



# IFF Event Handbook

How to organise successful  
Floorball Events

## Staff & Volunteers



6. Staff & Volunteers

# Volunteer Management



## Things to note!

There is always a need for volunteers to assist with the running of sports events. There are opportunities for everyone, young or old, from all walks of life and with all kinds of skills to contribute as volunteers.

As you can see from this handbook, there are a large number of people needed to organise and run an event, regardless of its size. The management of volunteers is a very important part of how you make them commit to the event.

### TASKS AND DUTIES

#### Planning phase

- Make an analysis of how volunteers are needed by mapping how many different volunteer teams you are to form and what they will do
- Decide on how many team leaders you will need
- The age of the volunteer should be appropriate for the job they are assigned
- Decide how you will advertise for volunteers - there are many individuals who like to volunteer in big events despite that they might not have any connection to the sport

#### Volunteer recruitment

- Make a simple and explanatory invitation of what is required, list the different positions available and what the selection process will be
- Before sending out the invitation, plan what kind of education will be given and when, and if there will be a test event (NOTE: The IFF strongly supports the idea of having a test event)
- Ask the volunteers to inform what their preference is to do at the event, as well as their secondary options
- Collect all needed information, like clothes size, experience, language skills, contact details, occupation, special knowledge, availability during the event etc.
- If needed, help in organising accommodation for out-of-town volunteers

#### Volunteer placement

- Inform the volunteers that they are accepted and the timing for their education
- Based on the wishes, skills and availability of the volunteers the LOC first needs to deploy the team leaders and then the team members
- In some specialised areas, such as security, first aid,

### VOLUNTEER MANAGEMENT

1. Define the roles of volunteers & how many are needed
2. Plan the education of the volunteers
3. Collect information about the volunteers
4. Make the selection and inform the applicants
5. Educate the team leaders first, then the rest
6. Run a test event (using your volunteers)
7. Based on the test event, look over your plans
8. Finalise schedules, work rosters, food service etc.
9. De-brief, give feedback & thank the volunteers

### SOURCES OF VOLUNTEERS

- Players, Referees and Coaches
- Students undergoing professional training
- Current or retired business professionals
- Foreign Floorball fans
- Military or government employees
- Employees of other Sport Federations

and video filming you might need to look separately for volunteers

- Remember to have a secondary position for each person, so that you have back-ups if something happens

#### Volunteer education

- Begin by educating the team leaders & defining how everything will be run
- In the second stage bring in the volunteers and test their skills (changing their job allocation if needed) and fit them for clothing
- After the test, agree with them about their working shifts & ask for a written commitment from them
- You need the final number of volunteers to order food and clothing for the volunteers

#### Before the Event

- Check that all team managers have the needed staff and make the back-up plan of deployment
- Secure catering for volunteers in venues
- Establish clear communication channels for the volunteers to their team leaders

## 6. Staff & Volunteers

# Volunteer Management

Plan your own event!

Person responsible: \_\_\_\_\_

## NEEDED RESOURCES

- The LOC defines the number of volunteers required
- One person to plan the volunteer recruitment process and manage it
- One person to choose the team leaders
- One person to appoint the volunteers together with the team leader
- One person to manage the volunteers during the Event

## NEEDED EQUIPMENT

- Human resource deployment plan
- Project plan
- Organisational chart
- Invitation letter and application form for volunteers
- Clothes for volunteers
- Food and drink for volunteers

## TIMELINE

	Task	Deadline	Responsibility	Done
12 months	Plan the organisation and amount of volunteers needed Invite volunteers Organise the first education for team leaders Write the LOC event manual			
6 months	Assign the volunteers & volunteer management Organise the Test event			
3 months	Confirm the participation and availability of the volunteers Order clothes for the volunteers			
Before start	Make the work shifts schedule Confirm food and refreshments for volunteers			

## NOTES:

# Team Guides

The team guide takes care of the team both inside and outside the arenas. The guide helps the team with all issues that might arise and spends as much time with the team as is needed.

The team guide should also try and help with the translations, so it is an advantage if the guide speaks the native language of the team.



