

VOLUNTEER RECRUITMENT

FREQUENTLY ASKED QUESTIONS

What are the 2017 Canada Summer Games?

The Canada Games are this country's largest multi-sport event for young athletes. Alternating every two years between winter and summer, in 2017 the Games will celebrate its 50th anniversary alongside Canada's 150th birthday. Winnipeg, Manitoba will host the Canada Summer Games July 28 – August 13, 2017. Featuring 16 sports, over 250 events and a major cultural festival, the 2017 Canada Games will welcome over 4,000 athletes and coaches, require upwards of 6000 volunteers and host 20,000 visitors.

How can I apply to be a Games time volunteer?

All volunteer applications will be accepted online. Registration begins September 6th, 2016 and will continue until the volunteer positions are filled. To complete a volunteer registration form, please visit <http://www.2017canadagames.ca/en/content/volunteer-recruitment>

Before starting your application please have the following readily available:

- A valid email address which you monitor often
- A cropped photo of your face to upload to your profile
- Two (2) references to use, including your email and phone number
- A valid driver's license if you are applying to be a driver

What if I do not have a working computer to register online?

If you do not have a computer you can register online at the Volunteer Recruitment Centre. Centre hours are Monday to Friday from 9:00 am to 3:00 pm 296 - 240 Graham Ave. All volunteers require access to a working email address.

I have signed up to be a volunteer however have not received any communications from the Games.

To ensure you are receiving Games communications please check that your email address is complete in your volunteer profile or check your junk mail for any of the following email addresses:

- @gems.pro
- @2017canadagames.ca

Make sure to move these email addresses to your inbox to receive future notifications.

If I've changed my email or phone numbers, how do I update my volunteer profile?

We require you to keep your name, address, email and phone number up to date through the duration of the Games. Please log into your volunteer application in order to update your settings.

- <http://www.2017canadagames.ca/en/content/volunteer-recruitment>

I've registered online, does that mean I am accepted as a volunteer?

Online registration is step one of your volunteer journey. Up next you will be asked to participate in a volunteer interview as well as additional screening based on your interests. Once you've cleared the screening process you will receive an email confirming you have been accepted into the volunteer program and will be moving forward with the scheduling process.

Can I volunteer prior to the Games?

Yes, there are ways to contribute as a volunteer prior to the Games. We require volunteers to assist with transportation logistics, accreditation and uniform distribution, community relation events and more. For more information about Pre-Games volunteer opportunities please visit our webpage at <http://www.2017canadagames.ca/en/content/volunteer-recruitment>

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What kind of volunteers will you be looking for?

We will be actively seeking people who would like to be part of a diverse team; who are friendly, outgoing and willing to start conversations with the public; who can problem solve and deal with the general public; who are able to access a computer and have email; and who are excited to celebrate youth, sport and community!

How old do I need to be to volunteer?

Generally volunteers are required to be at least 16 years of age or older as of June 30th, 2017. Volunteers who are between the ages of 16-18 will need to attend an in person interview with their parent/guardian present. Parental consent forms will be completed at the time of the interview.

Is there a language requirement for volunteers?

All volunteers must have a working knowledge of English. The Games will require a substantial number of bilingual volunteers. French speaking volunteers will be given preference for bilingual roles.

What volunteer positions will be available?

Positions include, but are not limited to, access control, drivers, dining room attendants, ushers, ticket takers and more! All positions will be listed on the application form online during your registration process. Volunteer positions will be available in Winnipeg, Gimli, MB and Kenora, ON.

Why will I be interviewed for my volunteer position?

All volunteers will be interviewed whether in person or online based on their interests. This is to gauge your experience and skill set. Once you apply online, you will begin your volunteer journey and will be connected with instructions on the next steps of your process.

I already have a Criminal Record Check, will I need to obtain another one?

Depending on the volunteer position, applicants may be asked to complete additional screening measures including but not limited to; Criminal Background Check, Vulnerable Persons Check, Driver's Abstract and/or professional certification. Although you may have a cleared check from another organization, we will require a new one at no cost to you.

How will I know if I have been successful in becoming a Games volunteer?

All volunteers will be contacted after moving through the screening and scheduling process to pick up a uniform and accreditation. It is at this stage that you have successfully become a volunteer. Those who have not met the requirements of our screening policy will be notified that they will not be moving forward with the volunteer process.

Will I be expected to attend any training sessions?

Prior to the Games, volunteers must commit to an interview, general orientation, online or in-person position-specific training and on-site venue-specific training. All training is mandatory in order for you to become fully prepared for the Games and your role.

How will I know when I need to attend the various trainings?

Volunteers will be contacted and assigned a date, time, and location to attend a general orientation training session. It will be expected that you attend. If for some reason you cannot make the date and time given to you, it will be up to you to reschedule in order to move forward with the process. General orientation sessions are expected to take place between February and May 2017.

When will I know my detailed schedule of shifts so that I can ensure my availability?

Volunteer assignment and scheduling will begin in early Spring 2017.

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What is the total time commitment in order to be a Games-time volunteer?

During the Games, volunteers will be required to commit to a minimum of 36 hours but are encouraged to contribute further hours if they wish. Shifts will take place in the morning, afternoon, and evening.

I want to volunteer for a specific sport or venue, can that be accommodated?

All positions are assigned based on interest, location preference, skill level, experience as well as our internal screening policy. We will make an effort to assign volunteers to their interest and/or location of their choice however we cannot guarantee assigned sports or venues.

I want to volunteer as a performer in the Games ceremonies, how do I do so?

The ceremonies are a unique, separate Games event. Recruitment and selection planning is still being developed and we anticipate information will be released shortly. Please monitor our website for up to date information.

