

2019 U.S. Senior Women's Open
May 13 – 19, 2019
Pine Needles Lodge & Golf Club
Southern Pines, NC

Volunteer Orientation



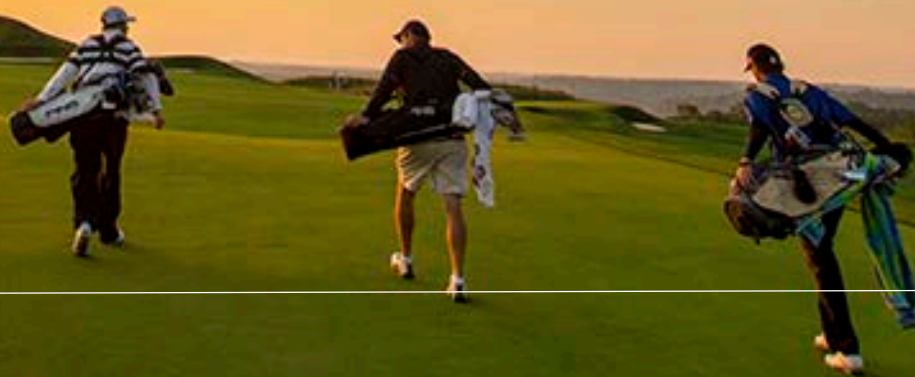
USGA®

THANK YOU!

- 400 volunteers, representing 21 states and Canada
- 81% from the home state of North Carolina
- Volunteering in over 2,000 shifts, providing over 25,000 volunteer hours
- Backbone of championship's success
- Ambassadors for the USGA
- Enjoyable experience
- Thank you!!!



United States Golf Association



USGA[®]

WHO WE ARE

Overview

At the USGA, we have more than 120 years of heritage serving the game and guiding it forward.

Not-for-profit

organization
(501c3)

Headquarters

Liberty Corner,
New Jersey

Founded in 1894

by five
American golf clubs

320

Full-time
employees

15

-Member
volunteer
Executive
Committee

650,000

USGA
Members

8,000

Member
Clubs

1,100

Volunteer
committee
members



WHO WE ARE

Our mission

The United States Golf Association promotes and conserves the true spirit of the game of golf as embodied in its ancient and honorable traditions. We act in the best interests of the game for the continued enjoyment of those who love and play it.



Our core strategies



Championships

Provide the very best players in the world with the opportunity to compete for a championship

Governance

Clarify and define the Rules of the game worldwide



Golf Facilities

Advance the long-term viability of golf

Golfer Engagement

Serve golfers through programs that build engagement with the game



U.S. Senior Women's Open Championship

- Field will include 120 players
- Open to anyone with a Handicap Index® not exceeding 7.4
- Walking only championship
- Fourth U.S. Open Championship at Pine Needles Lodge & Golf Club
- Boasts the largest purse in Senior Women's Golf




For more information


77 Liberty Corner Road
Liberty Corner, NJ 07931

908.234.2300
usga.org

usseniorwomensopen.com

 facebook.com/usga

 [@usga](https://twitter.com/usga) / [@usopengolf](https://twitter.com/usopengolf)

 youtube.com/usga

 [@usga](https://instagram.com/usga)



ROLE OF A VOLUNTEER

The background of the slide is a dark grey color with a complex, abstract pattern of white lines and shapes. The lines are mostly thin and curved, creating a sense of movement and depth. There are also some larger, irregular white shapes that resemble stylized figures or organic forms. The overall effect is a textured, artistic background.

Ambassador

Opportunity to represent Pine Needles Lodge & Golf Club , the state of North Carolina, the USGA and the world's best female golfers.



Source of Information

Volunteers are viewed as a source of knowledge for the championship and as resident experts on the local area.

