



**SWIFTSURE**

## **Swiftsure International Yacht Race**

# **VOLUNTEER HANDBOOK 2014**

### **Volunteer Team Mission Statement**

Swiftsure's volunteers will strive to make the Swiftsure International Yacht Race an enjoyable and memorable experience for all race participants and their families and guests. We will work hard to create a festival atmosphere so the Swiftsure event attracts community awareness and involvement. Where appropriate, sponsors will be acknowledged and thanked for their contribution.

### **Primary Volunteer Goals**

- To provide the best possible racing event and associated activities for race participants, sponsors, our community, out-of-town guests, families and the public
- To pursue excellence in all we do and in our interaction with others
- To have fun while ensuring safety for all involved
- To avoid waste and unnecessary costs

### **Volunteer Commitment**

Volunteers are essential to running a successful Swiftsure International Yacht Race. As our key human resource, volunteers create the spirit of the event: a professional and safe race for the participants. As well, we create a welcoming, helpful and fun experience for all who attend or participate, whether they are skippers and crews, officials, families, fellow volunteers, visitors or members of our community. Please take this commitment seriously and consider the following:

- Commit to a minimum of 6 hours of volunteer time in the overall event so you may enjoy all the privileges/perks offered to our volunteers
- Be familiar with all aspects of the event
- Be enthusiastic, with an attitude of service toward others

- Be patient, courteous, friendly, helpful, 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 (where required) while on duty
- Report for duty on time, well groomed and in appropriate 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
- Provide feedback on what worked, what didn't, and how to improve next year

## ***Definition of a Swiftsure 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 event volunteers. There is no requirement for volunteers to be members of the Royal Victoria Yacht Club, apart from key positions on the Swiftsure Committee.

## **Volunteer Appreciation – Privileges/Perks**

- Official Swiftsure T-shirt (or attire) of the present year, which also entitles you to:
  - Access to the Volunteer and Sponsor recognition BBQ
  - Opportunity to enjoy the Refreshing Alcoholic Beverages on Ship Point when not on duty
  - Free training or orientation as may be required by the event organizers
  - Opportunity to enjoy/win any gifts from event partners

## **Volunteers and the Media**

- **Media should be directed to Gary Davis, the Head of Swiftsure Media and Promotion, or Vern Burkhardt, Swiftsure's Chair.**
- Volunteers may be asked a number of questions by a variety of people. Please 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 may and may not say to the media.
- **What you MAY 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 such as when and where the race starts
- **What you should not talk to the media about:**
  - The financial arrangements between the event and sponsors
  - Personal information about participants, volunteers, and/or Swiftsure Committee members
  - Security or emergency issues
  - Noise or crowd issues
  - Incidents involving race boats, participants, visitors, families of our racers, or volunteers
  - The race itself or other aspects of the event for which you do not have detailed or accurate information

## Confidentiality

As a volunteer, you may have access to some personal information of the race participants, committee members, or other volunteers. Someone may ask you for that information, but it is important to remember information of this nature is private and/or confidential. If anyone asks for such information, be helpful and understanding, explaining why you cannot give out such information. If you sense it is of great importance for the inquirer to contact someone, suggest that you will pass on their contact information and have someone get back to the individual. The Concierge Desk is the best resource for dealing with these inquiries.

## Incident Reporting

Any incidents of an emergency nature such as fire or medical injury should be reported by calling 911, and immediately thereafter to a shift team leader, the Concierge Desk, or a member of the Swiftsure Committee.

Any unusual or troubling situations or incidents should be immediately reported to a shift team leader, the Concierge Desk, or a member of the Swiftsure Committee. Any incidents of a less serious nature should also be reported in a timely fashion.

## Environment Goals

For volunteers, your consideration toward the following aspirations will aid our intention of keeping Swiftsure safe, clean and environmentally sound:

1. **WATER BOTTLE REDUCTION** – Reduce single-use, disposable water bottle use
2. **TRASH FREE REGATTA** – Keep your shores and waters clear of debris
3. **NO DISCHARGE** – Prevent discharge of untreated sewage or blackwater
4. **RECYCLING** – Provide and promote recycling services
5. **NON-TOXIC PRODUCTS** – Use only non-toxic cleaning products during the event
6. **GRAY WATER REDUCTION** – reduce runoff of phosphates and nitrates
7. **OIL SPILL PREVENTION** – Require that motorized vessels shall carry spill kits
8. **PAPER** – Use 100% post-consumer recycled paper or using an electronic registration service
9. **BOTTOM CLEANING** – Prevent bottom cleaning in harbor and sensitive areas
10. **REGATTA AWARDS** – Present recycled or practical race awards

## 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 parking fees, unless free parking at that site has been prearranged by the event coordinators. Bicycles or public transportation contribute to Swiftsure's environmental goals.

## Snacks and Meals

Volunteers are responsible for any snacks or meals they may wish while on duty. In some cases, the duty Team Leader for the shift may have organized some refreshments during late night shifts.

# ***GENERAL INFORMATION FOR VOLUNTEERS***

## Swiftsure Information

The Swiftsure International Yacht Race's website (<http://2014.swiftsure.org/>) provides a great deal of information. Volunteers will find it interesting to look at all the information available to racers under the Race Info page. All sailboats that have registered for the race are identified under the Registration, Participants drop-down menu and, for most, there is background information about the boat and crew and even a picture. Also, there are interesting photos under the Multimedia, [Photo Galleries](#) and a cool video [Swiftsure Sailors Lament](#) plus many stories on the home page under News.

## Race Tracker

Swiftsure has developed a system to track the progress of each sailboat participating in the three distance courses (Swiftsure Lightship Classic to Swiftsure Bank, Cape Flattery to Neah Bay, and Juan de Fuca to Clallam Bay). The SPOT units on each boat transmit their position every 10 minutes from the race start until each sailboat finishes or withdraws from the race. Volunteers can see this Race Tracker system by going to the Swiftsure Race Tracker page: Race Info, [Race Tracker](#) drop-down menu. Until the 2014 race begins, you can also replay the 2013 race by clicking on Replay the Race Tracker 2013 button.

## **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; 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 yachts now round a Navy Vessel temporarily on station at the same location.

In 1962, after considerable grumbling by skippers of boats too small to go to "the Bank", the Royal Victoria Yacht Club introduced the shorter-course Juan de Fuca race to Clallam Bay, some fifteen miles west of Port Angeles. Like the granddaddy classic, it 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 138.2 miles and the other of only 78.7 miles, the race organizers and many skippers found themselves in a dilemma. The solution was the introduction in 1988 of the Cape Flattery race to Neah Bay, 101.9 miles in length, halfway between the Swiftsure Bank and the Clallam Bay courses. This has proved to be very popular, attracting some larger boats.

In the post-war years of Swiftsure, Jack Gann was Swiftsure's Chairman and negotiated the use of Eaton's (the largest local department store) major-display window at the corner of Douglas & View in downtown Victoria to become the "Swiftsure headquarters". A large map of the race course was installed, and race progress was shown by moving miniature boats across the map. As the numbers of yachts 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 "Dose 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 was "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 Hewitt, 1980 (no longer in print but available in libraries).

***Thank you for volunteering for Swiftsure 2014!***