



Volunteers

Observer Programme

Day 2 - 16 Feb 2011

Presented by Vanda Šulcová

Volunteers Coordinator



10. ZIMNÍ EVROPSKÝ OLYMPIJSKÝ FESTIVAL MLÁDEŽE 2011
10th 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**

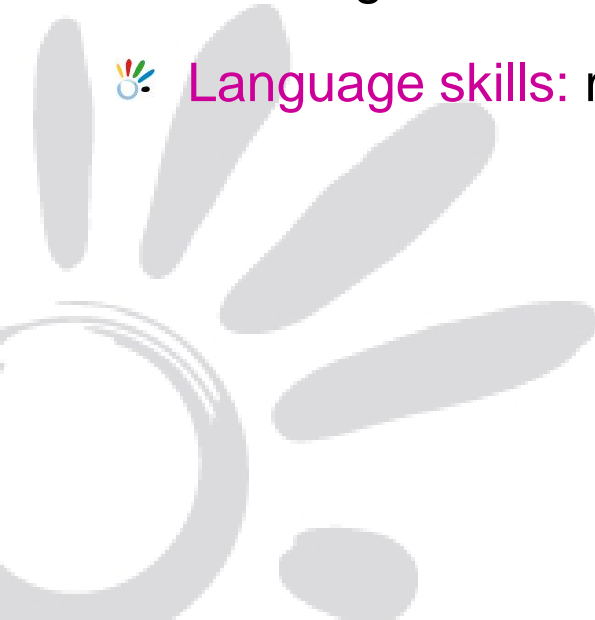
 Total number of members: **500**

 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:



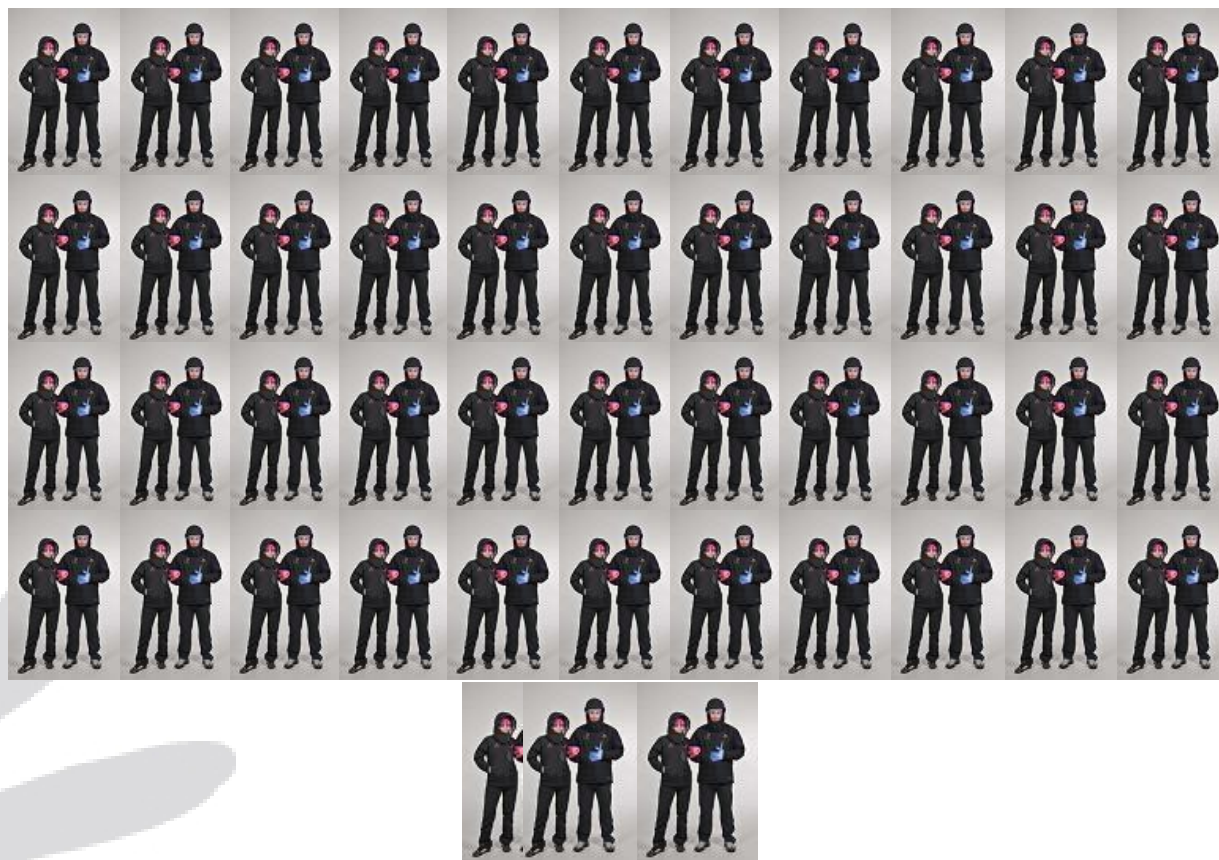
Number of volunteers in departments – In average: 20



