

# CANOE '22



## LAKE BANOOK

# VOLUNTEER HANDBOOK

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## Mi'kma'ki

We acknowledge that we are in Mi'kma'ki, the traditional and ancestral territory of the Mi'kmaq people. We recognize the peace and friendship treaties signed between the British Crown and the Mi'kmaq from 1760 to 1769. We are all treaty people.

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# Welcome from the Chair

Dear Volunteers,

On behalf of the Canoe '22 Board of Directors, I am thrilled to welcome you to the 2022 ICF Sprint and Paracanoe World Championships! As we embark on this exciting journey together, I want to take this time to acknowledge that this would not be possible without each and every one of you. Each contribution of time, energy, effort and support creates the groundswell that makes this type of achievement happen.

This is an event for the community, by the community.

As we welcome the world community of canoeists and kayakers, we are showing them that our community is strong and engaged. We know it has been a difficult two years, and are deeply appreciative that you chose Canoe '22. With this choice, you demonstrate that Nova Scotia is made up of caring and supportive individuals who celebrate excellence in sport and celebrate the pure joy of being a fan.

To the volunteer community leaders who have brought their strategic insight and time over the past months, thank you for helping us welcome the world to our stage. You are truly the army who make things happen, you are incredible.

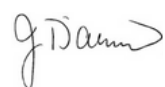
To the countless volunteers who are jumping in to help with every aspect of the event, onsite and behind the scenes, you are a lifeline. Our volunteers are the heartbeat of the competition, festival, facilities, operations, and marketing,

It is a great honor to bring this message of gratitude to you all on behalf of the Canoe 22 Board.

Let's have a great event and know that you hand a hand in making it happen.

We are all in this together!

Sincerely,

A handwritten signature in black ink, appearing to read "J. D'Alessio".

Jillian D'Alessio  
Chair of Canoe '22

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## Intro & Expectations

THANK YOU for joining our team at Canoe '22. As a volunteer, you are an integral part of this tournament and we wouldn't be able to make it such an amazing event without you.

This Handbook was made to give you the general information needed to competently and confidently take on your role at Canoe '22. Below are the Canoe '22 Values which we ask that you keep in mind throughout the event in order for all of us to have a great experience.

### Canoe '22 Values:

- Community - Canoe 22 will connect with the community and inspire stakeholders to welcome the world to Dartmouth.
- Inclusion - Canoe '22 will be accessible and reflect the diversity of our community by welcoming all people to experience the event.
- Excellence - Canoe 22 will be an elevated experience for participants, spectators and volunteers both on and off the course.
- Sustainability - Canoe 22 will respect the natural and historic venue of Lake Banook while building the future of paddling and the capacity to host in the future.
- Integrity - Canoe 22 will act with respect, strive to be honest, honourable, and unafraid to do the right thing.

## Volunteer Responsibilities

### 1. Completing all training prior to the event

- There will be in-person orientation sessions held at the North American Indigenous Games (NAIG) office at 120 Eileen Stubbs Avenue, Unit 102. The times are as follows:
  - July 9th from 10:00am - 12:00pm
  - July 10 from 10:00am - 12:00pm
  - July 13 from 6:00pm - 8:00pm
- If you can't make it to the office for one of these sessions, you can join virtually via Facebook Live on the Canoe '22 Facebook page.

### 2. Attending all scheduled shifts on time and in uniform.

### 3. Providing a fun and safe environment for all volunteers, competitors, and spectators!

## Saltwire Digital Access

Exciting news, included in your volunteer package is a 1-year unlimited digital access membership to SaltWire, so that you can follow all the exciting developments with Canoe '22.

SaltWire is the largest media network in Atlantic Canada, including trusted brands such as The Chronicle Herald, The Telegram, Cape Breton Post and The Guardian.

Our stories power the East Coast by sharing voices and perspectives that create stronger communities.

You will receive a welcome email containing username, and initial password (which you can change) and instructions on how to login along with features and benefits.

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*Support4Sport* helps  
athletes like Emma  
Taylor continue to  
achieve her goals.



