



SWIFTSURE

VOLUNTEER HANDBOOK

2008

Volunteer Team Mission Statement

We are the many faces and voices of the event. In a spirit of goodwill and an attentive approach to detail, we will support the Royal Victoria Yacht Club, the event host, and the Swiftsure International Yacht Race Steering Committee, in creating a successful racing event for the participants, visitors, families, and our community.

Primary Goals

- To provide the best racing event and associated event activities we can for our race participants, families, visitors, and members of our community.
- To pursue excellence in all that we do and in our interactions with others.
- To have fun while ensuring safety of all for the common good of all.

Volunteer Commitment

Volunteers are an essential part of running a successful Swiftsure International Yacht Race. As our most important human resource, volunteers create the spirit of the event: a professional and safe race for the participants. As well, you create a warm, welcoming, helpful, and fun experience for all who attend or participate, whether they are skippers and their crews, officials, families, fellow volunteers, visitors to or members of our community. We thank you for your decision to volunteer for the event, and ask that you take your commitment seriously and consider the following:

- Commit to a minimum of 6 hours of volunteer time to the overall event so that you may enjoy all the privileges/perks offered to the event volunteers.
- Be familiar with all aspects of the event.
- Be rich with enthusiasm and have an attitude of service towards others.
- Be patient, courteous, friendly, and actively involved.
- Be respectful, which includes protecting personal and private information.
- Report any emergency or unusual incidents to appropriate personnel.
- Work co-operatively with your team members.
- Understand the importance of wearing your volunteer attire and ID (if required) while on duty.
- Report for duty on time, well groomed and in required attire.
- Know your assignment.
- Be willing to participate in orientation, training and meetings as required.
- Remain flexible and be willing to learn on the job.
- Be prepared to provide feedback, which may add to the success of future events.

Definition of Volunteer

Any person volunteering a minimum of 6 hours of time to the overall Swiftsure event will be considered a volunteer and enjoy all the privileges/perks offered to all volunteers of the event. Volunteers do not have to be members of the Royal Victoria Yacht Club.

Volunteer Appreciation – The Privileges/Perks

- Official Swiftsure Volunteer T-shirt or attire of this year.
- Volunteer pass which entitles yourself and one guest admission to the following:
 - Volunteer/Partner recognition BBQ
 - Swiftsure private “Bimini” Parties (to be determined)
- Free training or orientation that may be identified as required by the event organizers.
- Chance to enjoy/win any gifts from partners of the event.
- Free parking at the site of your assignment if the Event Coordinators have been successful in attaining a contract with the site parking management.

GENERAL INFORMATION FOR VOLUNTEERS

Brief History of Event

The first recorded sailboat racing in the Victoria area was in the late 1850's, between boats of the Royal Navy and the early Colonists. Interest in the sport grew in the following decades, and by 1930, a long distance race from Cadboro Bay around the Lightship on Swiftsure Bank, at the entrance to the Juan de Fuca Strait was proposed, and there were six entrants! By 1960, forty-five boats were entered in this now-classic race. However, in the following year, the Lightship was removed from service, and now sailors round a Navy Vessel temporarily on station at the same location.

In 1962, after considerable grumbling by skippers of boats that were too small to go to “the Bank”, Royal Victoria Yacht Club introduced a shorter-course race to Clallam Bay, some fifteen miles west of Port Angeles, and called it the Juan de Fuca Race. Like the granddaddy classic, it too started with modest beginnings. In the first year of the Juan de Fuca race, there were but four entries; by 1969 this had risen to forty-nine boats.

With continued and increased participation, and faced with only two courses, one of 137 miles and the other of only 76 miles, the race organizers and many skippers found themselves in a dilemma. The solution was the introduction in 1988 of the Cape Flattery race, of 100 miles in length, halfway between the Swiftsure Bank and the Clallam Bay courses. This has proved to be a very popular race, attracting some of the very largest boats.

In the earlier years of Swiftsure, Eaton's major-display window at the corner of Douglas & View in downtown Victoria was set up as “Swiftsure headquarters”. A large map of the race course was installed, and the progress of the race was shown by moving miniature boats across the map. As the numbers of boats increased this became a daunting task. The event, and this way of graphically displaying progress, was very much appreciated by Victorians. “People used to line the sidewalks, sit on the curbs. There was a feeling of excitement right there, in the middle of town.”

Since the first radio broadcast from “Does crazy yotsmen” competed with the fisherman's band to the outside world during the 1952 race, and L'Apache (later (Diamond Head) broke her backstay during the effort, Humphrey Golby has been “on the air”. Coverage expanded when Harold Elworthy's Island Tug and Barge Company generously provided tugboats for the press. Radio station CKDA pioneered with the limited ship-to-shore equipment of the day and “The voice was born”.

For more details, refer to the publication of *Swiftsure: The First Fifty Years*, by Humphrey Golby and Shirley Hewett, 1980.

Event Program

- To be determined and announced at a later date.

Media

- **Media should be directed to a designated Chair of Swiftsure Publicity and Promotion or the Swiftsure Chairman.**
- Volunteers may be asked a number of questions by a variety of people. We want you to be a good ambassador and be as helpful as possible. However, should the media ask you a question while on duty, it is important to know what you can and cannot say to the media.
- **What you can talk to the media about:**
 - Why you volunteered and the role you play as a volunteer.
 - Your enjoyment of the event.
 - Any practical information about the event.
- **What you should not talk to the media about:**
 - The financial arrangements between the event and sponsors.
 - Personal information about the Participants, Volunteers, and/or Swiftsure Committee members.
 - Security or emergency issues
 - Noise or crowd issues.
 - Incidents involving participants, visitors, families of our community, or volunteers.
 - The race itself or other aspects of the event that you do not have detailed or accurate information about.

Confidentiality

As a volunteer, you may have access to some personal information of the participants, committee members, or other volunteers. Someone may ask you for that information, but it is important to remember that information of this nature is confidential. If anyone asks for such information, be as helpful and understanding as possible explaining, why you cannot give out should information. If you sense it is of great importance for the inquirer to contact someone, suggest you will pass on any information and have someone get back to the individual.

Incident Reporting

Any incidents of an emergency or critical nature that you may witness should be reported immediately to shift team leader. Any incidents of a less serious nature should also be reported in a timely fashion.

Ogden Point Security/Pass

Access to the finish line at Ogden Point is shared with the people from cruise ships and groups of people who provide service to the cruise ships. Due to the need for strict security measures, volunteers and committee members who need to access this area will have had to be cleared prior to the event and must have picture ID available to access the area. People will not be allowed access just to visit or observe boats finishing.

Parking

Volunteers are required to make their own way to the site where they are on duty in their volunteer role. The volunteer is responsible for paying the parking fee, unless free parking at that site has been arranged by the Event Coordinators.

Snacks and Meals

Volunteers are responsible for any snacks or meals they may wish while on duty. In some incidents the duty Team Leader for the shift may have organized some refreshments.

Thank you for volunteering for Swiftsure!

