

2023 RBC Canadian Open – Chair Meeting #1 Agenda and Minutes

Date/Time/Location:	Monday, October 17 th , 2022 6:00pm – 8:00pm Upper Dining Room – Oakdale Golf & Country Club
Meeting Lead:	Umu S.
Minutes by:	Kendra W.

Agenda	Discussion/Minutes
1. Ice Breakers, Welcome & Introductions	<ul style="list-style-type: none"> Sincere thank you to all 2022 Volunteer Chairs/Vice Chairs & Volunteers!!! Official introduction to 2023 RBCCO Volunteer Chairs/Vice-Chairs, Tournament Chairs & Professional Championships team <ul style="list-style-type: none"> Icebreaker - #1 most concern volunteer recruitment <ul style="list-style-type: none"> 2022 came off 2 cancellations with many people having registered in 2019, having to drop out as plans changed. 2023 new registrations should be people more committed to volunteering ACTION: Golf Canada (GC) to continue to push with extensive volunteer recruitment plan to mitigate this 2023 & Future <ul style="list-style-type: none"> Seeking to be the most prestigious sport event <ul style="list-style-type: none"> Have Canadians be more active & engaged in Golf Bring people together to watch golf, be surrounded by community, create memories from the event Something to remember → There will be challenges. Every year there are challenges but there are solutions for every challenge faced <ul style="list-style-type: none"> Together with the Golf Canada team → keep in mind the big picture Pro-Champs Volunteer Committee leads <ul style="list-style-type: none"> ACTION: Chairs to review PowerPoint to reference who is/are their Golf Canada committee lead(s).
2. Chair Information	Resources and Roles & Responsibilities <ul style="list-style-type: none"> Main resource hub known as Chair Resource Page (CRP) to be made available for Chairs/Vice chairs by the end of October CRP will include: <ul style="list-style-type: none"> Specific committee tournament manuals Detailed task lists

2023 RBC Canadian Open – Chair Meeting #1 Agenda and Minutes

- Background & screening information for Chairs/Vice Chairs
- Previous Chair reports from other RBC Canadian Opens
- Minutes and/or recordings of Full Tournament Committee Meetings
 - Minutes from in person meetings, recordings from virtual meetings
- Frequently Asked Questions
- Once available, check the CRP frequently for updated important documents & information
- **ACTION:** Please send Kendra (kwynter@golfcanada.ca) a copy of your signed Chair Terms of Agreement Form if you have not already (sent from GC by email)

Key Dates

- Upcoming Key Dates
 - Individual Chair Meetings - December to October, Virtual via Zoom
 - Chairs required, Vice-Chairs welcome to join
 - **ACTION:** Chairs to book with Umu once available dates to book are sent out
- Chair Meetings #2 – November 16th – In Person at Oakdale – 6:00pm – 7:30pm

Reporting Structure

- Chairs report to the Assistant Tournament Director (Umu Sowe) & Tournament Chairs (Tammy Brown & Richard Paulin) & collaborate with each other
- Vice Chairs report to Chairs & Tournament Volunteer Coordinator (Kendra Wynter) & collaborate
- **All collaborate with each other as well (↔)**

General Volunteer Program

- Introduction to Volunteer Management System Homepage (Called Trust Event)
 - This is where all volunteers register and will return to login with the account credentials they have created
 - Registration link:
<https://trusteventsolutions.com/event/44/home>
 - Hub for all volunteer communication
 - Chairs/Vice-Chairs will use this more in-depth once their committees start to fill and committee schedules are uploaded