## TASKS AND DUTIES

### Before the event

- About two weeks before the event team guides should make contact (via phone or email) with the team manager to introduce themselves and confirm the arrival details of the team, as well as ask if they have some questions or need help with anything
- Welcome the team at the airport / harbour / railway station upon arrival
- Give the team manual (including the information package about the tournament city) to the team at the time of their arrival
- Guide the team to the accommodation and help with the check-in
- Give information about the 1st Technical Meeting (time & place) and any city receptions

### During the event

- Each day go through the daily schedule of the team with the team manager
- Communicate with the competition office and transportation about any changes to the team schedule
- Guide the team to the practice arena and explain the procedures there (locker rooms, schedule, etc.)
- Spend as much time as possible with the team for at least the first couple of days of the tournament
- Contact the team at least 1-2 times every day to find out if they have questions or problems
- In the arena, help the venue staff to give instructions to the team about movement in the arena
- Guide the team to the airport / harbour / railway station for their departure

## Things to note!

### GENERAL

- Make a good first impression since you are probably the first person from the local organisation the team will meet
- Try to create an easy-going atmosphere so the team members and staff feel they can contact you with all possible issues
- In the arena, work in co-operation with the venue staff
- If you don't know something, reply that at the moment you can't answer, but you will find out as soon as possible
- Be dependable - if you promise to find out or take care of something, make sure that you fulfil the promise
- Enjoy the responsibility and be proud of what you do!

### USE THE TEAM GUIDES

- If you have well motivated Team Guides who have taken the time to work with their teams, you will save a lot of unnecessary work and mistakes.
- The more information you give to the team guides the more information you are giving to the teams

# 6. Staff & Volunteers

# Team Guides



Plan your  
own event!

Person responsible: \_\_\_\_\_

## NEEDED RESOURCES

- One team guide per participating team
- If there are many team guides, then assign one person who the guides can contact if they need help (eg. someone working in the competition office)

## NEEDED EQUIPMENT

- Materials to be given to the teams upon arrival (team manual, city info, etc.)
- List of contacts to the organisation
- Phone or sim card for use during the event

## TIMELINE

	Task	Deadline	Responsibility	Done
1 to 3 months	Recruit persons as team guides Recruit person as contact for team guides Assign the guides to the teams			
3 weeks	Collect and prepare the equipment Ask guides to contact teams to confirm their arrival and introduce themselves			
Before start	Educate guides in a briefing meeting			

## NOTES:

# 6. Staff & Volunteers

# Venue Staff

The venue staff take care of teams when they are in the arena. The venue staff work as a link between the teams and the competition organisation. The locker rooms are also the responsibility of the venue staff.

## TASKS AND DUTIES

### Before the match

- Welcome the team at the arena entrance and guide them to the correct locker room
- Give the locker room key to the team manager
- Go through the time schedule of events preceding the match with the team manager and give them a printed copy of the schedule
- Go through the after-match ceremonies with the team manager
- Guide the team to the warm-up
- Guide the team to the match opening ceremony

### After the match

- Contact the media host before the end of the match and ask if there are any special interview requests
- Guide the selected players to the mixed zone for the interviews
- If the team stays in the arena to watch other matches, guide the team to the team stands
- Guide the team to the transportation area and wait for the bus
- Clean the locker room so that it is ready for the next team
- Change the sign of the locker room ready for the next team according to the locker room schedule



## Things to note!

### GENERAL

- Have a helpful attitude and be prepared to help the teams in any way possible
- Work in co-operation with the team guide and use the guide for translations if needed

### CEREMONY INFORMATION

- The time schedule of the happenings before the match should be available in the team manual and on the locker room door
- When the team arrives at the arena, have a short meeting with the team manager to go through the schedule before the match, the opening ceremony of the match and the post-match ceremony.

### PLAYER INTERVIEWS

#### Reserved interviews in the Mixed zone

- Accredited media can ask for certain players for post-match interviews in the mixed zone
- Media hosts inform the venue staff which players have been requested
- After the match, venue staff guide the wanted players to the mixed zone and media hosts coordinate the interviews

#### Press conferences

- The best players or captains and the coaches will automatically attend the post-match press conference
- If the accredited media wants some other players at the press conference, they shall contact the media host in the mixed zone and ask if this can be arranged

# Venue Staff



Plan your  
own event!

Person responsible: \_\_\_\_\_

## NEEDED RESOURCES

### Venue staff for one match:

- 2 persons (one per team) responsible for the tasks

## NEEDED EQUIPMENT

- Locker room schedule
- Keys to the locker rooms
- Pre-match schedule information
- Instructions of the ceremonies
- Transportation schedule of the teams so that venue staff knows when to expect teams to arrive and leave the arena

## TIMELINE

	Task	Deadline	Responsibility	Done
1 to 3 months	Recruit persons for Venue staff Plan the time schedule and ceremonies and write the instructions for the teams Plan the locker room schedule, keeping in mind the match schedule			
3 weeks	Plan work shifts Collect and prepare the equipment			
Before start	Educate volunteers in a briefing meeting			

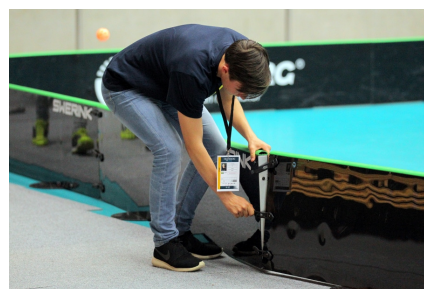
NOTES:

## 6. Staff & Volunteers



# Rink Squad

The main task of the rink squad is to take care of the rink and balls. If the rink falls down, the rink squad repairs it. If the ball is played out of the rink, the rink squad gives a new ball to the players.



