

# Volunteer Manual



## **VOLUNTEER MANUAL**

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## **CONTACT INFORMATION**

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## **GENERAL INFORMATION**

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Spruce Meadows hosts several tournaments each year. The Classic Series of tournaments are national level events and provide a competitive venue for athletes to learn and excel on a national level.

The International events are also intended for national athletes, however, mostly focus on the high performance aspect of the sport for international athletes. Spruce Meadows hosts three of the top five international tournaments in the world.

Tournaments at Spruce Meadows are held both indoors and outdoors. During the outdoor tournaments, up to seven rings may be used as competitive spaces for athletes. These include the Meadows on the Green Ring, the North American Ring, the Chinook Ring, the Rocky Mountain Ring, the All Alberta Ring, the All Canada Ring and the International Ring. During the indoor tournaments, the Equi-Plex is used as the sole competitive ring. Please reference the enclosed map of rings for location information.



## VOLUNTEER TRAILER

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The Volunteer Trailer is meant to serve as a place for volunteers to check in for each shift, to find clothing and gear as required and to relax prior to and following each shift.

The Volunteer Trailer is meant to serve as a place for volunteers to check in for each shift, to find clothing and gear as required and to relax prior to and following each shift. The Volunteer Trailer is located in Lot 9 (the lot adjacent to the Volunteer Parking Lot) and is generally open for each of the **outdoor** tournaments. Please note that the Volunteer Trailer is typically not opened for **indoor** tournaments. It is asked that all volunteers check in to the Trailer at the start of each shift so that it can be easily confirmed if all volunteers are present for any given day.

It is asked that all volunteers check in to the Trailer at the start of each shift so that it can be easily confirmed if all volunteers are present for any given day. It is our wish that during the 'National', 'North American', and 'Masters' Tournaments, the volunteer also feels comfortable to come to the Meadowview Lounge for a drink or a bite to eat prior to going home.

## SCHEDULING

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Each year, Volunteer Availability forms are distributed to every volunteer listed on the main Volunteer Database at Spruce Meadows. Please complete and return these forms as soon as possible. The Volunteer Availability forms have general time frames outlined on them for each of the tournaments, both Indoor and Outdoor. **These are potential time slots only – the actual schedule is determined after entries have closed for the tournaments, which is typically three weeks prior to the start of any given tournament.** At this time, a more precise tournament schedule is developed,



and the volunteer schedule is subsequently created. Once the schedule is at a sufficient level of completion, it is posted on the Spruce Meadows website to be viewed by volunteers only. The Volunteer Schedule can be accessed on the Spruce Meadows website.

## DRESS CODE

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It is requested that volunteers adhere to a dress code while volunteering at Spruce Meadows. This includes a white top and black or khaki pants, shorts, capri pants or skirts. White Oxford-style shirts, embroidered with the Pegasus logo, are available for each volunteer. A shirt is given to each new volunteer and shirts are supplied as required to existing volunteers.

Additionally, several items are located in the Volunteer Trailer for use and are signed in and out of the trailer as needed. These include tournament-specific jackets (varied by colour), which are required to be worn for each shift, rain gear, which is available for use during inclement weather and head gear which is available to shield the elements. It is requested that these items be signed in and out of the Volunteer Trailer – please be sure to return them at the completion of each shift.

## VOLUNTEER ACCREDITATION

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Volunteer ID badges are required to be updated yearly and are generally issued during the Volunteer Orientation. If you miss the orientation, ID badges can be obtained from the Tournament Office at a later date. **Please try to arrange to have your ID created prior to your first volunteer shift at Spruce Meadows.** Your ID will provide you with access to the Meadowview Lounge.



## PARKING

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During the outdoor tournaments, Volunteer Parking is available in Lot 9. Please reference the map in this pamphlet for the exact location. Admission to this lot is granted with your Volunteer ID Badge. During the indoor tournaments, Volunteer Parking is available in Lot 7. Please reference the enclosed map for the exact location of this lot.

## VOLUNTEER POSITIONS

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- Flagger
- Hand Timer
- Gateperson
- Recorder
- Ringmaster
- Presentations
- Meadowview Lounge Kitchen & Bar
- Transportation

## DESCRIPTIONS

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Please find to follow a general description of the various volunteer roles at Spruce Meadows. These descriptions are meant to give you an idea of the responsibilities involved with each of the positions, however, please do not be alarmed by the seeming complexity of the descriptions!