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Gaming  
support  
4 sport





Please use this handbook as a reference when needed. If you have questions while at the venue, you can always have them answered at the volunteer tent (near Senobe Canoe Club). We are here for you because we know you're here for the Paddling Community.

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# Committee Definitions

## Competition

The Competition Committee is responsible for the planning and execution of all sport-specific aspects of the event. This committee assists ICF staff and officials in assuring fair, world class competition across the race schedule.

**Officials:** Working to service International Technical Officials and National Technical Officials to create and maintain a fair competition experience for all athletes up to an international standard.

**Equipment:** Providing and maintaining all sport-specific equipment. Assisting officials and ICF staff in remedying equipment issues that may arise during the event.

**Doping Control:** Assisting CCES staff and volunteers in their duties as they relate to athlete interaction and the collection of athlete samples.

**Technology:** Working to set up and maintain all sport-specific technology requirements to an international standard. Working with ICF partner “Memosoft” in providing sports timing and race management technical services.

**Safety / Medical:** Providing athletes with safety and medical services at all times during the event while on-site, both on and off water, including on-water safety boats, emergency medical services, first aid and physiotherapy services for injured athletes.

## Festival

The Festival Committee is responsible for the planning and execution of the exciting street festival that accompanies C’22’s race schedule. This committee is community and spectator focused, with the goal creating an inclusive and entertaining environment to a wide range of community members.

**Opening / Closing Ceremonies:** Planning and running the opening and closing ceremonies, which include performances, flag ceremonies, speeches and protocol elements of the event.



**Medal Presentations:** Providing medal-winning athletes with an unforgettable experience as they accept their medals. Preparing athletes, flags and medals for the ceremony and ensuring each ceremony runs according to schedule.

**Food / Beverage:** Servicing spectators through a variety of food and beverage vendors. Ensuring vendor compliance with C'22 rules. Working with beverage partners.

**Concerts:** The festival will include three nights of concerts, highlighting regional talent across multiple genres. The concerts will take place in the evenings and will be a centerpiece of the spectator experience. Volunteers will perform various functions in servicing performers and ensuring the site is prepared for concerts.

**Vendors:** The festival will include many vendors, both local and international. Volunteers will assist vendors with their setup and event-day needs as they work to service spectators.

## Operations

The Operations Committee involves a lot of items that are surrounding the day of an athlete and the logistical factors of ensuring the service to the federations is enjoyable. Working with this committee can include;

**Transportation:** Working within the logistics of transporting the user groups who will be granted this service. Communicating with the bus drivers and cargo vans we will be utilising. As well as, navigating individuals to the parking areas we currently will have access to around the lake.

**Food Services:** Operations committee will be holding two types of food services for the athletes and their supporting staff. Volunteers will be necessary when it comes to food distribution, monitoring grazing items and ensuring that lounging and meal areas do not go over capacity.

**Accommodations:** Dalhousie and multiple hotels in the HRM region will be utilised to facilitate everyone who has booked their accommodations services through our logistics provider Tournkey. Volunteers will be able to guide those travelling within the city at their destinations and work alongside transportation. These volunteers are crucial with their knowledge and available ready assistance in ensuring athletes know where they are going and resolve any issues that can come up.

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**Sustainability:** Our sustainable development goals are floating in different boats within the event. We will be required to have volunteers conducting surveys to collect information for our sustainability data, as well as, having support for our waste management provider ReGroup and ensuring that the venue is always pretty and making sure that every item is disposed properly.

**Athlete Accreditation:** The hub and resolution throughout the entirety of the event will be coordinated within the accreditation hub at Oakwood house. The accreditation centre will provide all accreditations, support documents and work alongside the competition committee in supporting the athletes.

**Technology:** Hardware is crucial in ensuring everyone has all the proper supporting pieces in getting their job done. We will be creating a team to be responsible for technology services to the volunteers and assisting them in an event that a volunteer would need technology aid.

## Volunteer Services

The Volunteer Committee involves the heart of the event which will be working with the volunteers and their surrounding responsibilities. Working with this committee can include;

**Volunteer Accreditation:** Working with coordinators in printing accreditations and capturing images of volunteers who need to be registered before or throughout the event.

