



# Volunteers

Observer Programme

Day 2 - 16 Feb 2011

Presented by Vanda Šulcová

Volunteers Coordinator



10. ZIMNÍ EVROPSKÝ OLYMPIJSKÝ FESTIVAL MLÁDEŽE 2011  
10<sup>th</sup> EUROPEAN YOUTH OLYMPIC WINTER FESTIVAL 2011



**Vanda Šulcová**  
**Volunteers Coordinator**



**Tereza Milerová**  
**Volunteers Manager**



## Section Overview

- 🎨 Recruiting volunteers
- 🎨 Communication with volunteers
- 🎨 Selection of volunteers into departments
- 🎨 Coordination of volunteers
- 🎨 Volunteer's training
- 🎨 Ensuring transport, accommodation and catering during festival
- 🎨 Familiar with the terms of cooperation

## General Information

 The team of volunteers = **EYOWF TEAM**

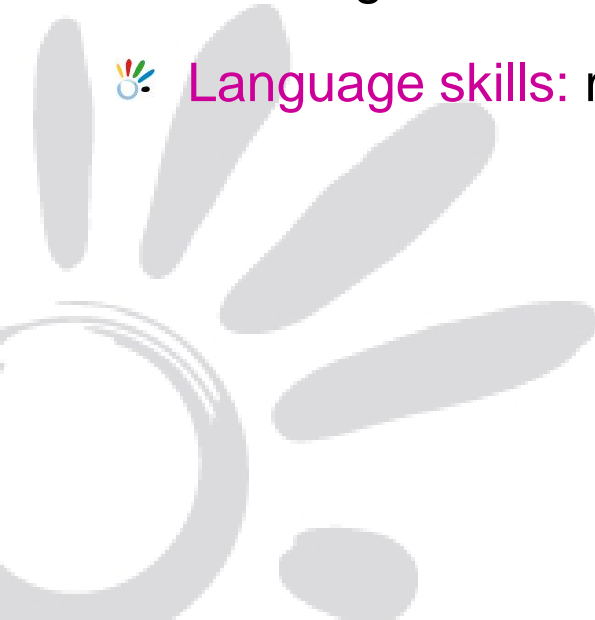
 Total number of members: **500**

 Volunteers in numbers:

<input type="radio"/> Sport – Venues	182
<input type="radio"/> Olympic Village	98
<input type="radio"/> EYOWF's Hotels	19
<input type="radio"/> Communication & Media	23
<input type="radio"/> IT	15
<input type="radio"/> NOC's Assistants	65
<input type="radio"/> Observer Programme	2
<input type="radio"/> Promotion & Marketing	29
<input type="radio"/> Transport	34
<input type="radio"/> Medical, Antidoping	14
<input type="radio"/> Reserve	19

## Volunteer Activities and Help

- 🎨 Departments of cooperation: **18 = all areas** of EYOWF 2011
- 🎨 Individual set of tasks to carry out
- 🎨 Training in own sphere of activities
- 🎨 Coordinated by Manager or Coordinator of appropriate department
- 🎨 Working hours: maximum of 10 hours a day
- 🎨 **Language skills:** mostly English, German