- Players
- Fans
- USGA Officials
- Fellow volunteers
- Vendors



Service

- Great customer service happens when you exceed fans expectations by adding your special touch
- Greet & Listen
- Provide information or direct to an information resource
 - Admissions Gate

Attitude, Consistency, Teamwork

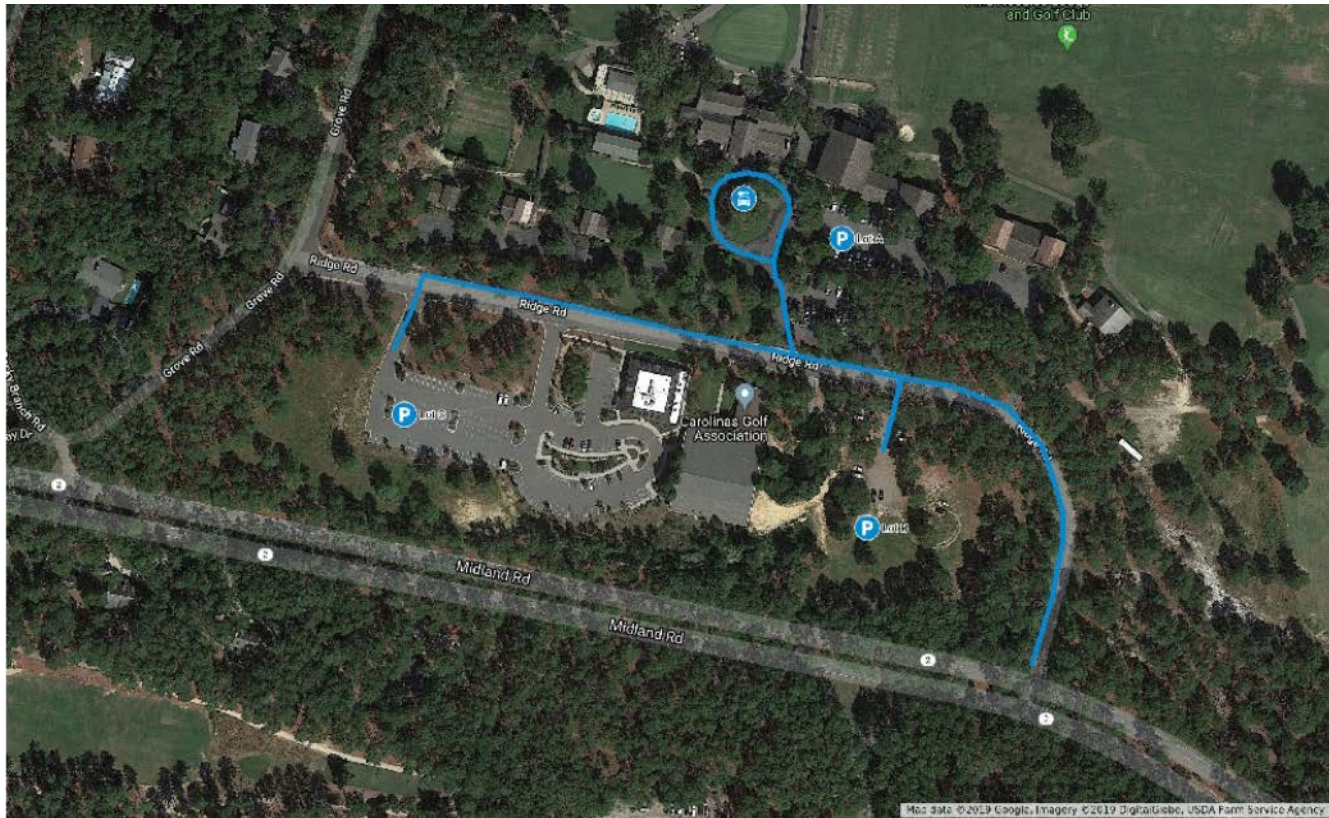
Have Fun!!!



