

Welcome to the Transportation Committee for the 2024 National Bank Open!

We are excited to welcome the best female tennis players in the world back to Toronto for the 2024 National Bank Open presented by Rogers from August 4th-12th at Sobeys Stadium. We're certain that this will be a phenomenal tournament and are glad to have you as part of the team. Volunteers play a pivotal role in many facets of our operations, and we could not continue to put on this event without their involvement.

Attached to this email is the Transportation Volunteer role description for the position you've been hired for, taking you through the responsibilities of this specific role. Please review these as they do change from year to year, and they will provide the groundwork for the rest of your training as we build towards the tournament.

Your Committee Heads are Jason Tsang, Wanda Restivo, and Lucia Graziano and they can be reached for any and all committee related inquiries at transportationshifts@tenniscanada.com.

NEW VOLUNTEER ORIENTATION

All new volunteers must attend the new volunteer training session listed below. At this session we will take you through a training program designed to teach you what it means to be a National Bank Open Volunteer, as well as distribute your volunteer package (complete with your uniform, accreditation, etc.) Please note, you will be required to show a form of identification in order to pick up your package.

Orientation #1 Date: Saturday July 6th

Orientation Time: 1:00pm – 3:30pm

Orientation Location: Sobeys Stadium – 1 Shoreham Drive, Toronto, ON, M3N 3A6

*** It is MANDATORY that new Transportation volunteers attend **this specific** orientation session to find out more about the event and their role and responsibilities. Transportation specific training will not be offered any other day/timeslot. We appreciate your understanding and help with this important process.

RETURNING VOLUNTEER ORIENTATION

In order to receive your volunteer package, you will have to visit Sobeys Stadium during one of our volunteer package pickup windows. As with last year, we will no longer be offering alternate uniform pickup and exchange dates as you will be able to exchange clothing for sizing during these four windows. We also apologize in advance but all volunteers must pick up their own package and cannot have someone else do it for them. Please note, you will be required to show a form of identification in order to pick up your package. All returning volunteers will receive the digital volunteer handbook later in the summer that will take you through all relevant and new information that you will require for this year's event.

Volunteer Package Pick Up Dates:

Saturday July 6th from 9:00am – 5:00pm

Sunday July 7th from 9:00am – 5:00pm

Tuesday July 9th from 1:00pm – 9:00pm
Thursday July 11th from 1:00pm – 9:00pm

SHIFT REQUEST PROCESS

We have implemented an online scheduling process to better suit the needs of our volunteers. All Transportation Volunteers can access this form at <https://forms.gle/8Qxb5ZKAUWy8JcdN7>. Those volunteering in a driver role will be required to provide their driver license info through this same form.

Please note that all volunteers must give a minimum 12 shifts (out of 34 total shifts) of availability for the event. Other selection criteria are mentioned within the above form.

If you choose shifts in a manner that makes it impossible for us to select 7 shifts for you, we will be in touch to have you update your availability.

We will try and accommodate everyone as best we can. But in order to allow everyone to do their minimum of 42 hours, preference will be given to those who can be the most flexible, so we have the required number of people on at all times. Please have your shift request schedule completed by **Friday, June 7, 2024**

RETURNING VOLUNTEERS, PLEASE NOTE: **This year's Volunteer Pin Ceremony will take place on Saturday, August 10th at 9:30am.** If you are a 5, 10, 15, 20, 25, 30, 35 or 40-year volunteer, please do not select a shift for this time, so you can attend the ceremony. Formal invitations will be distributed at the volunteer package pickups.

If you are no longer able to volunteer this year, please let us know as soon as possible at volunteers@tenniscanada.com.

Please remember that all questions or concerns that are specific to your role as a Transportation volunteer should be directed to your Committee Head at transportationshifts@tenniscanada.com.

Thank you, and we look forward to having you join our National Bank Open volunteer team!

Regards,
Jason Tsang, Wanda Restivo, Lucia Graziano
Committee Heads, Transportation