Welcome to
Rogers Cup 2014
Volunteer Orientation
A year in Tennis Canada
A message from President & CEO
Kelly D. Murumets
Volunteer Office Team

Ben Makarenko
Manager, Marketing & Promotions

Martyna Nowak
Marketing Coordinator

Patrick Voo
Volunteer Resources Administrator
Tournament Contact

• Prior to the tournament, the Volunteer Office Team can handle all volunteer inquiries or concerns

• Committee specific questions should be directed to your Committee Heads

• For most volunteers, the best point of contact when not on-site during the tournament is the Tournament Office at ext. 4723/4724/4725 tournamentoffice@tenniscanada.com
Volunteer Purpose
To ensure that EVERYONE has a good and safe time at the Rogers Cup.

Volunteer Goal
To ensure that EVERYONE leaves the Rogers Cup happy.
Quality Standards

1. SAFETY
2. COURTESY
3. TENNIS
4. EFFICIENCY
1. Safety
2. Courtesy
3. Tennis
4. Efficiency
Key Behaviours

1) Smile & eye contact
2) Welcome EVERY guest
3) SEEK OUT guest contact
4) Provide immediate service recovery
5) Always display positive body language

= TREAT EVERYONE AS A GUEST
Immediate Service

Recovery

Hear
Empathize
Apologize
Resolve
Thank
Volunteer Recognition

Congratulations! You are being recognized for going above and beyond the call of duty. We appreciate the fact that you have exemplified the volunteer core values. Please accept this as a small token of our appreciation.

Please fill out the below information and submit it to Tournament Office for a chance to win some great prizes.

NAME: 

DATE: 

COMMITTEE: 

GIVEN BY: 

REASON: 

presented by NATIONAL BANK

AUGUST 2-10
THIS YEAR AT ROGERS CUP

AUGUST 2-10

rogerscup.com
On-Site Activities

BALL HOCKEY
On-Site Activities

ART OF TENNIS
On-Site Activities
TFC at Rogers Cup - Holiday Monday

ALL FOR ONE

presented by NATIONAL BANK

AUGUST 2-10

rogerscup.com
On-Site Activities

2014 Rogers Cup Hall of Fame

DON GOODWIN

STEFAN EDBERG
### Broadcast Schedule

<table>
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<tr>
<th>Date</th>
<th>SPORTSNET</th>
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<th>TSN360</th>
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<td><strong>Sunday</strong></td>
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*Subject to change*
Volunteer Ticket Offers

• 25% OFF MONDAY- SATURDAY (all sessions)
• 50% OFF FRIDAY MATINEE

CALL-IN ONLY
Ticket Package + Uniforms

• Volunteer Tickets
• Second Skin Uniforms
Emergency Procedures

• Each volunteer is responsible for knowing the emergency procedures outlined in the handbook

• In the case of an emergency, instructions will come from the Emergency Response Team through the Tournament Office

• Three (3) AEDs are located on site:
  > Behind reception (volunteer washrooms)
  > Gym (between the media centre and player’s lounge)
  > Mazda Pavilion/COE
UPON DISCOVERY OF FIRE
- LEAVE THE FIRE AREA IMMEDIATELY
- CLOSE ALL DOORS BEHIND YOU – YELL "FIRE!"
- ACTIVATE THE FIRE ALARM SYSTEM, USE THE PULL STATION
- USE EXIT TO LEAVE THE BUILDING
- CALL THE FIRE DEPARTMENT 9-1-1- (FROM A SAFE LOCATION)

IF YOU HEAR A SIGNAL WITH INTERMITTENT LONG TONES
- PREPARE TO LEAVE THE BUILDING
- CLOSE ALL DOORS BEHIND YOU

IF YOU HEAR A DIFFERENT SIGNAL WITH INTERMITTENT SHORT TONES
- LEAVE BUILDING VIA NEAREST EXIT
- CLOSE ALL DOORS BEHIND YOU
- ENSURE THAT THE FIRE DEPARTMENT HAS BEEN NOTIFIED
- DO NOT RE-ENTER THE BUILDING UNTIL ADVISED TO DO SO BY THE FIRE DEPARTMENT

REMAIN CALM
Need to Know

• Parking is located in Lot G

Volunteer Parking

Lot G
(Access off Keele and York Blvd)
Need to Know

• Shuttle buses will fill up at peak times so please plan ahead
• Please ensure you know where you are signing in at the beginning of each shift
• Please arrive 15 minutes before your shift starts
Please ...