2023 RBC Canadian Open – Chair Meeting #1 Agenda and Minutes

- All Volunteers should review the Important Links section
 - Specifically, “Volunteer Frequently Asked Questions” Link
- **ACTION:** Chairs/Vice-Chairs who have not signed up on Trust Event, please register
 - Refer to the email sent out from GC with specific codes & instructions
 - Reminder – All Chair & Vice Chairs volunteer packages are comp’d. Please use promotional Discount Code in email.
 - Reminder – All Chairs & Vice Chairs will be gifted a layering piece from the tournament
- Introduction to Trust Event Chair Dashboard
 - After logging in, it will bring you to the “Committee Assignments” Page
 - Same for all volunteers but Chairs & Vice Chairs will have the MANAGE button
 - Clicking the MANAGE Button will bring you to the Chair Dashboard
 - Four main functions: Email Volunteers, Manage Shifts, Review reports, Review Statistics
 - Again, will be used more in depth once committees start to fill & chairs/vice chairs start to work with GC to upload shift schedules
 - **ACTION:** Volunteer Management System training to be provided by GC
 - Includes Trust Event Chair Tutorial Document
 - Includes two virtual training sessions with Trust Event professionals (January & March)

Volunteer Uniforms

- Each volunteer provided with a tournament shirt & baseball cap
 - General Vol. in Blue, Gallery Management Ambassadors in White (see PPT for designs)
 - Chairs in different colour – TBD
- GC has shifted uniforms to be more lifestyle based
- More swag options available
 - Ability to purchase additional shirt
 - Layering Piece – more lifestyle design
 - Bucket hat as an add on
 - Golf Chair

2023 RBC Canadian Open – Chair Meeting #1 Agenda and Minutes

	<ul style="list-style-type: none"> GC working on more to come! <p>Volunteer Tent Location</p> <ul style="list-style-type: none"> Located on the Tennis Court just below the parking lot
<p>3. Community Initiatives</p>	<p>Student Program</p> <ul style="list-style-type: none"> Reaching people in the community Discounted volunteer package price Actively working on strategies to get them engaged, especially given the location of the tournament <p>Adopt-A-Hole</p> <ul style="list-style-type: none"> Through the Gallery Management Ambassadors Committee <ul style="list-style-type: none"> Will be volunteering on this committee A club or community group can adopt-a-hole <ul style="list-style-type: none"> Includes signage on Hole Minimum 20 volunteers needed <p>Family Care Centre</p> <ul style="list-style-type: none"> Place where youth & families can come visit onsite to take a break from the faced-paced action Filled with games & toys for youth Private breast-feeding area
<p>4. Operations</p>	<p>Closure</p> <ul style="list-style-type: none"> Will be closing western side of Jane Street for spectators & buses <p>RU Fareway</p> <ul style="list-style-type: none"> Using a portion of 5 of Thompson for the Merch tent & restaurants <p>Back 9</p> <ul style="list-style-type: none"> Hospitality located on almost every green of back 9 <p>Volunteer Entrance</p> <ul style="list-style-type: none"> Working on an entrance for volunteers on the South Side of the Property (right outside the tennis courts) Shuttles will be dropped off by School nearby – plan is to have volunteers walk down Gravenhurst Ave to entrance

2023 RBC Canadian Open – Chair Meeting #1 Agenda and Minutes

	<p>Club House</p> <ul style="list-style-type: none"> ▪ Player Dinner will be in Upper Dining Room ▪ Most of Club House will be for RBC ▪ Women's locker room to be Player's locker room ▪ Champion's Club + Viewing deck (will be located in area behind Upper Dining Room) ▪ Café 1926 – newly renovated <ul style="list-style-type: none"> ○ Plan to become new hospitality area – Maple Leaf Club <p>Build Plan</p> <ul style="list-style-type: none"> ▪ 18th hole → early November will start Scaffolding <ul style="list-style-type: none"> ○ Plan to have a general admission grandstand as well as the other hospitality structures ▪ Will not be building when there is snow
<p>5. Q&A</p>	<ol style="list-style-type: none"> 1. As many committees' responsibilities go hand-in hand, will there be opportunities to meet with the other committees (ex. Pro-Am & Caddie Services) A: Yes, there will be opportunities to meet with other committees before the event. GC can arrange. GC can provide Zoom link for Meeting. 2. With the new PGA TOUR format, concerned about having top players? A: No. Won't change what the tournament looks like. RBC still fully committed. 2023 will be the bridge to 2024 in terms of permanent structure 3. How long is tear down? A: Approx. 5 weeks. Takes a lot to build the tournament and takes a lot to tear down.

Next Key Date:

Chair Meeting #2 – Wednesday, Nov. 16th, 2022