

# Thunderbird Youth Hockey Association

## Open Skate Volunteer Manual

Open Skate is a community event managed entirely by volunteers. This manual outlines the duties for each role and the rules to ensure a safe and enjoyable experience for all participants.

### Schedule Overview

- **Volunteer Shift Start:** 15 - 20 minutes prior to the start of open skate
- **Volunteer Shift End:** 15 - 20 minutes following the end of open skate

### Volunteer Roles & Duties

#### Front Desk

- Wear blue staff vest (located in concessions).
- Retrieve Open Skate bin (contains Square device, binder) and money box.
  - Square cash register is located in the mechanical room - login code is 1234
- Money bag (\$150) is in the freezer.
- Log all transactions in Square:
  - Cash, credit, and season pass holders.
  - Select "Open Skate" option for all entries.
    - Open skate opinions are located half way down the screen
- Fill out an accident report if anyone is injured.
  - The accident report is located in the wall file holder next to the emergency exit in concessions.
  - Completed reports are to be returned to the City of Baraboo Parks Director within 48 hours.
- **Children of Open Skate volunteers enter for free.**
- At end of shift:

- Place all money in envelope near the safe.
- Drop envelope into the safe.
- Close the square drawer. Go to REPORT, end drawer. Enter final amount and initials.
- Return open skate bin to the maintenance room and PLUG IN the square/ipad.

## **Float**

- Assist Front Desk and Skate Hand Out during rush.
- Transition to concessions once rush slows.
- Clean seating area.
- Stock concessions.
- Help during Zamboni cut.
- If concessions is caught up:
  - Wipe skate blades.
  - Return skates to proper size location.
  - Clean bathrooms
  - **Empty garbages**

## **Concessions**

- Operate concession stand.
- Clean seating area.
- Restock supplies.
- Close stand and make cash drop.
- Complete concessions closing and cleaning duties. List is located in the concessions binder.

## **Skate Hand Out**

- Distribute skates and assist with sizing.
- After use:
  - Wipe blades.
  - Return skates to correct size location.

## **Off Ice Monitor**

- Open rink.
- Lock Lockerooms 3 and 4 (key maintenance room on the wall near the electric meters)
- Assist Front Desk during rush.
- Monitor off-ice skaters.
- Clean spills immediately.
- Empty garbage and take out side to the dumpsters on the south side of the building
- IF there is NOT adult league directly after open skate, Shut off lights and Lock rink (Allen key in Mechanical Room).

## **On Ice Monitor**

- Stay on ice to monitor skaters.
- Enforce rules.
- Assist beginner skaters.

## **TYH Open Skate Rules**

- Skate at your own risk.
- Parents must supervise their children.
- TYH is not responsible for lost/stolen items.
- Report concerns to staff.
- Use designated skate-changing areas.
- Stay out of unassigned locker rooms and player areas.
- Wear skates only on ice or rubber flooring.
- Prohibited activities:
  - Tag, Pom, Racing, Keep Away
  - Sticks, pucks, snowballs
  - Taking hats/gloves/mittens
- Follow staff instructions.
- No jumps/spins by figure skaters.
- Beginners must be accompanied by a skating adult.

- Helmets recommended for all skaters.
- Skate aids for beginners only.
- Stay off ice during Zamboni operation.
- No food or drink on ice.
- Follow all posted/stated rules.
- Unsafe behavior may result in removal without refund.

Emergency Contact List

CONTACT 1 - Jamie Parchem (920) 410-8294

CONTACT 2

CONTACT 3