

# INVICTUS GAMES

TORONTO 2017

.....  
FOR OUR WOUNDED WARRIORS  
.....

**Venue RECCE: Air Canada Centre (ACC)**

**September 21, 2017**

# WELCOME TO ACC

## ■ Introduction

- Ashley Wamsley
  - Venue General Manager
- Aimee Maggiacomo
  - EVS Supervisor
- Abby Williams
  - Workforce Manager

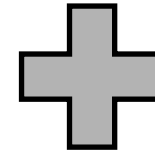


# ICEBREAKER

Say “*Hello*” to **3** people around you and share the following:

**3**  
Minutes!

NAME



Other venue(s) you  
will be working at  
during the Games



One word to describe what  
you would like your  
experience to be as a  
volunteer for these Games



# VOLUNTEER JOURNEY

**Congratulations!**

**At the end of this  
journey you will be  
Games Ready!**



Application

Interview

Offer and  
Acceptance

Games RECCE  
Training

Roster  
Published

Volunteer  
Summits

Venue RECCE  
Training





# AGENDA

- Venue Orientation
- Invictus Games Team Behaviours
- About Opening & Closing Ceremony
- Key Customers and Services
- Volunteers on Venue
- Venue Safety Procedures
- Venue Tour

# BEFORE WE GET STARTED

- Length
- Washrooms
- Devices
- Safety
- Questions

# YOUR VENUE RESOURCES

## **Volunteer Pocket Guide**

Distributed with your uniform and accreditation at the Volunteer Summit

## **Venue Quick Facts Sheet**

At training check-in today, clip to your accreditation

**Your supervisor is your best resource!**

If you need help, ask your supervisor!

# AIR CANADA CENTRE

## VENUE ORIENTATION



# AIR CANADA CENTRE

- Premiere sports and entertainment venue and home many well known sports teams.
- Since its opening, the ACC has hosted over 36 million fans at 2,500 events.
- Ranked in the top for sport and music venues in the North America and the world.





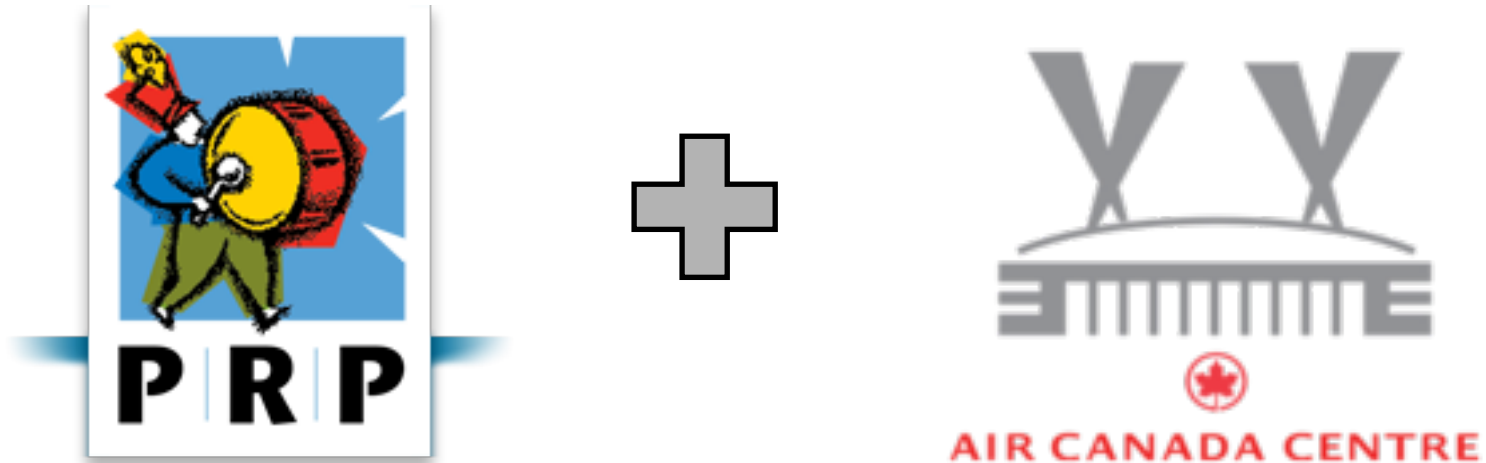
- Invictus Games Toronto 2017  
total workforce members: 126





# AIR CANADA CENTRE, cont.

– Contractors: 1000



- One team working together to deliver an extraordinary world-class event!