## How to Recognise a Volunteer?



 Women



 Men

## How to Recognise a Volunteer from Behind?



# Volunteer Accreditation Card

**European Youth Olympic  
Winter Festival 2011**

12. – 19. 2. 2011



EYOWF  
2011 | **Liberec**

V



**Rampich  
Fundich**

Promotion & Marketing



**CZE**

**Venues:**









**Zones:**

Z1	Z4	Z6
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**Privileges:**





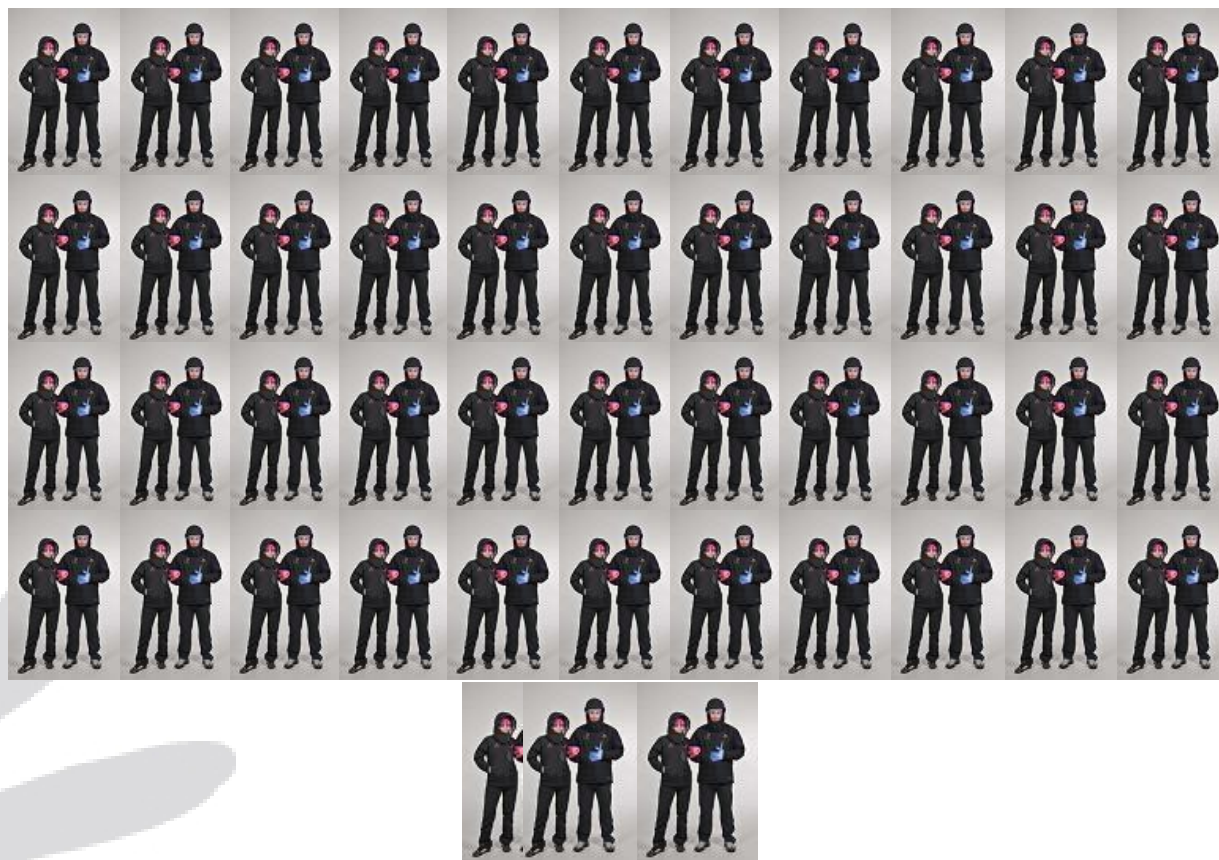
## Number of volunteers in departments – In average: 20



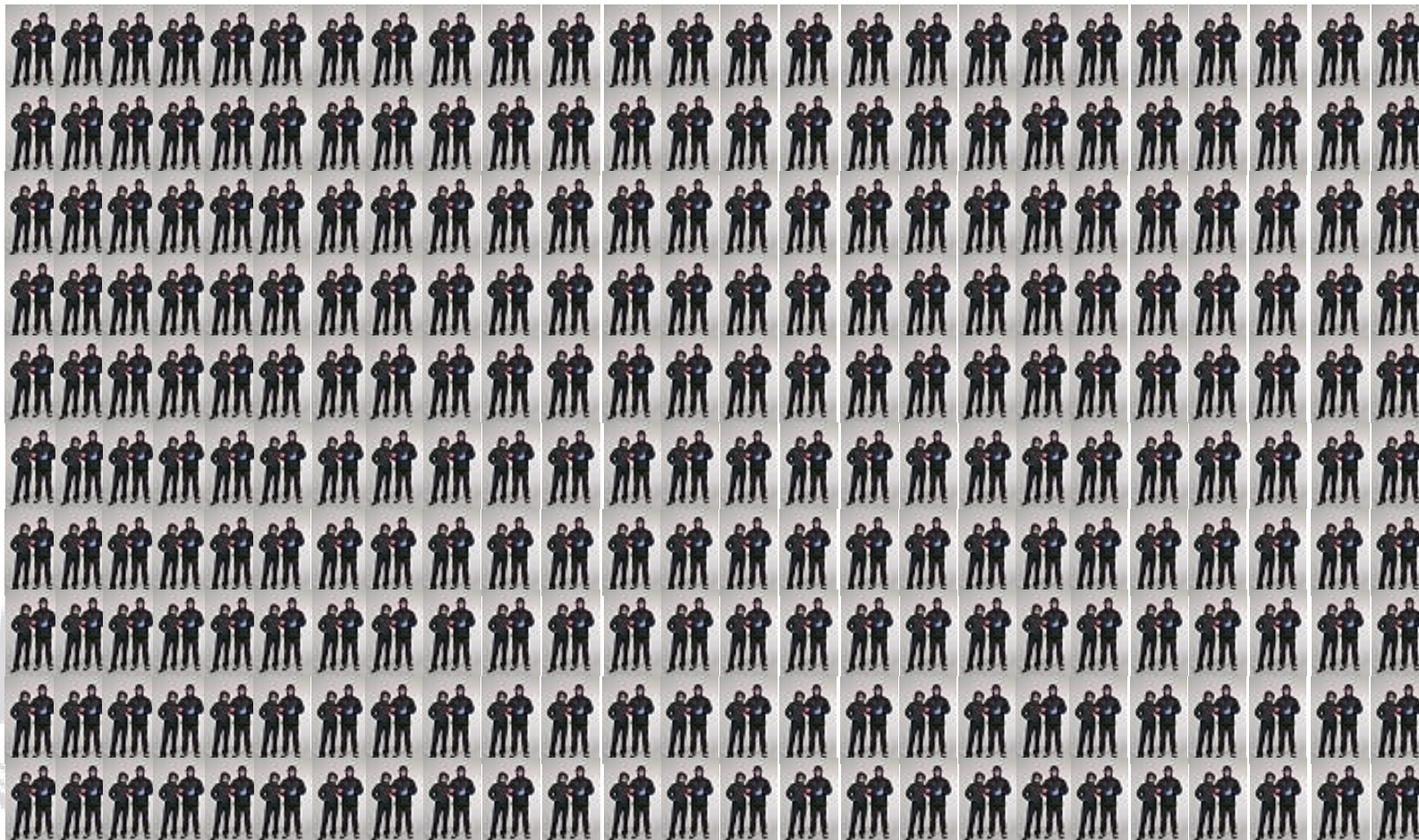
## Number of volunteers in sports venues – In average: 48