TRANSPORTATION OPTIONS

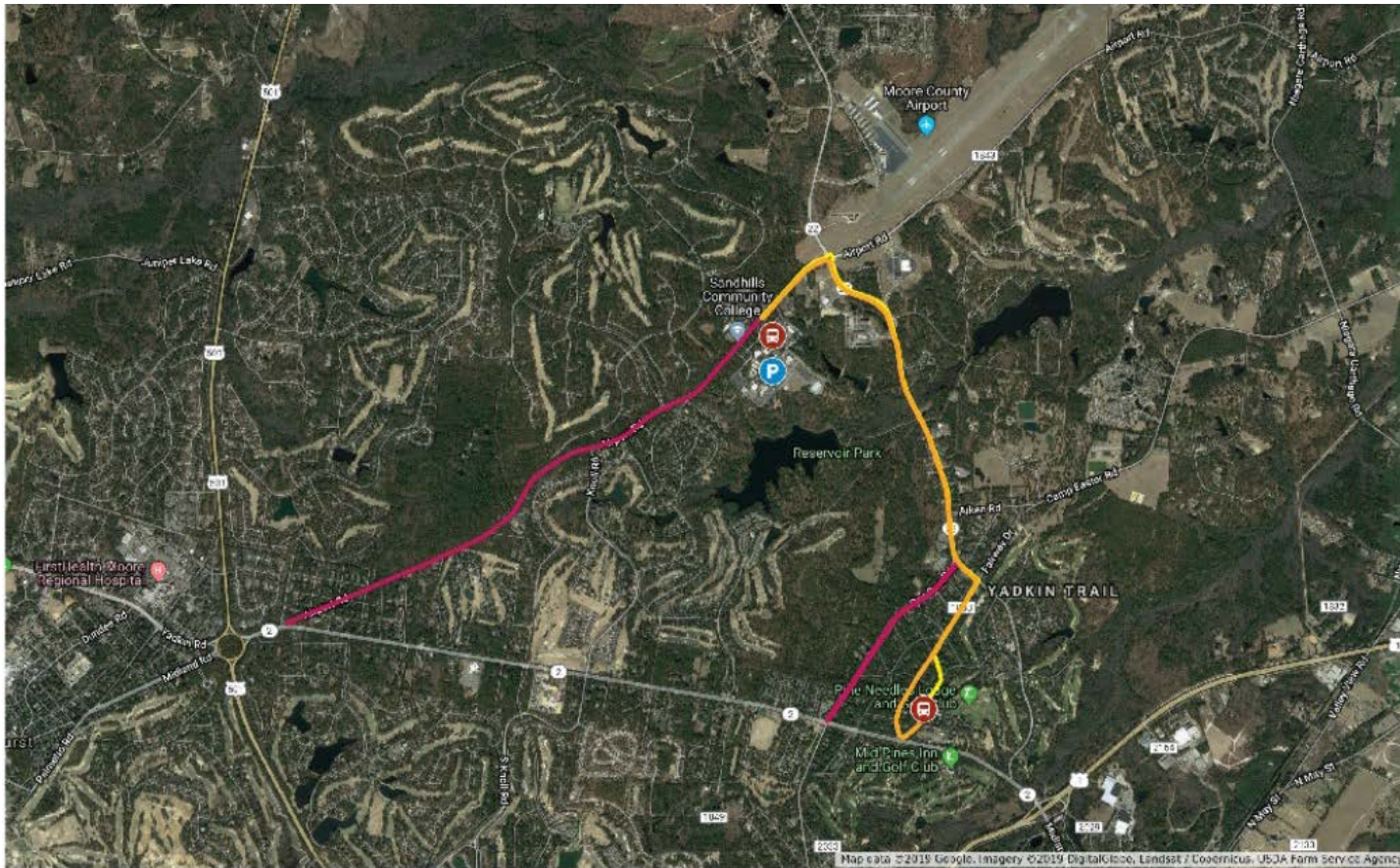
A topographic map of a region, likely a mountainous area, rendered in shades of gray. The map features contour lines of varying thickness and spacing, indicating elevation changes. Several areas are shaded in a darker gray, possibly representing specific land use zones or protected areas. The overall style is technical and minimalist.

