

Volunteer Handbook



WE'RE GAME

Welcome!

On behalf of the Board of Directors for the Surrey 2012 BC Summer Games, thank you for your time and energy to help us make these Games a success. Volunteers are the back-bone of every event and it is a great way to give back to your community, make new friends and develop interpersonal skills, all while having fun doing it.

Your enthusiasm and pride of community will ensure that the athletes, coaches and officials have a memorable time and gain the experience that will assist them as they continue their development. Positive activities such as the Games really make a difference in the lives of the youth in the Province of British Columbia.

Thank you for being part of the team.

President
Surrey 2012 BC Summer Games

Volunteer Handbook



Important Contact Information

Surrey 2012 BC Summer Games Office

7452 132nd Street Surrey, BC V3W 4M7
604-572-2012
infobcsg@telus.net

Security: 604-572-2002 or 604-572-2003

Medical Services: 604-572-2009

Lost and Found Inquiries: 604-572-2007

Name and contact information for the chair of the
area you are volunteering in:

Accreditation Badge

In order to identify you as a BC Summer Games volunteer, it is important that you bring your accreditation badge to each volunteer shift and ensure that it is worn at all times.

Also ensure that you have your accreditation badge with you at the Volunteer Appreciation Event on Monday, July 23rd at Guilford Recreation Centre.

Please notify the Chair of your volunteer area if you misplace your badge, so that a new one can be made.

Items to remember:

- Accreditation Badge
- Volunteer Handbook
- Sunscreen
- Sunglasses
- Proper Footwear
- Water bottle or coffee mug. We are committed to an environmentally sustainable BC Games and ask that you please reuse your beverage containers. Water stations will be available to keep your bottle/mug filled.
- Food and drink to keep you energized throughout your shift, as food will not be provided by the Games.

Volunteer Rights, Benefits, and Responsibilities

Benefits

- Develop new skills and meet new people
- Engage in community building efforts
- Gain valuable volunteer hours and experience for future employment opportunities
- Support and encourage young BC athletes in their sport accomplishments
- Watch exciting athletic competitions
- Attend a fun-filled Volunteer Appreciation Event (July 23, 5:30pm- 7:00pm, at Guilford Rec. Centre)

Rights

- To be treated fairly and respectfully as a volunteer and as a co-worker.
- To be accurately informed about the BC Summer Games and its policies, procedures and programs.
- To feel comfortable with the tasks assigned to you.
- To be given clear expectations and effective training opportunities. Remember to ask questions!
- To be recognized and acknowledged for your contribution to the Surrey 2012 BC Summer Games.

Responsibilities

It is imperative that volunteers positively portray and promote the City of Surrey in the 2012 BC Summer Games:

- Obtain a Criminal Record Check if volunteering in an area that requires one
- Abide by the City of Surrey 2012 BC Summer Games Code of Conduct
- Attend all assigned shifts and arrive on time
- Inform your Volunteer Chair well in advance if you are unable to attend or will be late to a scheduled shift (minimum 24 hours in advance)
- Attend orientations and training meetings. If you will be absent, please arrange to obtain the information that was given.

- Act in a friendly and respectful manner. Have fun!
- Contact the Chair of your area if any problems arise or if you have any questions or concerns
- Wear your Accreditation badge while on shift, as this identifies you as a Games volunteer. You will also need this to attend the Volunteer Appreciation Event on July 23
- All volunteers under the age of 14 must be supervised by an adult (those between the ages of 14 and 19 will be permitted to volunteer on their own)

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Volunteer Code of Conduct

Please visit the 2012bcsummergames.ca website to access the Surrey 2012 BC Summer Games Code of Conduct.

Schedule of Special Events

Opening Ceremony

Thursday, July 19

7:00 pm- 8:30 pm, pre-show begins at 6:30pm

Holland Park

(arrive early as space and seating is limited)

Closing Ceremony

Sunday, July 22

1:30pm- 2:30pm

Holland Park

(arrive early as space and seating is limited)

Volunteer Appreciation Event

Monday, July 23

5:30pm- 7:00pm

Guilford Recreation Centre

(wear your accreditation badge for entry)





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volunteering that fits your life



Find volunteer opportunities in your community!

**VolWeb.ca is a free website that connects volunteers
with events across British Columbia.
Register today to find current volunteer
opportunities in your community.**



**VolWeb.ca was created by 2010 Legacies Now and the Province of BC
as a legacy of the 2010 Olympic and Paralympic Winter Games**

Helpful Tips

Games Office

The staff at the Surrey 2012 BC Summer Games office, located at 7452 132nd Street, will be available to provide any assistance and answer any questions that you may have with regards to the Games.

