

## Trouble Shooters and Student Volunteers

The following is a list of duties for the trouble shooters re: student volunteers:

1. When students arrive have them sign in on the student volunteer log. Make sure that they write down the time they started. Please initial the time they have recorded. Most probably another trouble shooter will be on duty when the volunteer completes their time.
2. The volunteer should know their duty but may need some direction. The following is a list of possible duties:
  - a. Penalty Box Operators
  - b. Program Sales
  - c. Change room Checks
  - d. Granola Bar/Dried Fruit and Clementine Baskets (at some arenas)
  - e. Prize Table
  - f. Sportsplex2/3 Runner/Variety of tasks
  - g. Novice Rec Party

A detailed description of these duties is located at the end of this section.

3. If the volunteer is unsure of what they should be doing please assign them a task that is on the list above or that would be helpful to you. Please do not put them in a situation that may expose them to confrontational parents.
4. When the volunteer has completed their time they are to return to the trouble shooting desk and sign out. They must mark down the time on their sign out sheet. They will have a board of education form. Have the student fill in the form with the following information:
  - a. The Date,
  - b. Nepean Ringette Association
  - c. Phone # 613 – 823-8676 (Anne Wittich)
  - d. Total number of Hours
  - e. You will sign in the following manner: *Your signature* as per Anne Wittich
5. If a student has forgotten their Board of education form they are still need to sign in and out however they must make arrangements to have their form signed by myself: Anne Wittich 613 823-8676.

6. **Please note:** Parents are not allowed to sign off on their children's volunteer form. This is a rule stipulated by either the province or the boards of education. (I am not sure which).

7. Lastly we have a lot of great mature young people helping out this weekend. Please do not hesitate to give them responsibilities.

Thanks for your help.

Anne Wittich 613 823-8676

### **Student Volunteer Duties and Expectations**

Thank you for Volunteering. Student Volunteers are a valued and important contributor to the Success of the Nepean Ravens Ringette Tournament. You help it happen!! You represent the Nepean Ravens Association to visiting teams from as far away as New Brunswick and Manitoba and are therefore expected to conduct yourselves in a courteous, and respectful manner at all times.

#### **A few Housekeeping items:**

1. Bring the Volunteer Hours from your specific School Board.
2. When you arrive at the arena check in with the trouble-shooting desk and let them know you are there to volunteer and tell them what your duty is. At the end of your shift have the troubleshooter sign your volunteer form. If they don't feel comfortable doing this connect up with me later and I will sign off for you.
3. While you are on your shift you are not allowed to listen to your ipod nor be using your cell phone. This means no texting as well. This is especially important if you are working the penalty box doors. Put a message on your answering machine letting people know that you will call them back as soon as possible.

#### **Volunteer Duties and Expectations**

1. All Duties that you are down for will also include being available to the tournament staff if they need you. This will include running back and forth between the Sportsplex arenas as needed.

#### **Penalty Box Expectations**

We will be assisting the players in leaving the penalty box on time - watch the clock. Only open the door as the penalty is ending. Do not anticipate

earlier as players are eager to get on the ice and could get another penalty for coming on too soon. Ensure the penalty box door is securely closed at all times. **Only one volunteer in a box at a time.**

Use the 10 minutes between games to warm up if you are doing a number of shifts in a row.

Feel free to leave the arena for 15 minutes or so to warm up if needed.

Ensure that players are let out of the penalty box at the expiration of their penalty and that the door is closed and secured. When a goal is scored, do not let a player out of the box until the referee has reported the goal. If there are three players in the penalty box and one penalty ends, the player cannot come out until there is a stoppage in the game. Wait for the referee to direct you.

### **Program Sales**

Early in the Tournament we will be trying to sell some of our programs in the upper areas of the arenas as some of our troubleshooters are not located where many of the parents travel. The Troubleshooters will provide you with some petty cash – you may just carry a ziplock bag for this while walking around selling. A Cash box is available if you are at the Sportsplex 1 doors to the arena upstairs (you may still prefer to walk around)

### **Change room Checks**

At all arenas it will be important to check the change rooms periodically when teams vacate it. Please pick up water bottles, tape balls ect. If a room is unnecessarily messy (juice boxes, looks like food was thrown around, please check the schedule/room assignment and see which team was last there – please report this to the troubleshooter. There are disposable gloves in the blue Troubleshooter bins – please ask for them for this purpose if the room is too dirty. On Saturday when the muffins and Clementine's are given out it will obviously be a bit more clean up required. FYI in past years we have had comments that we run very clean tournaments. Your help here helps us maintain that good impression.

**Granola Bar/Dried Fruit and Clementine Trays – Not sure if this is happening this year**

On Saturday at Sportsplex and WB we put out muffins and Clementines on trays that go into the change rooms. As you clean up the rooms check with the troubleshooter to see if the trays should be refilled.

### **Prize Table**

Depending on the time of your shift you may be asked to help set up the table (help bring the prizes to the table or close down - return the prizes to the troubleshooting room. This table will be located at Walter Baker on the second floor.

### **Sportsplex2/3 Runner/Variety of tasks**

We require a student to assist at sportsplex 2 - you can do Penalty box doors, room checks, muffin trays and will be needed to run the game sheet to Sportsplex 1 at the end of the game so that it can be faxed to the Statistician by SpLX 1 Troubleshooter.

### **Novice Rec Party**

We need 4-5 helpers to help out with the Novic Rec Party on Sunday