Pine Needles Lodge & Golf Club - Volunteer



Days of Operation: Monday, May 13 - Wednesday, May 15
Hours of Operation: 6:00AM-7:00PM

Sandhills Community College - Volunteer and Fan



Days of Operation: Thursday, May 16–Sunday, May 19
Hours of Operation: 5:30AM–8:00PM

PUBLIC SAFETY PROCEDURES

A topographic map background with contour lines and shaded relief, rendered in a monochromatic grey scale. The map shows a complex terrain with various elevations and features, typical of a technical drawing or a field map.

Local Public Safety Leads

- Tremendous local, regional and national support
- Lead law enforcement agency: Southern Pines Police Department
 - Southern Pines Police Department
 - Southern Pines Fire Department
 - Moore County EMS
 - NC Highway Patrol
 - SBI
 - ALE



SOUTHERN PINES
North Carolina



Law Enforcement Issues

Unattended Packages

- Any package that appears unattended, report to your Committee Chair
- Radio & Volunteer Cell Phone Communication
 - Package is defined as ‘*Unattended*’ until law enforcement evaluates and takes the appropriate action.
- Suspicious Activity (“If you SEE something, SAY something”)
 - Report all suspicious activity to security personnel or call:

911

First-Aid/Medical Support

- Moore County EMS (EMS/Fire Response)
 - Cart teams
- If a medical emergency arises, please go directly to the closest First-Aid location or alert a USGA staff member or any volunteer with a radio and ask them to contact Medical Support on the Public Safety channel.
- Please be specific in describing the emergency and location.
- All championship radios contain the Public Safety Channel.

First-Aid Station

- First-Aid Stations
 - First-Aid (Fan Central)
- All First-Aid Station will open when the admission gates open in the morning and will remain operational until the gates close each evening. They will be staffed with nurses from FirstHealth of the Carolinas and EMTs from Moore County EMS.

Fan/Volunteer Hydration Stations located at First-Aid location

First-Aid



SECURITY PROCEDURES

The background of the slide is a dark gray color with a complex, abstract pattern. It features several large, irregular, organic shapes that resemble topographical contours or fluid splashes. These shapes are filled with a lighter shade of gray. Interspersed among these shapes are areas of fine, parallel hatching lines, some of which are oriented vertically and others horizontally, creating a textured, layered effect.

Security Screening

- Fans and other championship attendees will go through security screening prior to entering the championship grounds and will not be allowed to bring any of the prohibited items listed in the prohibited items section.
- To expedite admission into the championship, it is recommended that all prohibited items are safely stowed prior to arriving at the championship.

These items are PROHIBITED on-site at all times:



Items ALLOWED on-site (Subject to search):

 Small Bags 6"x6"x6"	 Transparent/Clear 12"x12"x6"	 Personal Care Items 3 oz. or less	 Empty Clear Plastic Bottles 24 oz. or less	 Compact Chairs No Arms	 Diaper Bag	 Stroller	 Service Animal
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MOBILE DEVICE POLICY:
 MOBILE DEVICES such as Cellphones and Smartphones smaller than 7" in length and/or height are ALLOWED on-site.
 All devices MUST be set to SILENT or VIBRATE at all times.
 Phone Calls must be RECEIVED or PLACED in designated PHONE ZONES ONLY.
 NO VIDEO and AUDIO RECORDING at any time with any device.
 CAMERA FEATURE must follow CAMERA/PHOTOGRAPHY Policy below.
 TEXTING and EMAIL are ALLOWED throughout all areas of the golf course but MUST NOT disrupt players.