## Things to note!

### TASKS AND DUTIES - RINK STAFF

#### Before the warm-up of the first match

- Straighten the rink and check that it is safe
- Place the warm-up balls on top of the goals
- Clean the floor with mops

#### During warm-up

- Meet with the Field manager for instructions
- 1-2 persons to the corners to put balls back on the field. Return balls to the rink by dropping them over the edge, not throwing

#### After warm-up

- Direct the teams out of the field
- Straighten the rink
- Collect the balls from the rink and surrounding area
- Clean the floor with mops
- Open the rink to the teams when they enter at the match opening

#### During the match

- Follow the match, drop the ball back on the field when needed
- Straighten the rink and set it up if it falls down
- Mop the floor if the referee requests
- Direct teams out from the field level
- Clean the floor with mop during the intermissions

#### After the match

- Leave the extra balls in the corners
- Direct teams out from the field level
- Straighten the rink and tidy the substitution bench areas, throw away the garbage, straighten the chairs etc.
- Put the warm-up balls on top of the goals ready for the next game
- Meet with the Field manager for feedback
- After the last match take the balls and mops to storage

#### GENERAL

- Be neutral and polite, no cheering or insulting players or referees
- No mobile phones on the rink level
- Be quick, effective and look sporty!
- Haste or hurry are not the same as speed or efficiency
- Enjoy the responsibility and be proud of what you do!

#### RINK

- Manage your own 'sections' (one corner & half of two sides)
- The rink is not to be repaired when the ball is played near the damaged rink
- If the rink falls down totally or someone has a problem fixing it, go and help

#### BALLS

- 4-5 extra balls in each corner
- Observe what players & other rink squad staff do - only one ball in the rink at a time!
- The ball shall be dropped onto the field near the place it was played out. Do not throw the ball.

#### CLEANING

- Before the match/during intermissions: two persons mopping side by side at the same pace
- During the match: cleaning only if the referee requests. Run to the spot, clean the pointed area and run back to the corner
- After the match clean the substitution benches

### TASKS AND DUTIES - FIELD MANAGER

- Arrive at the arena at least 90 minutes before the start of the match
- Check the goal net & make sure all equipment is in place
- Give instructions to the rink squad members before the match and during intermissions
- After the match give feedback to rink squad

## 6. Staff & Volunteers



# Rink Squad



Plan your  
own event!

Person responsible: \_\_\_\_\_

## NEEDED RESOURCES

### Rink Squad staff for one match:

- One Field Manager at court level
- 4-8 Rink Squad members: 1-2 in each corner of the rink

*One rink squad team can take care of a maximum of two matches in a row.*

## NEEDED EQUIPMENT

- Rule book with the measurements of the field
- Measuring tape
- Screwdriver, scissors etc
- Tapes with different colours
- String or plastic ties to correct the nets
- Buckets for warm-up balls
- Chairs in the corners for each of the rink squad team
- 4 Mops (one at each corner)

## TIMELINE

	Task	Deadline	Responsibility	Done
1 to 3 months	Recruit Field Managers Recruit Rink Squad members			
3 weeks	Plan work shifts Collect and prepare the equipment			
Before start	Educate volunteers in a briefing meeting			

NOTES:

## 6. Staff & Volunteers

# First Aid

The First Aid staff takes care of the well-being of spectators, players and Event staff. If there is a serious injury, the first aid staff gives the immediate first aid to the injured person before calling the paramedics.

All First Aid staff should have, at a minimum, a certified First Aid certificate.



Photo: Fabian Trees

## TASKS AND DUTIES

### Before the event

- Notify the local hospital and health centre about the tournament and find out where the injured players &/or spectators shall be transported in case of an injury
- Check with the participating teams that they have valid health insurance covering sport injuries
- Gather the needed materials for the first aid room

### During the event

- Be on-call in the arena and be ready to help when needed
- First aid staff can only enter the field of play if requested by the referees
- Offer first aid assistance to team staff for injured players
- Give first aid to injured spectators or Event staff
- Decide how urgent the need of medical treatment is for the patient
- Decide if the patient shall be moved to the hospital for further medical examination
- Together with the Arena Security Manager, call the hospital for an ambulance, if needed
- Maintain the drugs and equipment in the first aid room

