



VOLUNTEER HANDBOOK

August 5-10, 2024

Sharks Ice San Jose

Welcome!

U.S. Figure Skating and Peninsula Skating Club are proud to host the 2024 National Showcase competition in San Jose, CA. August 5-10, 2024! We have competitors, families, and guests arriving from all over the country to compete for a national title.

Our volunteers will help with all aspects of running this event: hospitality, registration, ice monitoring, ticket and practice ice sales, and distribution of awards. We thank you very much for your support in making this competition a success!

As a special thank you for your help, those volunteers who work two three hour shifts can receive a daily entrance ticket to the competition for the day of their choice. Volunteers must check in and out for their shifts with a sign-off from the Volunteer desk. When the 2 shifts are completed, they will receive a coupon to redeem for their ticket.

IMPORTANT INFORMATION

- Venue: Sharks Ice San Jose - 1500 S 10th St, San Jose, CA 95112
- We advise all volunteers to come 10 minutes early to their shift
- Once competition starts, traffic will heavily increase. Be prepared and allow for extra time to get to the facility.
- Limited parking at the facility, but paid parking is available across the street at the San Jose State parking garage.

We want our event to be one where all athletes, coaches, officials, and guests feel welcome and comfortable. We appreciate your willingness to volunteer your time to help make this competition a success and enjoyable for everyone:

- **Signage** - We will have abundant signage to help all guests get to where they need to be!
- **Be as flexible as possible** - Be flexible, firm but helpful without breaking the rules. You are conducting your volunteer role but can still be cordial.
- **Fellow Volunteers** - Greet & treat fellow volunteers well. You all make the event what it is!
- **Guest Care** - Greet & treat all guests generously. One guest can bring a dozen friends and family with them, not to mention word-of-mouth advertising which is priceless! Use care, kindness and thoughtfulness when dealing with the public.
- **Volunteer Handbook** - Read your Volunteer Handbook and be familiar with the event. Volunteers are "Goodwill Ambassadors," not a spokesperson for the event. (Local Organizing Committee) chairs and reach back out to the guest in a timely manner.
- **SkateSafe® Handbook** - All Participants are required to adhere to these

policies for the duration of the competition. In addition, Adult Participants are required to be familiar with and adhere to the SkateSafe® Travel Policy located within the handbook. [Please click on this link to review the Handbook.](#)

- **Mandatory Reporting:** All Adult Participants (leadership, coaches, skaters, officials, volunteers, etc.) are required to report suspected child abuse and/or sexual misconduct to the U.S. Center for SafeSport and local law enforcement. Reports can be made to the Center here or by calling 833-SUS-SAFE (587-7233). All other SkateSafe® violations, such as emotional and physical misconduct, bullying, hazing, harassment, discrimination, or violations of the U.S. Figure Skating SkateSafe® Handbook, must be made directly to U.S. Figure Skating.
- **Venue** - Respect the Sharks Ice facility.
- **You got this!** - Stay cool, calm, courteous, and have fun!

CREENTIALS

- Every volunteer will be issued an event credential for identification and to provide access to your assigned work area.
- As a volunteer, you must wear your credential while working and it must be visible at all times.
- Please do not attempt to enter any areas to which you are not assigned. Anyone discovered in unauthorized areas or in a restricted area at any time other than their scheduled shift may have their credential revoked and be escorted from the premises.
- Please do not bring anyone other than a fellow scheduled volunteer to work with you.
- Your event credential is a privilege. You are being granted this credential to provide access to fulfill your volunteer shift. You are only allowed into the venues with your credential for the purpose of your volunteer shift. If you are not volunteering, your access to the venue must be via a ticket or with an appropriate credential that day. After your shift is completed, you must return your credential to the Registration Desk.
- While on your volunteer shift, no one may take ANY photos or videos. As a volunteer, you may be provided access to areas that are not accessible to the public. The athletes and coaches are preparing for their competition and should not be disturbed with photos or videos.
- The following violations are grounds for IMMEDIATE revocation of your credential and release from your volunteer duties:
 - Loaning or giving your credential to someone else
 - Entering secure areas in which you are not authorized
 - Taking photographs or videos while performing your volunteer duties.

CLOTHING:

- Note: ice monitors, we request you wear neutral colors or black.
- Wear comfortable footwear!
- Those working on the field of play, particularly music, announce and ice monitors, come prepared for the cold! Layers are recommended.

MISCELLANEOUS

- Smoking is not allowed inside Sharks Ice or the restaurants.
- Volunteer Hospitality - light refreshments will be available to working volunteers in the Volunteer Hospitality Room before or after your shift. Please do not bring non-volunteers to the Hospitality room. The room is located upstairs near Calders.