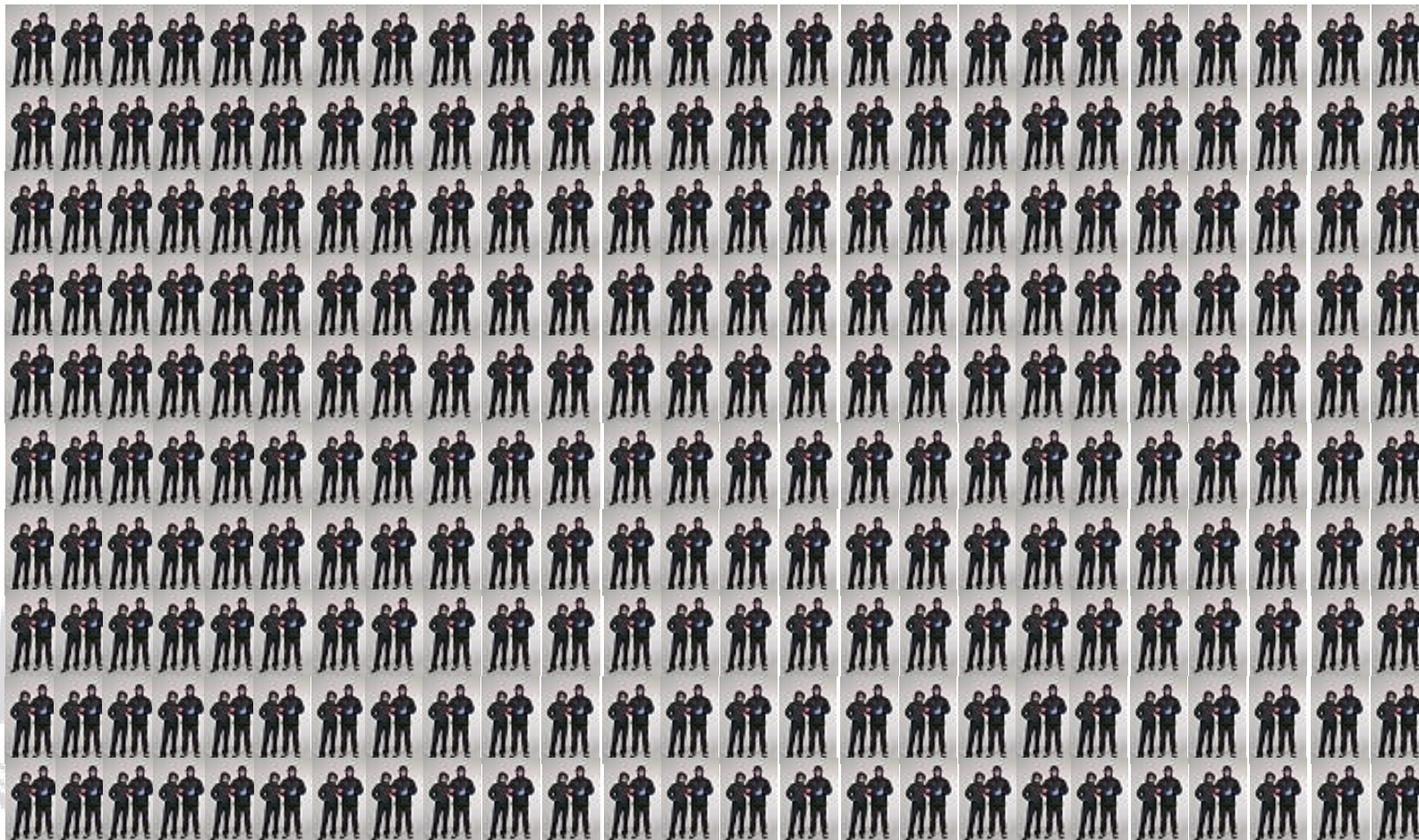
Number of volunteers in sports venues – In average: 48



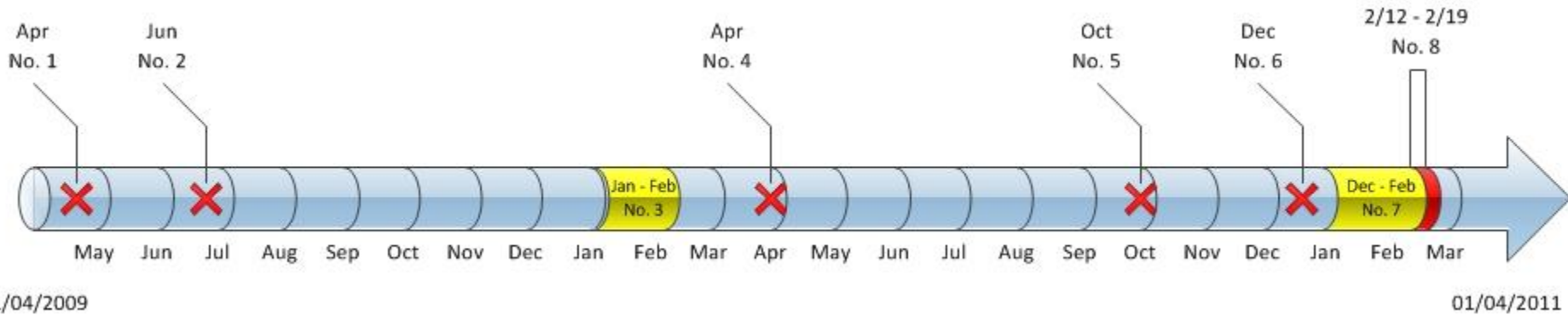
Number of volunteers in the Olympic Village: **In total: 93**



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

