



## 2023 Wood Buffalo Arctic Winter Games

### Volunteer FAQ

#### **What are the 2023 Wood Buffalo Arctic Winter Games?**

The Arctic Winter Games are a high-profile Circumpolar sport competition for northern and arctic athletes. The first Games were held in Yellowknife in 1970, with 500 participants from Yukon, NWT and Alaska. Participants now come from Alaska, Northern Alberta, Yukon, Nunavut, Nunavik, Northwest Territories, Greenland, Finland and Norway.

From January 29-February 4, Wood Buffalo will welcome approximately 2,100 participants, coaches, mission staff and officials from eight contingents for the 2023 Arctic Winter Games (AWG).

#### **How can I apply to be a Games time volunteer?**

All volunteer applications will be accepted online. Registration begins September 8th, 2022 and will continue until the volunteer positions are filled.

To complete a volunteer registration form, please visit:

[https://awg2023.gems.pro/Volunteer/Register.aspx?Volunteer\\_Type\\_GUID=aa40c081-eebb-441f-8279-f7f7dffe2114](https://awg2023.gems.pro/Volunteer/Register.aspx?Volunteer_Type_GUID=aa40c081-eebb-441f-8279-f7f7dffe2114)

Before starting your application please have the following readily available:

- A valid email address which you monitor often
- A cropped photo of your face to upload to your profile
- A valid driver's license if you are applying to be a driver

#### **What if I do not have a working computer to register online?**

If you do not have a computer, you can register in person at the Volunteer Recruitment Centre, located at 10019 Franklin Avenue. All volunteers require access to a working email address.

#### **I have signed up to be a volunteer however have not received any communications from the Games.**

To ensure you are receiving Games communications please check that your email address is complete in your volunteer profile or check your junk mail for any of the following email addresses:

- @gems.pro
- @awg2023.org

Make sure to move these email addresses to your inbox to receive future notifications.



### **If I've changed my email or phone numbers, how do I update my volunteer profile?**

We require you to keep your name, address, email and phone number up to date throughout the duration of the Games. Please log into your volunteer application in order to update your settings by following this link: <https://awg2023.gems.pro>

### **I've registered online, does that mean I am accepted as a volunteer?**

Online registration is step one of your volunteer journey. Up next you will be asked to secure a Criminal Record Check (CRC) or Vulnerable Sector Check (VSC), according to the interests outlined in your registration. All CRCs and VSC's can be scanned and emailed to [volunteer@awg2023.org](mailto:volunteer@awg2023.org) or dropped off at the Volunteer Operation Center at 10019 Franklin Avenue.

### **Can I volunteer prior to the Games?**

Yes, there are ways to contribute as a volunteer prior to the Games. We require volunteers to assist with transportation logistics, accreditation and uniform distribution, community relation events and the operation of the Volunteer Operation Center at 10019 Franklin Avenue. For more information about Pre-Games volunteer opportunities please visit our postings on [www.woodbuffalovolunteers.ca](http://www.woodbuffalovolunteers.ca).

### **What kind of volunteers will you be looking for?**

We will be actively seeking people who would like to be part of a diverse team; who are friendly, outgoing and willing to start conversations with the public; who can problem solve and deal with the general public; who are able to access a computer and have email; and who are excited to celebrate youth, sport and community!

### **How old do I need to be to volunteer?**

Generally volunteers are required to be at least 13 years of age or older as of December 31, 2022. Youth Volunteers will require the permission of their parent or guardian and completion and submission of the Consent form provided at the time of their registration. Youth Volunteers aged 13 to 17 may participate in the workforce activities of the Games only if they are supervised by a known adult over the age of 18 on the same shift. Youth volunteers will only be allowed to fill shifts and tasks approved by the host society but will be welcome at all volunteer events, including rallies, thank you parties, and volunteer lounges, although some restrictions may apply



### **Is there a language requirement for volunteers?**

All volunteers must have a working knowledge of English. The Games will require a substantial number of bilingual volunteers. French speaking volunteers will be given preference for bilingual roles.

### **What volunteer positions will be available?**

Positions include, but are not limited to, access control, drivers, dining room attendants, ushers, ticket takers and more! All positions are listed on the application form online during your registration process. Volunteer positions will be available in Fort McMurray, Anzac, Fort McKay and more.

