

Special Services

COMMITTEE DESCRIPTION

The Special Services Committee is responsible for the provision of an efficient and effective program for (i) the safe evacuation of players and caddies from the course as well as (ii) the shuttles used to transport players in and out of the valley holes.

COMMITTEE FUNCTIONS

Evacuation

This group of volunteers is responsible for the safe evacuation of players and caddies from the course if necessary during the tournament. Volunteers will be in charge of a specific Evacuation area and the vehicles allocated to that zone. There are usually two to four areas depending on the course layout. For an evacuation plan sample see Appendix A.

An Evacuation Plan will be in place with clear procedures to follow and distributed to all members of the committee, players and tournament officials. See sample at end of this manual. Stoppage of play will be determined by the PGA TOUR meteorologist, the PGA TOUR Tournament Advance Official and the Tournament Director. Play will be stopped if it is determined that severe weather is imminent. Usually, the PGA TOUR meteorologist will be able to provide notice 20-30 minutes in advance in order to safely remove players and caddies off the course.

Golf Canada is responsible for collecting the Evacuation vehicle keys from the Tournament Office and radios every morning from the communications trailer and distributing to the Evacuation volunteers. At the end of the day Golf Canada will collect the radios and keys and return to their respective trailers. Golf Canada is responsible for ensuring that the radios and keys are properly transferred during any shift changes during the day. It is extremely important to keep track of all keys and radios. Volunteers ending their shift are asked to check their bag and pockets to be sure they have returned the equipment.

At the beginning of each shift, the volunteer is asked to introduce himself/herself to the Marshal Hole Captain at the specified hole. Some marshal volunteers will be asked to assist in driving Evacuation vehicles if an evacuation is necessary. Evacuation volunteers must monitor their radios at all times but can venture around their assigned Evacuation area and watch golf. There is the potential that volunteers will not have to perform any evacuations during the week. If the weather is playable, volunteers will be able to watch a lot of golf, but must constantly monitor their radios. The Chair is asked to check in with the volunteers during the day to be sure they are still ready if an evacuation becomes necessary.

If an evacuation is necessary the Tournament Director will make an announcement on the Evacuation radios. There will be two announcements: the first to prepare for evacuation, the second that the evacuation will occur.

To prepare for the evacuation, the volunteer is to inform the hole captain and pull the required number of marshals off the hole to drive the vehicles. The Evacuation volunteer will hand out keys and instruct the marshals of the procedures. There will also be an Evacuation plan in each vehicle. Each driver will move the vehicles out of the wooded area if necessary, or away from the other vehicles so players can enter vehicles easily.

Before the horn sounds to signify the delay, Evacuation volunteers will be informed through the radio that an evacuation will occur. Please note that at this time it is also possible to receive an "All Clear" if the storm changes direction or subsides.

Once the horn sounds volunteers are to assist players and caddies into the vehicles. Some players may be protective of their clubs and not want assistance loading them into the vehicle. Some players may have to walk across a couple holes to get to the vehicles and this may take a few minutes. There is not a rush to evacuate. (Most likely there will not be space in the vehicles for standard bearers or walking scorers. These volunteers will have to walk to the Volunteer Centre or the closest volunteer checkpoint). Please wait until all vehicles are ready to depart before leaving. The Evacuation volunteer will drive the lead vehicle and the Marshals will follow. All vehicles will drive to the clubhouse and drop off players.

When it is time for play to resume, the same drivers will drive the vehicles back out to designated holes and park them at the Evacuation area. Golf Canada staff will assist in organizing this procedure.

Valley Shuttle

At Glen Abbey Golf Club the 15th hole is the last of "Valley Holes". There will be a shuttle at the 15th green that will transport players out of the valley and up to the 16th tee.

The valley shuttles are for players and caddies only.

EVENT CHECKLIST – SPECIAL SERVICES CHAIR

Pre-Tournament

- Vehicles will be delivered to the club on the Saturday prior to the tournament
- Evacuation volunteers may be asked to assist in stationing the vehicles throughout the course.
- All Evacuation volunteers should attend a "practice evacuation session" either using the Evacuation vehicles or following the same route on golf carts

Tournament Week

- Volunteers are in position with radios and keys by start of play
- Volunteers check in with designated hole captain upon arriving on shift
- Perform evacuations if necessary
- Confirm that keys and radios are transferred correctly during shift change
- Return keys and charge radios at end of day
- Return handicap transportation carts to proper location
- Following play on Sunday, volunteers may be asked to drive vehicles into the parking lot

APPENDIX A: SAMPLE EVACUATION PLAN