**Food Services:** Monitoring the food service being provided to volunteers in particular, which will be offered at the volunteer centre on the site.

**Country Liaison and Interpreters:** Having a high skill in being able to assist a team with the knowledge you may have to date. Working alongside them and communicating their needs to the Canoe '22 representative that will be easily accessible in identifying federation support.

**Uniforms and Clothing:** Having the inventory of the clothing apparel for all volunteers and aiding in the distribution of the clothing items to the volunteers, ensuring that when they come to the information desk they are dressed accordingly.

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## Marketing

Responsible for assisting in hanging and installing event signage around the venue. Collecting photos and videos to share over social media of the event experience.

## Media

Hosting the international and local media within the Media Centre. Supporting sharing results, sharing athlete, and event information and assisting them with the facility and check in.

## Facilities

Security: Providing security services to ensure the safety of all event participants. Ensuring attendees have the proper accreditation to enter various areas. Identifying and mitigating security concerns.

Tenting: Assisting C'22 partner Glow Parties with the planning and execution of our tenting plan which provides rest areas for all athletes in addition to various functional zones. Responding to federation needs.

## VIP Services

VIP hosting in the VIP Lounge and special evening events. Welcoming guests and ensuring that they have been cared for. Assisting with ensuring the lounge stays tidy, there are snacks and food available for guests, and the guests are entertained.

## Accreditation



Above is an example of what the accreditation at the event will look like. It is expected that all volunteers, staff, media, and others who are involved in Canoe '22 wear accreditation at all times while at the venue.

## Schedule Outline

From the 30th of July until August 2nd, the competitors will be training on site, while staff, volunteers, and others prepare the venue for competition days. During these training days, volunteers will need to arrive at the venue at least 1.5 hours before the daily training begins in order to help set up.

The competition runs from August 3rd to 7th. During these days, volunteers are required to arrive at least 2.5 hours before the races begin.

The exact hours of the festival will be communicated directly with Festival Committee Volunteers.

Although the competition ends on August 7th, many volunteers will be required to stay for tear down and organization.

## Contact

You can reach out at any time to this email: [volunteer@canoe22.com](mailto:volunteer@canoe22.com). However, Slack ([slack.com](https://slack.com)) will be our primary method of communication. Slack is a productivity platform for team communication and collaboration. It is a channel-based messaging platform. With Slack, the Canoe 22 board and committee chairs can work effectively, collaborate, and connect without long threads of “reply-all” emails, and find/share the information we need to do our best work - quickly.

These Slack Tutorial Videos and the Resource Library are super helpful if you’re new to the application.

-Slack Tutorial Videos: <https://slack.com/help/articles/360059976673-Slack-video-tutorials>

-Resource Library: <https://slack.com/resources>



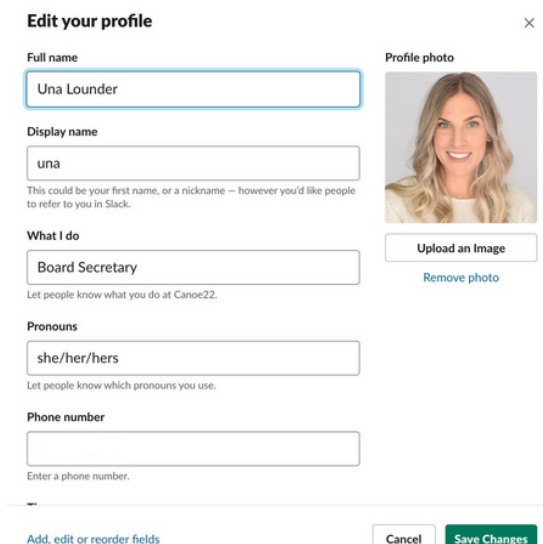
## Setting up Slack

- To join the workspace you've been invited to, you'll need to accept the invitation and set up a Slack account for that workspace. Here's how:

1. Check your inbox for an email invitation from Slack.
2. Click Join Now.
3. Enter your full name and a password, then click Create Account.

- You can access Slack from a web browser, but you can also download Slack as an application on your desktop and mobile devices. When you download the Slack desktop and mobile apps, you can receive notifications on all your devices. Go to [slack.com/downloads](https://slack.com/downloads) to download Slack's desktop and mobile apps.