CAMERA/PHOTOGRAPHY POLICY
 Stand-alone CAMERAS are only ALLOWED during PRACTICE ROUNDS (MONDAY through WEDNESDAY).
 CAMERA FEATURE on MOBILE DEVICES can only be used during PRACTICE ROUNDS (MONDAY through WEDNESDAY).
 For Personal Photographic use ONLY.
 NO CAMERA CASES.
 NO VIDEO and AUDIO RECORDING at any time with any device.

We appreciate your patience and cooperation with all the championship security procedures!

Prohibited Items



LIST OF PROHIBITED ITEMS



Fans and other championship attendees will go through security screening prior to entering the championship grounds and will not be allowed to bring any of the items listed below. To expedite admission into the championship, it is recommended that all prohibited items are safely stowed prior to arriving at the championship. Please be sure to read the following list of prohibited items carefully:

PROHIBITED ITEMS

- No Weapons (regardless of permit, including but not limited to firearms or knives)
- No Explosives and/or Fireworks of any kind
- No Tablets and/or Computers (cellular mobile devices smaller than 7" are permitted, subject to mobile device policy and camera/photography policy)
- No Noise-Producing Devices (including portable speakers)
- No Cameras (other than Monday through Wednesday for personal photographic use, subject to mobile device policy and camera/photography policy)
- No Backpacks, Briefcases, Purses and/or Bags larger than 6" W x 6" H x 6" D in their natural state NOTE: Transparent/clear plastic hand and shoulder bags no larger than 12" W x 12" H x 6" D are permitted.
- No Signs, Posters and/or Banners
- No Food and/or Beverages except for medical or infant needs
- No Containers, Coolers, Aerosol Cans and/or Spray Bottles except for medical or infant needs
- NOTE: Personal-care items (3 ounce size or less) and transparent/clear empty plastic water bottles (size 24-ounce or less) are permitted.
- No Pets (other than service animals as defined by the ADA assisting disabled individuals)
- No Lawn Chairs and/or Oversized Chairs with Arms (compact chairs without arms are permitted with no case) No Ladders and/or Step Stools or other similar items
- No Bicycles allowed inside admission areas or on the championship grounds
- No other items deemed unlawful, dangerous or disruptive by the USGA and/or Championship Security Personnel, in their sole discretion

NOTE: The USGA reserves the right to amend the List of Prohibited Items at any time to provide a safe and secure championship.

Mobile Device Policy

Mobile Device Policy

- Fans may carry mobile devices smaller than 7" in length and/ or height, including cellphones and smartphones.
- All device volume controls must be set to “silent” or “vibrate” at all times.
- Video and audio recording are not permitted at any time with any device.
- Texting and email are permissible throughout all areas of the golf course, but should not disrupt players.

DISABILITY SERVICES

The background of the slide is a dark gray color with a complex, abstract pattern. It features several large, irregular, organic shapes that resemble topographical contours or fluid splashes. These shapes are filled with a lighter shade of gray. The background is also decorated with numerous thin, parallel lines in a light gray color, which are arranged in various orientations and densities, creating a textured, hatched effect. The overall aesthetic is modern and minimalist.

Disability Services



Disability Services

- Pride Mobility
 - 30 complimentary mobile scooters will be available
 - First-come, first-served
 - No reservations
 - Main Admission Gate
- Disability Services Committee
 - Drive carts to and from admission gates



