



Frequently Asked Questions

GENERAL

How can I get involved as a volunteer?

The online volunteer application portal opened January 21, 2019. All interested volunteers will be able to apply for Games time roles through this online portal (GEMS.pro). Click [here](#) to register!

I live outside of Swift Current. Can I still get involved?

Absolutely! We are recruiting volunteers throughout the province!

What kinds of volunteer roles are there?

From transportation to food services, scorekeepers to ticket takers...there is a volunteer role for everyone.

I have disabilities and have a full-time aid. Can I still be involved?

Absolutely! We encourage anyone with a disability to apply as a volunteer. Once you apply, you will be contacted to ensure we match you with a position that best accommodates your accessibility needs. If you have a full time aid/support worker, they will also need to go through the volunteer application process and will be identified through a follow up conversation to your application.

Are there any other activities or special events during the Games that I can take my family to?

On top of the 16 sports, the 2019 WCSG also hosts a major arts & cultural festival. Specific details about the festival will be announced closer to Games time.

Where is the best place to get information?

Our [website](#) and social media channels will always have the most comprehensive and up-to-date information on getting involved with the Games. Through our website, you can follow us on [Facebook](#), [Twitter](#) and [Instagram](#). To stay up to date on events and information from the 2019 WCSG, please read our monthly [E-Newsletter](#)!

REQUIREMENTS

Is there a language requirement for volunteers?

All volunteers must have a working knowledge of English.

What is the time commitment to volunteer with the Games?

We ask that Games Time volunteers commit to a minimum of 24 hours of service between July 1, 2019 and August 23, 2019.



Can my children get involved?

Volunteers must be 13 years of age or older as of August 1, 2019. Those between the ages of 13 and 15 must volunteer with a chaperone for their safety and security. Parents or Guardians must sign off on all chaperones. Students that are 16 & 17 years of age do not need a chaperone but must have parental/guardian consent. Volunteer duties will be age-appropriate. Please click [here](#) for consent forms.

ONLINE PORTAL

Tell me more about the GEMS.pro registration system.

GEMS.pro is a Games Management database software system that integrates the various aspects of multi-sport games: athlete registration, sport schedules, volunteer scheduling, results reporting and medical charting. When you register online, your information is entered into the GEMS.pro Volunteer Database, which allows us to match your availability and interests with our volunteer needs.

What information do I need before I apply to be a volunteer?

Before starting your application, please have the following readily available:

- A valid email address that you monitor frequently

If you do not have an email address, please contact the Games Office for assistance.

Why do you need a photo of me?

Every volunteer will be issued an accreditation badge that will provide the access you need to do your assigned role(s). Your photo will be printed on this accreditation badge so our event services hosts can verify your identity and give you the necessary access.

What if I do not have a computer to apply online?

The Games Office (751 Lorne St. W) and Swift Current Library (411 Herbert St. E) has computers that you can use to apply.

I have signed up to volunteer but my contact information has changed. Can I update my profile?

Absolutely! Please log into the volunteer portal in order to update your profile settings. Keep your name, address, email and phone number up-to-date on your profile through the duration of the Games.

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

Email will be the primary form of communication about all things related to your volunteer experience. To ensure you are receiving important communications from the Games Office, please check that your



email address is complete in your volunteer profile. Also, check your junk/spam folder for any of the following email addresses: @gems.pro or @2019wcsg.ca.

What does my status mean on my application?

The status of your application is where you stand in the [Volunteer Journey](#). As you move through your Volunteer Journey and complete steps in the process, your status on the GEMS.Pro system updates.

VOLUNTEER JOURNEY

Am I automatically placed into a volunteer role as soon as I sign up?

The online application form is the first step in beginning your volunteer journey with the 2019 Western Canada Summer Games. We have a process to review and screen applications based on skills and interests. Following the review and screening of your application, we will contact you via email to advise of next steps towards your placement in a specific role.

Note: Once you apply online, you will be contacted with instructions on the next steps of your process. All volunteers will be asked questions, based on their listed volunteer role interests. We do this to gauge your experience and skill set.

Why do I need to complete Criminal Record and Vulnerable Sector checks and who pays for it?

For the safety and security of all athletes and volunteers, we require all volunteers to go through enhanced screening. The 2019 Western Canada Summer Games Host Society will cover the cost. Additional screening costs (i.e. fingerprints) are the responsibility of the volunteer.

I just had Criminal Record and Vulnerable Sector checks completed for my work. Can I use that?

We will accept criminal record and vulnerable sector checks that have been completed as of 6 months of the Games (February 2019). You can drop your CRC/VSC off at the Games Office, where a copy will be scanned and the original will be given back to you. You may also email a copy to the Games Office at volunteer@2019wcsg.ca. A digital copy of your CRC/VSC will be kept until Games time. After August 18, 2019, the digital file will be deleted.

If your CRC/VSC was completed prior to February 2019, please click [here](#) for a permission letter.

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

After going through the screening process, you will receive an email notification that you are approved as a 2019 WCSG volunteer. This will also be reflected in your status within GEMS.pro profile. Keep monitoring your inbox for emails from our Volunteer Services team.



SCHEDULES

Where will I find my schedule?

Your volunteer schedule will be available on GEMS.Pro. (Games and Event Management System) GEMS assists the Host and Volunteers regarding registrations, scheduling, etc. Closer to Games time, you will be asked to review proposed shifts/roles and accept or decline those shifts.

Can I request to be scheduled with a friend or family member?

Unfortunately, we are unable to facilitate requests from volunteers for individuals to be assigned the same venue, role or shift. All roles will be assigned based on an individual's skill, experience and location preferences, as well as Games requirements. We have over 2,000 volunteers to schedule! The exception to this is those volunteers with disabilities who have a full-time support person.

I'm not sure what my availability will be come Games time. How can I reflect this on my application?

Put your availability down to the best of your knowledge. You can always accept more or less shifts as it changes via GEMS.pro.

What if I don't know what my schedule is like for Games time?

We can work with you to find shifts that best fit your schedule. You will have the opportunity to accept and/or decline shifts based on what you know about your schedule at that point in time. Even if you will not know your schedule until closer to Games time, we encourage you to submit your application early.

BENEFITS

What are the perks of volunteering with the 2019 WCSG?

There are many perks to playing a key role in the largest event ever hosted in southwest Saskatchewan! This includes making lasting friendships with other volunteers and Host Society staff, receiving a uniform and volunteer gift package, gaining experience in the event industry, honing your skills and knowledge and representing southwest Saskatchewan on the national stage. You will also be invited to a Volunteer Appreciation Celebration after the Closing Ceremonies.

Will I have to pay for my uniform?

Volunteers receive a uniform package at no cost.



ORIENTATION & TRAINING

What kind of training will volunteers be given?

There are three critical pieces of training each volunteer will be required to complete:

- General Games orientation
- Role-specific training
- Venue-specific orientation

NOTE: Orientation details will be announced at a later date.

Will I receive an invitation to these orientations?

Once your volunteer status is moved to “Approved”, meaning that you have completed the necessary registration and screening steps, you will be invited to attend orientations. Orientations are an important part of your volunteer experience - general and role-specific information will be shared to ensure you are fully prepared to be successful in your volunteer role. As always, watch your email for those orientation invitations.

Note: We highly recommend that you attend one of the many scheduled orientations. If you are unable to attend any of the scheduled orientations, please contact the office at volunteer@2019wcsg.ca.