- Set up your profile with any information you want to share with the group.



- Adjust your notification settings. Slack can be overwhelming if you have it on multiple devices, especially on your mobile. Set your notification preferences to make sure you're getting the information you need at times when it works for you. For example, you may want to turn them off at a certain time each night, or over the weekends.
- You can also set a Do Not Disturb (DND). Check out <https://slack.com/help/articles/201355156-Configure-your-Slack-notifications> for more information on Slack notifications.

## Preferences



### Notifications

- ☐ Sidebar
- ☐ Themes
- ☐ Messages & media
- ☐ Language & region
- ☐ Accessibility
- ☒ Mark as read
- ☐ Advanced

### Notification schedule

You'll only receive notifications in the hours you choose. Outside of those times, notifications will be paused. [Learn more](#)

#### Allow notifications:

Every day

7:00 AM

to

10:30 PM

You can adjust these times to suit your schedule and limit your screen time/notifications!

### Sound & appearance

Choose how notifications look, sound, and behave.

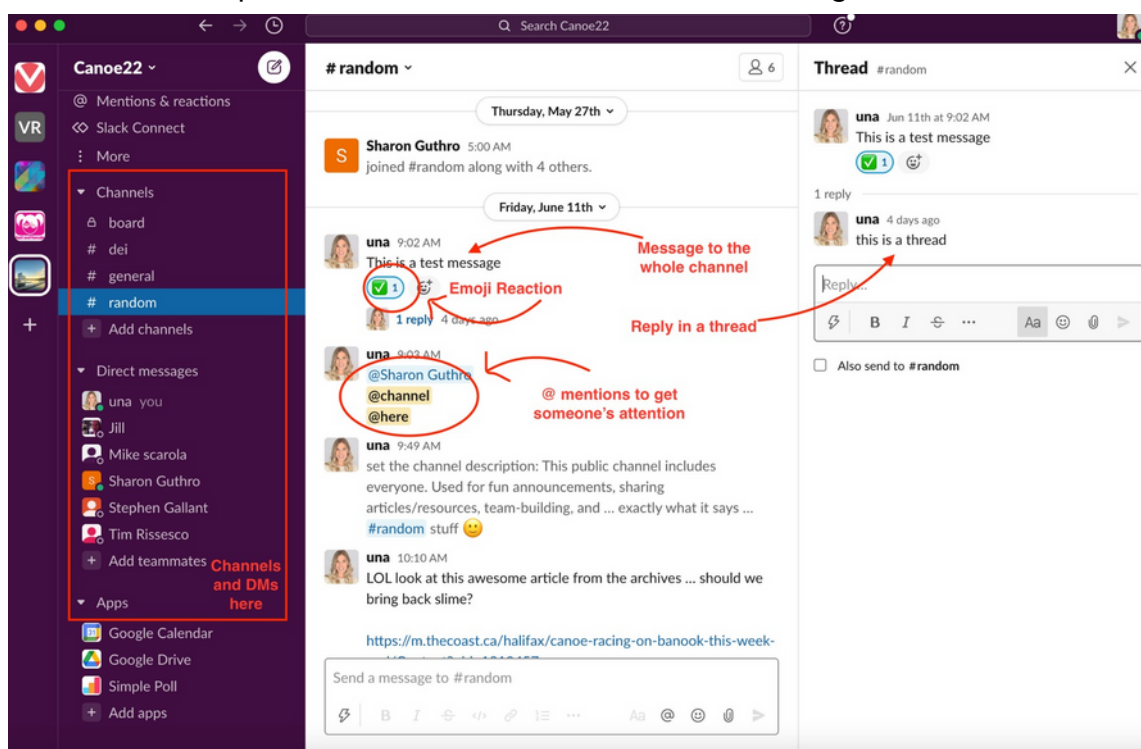
Show an Example

- ☒ Include a preview of the message in each notification (disable this for extra privacy)
- ☒ Mute all sounds from Slack
- ☒ Show a badge on Slack's icon to indicate new activity
- ☐ Bounce Slack's icon when receiving a notification ☒ Only bounce it once

