will be coordinated by Skate Canada and selection of sweepers may be determined by a try-out session. Further information and details will be provided once confirmed.
- ◆ Attire for sweepers will be confirmed by the Skate Canada staff contact.
- ◆ Sweepers must have their skates cleaned, hair and make-up done appropriately prior to arrival.
- ◆ Sweepers should arrive at the rink one hour prior to the start of the event they are scheduled for, should be dressed, with make-up and hair done prior to arrival.
- ◆ Sweepers should be accompanied by a chaperone (who should be the Sweeper Coordinator and another individual selected to assist). The coordinator and assistant will monitor their activity at all times.
- ◆ Training will be provided one hour prior to the first competition segment with the Skate Canada staff contact and Technical Delegate / Representative.

Guard Runners

One volunteer to transport guards from entrance to skaters exit (to be confirmed based on skaters on and off).

Timer

One to two experienced timers for all programs (should be an official or volunteer with high technical knowledge of synchronized skating). Training will be done by the referee 10 minutes prior to the first competition on the judges' stand. The timers should be the same for all competitions and should have previous experience judging at the national or international level.

Stopwatches are available in the Operations Room

Daily Checklist

- Ensure that all clipboards are prepared the evening prior with all the required information for the next day's practices and competition for the ice captains, dressing room attendants, and others as applicable.

Skate Canada Staff Contact

Skate Canada staff contact information will be provided to you in the planning process.