

We would like to thank CBTF for selecting us to be team managers for these events this year. It is always an honour to represent Canada and assist the athletes and coaches on this stage.

On the whole, the week of International Cup and Grand Prix ran quite smoothly. We had some concerns going into the event with many delays in terms of getting information from the organizers about many key details. Hotel information, bus information, meal information and practice information were all very late in coming out to the countries to then book and confirm everything that was required.

Some of the things that worked well:

1. Practice days- The contingent was divided into 2 roughly equal sized groups for the majority of the practice days. Given the size of our contingent going in, we knew that the practice facilities would likely not be big enough to have a productive practice. Dividing the contingent into 2 groups allowed more center floor space to be available for practice. This plan seemed to work well from a practice standpoint and transportation standpoint. The downside to this plan was that the contingent was separated for the lead up time to the competition- and this was exacerbated by the fact that we were not in the same hotels either.

2. Welcome Party- There were some concerns going in regarding adequate space for our large contingent to host the Welcome Party. We were able to find a facility in Limoges that was able to accommodate our large group and gave us a real authentic French dining experience! We believe this was one of the highlights for many on the trip.

4. Car rental- This was the third year we have had a car rental for the team managers to use as required and it was very beneficial to us. It enabled buses to depart on time, while the car could then wait for officials who had to stay later in meetings or get driven to other meetings. We would recommend this practice continue in the future. One suggestion may be that a parent volunteer be a driver of the car as well. This would free up the team managers to stay with the contingent. Especially in World years when there is only 1 team manager.

Areas for improvement:

1. Team Managers responsible for athletes, coaches, judges and officials only. Especially with a contingent the size we had, coordinating the official contingent members presented a significant challenge, then to factor in the additional demands of parents and family members was very time consuming and took away our ability to be there for the athletes. \*Recommendation Parent transportation, meals, ticketing, hotel etc is left entirely on their own, or is arranged by a parent coordinator volunteer? Parents should be separate from the contingent. Suggestion: Parent chaperones would be able to stay with contingent however not with their athletes (to be fair to other parents not able

to stay with athletes). A chaperone is determined by the size of the club attending the event. For example, 1 parent chaperone for every 5 athletes in a club.

2. Team Managers and President should always have access to communicate with each other. SIM cards for the country in should be purchased for all to ensure this. This year we tried with having 1 SIM card and found that it was not enough. There were several times where we needed to communicate but were unable to for several hours until WiFi was available. If there was an emergency, we feel that this would not be sufficient
3. Hotel- This continues to be a concern for the contingent. Especially when the event is being held in smaller centers, where hotel accommodation may be limited. It is very difficult to promote contingent unity when we are spread over 4 different hotels with varying degrees of comfort available to each part of the contingent. Some hotels were very accommodating to our needs, others were more difficult to work with. We recognize that all the other large contingents (like US and Japan) were also in this situation this year with multiple hotels, however, WBTF needs to look at this type of thing when awarding these events to different cities. With such large groups of athletes attending- consideration needs to be given to how they will be accommodated. The host committees might need to be looking at these arrangements much earlier in the planning process to assist with this? Again, removing parents from the rooming equation might have also assisted in this.
4. Buses- The biggest area of concern during this trip was the buses. There were many things that were not communicated to us when the buses were being booked that resulted in many days of discussion and arguments between ourselves, the bus drivers and the bus company we were advised to use by WBTF. Large amounts of cash were spent out of pocket by the team managers and CBTF officials to ensure the buses would run as they were contracted to do. It was very frustrating dealing with the multiple parties involved because everyone indicated it was not their concern, yet it was our buses that were consistently under threat of not showing up. Again, this was not an isolated problem with Canada, many countries had the same issues and I would expect that this will be addressed by WBTF in the future.
5. Meals- While the competition did provide meals for the athletes and coaches and we had encouraged all athletes and coaches to participate in the meals, the meals themselves were not ideal. They were exactly the same for every day of the event and the meal times were not always ideal. We do recognize that in a foreign country, we can expect that there will be some food choices that will not be well liked by some of the contingent, but the limited selection of fruits and vegetables and the abundance of carbohydrates were not ideal for the athletes. While there were protein options, having the same selection day and night for 5-8 days was tiresome after a while. This could be once again brought up to WBTF in terms of event planning that there needs to be a

balanced meal option provided with some different choices throughout the event.

Finally, the following are some points that came up during the event, where further discussion might be warranted at a National level:

1. All members of the Canadian contingent, including coaches, must follow the guidelines established by the team managers. For example- no communication of plans not to attend a portion of practice days, request to leave during the competition that are not medically required, etc. There needs to be very clear communication (perhaps on the contingent forms or something) that athletes and coaches are expected to attend every scheduled practice, every competition day, etc.
2. Re-visit the code of conduct wording to more clearly define the expectations as well as outline the consequences of failing to comply.
3. CBTF look at creating a detailed document that outlines the penalties for failing to comply with the CBTF code of conduct. We were faced with a situation this year where athletes and coaches were willing to go against the contingent plans and suffer any possible minor consequences might be applied to them so as to not disrupt their plans. It put us, as managers, in a difficult spot as we were not able to tell the individuals the consequences of their decision, much less enforce anything regarding it. We were able to come to a compromise that happened to be beneficial to other athletes on the contingent but we were not happy about making it.

While it was a very busy week and we certainly faced some issues, it was extremely rewarding to work with all the coaches and athletes during this event. The support that the entire contingent gave to each other was remarkable and a real turn around from 2 years ago. Our fans in the stands were some of the loudest the entire event and every athlete had a cheering section for them. We are incredibly proud to have worked with this amazing group of athletes and coaches. You did Canada proud!

Steven and Nancy