SCHEDULING

- Confirmed volunteer schedules are available on [Sign-up Genius](#)
- Every volunteer and every assignment are critical to the effective operation of the competition, and we will need as much time as possible to replace you. Thank you for your cooperation and understanding.
- If you need to change a shift contact the Volunteer Coordinator.
- If for some reason you cannot attend your scheduled shift on the day, please contact secretary@PeninsulaSkatingClub.org.

REGISTRATION, CREDENTIALS, TICKET, AND PRACTICE ICE SALES

Times are subject to change

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|-------------------------------------|-------------------|
| • Monday, August 5 th | 6:00 am -8:30 pm |
| • Tuesday, August 6 th | 6:00 am - 8:30 pm |
| • Wednesday, August 7 th | 6:00 am - 8:30 pm |
| • Thursday, August 8 th | 6:00 am - 8:30 pm |
| • Friday, August 9 th | 6:00 am - 8:30 pm |
| • Saturday, August 10 th | 6:00 am - 5:00 pm |

VOLUNTEER PROCEDURES

Registration, ticket sales, practice ice sales, awards, and volunteer check-in will take place in the connector hallway, immediately to the right of the main facility entrance. Tables in a U shaped configuration will be set up at the end of the hallway.

All volunteers are to check in 15 minutes before shift at the registration desk/volunteer check-in station.

Registration and Volunteer Check-In

Five separate stations will be set up: 1) Volunteer Check-In, 2) Singles with last names A-K and 3) Singles last names L-Z, 4) Teams and 5) Coaches. The three volunteers will move between stations, as necessary. It is best to assign responsibility of stations to volunteers to avoid confusion but to fill in if it gets busy. It may also be necessary for registration volunteers to help with ticket sales if that station gets busy.

Station 1: Volunteer Check-In

The volunteer lead will be at a desk with a binder that details all assignments by rink, day, and shift time with columns for time in, time out, and volunteer badge issued/returned. The lead notes the time of check in and out and verifies the return of the credential. The Lead will direct the volunteers to the correct locations and direct them to the Volunteer Handbook if they are unsure of duties. This handbook will be available with detailed instructions for each role.

Once a volunteer completes two three hour shifts, she/he is eligible for a day pass of her/his choosing. The lead verifies the two shifts by putting check marks next to them in the volunteer check-in book and writes out a receipt with the volunteer's name and requested day pass that is then redeemed at the Ticket Sales desk.

Stations 2 and 3: Skater Check-In

Two binders, separated alphabetically, A-K and L-Z, contain all of the registered skaters' names. When they check in, a check mark is put next to her/his name. They then receive a generic "Athlete" credential and are given a National Showcase slingbag.

Station 4: Teams

There are 142 teams that include duets/trios, inflatables, mini-productions, and production teams. They are required to check in. A binder listing all teams alphabetically is used. Either the team manager, representative, or coach checks the team in.

Station 5: Coaches

This station contains a list in a binder of all coaches designated as primary coaches. Only coaches listed as primary receive credentials. **If they are not on the list, they DO NOT receive credentials.** They are also required to show USFS coach compliance by displaying compliance cards either on their phones or printed copies. They are to go into their USFS Members Only profiles and click on Compliance Card. **Credentials will not be handed out without showing compliance.**

Officials Credentials: Hospitality is upstairs in Calder's Bar and Grill located by going through the sliding doors on the Black rink on the way to the Grey rink. The stairs are to the immediate left. Credentials for all officials will be located there.

Ticket and Pin Sales

All ticket sales volunteers must have phones that are able to scan QR codes. All tickets are purchased through Zeffy:



A list of all purchases will be at the Ticket desk. The volunteer verifies the purchase in the list and hands out the items purchased. A check mark is placed next to the name. If the person is not on the list, the purchaser must show the emailed receipt that details the items purchased and items are handed out. If there is no emailed receipt, purchase can be verified in the Zeffy app. Check with the head of registration.

Volunteers redeeming their receipts for day passes after working two three hour sessions, bring their receipts to the Ticket Desk. They are then exchanged for wristbands for the requested days. The receipts are saved.

Practice Ice (PI)

Most practice ice sessions are full and we do not anticipate many sales. Online sales closes Aug 3 and after that, the purchase of practice is only done on-site at the PI desk. There will be binders separated by rink with pages for each session. Each page contains the names of the skaters who paid online before the Aug 3 close. In order to buy PI on-site, the only payment methods accepted are check or the club PayPal account. In the PayPal comment section, the purchaser must state "NS Practice Ice."



There will be two sets of sheets in binders maintained: 1) at the registration desk and 2) by the ice monitor. The Ice Monitor PI binder is given to the first ice monitor of the day and is handed off as shifts change.

