



VOLUNTEER DESCRIPTION

Position Title	Security Personnel	Team	Volunteer Committee
Reports to	Volunteer Coordinator	Responsible for	Securing area and ensuring only personnel permitted and guests with paid tickets.
Volunteer duration & time	Refer to Sign-Up Genius		

POSITION SUMMARY

The **Security Personnel** shall ensure that only paid guests are permitted in the event and secure areas not accessible to the general public.

TASKS

<p>There will be two types of positions. Please ensure correct position is selected in SignUp Genius:</p> <ol style="list-style-type: none"> 1. Security Position #1 who will responsible for setting up and security at all other areas except skater's change rooms. 2. Security Position #2 will be responsible for setup and will only monitor exits and entrances surrounding the skater's change rooms and lobby. 	
Security Position #1 and #2:	
	It is the volunteer's responsibility to sign-in and sign-out on the "VOLUNTEER SIGN-UP" form.
	Post signage relating to access throughout building as per "EVENT MAP." Examples of signage, Authorized Personnel Only, CanSkate/ Pre-CanSkate Skater's Lobby, Restricted Area/ Authorized Personnel Only, Contact List, etc. Signage located in Black "Volunteer Portfolio" case.
	Place stanchion posts and rope across bottom of stairs as per "EVENT MAP" to prevent guest from entering arena seating area until the opening time. Other locations as shown on map.

Walk around the premises throughout the event to check that individuals are not entering without a paid ticket. Usually doors to exits have been secured from the exterior and therefore there is no requirement to lock doors. Check to ensure doors are actually locked. Contact Security Volunteer Team Lead if doors require locking.

The volunteer security personnel is NOT responsible for apprehending individuals who have not paid. Avoid conflict with an individual who is rude or violent when they are asked to pay a ticket. Your safety is more important than the cost of a ticket.

Security Position #1:

Be present at the ticket sales counter to assist Ticket Sales volunteers during busiest times. One Security Personnel may redirect patrons from outside the entrance doors to ticket sales or product sales counters as necessary to reduce lineups.

Once the event is open to public, the volunteer will stand at the entrance (beside the "admission tickets" table) and allow admittance only with a paid ticket.

Procedure:

1. take the ticket from the guest
2. tear the ticket at the perforations
3. stamp their hand with a stamp (stamp and stamp pad located with the admission ticket salesperson)

Position themselves at the entrances of all viewing stands during the entire event.

Guests are allowed re-entry only with proof of stamped hand. Check that guests have a stamped hand (proving payment) if guests are coming in and out of the viewing stands.

In order to prevent the used ticket from being reused by another person, a previously torn ticket cannot be presented for re-entry. If a guest only presents a torn ticket and has no stamp, Please kindly direct them to buy a ticket at the ticket counter.

Inform guests who have mobility challenges, wheelchairs, elderly or those with baby strollers that there is a lower section of the audience seating they can choose when the area opens for guests to seat themselves. Refer to "EVENT MAP".

Inform guests that they are NOT allowed to enter the audience seating area until it is opened. Also notify them that all areas taped off are for volunteers only and inaccessible to the public/guests.

Security Position #2: The volunteer in this position must not leave the Skater's lobby.

Position oneself at the Skater's lobby and outside the dressing rooms. Allow only those with permission in the skater's lobby. Allow only those with permission/ ID to have entry to dressing rooms.

Ensure any doors from the exterior of building to the dressing rooms are locked from the outside.



EQUIPMENT REQUIREMENTS

- Wear volunteer badge obtained at Volunteer Registration counter
- Stanchion post and rope obtained at event. If posts are not available, be inventive to tie the rope.
- Various printed Signage located in Black "VOLUNTEER PORTFOLIO" case.