# AIR CANADA CENTRE

## CEREMONIES VENUE

# WHAT'S HAPPENING ON VENUE?



- Opening Ceremony
  - September 23, 2017
  - Showtime: 7:30pm
- Closing Ceremony
  - September 30, 2017
  - Showtime: 7:30pm



# OPENING CEREMONY



- Live two-hour event designed to welcome and honour competitors and their families from 17 competing nations.
- The show will feature hundreds of cast members, including men and women from the Canadian Armed Forces, in performances such as the Parade of Nations and the raising of the official flag.
- Celebrities, world dignitaries, headline music stars and special guests will all come together to pay tribute and celebrate the brave service members of the 2017 Invictus Games.



# OPENING CEREMONY



Laura Wright



Alessia Cara



Sarah McLachlan



The Tenors



La Bottine Souriante

I  
AM

# CLOSING CEREMONY

- The Invictus Games Toronto 2017 Closing Ceremony will:
  - celebrate the achievements and drive of the Invictus Games competitors;
  - feature powerhouse musical performances, world dignitaries and stories of inspiration; and
  - pass the Games to Sydney, Australia, host of the 2018 Invictus Games.





# CLOSING CEREMONY



<https://www.youtube.com/watch?v=yF5fXwJ8DKQ>

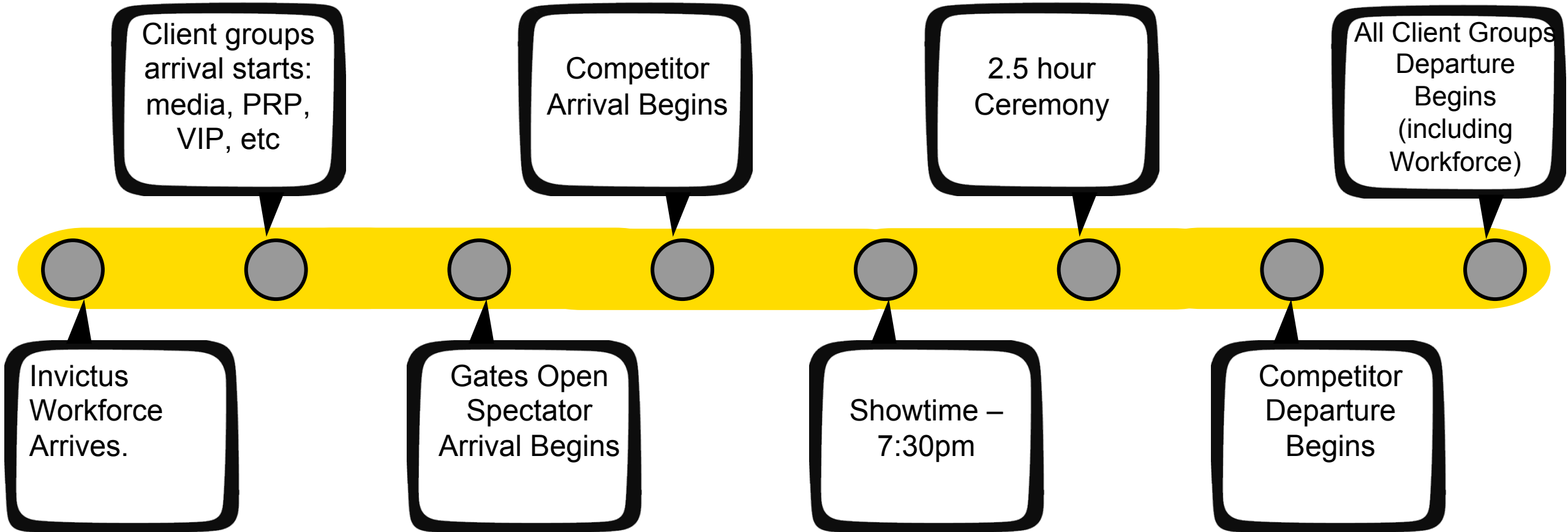


# AIR CANADA CENTRE

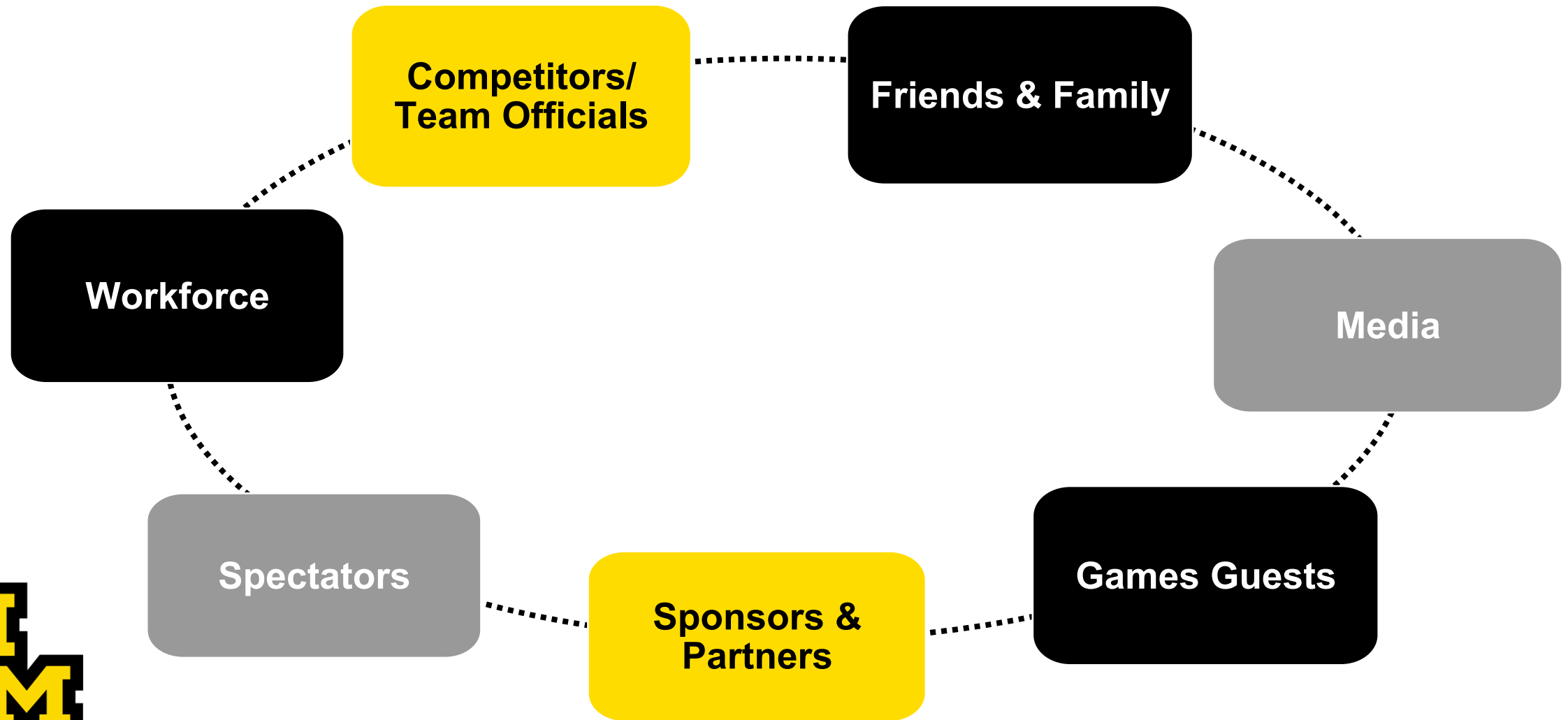
KEY CUSTOMERS AND SERVICES ON VENUE