Volunteer Shifts

Volunteer shifts will typically be a minimum of four hours. When you arrive onsite, please ensure that you check in with the Chair for your area. If you are unsure of your assignment be sure to contact him/her prior to your shift. When your shift is over, please contact your Chair to check out.

Please provide at least 24 hours notice if you will be unable to fulfill your shift. Also ensure that you find a replacement volunteer from your own volunteer team.

In order to ensure that the Games unfold seamlessly, please arrive 15 minutes prior to your shift and be prepared to stay a few minutes after.

Chairs

It is the responsibility of the Chair of each area to ensure that every volunteer onsite is being utilized. If there is a shortage of work in your area, please inform your Directorate's Volunteer Management Chair to direct these volunteers to other areas in need.

Teamwork

In order to create a positive and welcoming atmosphere, it is important that all volunteers, staff, and Games participants work together in a cheerful and respectful manner, as this will help to produce a fun and successful multi-sport event!

Volunteer Food

Due to the large number of volunteers involved with the games we are unable to provide food for volunteers. Please ensure that you bring food and drink to sustain you through your volunteer shift.

Providing Assistance to Participants

Participants and guests are likely to seek your assistance during the Games. In order to properly assist these individuals, it is advised that you become familiar with your venue as well as general Games information. Please direct any enduring questions to the nearest Host Station or have the individuals contact the Games Switchboard (604-572-2012)

Lost People Procedure

If you come across a lost individual please accompany him/her to the nearest Host Station, who will then contact the appropriate individual or Directorate. If the lost person is a minor, Security,

Medical, or a Games Host will accompany the individual to the proper location.

Lost Items

Please direct individuals who have lost or found any belongings to the Lost and Found located at the Cloverdale Arena (604-572-2007).

Volunteer Personal Belongings

It is advised that you leave any non-essential personal items at home, as there will not be a secure place to store your items during your shifts.

Environment

The goal for the 2012 BC Summer Games is to demonstrate sustainable measures and promote awareness with regards to environmentally friendly practices, thus all volunteers and participants are expected to respect “reduce, reuse, recycle” practices. There will be recycling bins and garbage cans placed throughout the venues to ensure proper

disposal. Please encourage and help others to use these bins appropriately.

Transportation

Due to some parking restrictions and limitations at certain venues please use transit or arrange a car pool when possible. This will not only eliminate parking issues, but will also help to promote an eco-friendly BC Summer Games!

If you have any questions or concerns with regards to transportation, please contact the Chair in your area.

Safety Procedures

Safety is a priority for the Surrey 2012 BC Summer Games and should therefore be approached with caution and responsibility. If you are to see an individual disobeying safety policies or behaving in an unruly manner, please contact security onsite or at 604-572-2002/604-572-2003; do not attempt to handle the situation yourself.

Critical Incident Protocol

The BC Games Critical Incident Protocol has been developed to appropriately handle urgent medical or security incidents. In the event of a critical incident, the first person on scene should contact the Games switchboard, which will then deal with the situation as directed. We appreciate your respect of this procedure and trust that it will benefit you in the unfortunate event of a critical incident.

The President and CEO of the BC Games Society will act as the official spokesperson and all media requests are to be forwarded via the Games Switchboard (604-572-2012).

Emergency Evacuation

In the unfortunate event of an emergency, it is possible that every volunteer on site may be required to assist with evacuation procedures. This will depend on the size and type of the emergency. For emergency situations, a Mass Casualty Incident

Protocol has been created, in addition to the Critical Incident Protocol.

In the event of ANY emergency, please contact Security volunteers at your venue or 604-572-2002/604-572-2003. Do not call 911, as Security and Medical Services will make that decision if it is necessary.

Medical Emergencies

Contact Security to report the nature of any medical emergency (state whether or not the individual is conscious or breathing). The Security staff will then deal with the situation appropriately. Ensure that the injured individual is not left unattended at any time.

Major Evacuation

A public announcement will be made if an evacuation is to take place. Volunteers will be directed to a meeting place and should go to the nearest and safest gathering point to follow the

directions of Security, your Chair or other officials. Remember to remain calm at all times.

Come Celebrate with Us!

We are so grateful for your support and dedication and we thank you for helping to make the Surrey 2012 BC Summer Games an enjoyable and successful event.

This celebration is our way to recognize your efforts and show our appreciation for the many ways in which each of you have positively contributed to our community.

The Volunteer Appreciation Event will be held at the Guilford Recreation Centre on July 23rd from 5:30pm- 7:00pm.

We hope to see you there!

Notes:



Thank You

to our Corporate and Funding Partners

Corporate and Funding Partners provide cash and in-kind services to assist with the hosting of the Games. This support is an integral part of staging the BC Games. **Funding Partners** include the provincial government and local levels of government. **Corporate Partners** are businesses with province-wide markets who have made an ongoing commitment to the goals and objectives of the BC Games Society.

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