



Volunteer FAQ

(Subject to change)

What will Skate Canada event volunteers do?

Volunteers will carry out a variety of essential tasks and roles at the official Skate Canada event sites, including arena(s), hotel(s) and airport(s) to support the successful hosting of the event.

Do I get to choose my volunteer position?

Volunteer positions will be assigned based on the positions available, an individual's background and experience, as well as availability. Where possible, your preferences will be considered.

What is the time commitment to be a volunteer at a Skate Canada event?

Volunteers are requested to try to be available for the entire period of the event they are applying for, including the set-up and tear-down days. Volunteer roles are varied and thus some areas may require volunteers for the entire duration, while others will begin later in the week. The more flexible your availability, the more volunteer options may be available. A normal volunteer day will be anywhere from four to eight hours, including breaks.

Am I guaranteed a volunteer position?

Many factors are taken into consideration when selecting volunteers for Skate Canada events. These include successfully completing the online volunteer application form, successful completion of Volunteer Criminal Record Check (BackCheck) and accepting the position offered. Volunteers able to contribute a minimum of 20 hours will be given priority in the selection process.

What is the age requirement to apply to become a volunteer for a Skate Canada event?

Must be a minimum of 15 years of age or older by the start date of the specific event. Some exceptions to the age requirement apply for specific positions (i.e. flower retrievers, ice patchers, and ceremony participants).

Can I volunteer if I come from outside of Canada?

Thank you for your interest in volunteering at the Skate Canada events being held this season. At this time Skate Canada is only accepting applicants from within Canada. Should volunteer numbers warrant the application to be open to



international volunteers, information will be made available
at www.skatecanada.ca.

What will be the best time to submit my online volunteer application form?

We strongly advise that you complete the online volunteer application form as soon as possible. Once all volunteer positions have been filled and the application portal closes, volunteer applications will no longer be accepted.

Can a volunteer work within two or more areas at the same time?

It is possible that volunteers may work in more than one area depending on their skill set, availability and requirements of the roles.

When will I find out about my specific volunteer role?

The Local Organizing Committee (LOC) in combination with Skate Canada staff will work together to form the volunteer teams. Once approved and assigned to a specific volunteer area, a member of the LOC will contact you to discuss details of scheduling and job function. This process will be completed as quickly as possible.

Once I get selected, can I change volunteer roles?

With large volunteer teams, unfortunately we cannot accept requests for volunteer position changes once assigned. We appreciate your cooperation and understanding with this matter.

Please note, however that due to constant changes of requirements with the events, the role and/or venue you have been assigned to may change in the lead up to the event. Where this is required, we will give as much notification as possible. There also may be times on-site at the event where you are asked to assist in another volunteer area if volunteer needs change.

Will volunteers be able to watch the event they are volunteering at?

Volunteers will have the opportunity to watch the skating, while not on shift pending seat availability. To be guaranteed a seat for a specific session we always suggest purchasing a ticket as we cannot guarantee seat availability.

If a volunteer has a ticket to watch a session and would like to watch the skating, what should the volunteer do?

If a volunteer has purchased a ticket to the event, they should inform the assigned area supervisor as soon as possible to avoid shifts that conflict with the purchased ticket.



What happens if I can't attend the volunteer orientation session?

If Skate Canada has a formal in-person orientation, you will be notified well in advance. We will provide a volunteer handbook with event specific details when your application has been accepted.

What does Skate Canada cover?

Skate Canada does not reimburse cost for travel, accommodation, and transportation including parking.

Will meals be provided to volunteers?

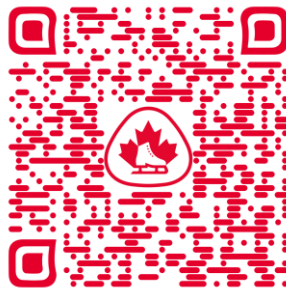
Snacks and beverages will be available in the Volunteer Lounge throughout the day. Volunteer meals will be provided for volunteers working a minimum 6 hour shift over a meal period and will be in the volunteer lounge.

Will a uniform be required and provided for the event?

All volunteers will receive a volunteer uniform that must be worn during working volunteer shifts at the event. Each individual is to provide their own black, grey or navy pants. Sweatpants, yoga pants and leggings are not permitted during practice or competition days.

Where can I find the *Bloomerang* log in page?

<https://app.initlive.com/web-admin/app/#/login> or scan the QR code below.



If I have questions about the *Bloomerang* portal. Where do I go?

Bloomerang Public Training Page for Staff/Volunteers:
<https://initlive.learnworlds.com/course/volunteer-course-1-account-creation-and-sign-up>

Bloomerang instructions and helpful tips: <https://knowledge.initlive.com/en>

My question is not answered, who do I contact?

If you have any additional questions, please contact eventvolunteer@skatecanada.ca and we will be happy to answer your questions.