I would like to volunteer with my family/friends. Are we able to be assigned to the same venue, role or shift?

Unfortunately it is not possible to facilitate requests from volunteers for individuals to be assigned to the same venue, role or shift. All roles will be assigned based on an individual's skill, experience and location preferences as well as Games requirements.

How will volunteers be supported throughout the Games?

During your volunteer journey you will have teams of leadership volunteers in place to assist you with your application process. Leadership volunteers are supervisors and representatives who have helped shape the volunteer role you will be playing.

I signed up for a certain position but have changed my mind, what do I do?

Once you are notified that you have been assigned to a position and scheduled to a shift, you will need to decline your shift. Should you choose to decline your shift, your name will be re-added to the pool of applicants for round two of the scheduling process.

I don't live in Manitoba, will the 2017 Canada Summer Games pay for my travel or accommodations?

Unfortunately travel, room or board will not be provided for volunteers. Volunteers living in other parts of Canada will be responsible for the cost of their travel to/from Winnipeg as well as their accommodations.

Do volunteers wear uniforms?

Games-time volunteers will be provided a free uniform and accreditation in order to complete their duties. Volunteers will receive an email invitation to pick up their uniform and accreditation in Spring 2017.

What benefits will Games volunteers receive?

As a 2017 Canada Summer Games volunteer, you will be a part of the Hottest Summer in Half a Century! It is a great opportunity for you to build on the legacy that is the 50th anniversary of the Games and Canada's 150th birthday and share your prairie pride with visitors.

2017 Canada Summer Games volunteers will:

- Have the opportunity to meet new people and make new friends
- Undergo an in depth volunteer training program which will help expand your professional portfolio
- Receive an official 2017 Canada Summer Games uniform
- Receive meals and refreshments based on shift length
- Execute the Hottest Games in Half a Century!

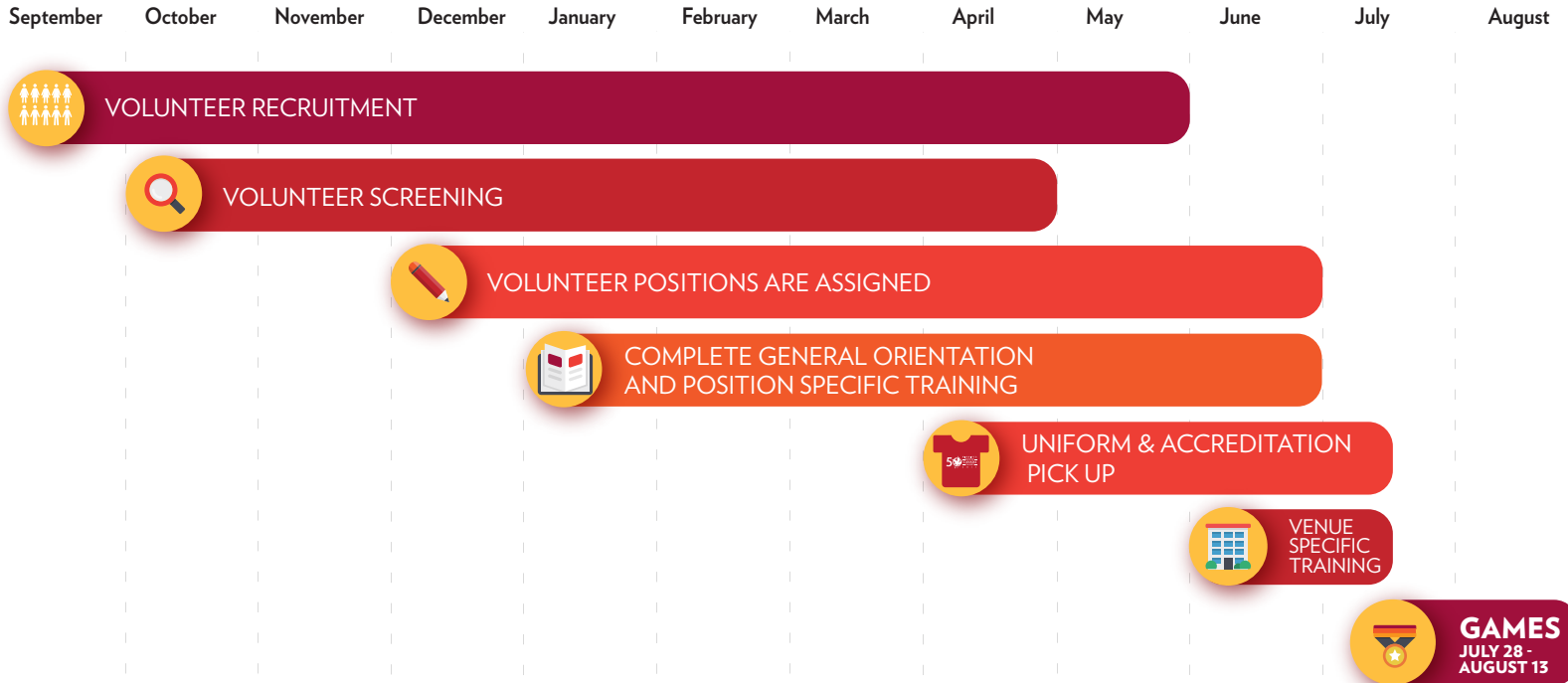
What if my circumstances change and I can no longer volunteer with the Games?

We understand that a person's situation can change rendering them unable to participate as a volunteer. Should this happen, please contact volunteer@2017canadagames.ca to notify the Volunteer Services team so you will not receive any further communications.

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YOUR VOLUNTEER JOURNEY TO THE GAMES



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