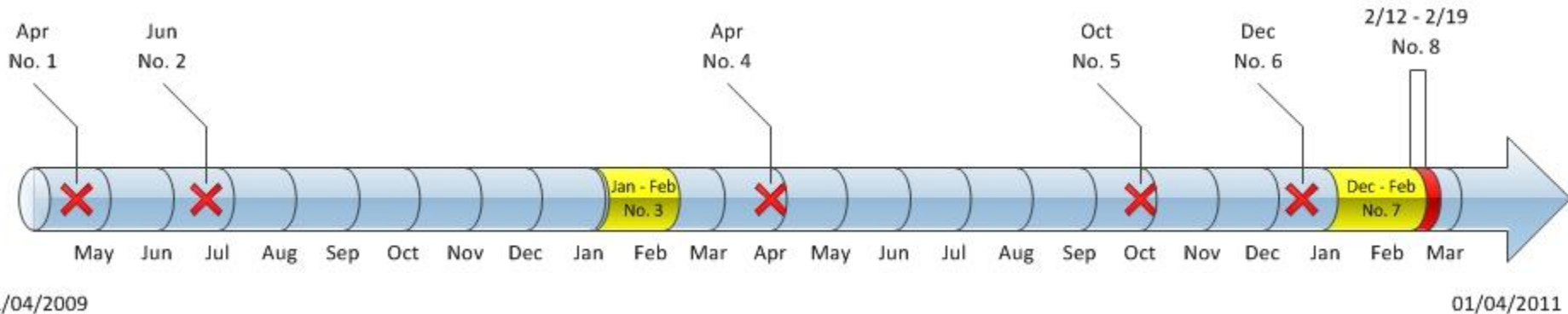
Number of volunteers in the Olympic Village: **In total: 93**



# Army of EYOWF 2011 VOLUNTEERS: 500



## Major Milestones



1. Start volunteers recruiting (May 2009)
2. First volunteers meeting (July 2009)
3. Czech Youth Winter Games 2010 – 113 volunteers (February 2010)
4. Intensive recruitment of volunteers (April 2010)
5. Complete the required number of volunteers - start building up a reserve (October 2010)
6. Collective meeting of the volunteers before EYOWF (December 2010)
7. Intensive training of volunteers (January - February 2011)
8. EYOWF 2011 (February 2011)

## Key Challenges

- 🎨 Few specialized volunteers
  - recruitment at specialist colleges
- 🎨 Many applicants
  - make a reserve of volunteers
- 🎨 Long delays in the responses of volunteers
- 🎨 Volunteers did not communicate
  - sending emails several times
  - calls
- 🎨 Clothes size problem
  - have a reserve sizes
- 🎨 Explanation of the importance of communication with volunteers to other members of OC

## Recommendations

- 🎨 Well treated application form
- 🎨 Previously treated cooperation rules
  - conditions
  - bonuses
- 🎨 Timely information on the terms
- 🎨 Sophisticated training system
- 🎨 Provision of volunteer´s leaders
- 🎨 Creating reserve team of volunteers

## How we did it...

### Recruiting volunteers

- high schools and universities
- sport clubs
- volunteers from other sport events
- web site

### Communication with volunteers

- mass e-mail from our Information System
- special news part of the web site for volunteers
- personal communication (calls, sending e-mails)
- meetings and training
- Quarterlies - bulletin



# Volunteer's meeting before EYOWF – November 2010

## Registration



## Presentations



## Volunteer's fun meetings before EYOWF





# Quarterlies