If you are interested in any of the roles, there will be ample training and guidance provided so that you will feel comfortable with the role. Also, we strongly encourage you to try different roles – you may find that you enjoy one position the most, and continue to volunteer in that position only. However, you may also find that you enjoy the diversity of the various roles and prefer to change your role throughout the tournament season.



## FLAGGER

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Flagging is a key component of a tournament as accurate timing is essential to the success of our sport. As a Flagger, you are responsible for informing the Hand Timers (located in the Judges' Booth) when the horses cross the start and finish lines. Flaggers are positioned by the Ringmaster in conjunction with the Judges and Hand Timers.

### *Start Flagger*

This person is positioned in line with the electronic timing cells at the start line. When the klaxon rings (the sound which tells the rider they are free to start their round) the flag is raised. This is important because some riders will use the raised flag as their cue to start as sometimes the klaxon may be difficult to hear. When the horse's shoulder crosses the line, the flag is dropped in a sharp snapping motion. On the dropping of the flag, the Hand Timers start their watches.

### *Finish Flagger*

This person is positioned in line with the electronic timing cells at the finish line. When the horse's shoulder crosses the finish line, the flag is dropped in a sharp snapping motion. On the dropping of the flag, the Hand Timers stop their watches. This position requires a dedicated person with a strong acceptance of the import of the Flagger position.

## HAND TIMER

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As a Hand Timer, you are responsible for providing backup timing for the electronic timing system in the event of a system malfunction. It is imperative that this information is precise as accurate timing is vital to our sport. There may be situations in which results are determined by 1/1000th of a second. Using a digital stop watch to provide backup times, you sit with the Judges to provide timing information upon request.



As Hand timer, you work with the Ringmaster to place the Flaggers in the appropriate positions. The Flaggers must be easily visible from where you are located. If you have difficulty seeing them, ask the Ringmaster (via radio) if they can be moved. Take the timing cue from the Flaggers. As the flag is dropped, either start or stop your watch. Check that your watch has been activated. If you miss the start, check the electronic scoreboard time and when it reaches ten seconds, start your watch. Stop your watch in accordance with the finish Flagger. If you missed the start and began timing 10 seconds late, be sure to add ten seconds to your time once the round is complete.

If a horse / rider combination stops or refuses a jump and the obstacle is dislodged, a time-out is called by the Judge. Stop your watch immediately. Once the jump has been reset, the klaxon will sound. Start your watch once again when prompted by the Judge. At the completion of the round, add six seconds to the time on your watch.

Fill in any pertinent information on the Timer's Sheet. **This is important as we use the data gathered from these sheets to plan the upcoming season.** Also, please add any other information related to the timing of the competition (i.e. weather, speeches, or any stoppages due to accidents or dogs on course, etc). It is better to put down more information than less as it is difficult to recall the specifics after the fact. This key position requires a person who is accurate and observant. Some understanding of the sport is an advantage, however, an appreciation for the importance of timing for our sport is key.

## GATEPERSON

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As the Gateperson, you are responsible for the entrance and exit of athletes in to and out of the competitive arena. With the aid of the Hitching Ring, you are the final check to ensure that competitors are entering the arena in the correct order.



As Gateperson, you communicate via electronic headset with the Hitching Ring to determine the location of the salute (Sponsor or Judge if a sponsor is not present) and the location and speed of the Pre-load. Confirm with the rider that the 'on-deck' horse (next in) is ready at the gate and if it is not ready, inform the Hitching Ring. As the athlete enters the ring, remind them of the Pre-load (if applicable) and salute location and wish them good luck.

Additionally, as gateperson you must communicate the number of the horse entering the ring to the Recorder in the Judges' Booth. For Presentations, you are the final check to ensure that the correct order of athletes is entering the ring. When opening the gate, it is necessary to note the location of the nearest horse, as the raising of the gate can alarm some horses.

If a horse is loose on course, leave the gate closed until the loose horse is back under control. If there is an emergency, keep the gate closed and stay in contact with the Hitching Ring and Ringmaster. This position requires an attentive person who has patience and good communication skills. Any knowledge of the sport would be an advantage, but is not required.