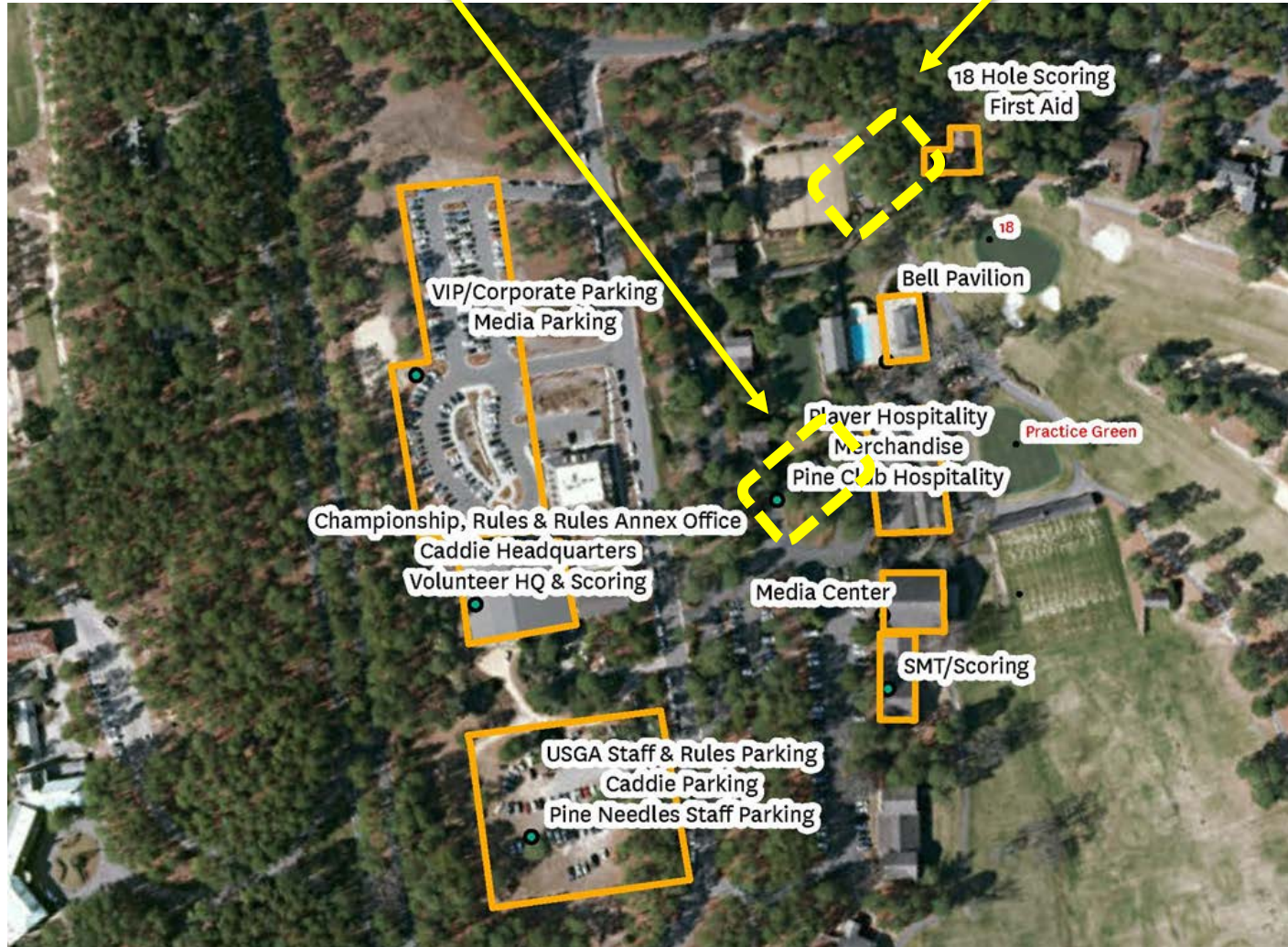
ADMISSION GATES



ADMISSION GATES

Clubhouse Gate

Main Admission Gate



CREDENTIAL & TICKET POLICY

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Volunteer Credential



Volunteer Credential

- All volunteers have received their credentials with their orientation materials.
- Volunteer credentials must be visible at all times.
- Volunteer credentials are non-transferrable and should not to be used by any individual other than the volunteer.
 - Volunteers who fail to comply with this policy will have their volunteer credential revoked.
- If you lose your credential, please contact the Championship Office immediately.
- A volunteer credential grants admission into the championship (Monday - Sunday), even on the days you are not scheduled to volunteer. Reminder: We are closed Monday - Wednesday

Junior Ticket Policy

- Ages 18 and under are free with a ticketed adult
- Available at Will Call and Admission Gates



Volunteer Meals

Breakfast In Volunteer Headquarters!