## Using Slack - Messages

- In Slack, conversations happen in channels and direct messages (DMs). We'll be mostly using a private board channel and you can send DMs to other Slack members or groups of committee members. There will also be subject and/or committee-specific channels added as needed
- To send a message in Slack, enter text into the text field and hit ↵ Enter to send.
  - You can add emoji to your messages with the smiley button on the right side of the text field (left side on mobile).
  - More information on writing and sending Slack messages at: <https://slack.com/intl/en-nz/help/articles/201457107-Send-and-read-messages#write-and-send-messages>.
- In channels or group DMs, you can @ mention other users to get their attention or to notify them. Type "@" followed by the username of the person you want to mention. They will receive a slack notification that they have been mentioned in a chat.
  - More information on Slack mentions at: <https://slack.com/intl/en-nz/help/articles/205240127-Use-mentions-in-Slack>

- You can “react” to other user’s messages by using emoji “reactions”. Click the smiley icon when hovering over a message to add an emoji reaction that will display directly below the message. These can be used for something like votes, or just for fun.
- Threads in Slack create organized discussions around specific messages.
  - Need to give feedback on a file? Want to add context to someone else’s observation? Those moments are ideal for starting a thread!
  - More information on how to use threads at: <https://slack.com/intl/en-nz/help/articles/115000769927-Use-threads-to-organize-discussions->



## Using Slack - Uploading Files

- Tap the “+” button in the chat field and select “Upload File” from the popup menu to browse your device for files.
  - You can also drag and drop files into the chat window on a computer.
  - On mobile you can take and upload photos from the same chat field menu.

## Venue Layout



Graham's Cove is marked by the white box and will be used for Camp Canoe.

Prince Albert Road is marked by the blue line and will be used for the festival.

Silver's Hill is marked by the red box and will be used by spectators as a viewing area.

The MMAAC is marked by the purple box and will be used by competition, media, and as a V.I.P Lounge.

Senobe Aquatic Club is marked by the deep orange box and will be used as the volunteer centre.

Henry Findlay Park is marked by the light orange box at the bottom of the map and, along with Nowlan Street and the parking lot between them, will comprise the Athlete Village.

Banook Canoe Club is marked by the green box and will be used at the Athlete Lounge.

Oakwood House is marked by the small pink box and will be used as the Accreditation Centre.

The ADCKC building and tower are marked by the yellow box and will be the competition area.

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## General Info

### First Aid

St. John Ambulance will be on site throughout the duration of the tournament. If you or someone around you is injured while at the venue, this is the place to go.

### Food

Volunteers will be able to choose from a variety of grazing items and lunch items throughout their shift. We also recommend, especially anticipating any particular dietary restrictions, bringing your own snacks. Please also bring your own reusable water bottles and travel coffee mugs, as we will have drinking water taps and coffee available on site.

### Lost & Found

If you find any seemingly lost items, bring them to our volunteer centre. We can store the items here for when people come looking. If someone comes for a lost and found item, try to ask a question about the item that the owner should know (like what colour is it? Can you input the passcode? What size is it? etc.)

### Media

Canoe '22 has identified volunteers who are trained to speak to the media. If you are approached by a member of the media and not a designated spokesperson, please direct them to the Media Centre (MMAAC), where they will be connected with a designated spokesperson.

### Dress - what to wear

During your shifts, please wear the branded clothing you've been given with closed-toed footwear. It is important that you wear closed-toed footwear during your shifts, as open-toed footwear is not acceptable for walking, lifting, and moving throughout each day. Finally, don't forget to dress for all weather conditions - Nova Scotia weather is unpredictable!

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## COVID-19 Information

Canoe '22 will be following all Nova Scotia Health guidelines surrounding COVID-19. You can find restrictions and guidelines at: <https://novascotia.ca/coronavirus/restrictions-and-guidance/>. There will be hand sanitizer provided at the event, though we ask that you bring your own if you are able. We will have spray and wipe cleaners on site for keeping high-touch areas clean. We ask that you remain aware of your contact with high-touch areas and use the cleaners throughout your shifts when there is time.