## Things to note!

### GENERAL

- Each host city must have one designated hospital that teams can go to in case of emergency. The hospital must be located in close proximity to the venue
- The hospital should, preferably, offer comprehensive medical service, including 24-hour emergency treatment on a priority basis for the participants of the event
- If the nearest hospital is more than 10kms (6 miles) away, there needs to be an ambulance at the venue during scheduled play

### LOCATION OF FIRST AID STAFF

- There shall be a first aid room in the arena which the first aid staff can use and that teams, spectators and Event staff can come to for medical attention
- During the matches the first aid staff (with stretcher) shall be situated in the immediate vicinity of the playing field

## FIRST AID STAFF

- First aid staff must have, at a minimum, a certified First Aid Certificate (eg. Red Cross; St John's Ambulance etc)
- The work shift should start at least 30 minutes before the match starts and finish 15 minutes after the match ends
- The security staff ensures that unauthorised persons don't have access to the first aid room where medical supplies are stored
- If there is a language problem with the patient, ask for help from a team guide, team staff or venue staff



# 6. Staff & Volunteers

# First Aid



Plan your  
own event!

Person responsible: \_\_\_\_\_

## NEEDED RESOURCES

- 2 educated first aid persons at court-side for each match
- Extra first aid people for spectators & staff

## NEEDED EQUIPMENT

- Medications and equipment needed in the first aid room
- Stretcher to transport the seriously injured players
- First aid vests for the first aid staff
- Possibly radiophones for the first aid staff

## TIMELINE

	Task	Deadline	Responsibility	Done
1 to 3 months	Recruit persons who are educated in first aid Contact local hospital Prepare emergency plans			
3 weeks	Plan work shifts Collect and prepare the equipment			
Before start	Prepare the First Aid room Educate volunteers in a briefing meeting			

## NOTES:

# 6. Staff & Volunteers

# Security

The security sector controls the movement of people in the arenas and makes sure unauthorised persons don't have access to restricted areas.

The LOC is responsible for the safety and security arrangements in the venues for players, staff & spectators, and there must be a security plan for the event. Local authorities and police must be informed about the event and co-operation should take place if needed.



## TASKS AND DUTIES

### Before the event

- Make a security plan for the venues and, if needed, approve it with the authorities
- Make a risk assessment of the event
- Plan and mark the routes where different groups will walk during the event
- Plan who will have access to different areas inside the arena
- Together with the competition office, plan, print and place the signs and guides for walking in the arena
- Ensure security staff understand the information shown on the accreditation cards and the different accreditation groups
- Decide on the procedure for dealing with accreditation cards that are misused

### During the event

- Ensure the security of the areas with restricted access to certain groups
- Advise all participants of the event to have their accreditation card clearly visible at all times
- Make sure unauthorised persons don't have access to the field level
- Make sure the players are safe at all times, and that spectators or journalists don't have access to the areas reserved only for players
- Control the photographers - see that they stay in their own photo zone near the field
- Make sure only authorised media members have access to the press centre and mixed zone
- At the end of every match make sure the players have a secure way out of the arena
- Since referees might enter and exit the field from a different entrance to the players, it has to be secured so that they can move undisturbed

## Things to note!

### GENERAL

- Security personnel should be neutral and polite, but when needed they should be strict and firm
- If it looks like you need help, call for assistance early enough
- It is likely that spectators will ask also questions not only related to access, so it is good service to find out some basic things (location of toilets, exits, information board, etc.)
- Remember that your job is also to serve the spectators, so smile and when possible take care of your duties in a firm but friendly manner

### SECURITY POINTS

- Security points must be guarded at all times. The guard can not leave the point empty, even for a short time
- If a break is needed, call for a substitute
- Check the access passes of everyone trying to go past the security point
- No-one without a proper accreditation card can go past the security point

# 6. Staff & Volunteers

# Security



Plan your  
own event!

Person responsible: \_\_\_\_\_

## NEEDED RESOURCES

The needed resources depend on the number of security points

- One security person for each security point
- 1-2 persons to give breaks for security persons and help if needed

## NEEDED EQUIPMENT

- Signs and guides to show how to move in the arena
- Tape to attach signs to walls and doors
- Coloured security vests for security personnel

## TIMELINE

	Task	Deadline	Responsibility	Done
1 to 3 months	Make the security plan for the arena Plan the walking routes for different groups in the arena Recruit persons for security at each security point Recruit persons to give breaks for security persons and help if needed Recruit Arena Managers who are in charge and solve problems			
3 weeks	Plan work shifts Collect and prepare the equipment			
Before start	Educate volunteers in a briefing meeting			

NOTES:

## 6. Staff & Volunteers