To purchase a session, the skater pays via PayPal or check. The purchaser shows the PayPal verification or gives the check to the volunteer and the volunteer fills out a receipt, writing out the name of the skater, date, time, and rink. The top copy of the receipt is given to the skater who then presents it to the session ice monitor. The copy of the receipt remains in the receipt book. The volunteer then writes the name of the skater in the Registration PI book on the appropriate session page.

Cost of PI On-Site Purchases

- Open Regular Practice: \$35 / session (Singles), \$25 / team member (Duets / Trios & Inflatables)
- Team Practice Ice for Mini-Production and Production Teams: \$125 / team
- Spotlight Practice Ice for Singles, Duets / Trios, Inflatables: \$50 / session (Singles), \$30 / team member (Duets / Trios & Inflatables)

Awards

After event results have been verified and signed off by the Event Referee, runners will deliver the results to the Awards table. The Awards volunteers will distribute the medals for 1st-4th place to the skaters and have each one sign off on the results sheet by their name as an acknowledgment that they received their medals. Skaters should be directed to the Awards podium where the Action Photographer will be available to take their pictures.

Parade events will receive their medals on-ice and at specific awards presentation ceremonies. LOC chair Linda Price will be coordinating those award ceremonies.

Ice Monitors (IM)

Orange and Black: two ice monitors are required at all times. The skaters skate in the order on the PI sheets.

IM #1: Near the ice entrance, there will be a music stand that holds the check-in book with a small lamp attached and batteries available, if needed. IM #1 checks the skaters in and communicates via walkie talkie with the announcer regarding status of check-ins. Upon check-in, the skater tells the ice monitor which event and level, (for instance character – preliminary), they will be skating which is communicated via talkie walkie to the music person. The music person has the same book and writes down the program, pulls the music up in their system, and plays it for the skater.

IM #2 manages the props and skaters as they come on and off the ice. Props are stored to the right of the ice entrance and IM #2 lets no more than four skaters at a time behind the partition to warm up. As one skater finishes, the next skater is allowed on the ice. It is a “round robin” set up and attention is required. IM #2 has to keep track of the order so the skaters know when it's their turn so they get their props and enter the ice by the ice entrance door. When one skater finishes her/his program, the next skater should be on the ice, ready to go with her/his props. Coaches help with this. Skaters enter and exit in the same location – by the door.

Grey: There are only 20 minute open sessions on the Grey rink. The houselights are on and there is no music. 15 minutes before the volunteer's slot, she/he picks up the ice monitor sheets from the PI desk. Right before the beginning of the PI session, the ice monitor checks skaters in and allows them on the ice. At the end of the session, the ice monitor calls out that the session is over and all skaters are to exit the ice. The ice monitor allows the next group of checked in skaters on the ice. If the skaters are not on the printed sheets, they must produce a receipt that shows they have paid for the session.

Hospitality

Officials Hospitality is in Calders which is through the glass sliding doors on Black and up the stairs and in the area that is curtained off. Volunteers are responsible for monitoring that only people with Official and LOC credentials are allowed in this area – no volunteer personnel.

You are to notify Aramark catering staff to replenish beverage service and meals as well as paper good supplies, monitor snacks at individual tables, and replenish as needed.

After meal service, arrange with Calders catering staff to pack up leftovers to deliver to Volunteer Hospitality in the Homework room.

Volunteer Hospitality is in the Homework Room upstairs near Calders and the volunteer is responsible for overseeing that only volunteers with credentials are allowed in the area right before or after their shift. The volunteer checks with Aaramark personnel after meal service to move left-overs to Volunteer Hospitality area.

They are also responsible for notifying Aramark catering staff to replenish beverage service and to monitor snacks and replenish as needed.

Runners

Orange Rink runners should pick up the signed results from the Event Referee or Technical Accountant at the Judges stand at the top of the bleachers. Results should be taken to the Accounting Room in Locker Room 3. A copy of the top results sheet should be made and given to the Awards volunteer at the Awards table located in the hallway to the left of the main entrance of Sharks Ice.

Black Rink runners will be picking up judging sheets from the Event Referee at the judges stand at the top of the bleachers. The judging sheets should be picked up after every three skaters and taken back to the Accounting Room in Locker Room 3 in the Orange rink. After an event has been completed, the runners will be given the results to take back to the Event Referee for signature. Once the results have been signed, a copy of the top results sheet should be made and given to the Awards volunteer at the Awards table located in the hallway to the left of the main entrance of Sharks Ice.

Admissions

Admissions volunteers stationed at the entrance to the Orange and Black rinks will check wristbands to ensure that all guests will have either the correct colored wristband or an athlete, coach, volunteer or LOC credential to enter the competition arenas. Anyone without the correct colored wristband or without a credential should be directed back to the Registration/Ticket sales desks to either purchase a ticket or request a replacement credential.