Coffee and Donuts provided by
Dunkin Donuts

- All volunteers are provided with one (1) lunch voucher per scheduled shift within the credential packet
- Redeemable for one (1) catered lunch
- Only redeemable at Volunteer Headquarters OR Bell Pavilion

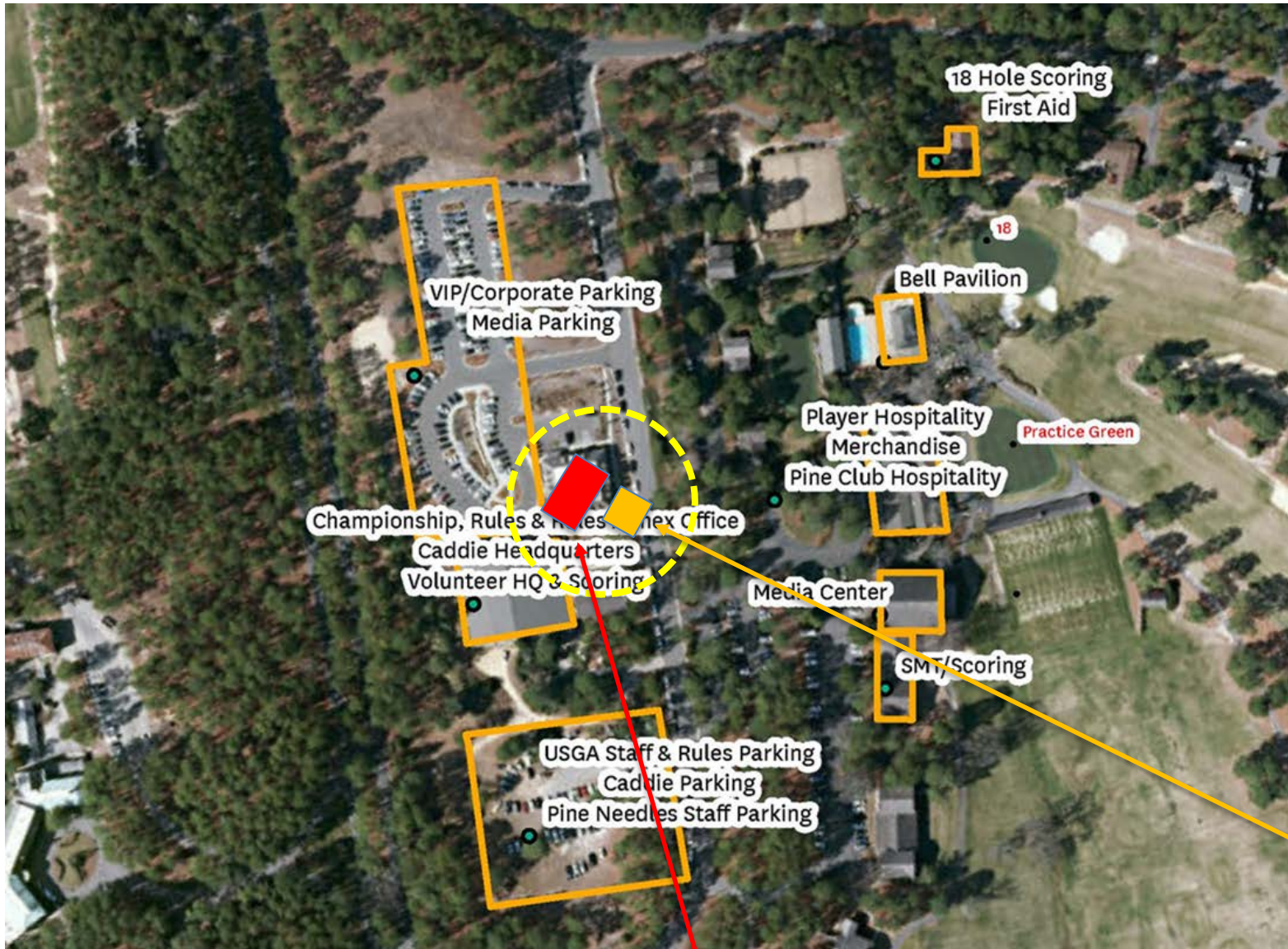
*If you are volunteering more than four (4) shifts:
Committee Chair will provide extra lunch voucher when
you check-in for your 5th (and 6th, etc.) shift*