## RECORDER

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As the Recorder, you are the link between the Hitching Ring/Gate and the Judges' Booth. This position includes the communication of information to and from the Hitching Ring and In-gate, including the number of the horse that is about to enter the ring, any problems/delays occurring in the Hitching Ring (i.e. a horse with a lost shoe) and so on. As gateperson, you must also inform the Judges, Announcer and Electronics staff of any changes in the Order of Go and ensure that they know who is next into the ring by calling out the horse number of the competitor that is about to compete.



**If there is a rider change from what is listed on the Order of Go the change must be noted on the Recorder Sheet. It is very important that this form is filled out accurately and that it is returned with the Judges' card in the bin at the end of the day as it ensures that the competition results are as accurate as possible.** The recorder is also required to provide the Hitching Ring with the call back order for a jump-off and/or presentations and to keep a record of each competitor's score as a backup for the Judges.

The recorder must also ensure that the Announcer and Hitching Ring have the correct results as approved by the Judges. This position requires a person with a calm demeanor, the ability to multi-task and strong organization skills.

## **RINGMASTER**

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As Ringmaster you have a central role in the management of a competition ring during events. Your ultimate responsibility is to ensure that the ring runs efficiently and safely, while working closely with the Competitions Manager as well as all of the volunteers at the ring. Further, you are responsible to ensure that any sponsors that may be in attendance are assisted as required.

### *Ringmaster Responsibilities*

Ensure that all volunteers are in place approximately 15 – 30 minutes prior to the start of the competition in your ring. If you are missing a volunteer, contact Central (radio central or phone 273/274) to determine if they have checked in. If the volunteer has not yet checked in, work with central and the Competitions Manager (contact via radio) to find a replacement. It is the ultimate goal to ensure that the competition begins as closely as possible to the designated start time, despite any setbacks.



The Ringmaster must check that the course matches the course plan and bring any concerns forward to the Course Designer and go into the playpen to check the sight lines for the Sponsors. If the view is blocked, talk to the Course Designer or the Competitions Manager. The Ringmaster also works with the Competitions Manager to find the optimum position for the Pre-load. It should not be in the path of the horse on course and it should be clear of any timing cells. Work with the Judges and Hand Timers to place the Flaggers in the best possible position taking sight lines and safety into account. The Flaggers are vital for accurate results and as such, this is a very important role.

The Ringmaster must keep in contact with the Hitching Ring, Officials, Central and the Competitions Manager to alert and/or manage issues that may arise, such as the need to slow down or speed up the rate at which the competition is running.

In the event that emergency help is required, call Central and request the paramedic to go to your ring. Do not call for an ambulance – this is coordinated by Central. If a horse is injured, call Central and ask for **FOXHUNTER** to go to your ring. There are two codes for Foxhunter: **"FOXHUNTER IN 10"** if you are unsure if the horse can leave on its own, and **"FOXHUNTER NOW"** if it is obvious that the horse cannot leave under its own power.

As the riders enter the ring, collect them so that they do not wander into the field of play. Greet them and direct them to the saluting area, which is usually the playpen. The athletes are under a lot of pressure and a warm smile and personal greeting often goes a long way. Please note regulations regarding dismounts in the ring. Generally, a rider may not remount after being dislodged, however, this is dependent on the type of competition that is being conducted. Please confirm the rules prior to assisting any rider in a remount following a dismount.



The Ringmaster also helps to arrange the Presentation location. The Presentations Crew will largely determine this location and set up the necessary items for the presentation. For your reference, the Presentation should be away from the In-gate, in front of the largest group of spectators with a route that should allow for as long and as straight a gallop as possible. There should also be enough room to allow sponsors to back up should the safety need arise.

You must line up the competitors facing the sponsors with the champion at the left and the rest of the line following in numerical order. You will also be required to help keep the horses quiet during the presentations, as it is the sponsors who present the awards to the winners. As they move down the line, you accompany them with sugar cubes (found in judges booth). Giving the horses a snack diverts their attention and relaxes them. Some Presentations will require the playing of the National Anthem for the winning athlete. You will be made aware of this prior to the start of the competition. In the event of inclement weather, the Competitions Manager will decide whether the competition is to be suspended or if there will be changes to the protocol. You will then need to inform the other parties in the ring of the plan.