## Vulnerable Sector Checks

All minors will be paired with an adult who has had a vulnerable sector check within the last 2 years. Vulnerable sector checks are not necessary in order to be a volunteer with Canoe '22; however, any adult volunteers who choose to do so will be able to get a vulnerable sector check done for free. If you choose to do a vulnerable sector check, please email us at [volunteer@canoe22.com](mailto:volunteer@canoe22.com)

## FAQs

### **Q. Who is the point of contact (POC) for volunteers?**

A. Any questions surrounding volunteering in addition to the registration page or if you are curious on contributing earlier to the event, do not hesitate to send a message to [volunteer@canoe22.com](mailto:volunteer@canoe22.com)

### **Q. What is the event?**

A. Lake Banook rejoins the global stage in Summer 2022 as the most powerful paddlers on the planet come to Nova Scotia to battle it out. The 2022 ICF Canoe Sprint and Paracanoe World Championships will take place from August 3-7, in Dartmouth, Nova Scotia. With a dynamic race schedule on the lake, and a public cultural festival along Prince Albert Roadway, this international event is sure to entertain.

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**Q. What does the schedule look like?**

A. The preliminary schedule to the event can be found on our website at <https://canoe22.com/raceschedule>.

**Q. What does my registration entail?**

A. Registering to become of interest into the event will be important to commence the start of your accreditation portfolio for the event. It will give us your information and allow us to contact you in the future. As well, the registration process will create an account so come closer to the event, you, as the volunteer will be able to access your workforce schedule and other miscellaneous working tools to aid you throughout the entirety of the volunteer process.

**Q. What are my benefits?**

A. All volunteers receive a Saltwire Subscription as described on page 7 of the Volunteer Handbook. You will also receive Canoe '22 branded merchandise. During your shifts, grazing food items will be provided, as well as boxed lunches for those who chose to work for longer shifts.

**Q. What clothing do I wear?**

A. All volunteers will be given a volunteer uniform consisted of a variety of Canoe '22 branded swag! You will receive two t-shirts, a quarter-zip, a rain jacket, and an athletic ball hat. You are asked to dress in these items during your shifts to make all our volunteer easily identifiable.

**Q. Will I be fed? Will snacks be provided?**

A. Volunteers will be able to choose from a variety of grazing items and lunch items throughout their shift.

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## HRM Bus Routes

Please visit <https://www.halifax.ca/transportation/halifax-transit/routes-schedules> for route maps

| <u>Bus Route</u>   | <u>Route Schedule</u>                    | <u>Route Maps</u>                   |
|--|--|-------------------------------------|
| Route 5 - Portland   | <a href="#"><u>Route 5 Schedule</u></a>  | <a href="#"><u>Route 5 Map</u></a>  |
| Route 6<br>A - Woodside<br>B - Eastern Passage<br>C - Heritage Hills | <a href="#"><u>Route 6 Map</u></a>       | <a href="#"><u>Route 6 Map</u></a>  |
| Route 54 - Montebello  | <a href="#"><u>Route 54 Schedule</u></a> | <a href="#"><u>Route 54 Map</u></a> |
| Route 55 - Port Wallace  | <a href="#"><u>Route 55 Schedule</u></a> | <a href="#"><u>Route 55 Map</u></a> |
| Route 56 - Dartmouth Crossing  | <a href="#"><u>Route 56 Schedule</u></a> | <a href="#"><u>Route 56 Map</u></a> |
| Route 62 - Grahams Grove   | <a href="#"><u>Route 62 Schedule</u></a> | <a href="#"><u>Route 62 Map</u></a> |
| Route 67 - Baker   | <a href="#"><u>Route 67 Schedule</u></a> | <a href="#"><u>Route 67 Map</u></a> |
| Route 72 - Portland Hills  | <a href="#"><u>Route 72 Schedule</u></a> | <a href="#"><u>Route 72 Map</u></a> |

## Feedback

We will send out feedback surveys after the event for you to fill out and give us your opinions. We know that we can always improve and would love to hear how your experience was.

Thank you for your time and effort. We look forward to seeing you at training and Canoe '22!