



What You Can Expect from Us

While at the World's Longest Hockey Game (Hockey Marathon for the Kids) you can expect to:

- Be treated with respect and equal to others
- Receive help and/or training for you to do your volunteer role effectively
- Be given tasks that match your interests and skills
- Be provided with safe working conditions
- Be protected by insurance
- Be thanked and recognised for volunteering
- Receive meals and snacks during the hours when you are on volunteering duties

What Hockey Marathon for the Kids Expects from You

All volunteers are expected to:

- Treat everyone with respect, be polite and well behaved
- Follow the rules and procedures that pertain to your volunteer role
- Ask if there is anything you don't understand
- Adhere to the Codes of Conduct
- Work together with other volunteers
- Be reliable, and let relevant people know if you can't come / will be late
- Ask for support when needed, talk about any concerns you may have
- Let us know if you have any limitations to your role.

Volunteers may choose to leave at any time, we ask for as much notice as possible. The Event Planner/Director or Volunteer Coordinator also reserves the right to terminate a position if for justifiable reasons the person is considered unsuitable for the role.

Concerns or Complaints –

It is **OK** to raise concerns.

From time to time, issues and grievances will occur within an event – this is natural and we would like to try to resolve this as soon as possible:

If you have a concern or a complaint, you can:

- Speak directly to the person around which the complaint is directed;
- Speak to the Event Planner/Director
- Or speak to the Volunteer Coordinator



Conduct

Volunteers are expected to follow codes of conduct. Inappropriate behaviour may lead to disciplinary measures and you may be asked to leave. Examples are but not limited to the following:

- Bad language / abusive behaviour directed at anyone
- Breach of trust
- Neglect of duties and responsibilities
- Failure to attend or lateness
- Breach of law of the code of behaviour of the host of the event
- Use of alcohol or illegal drugs while undertaking volunteer duties
- Smoking indoors is prohibited
- Offering alcohol to the players is prohibited
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Protecting Privacy

From time to time, you may need to collect contact details and health related information from members – it is important that this information is stored securely, and NOT distributed unless consent has been given. This information is only to be used for the purpose for which it was collected. For more information, discuss with the Event Planner/Director or Volunteer Coordinator. Under no circumstances will you be permitted in the locker room of the players. No photos will be permitted inside the locker room at any time. No photos of injured players will be permitted at any time. No photos in the medical area will be permitted at any time.

Dress code

Volunteers set the tone for the event and need to dress appropriately for their duties. Comfortable and neat dress is appropriate for most volunteer roles. Proper footwear would include runners, flat shoes or hiking boots. Heels should not be worn. A volunteer shirt will be given to you at either the orientation or check in along with accreditation badge. Please note you are representing the event and should do so with a dress code that is not provocative, have any slang or foul language on it or ripped jeans. Please also remember that the Chestermere Recreational Centre is not a warm facility. Layers are best for this arena and while we will do the best, we can to ensure you are warm, we must maintain a certain temperature to ensure the integrity of the ice.



Emergency

Volunteers should familiarize themselves after the orientation with safety practices and emergency procedures adopted by the facility (Chestermere Recreational Centre).

Injuries

Any injury to an athlete/official/volunteer should be immediately reported to the professional medical personnel servicing the Event. Medical representatives will be at each bench and in the medical area location in the curling rink attached to the arena. Should any injury happen to an athlete, official, volunteer or spectator immediately notify the Event Planner/Director who will look after the situation under the appropriate protocol.

Loss of personal property

Volunteers should exercise caution to protect their personal property. Purses, wallets or other valuable items should never be left unattended. If an item is lost or stolen, the volunteer coordinator should be notified, but Hockey Marathon for the Kids and or the local organizing committee and the Chestermere Recreational Centre cannot be held responsible for replacement. We do have an allocated space but cannot be liable for any items you leave.

Non-smoking environment

The Chestermere Recreational Centre is a smoke-free environment. Smoking is not permitted in any indoor or enclosed areas. Responsible disposal of cigarette butts is requested as is restraint from smoking in the presence of juniors whilst in your volunteer role.