If at any time you need any assistance, or if there is something you are unsure about, please contact Central or the Competitions Manager via radio. This is a key position which requires patience and a calm and friendly persona, with an ability to work in close proximity to horses. Some understanding of the sport is an advantage, but is not necessary.



## **PRESENTATIONS**

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Presentations volunteers predominantly assist with the award ceremonies that follow each competition. There could be as many as six rings with competitions in each ring on any given tournament day. Quite often, timing volunteers are asked to assist in the award ceremonies (this is not mandatory for timers...only if the timer would like to participate).

The number of volunteers needed varies depending on the type of award ceremony: the minimum requirement is two people for "basic presentations" and can grow to seven or eight people for presentations held in the International Ring. Duties include distribution of ribbons, trophy, thank you card, sponsor gifts, groom's jackets, horse coolers, horse sashes, and other items if required.

There is also behind-the-scenes work which includes decorating trophy display tables and the trophy showcase as well as assisting in the general set-up prior to the start of each tournament. There is a 'hosting' component to this position as volunteers must provide jackets, umbrellas, day sheets, programs and sometimes beverages and food to sponsors. These items also need to be collected after the competition, and the hosting area needs to be tidied. Presentations volunteers are often asked to assist sponsors in the ring during the award ceremonies and/or after the ceremony when the sponsors come in to receive their gift(s).

## **MEADOWVIEW LOUNGE – KITCHEN AND BAR**

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Assisting in the Meadowview Lounge encompasses a wide range of duties. It includes two areas - the kitchen and the bar. Kitchen duties include dish washing, display of food for lunch and dinner and some food preparation. Duties for the bar area include serving water, checking for appropriate accreditation



and identification, maintaining and tidying the coffee station, adjacent tables and snack area around the bar, stocking coolers and cleaning at the end of the day.

The bar is open for approximately one hour after the competitions are finished at the end of the day. This position requires a personable individual who enjoys working in a team environment and assisting the riders, officials, sponsors, staff and fellow volunteers who frequent the lounge. In order to comply with the Alberta Gaming & Liquor Commission, this position requires individuals to hold a ProServe card. More information can be requested by contacting volunteers at [www.sprucemeadows.com](http://www.sprucemeadows.com)

## TRANSPORTATION

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As a driver, you are an integral part of the Pegasus group of volunteers as you are often the first face that our fans, sponsors and officials see as they arrive at Spruce Meadows. You are responsible for the transportation of Officials, Sponsors and special guests to and from airports, hotels and so on. Additionally, you provide golf cart services to visitors around the Spruce Meadows grounds. This position requires a person who enjoys driving, is personable and capable of handling change and inclement weather.

## FREQUENTLY ASKED QUESTIONS

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### *Question...*

Where do I park?

### *Answer...*

Parking varies according to the type of tournament – for example, during outdoor tournaments, parking is available in Lot 9 and for indoor tournaments, parking is available in Lot 7. Please reference the section entitled Parking for further information.



## FREQUENTLY ASKED QUESTIONS

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### *Question...*

What do I wear?

### *Answer...*

Volunteers are asked to wear a white top and black or khaki bottoms. Please refer to the section entitled Dress Code for further information.

### *Question...*

After I have received my times to volunteer, will they change?

### *Answer...*

Volunteer shifts are always subject to change. The schedule depends on many factors such as the weather, number of entries and so on. Spruce Meadows' staff will inform you via telephone and or email of any changes in schedule as late as the night prior to the competition. Please also reference the schedule on the website for updated competition details.

### *Question...*

How do I access the Volunteer Schedule on-line?

### *Answer...*

The Volunteer Schedule is available on the Spruce Meadows website and can be accessed via the following instructions:

1. Go to [www.sprucemeadows.com](http://www.sprucemeadows.com)
2. Click on Volunteers
3. Click on the link for the volunteer schedule you would like to view
4. Enter the password **pegasus** when prompted



## FREQUENTLY ASKED QUESTIONS

### *Question...*

When are the Volunteer Schedules for each tournament created?