VOLUNTEER INFORMATION



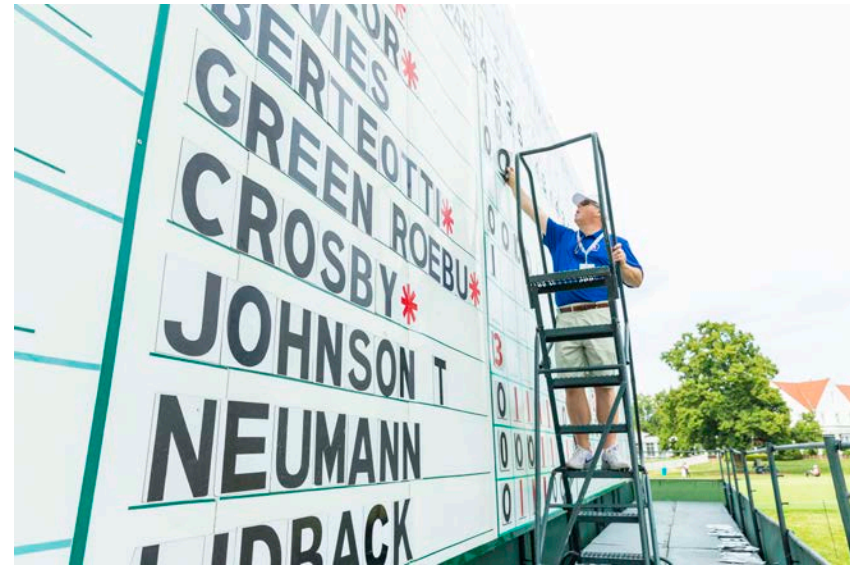
VOLUNTEER INFORMATION



Volunteer HQ

Volunteer Hospitality

- Knollwood Hall
- Access during the days you are scheduled ONLY
- Volunteer Services Committee available to answer questions
- Complimentary coffee and donuts for breakfast
- Lunch provided from 11:00AM – 3:00PM each day
 - *See lunch voucher for day specific instructions*
- Suggestion/Comment Box



Volunteer Handbook

- Overview of Volunteer/Championship Procedures
- Autograph Policy
- Admission Gates/Security Lines
- Prohibited Items
- First-Aid
- Emergency & Evacuation Plans
- Weather
- Etc.



Volunteer Apparel

- Wear only on the days you are volunteering
- *Do not wear on days you are not volunteering*
- Wear comfortable shoes – No metal spikes
- Bottoms
 - Men – Khaki Pants or shorts (no cargo shorts)
 - Women – Khaki pants, shorts (of appropriate length), skorts or capris

Volunteer Apparel



Men's Golf Shirt-Light Blue



Men's Golf Jacket-Navy



Men's Khaki Shorts

Volunteer Apparel



Women's Golf Shirt
Light Blue



Women's Golf Jacket
Navy



Women's Khaki Shorts



Women's Khaki Skorts

Community Involvement

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Thank you to Local Partners



THANK YOU!!!

U.S. Senior Women's Open Championship Office
usseniorwomensopen@usga.org
(908) 396-1553