• NEVER ask for photos or autographs of players while in uniform OR wearing your accreditation
• Do not go in restricted areas unless required by your volunteer duties
Volunteer Ratings
Volunteer Feedback

Survey:
Excellent: ✔
Good:
Fair:
Poor:
Volunteer Survey Results
Volunteer Portal
Welcome to TORONTO 2015!
What are the Pan Am/Parapan Am Games?

Continental Multi-Sport Games for the Americas

• Third-largest Multi-Sport Games in the world
• Held every four years, the year before the Olympic Games

What do the Games include?

• Olympic, Pan American and Paralympic sports
• Opening & Closing Ceremonies
• Arts & Culture Festival
What are the TORONTO 2015 Pan Am/Parapan Am Games?

Largest Multi-Sport Games Ever Held In Canada
- Pan Am Games: July 10-26, 2015
- Parapan Am Games: August 7-15, 2015

- 51 sports
- 41 nations and territories
- 10,000+ athletes, coaches and officials
And, oh yes…

20,000+ volunteers!
The Games footprint stretches from Oshawa to Milton, Minden Hills to Welland and across a number of venues in Toronto!
Volunteer Program
Volunteer Program Background

• Over 20,000 volunteers will support the planning and delivery of the TORONTO 2015 Pan Am / Parapan Am Games

• One of the largest calls for volunteers in the history of Ontario

• Chevrolet is the presenting sponsor of the TORONTO 2015 volunteer program

• Volunteers will contribute to all aspects of TO2015 operations
Volunteer Program Goals

• Contribute to the overall success of the Games
• Engage and inspire our community
• Create a heightened sense of civic pride
• Celebrate our diversity
• Develop skills in youth and other targeted groups
• Leave a legacy of competent, skilled and trained volunteers
Volunteer Requirements

Language Requirements:
• All volunteers are required to have a basic working knowledge of English
• To support our athletes and visitors, we are also looking for volunteers who speak French, Spanish or Portuguese and other selected languages

Age Requirements:
• The volunteer program is open to individuals 16 years or older
• Volunteers under 18 years old will require the permission of their parent or guardian to participate
• A limited number of Sport ‘Field of Play’ volunteer opportunities may be available to participants 12+ years (will be recruited through amateur sport organizations)
• Minimum age requirement for Ceremonies Performers TBD
Time Commitment

• Volunteering at the Games requires a significant time commitment

• In general, Pan Am Games volunteers will contribute 12 shifts over 18 Games-time operating days

• In most cases, Parapan Am Games volunteers will contribute 6 shifts over 9 Games-time operating days

• When selecting volunteers, preference will be given to those able to volunteer for both Games
What Will Volunteers Receive?

• Comprehensive training program
• Opportunity for volunteer certificate
• Official Pan Am/Parapan Am Games uniform
• Refreshments and meals based on shift duration
• Volunteers with accreditation will have access to public transit
• Invitations to special volunteer recognition events
Supporting Student Volunteers

College and University Students

• Ontario Student Assistance Program (OSAP) enhancement is available to college and university students who volunteer for the Pan/Parapan Am Games

• New graduates who volunteer will be able to defer paying their OSAP loan until one full year after completing full-time studies (currently 6 month grace)

• New and returning students who volunteer will not be required to make a pre-study financial contribution

Secondary School Students

• Volunteering at the Games can count towards an Ontario secondary school student’s 40 hour community involvement

• Check with your school for additional information
New PSA commercial
Please ...

• HAVE FUN
• Do your best
• Drink lots of water
• Wear your hat, use sunscreen and stay cool
• Always sign-in for your shifts (even if it is raining)
By the time you leave ...

- Uniform
- Parking pass
- Tickets
- Accreditation
- Schedule
- Water bottle
- Invitation to Pin Ceremony