### *Answer...*

The Volunteer Schedules are created based on the times provided by the Tournament Schedules. The Tournament Schedules are based on the number of entries (horse and rider combinations) for each competition. Often the entries do not close until approximately three weeks prior to the competition (for example, the entries for the "Harvest Classic," October 21-23, 2012 do not close until October 7 – therefore, the schedule will not be available until well after this date.) Thus, the Volunteer Coordinator will attempt to schedule you in for the times you indicated you would be available on your Volunteer Availability forms, barring that within these time frames competitions will be held, and that you are still available to volunteer on those dates.

### *Question...*

Where should I go when I arrive for my first volunteer shift?

### *Answer...*

The Volunteer Trailer is the check-in point for each shift during the outdoor tournaments and is located in Lot #9 (directly beside the Transportation Lot). Please check in here when you arrive, then head to the judges' booth for the ring at which you will be volunteering.



## FREQUENTLY ASKED QUESTIONS

### *Question...*

Am I limited to volunteering in one role, or can I change my volunteer position?

### *Answer...*

Some volunteers are content with volunteering in one role only, however, others prefer to volunteer in several different capacities. It is entirely up to you to decide which you would prefer. Please refer to the Position Descriptions section to read about the various roles that are available.

### *Question...*

If I am not able to make my shift, or if I am going to be late, who do I contact?

### *Answer...*

If you know in advance that you are unable to make it to your shift, please contact Ashley Wee - tel. 403-974-4596 or email: [ashley.wee@sprucemeadows.com](mailto:ashley.wee@sprucemeadows.com) with as much notice as possible. If you are going to be late or have to cancel the day of your shift, please phone the Volunteer Coordinator as soon as possible.

### *Question...*

When is the Volunteer Trailer open and where is it located?

### *Answer...*

The Volunteer Trailer is located in Lot 9 (please reference map) and is generally open during the outdoor tournaments. It is generally not open during the indoor tournaments.



## DOGS

Spruce Meadows is a dog friendly place - however please ensure your dog is under control at all times and that you clean up after your pet. Also, take into consideration the crowds and distractions that Spruce Meadows can have. Dogs that act aggressively to people/horses or run loose will be subject to impoundment by security and the owner will be charged a \$200 fine.



## SPRUCGE MEADOWS

- |   |   |  |
|---|---|--|
| ① Riding Hall Office                                  | ⑩ Congress Hall   | ⑱ Terrace Halls  |
| ② West Meadows  | ⑪ British House   | ⑲ Meadowview Building<br><i>- Tournament Office<br/>- Patio Suites</i>                       |
| ③ East Meadows  | ⑫ Interactive Classroom   | ⑳ Meadowcourt Building<br><i>- Special Features Office<br/>- Media Centre and Edit Suite</i> |
| ④ Equi-Plex   | ⑬ Husky Centennial Flag Park  | ㉑ Re/Max Family Centre / Pony Rides  |
| ⑤ West Grandstand / Skybox Reception                  | ⑭ North Meadows Tournament Office   | ㉒ Meadowgreen Building   |
| ⑥ Canada House  | ⑮ Family of the Horse Statues<br><i>Located at: Riding Hall &amp; Congress Hall</i> | ㉓ Main Washrooms   |
| ⑦ Southwest Grandstand<br><i>(wheelchair seating)</i> | ⑯ International Plaza   | ㉔ Rider's Chapel   |
| ⑧ Southeast Grandstand                                | ⑰ Gallery on the Green  | ㉕ Shuttle Bus Stop   |
| ⑨ East Grandstand                                     | ⑲ Gardencourt Restaurant  |  |

### Outdoor Tournaments

- Restrooms
- Seating/Restrooms
- Public Telephone
- Information
- ATM Machine
- Food and Beverage
- First Aid

### Year-Round

- Restrooms
- Restrooms
- Public Telephone
- Information
- Playground
- ATM Machine
- Gift / Tack Shop

[www.sprucemeadows.com](http://www.sprucemeadows.com)





# How do we define **miracle workers?**



# Volunteers!



Spruce Meadows would like to thank the hundreds of volunteers throughout the 2011 Tournament Season, who along with our sponsors, give so generously to make it all happen. They, along with our media, television viewers and fans, have helped write the Spruce Meadows story since 1976. On behalf of Spruce Meadows - thank you. We couldn't have done it without you!