### **I've got my Criminal Record Check/Vulnerable Sector Check done. What now?**

Scan and email a copy to [volunteer@awg2023.org](mailto:volunteer@awg2023.org) or drop it off to the Volunteer Operation Center at 10019 Franklin Avenue.

### **I already have a Criminal Record Check, will I need to obtain another one?**

Depending on the volunteer position, applicants may be asked to complete additional screening measures including but not limited to; Criminal Background Check, Vulnerable Persons Check, Driver's Abstract and/or professional certification. All previously completed checks must be completed within 6 months of the Games to be valid. Although you may have a cleared check from another organization, we will require a new one at little to no cost to you, depending on your location.

### **How will I know if I have been successful in becoming a Games volunteer?**

All volunteers will be contacted after moving through the screening and orientation process to pick up a uniform and accreditation. It is at this stage that you have successfully become a volunteer. Those who have not met the requirements of our screening policy will be notified that they will not be moving forward with the volunteer process.

### **Will I be expected to attend any training sessions?**

Prior to the Games, volunteers must commit to a general orientation session, online or in-person position-specific training and on-site venue-specific training. All training is mandatory in order for you to become fully prepared for the Games and your role.

### **How will I know when I need to attend the various trainings?**

Volunteers will be contacted and assigned a general orientation training session. It will be expected that you complete this training online. If for some reason you cannot complete the orientation online, it will be up to you to notify the volunteer coordinator in order to move forward with the process. General orientation sessions are expected to take place between December and January.



**When will I know my detailed schedule of shifts so that I can ensure my availability?**

Volunteer scheduling will begin December 1, 2022. Volunteers will sign up for their own shifts at the location of their choosing.

**What is the total time commitment in order to be a Games-time volunteer?**

During the Games, volunteers will be required to commit to a minimum of 2 shifts, not to exceed 4 hours each, but are encouraged to contribute further hours if they wish. Shifts will take place in the morning, afternoon, and evening.

**I want to volunteer for a specific sport or venue, can that be accommodated?**

All positions are assigned based on interest, location preference, skill level, experience as well as our internal screening policy. Volunteers will utilize Self-Scheduling means to choose their own shifts, locations, and sports.

**I want to volunteer as a performer in the Games ceremonies, how do I do so?**

The ceremonies are a unique, separate Games event. Recruitment and selection planning is still being developed and we anticipate information will be released shortly. Please monitor our website for up to date information.

**I would like to volunteer with my family/friends. Are we able to be assigned to the same venue, role or shift?**

Unfortunately it is not possible to facilitate requests from volunteers for individuals to be assigned to the same venue, role or shift. All roles will be assigned/chosen based on an individual's skill, experience and location preferences as well as Games requirements.

**How will volunteers be supported throughout the Games?**

During your volunteer journey you will have teams of leadership volunteers in place to assist you with your application process. Leadership volunteers are supervisors and representatives who have helped shape the volunteer role you will be playing.

**I don't live in Fort McMurray, will the 2023 Wood Buffalo Arctic Winter Games pay for my travel or accommodations?**

Unfortunately travel, room or board will not be provided for volunteers. Volunteers living in other parts of Canada will be responsible for the cost of their travel to/from Fort McMurray as well as their accommodations.



### Do volunteers wear uniforms?

Games-time volunteers will be provided a free uniform and accreditation in order to complete their duties. Volunteers will receive an email invitation to pick up their uniform and accreditation in Spring 2023.

### What benefits will Games volunteers receive?

As a 2023 Wood Buffalo Arctic Winter Games volunteer, you will be a part of the coolest opportunity in Wood Buffalo! 2023 Wood Buffalo Arctic Winter Games volunteers will:

- Have the opportunity to meet new people and make new friends
- Undergo an in-depth volunteer training program which will help expand your professional portfolio
- Receive an official 2023 Wood Buffalo Arctic Winter Games uniform

### What if my circumstances change and I can no longer volunteer with the Games?

We understand that a person's situation can change rendering them unable to participate as a volunteer. Should this happen, please contact [volunteer@awg2023.org](mailto:volunteer@awg2023.org) to notify the Volunteer Services team so you will not receive any further communications.



10019 Franklin Ave, Fort McMurray, AB, T9H 2K7