# A DAY IN THE LIFE AT ACC

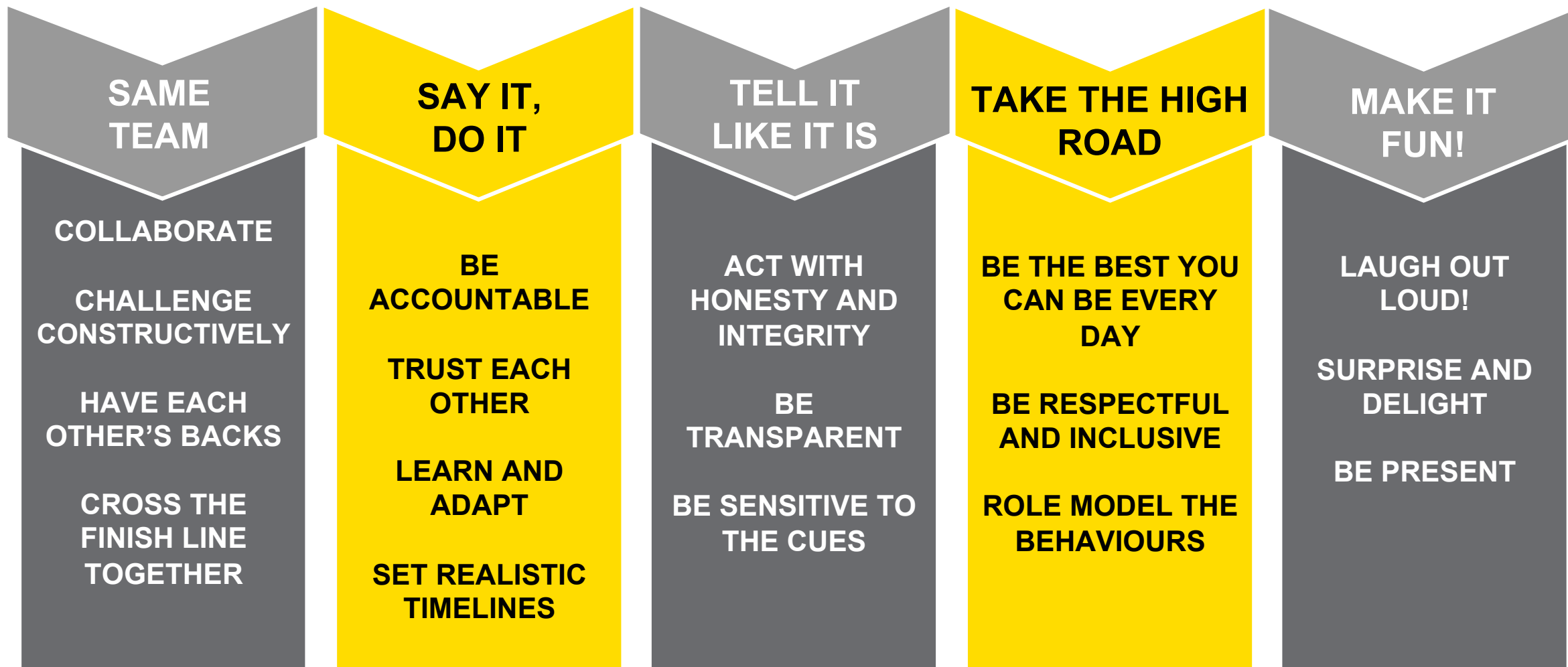


# KEY CUSTOMERS ON VENUE



# INVICTUS GAMES 2017 TEAM BEHAVIOURS

ALWAYS REMEMBER: **I AM THE MASTER OF MY FATE, CAPTAIN OF MY SOUL**



# DIVERSITY AND INCLUSION

- We are committed to creating an inclusive environment: One where people feel welcomed, respected, supported and valued regardless of differences.





# ACCESSIBLE AREAS AND SERVICES

<b>Accessible Entry/Exit</b>	All entries/exits to the venue are wheelchair accessible
<b>Accessible Toilets</b>	Accessible toilets are available including unisex toilets
<b>Accessible Amenities</b>	Accessible food service concession
<b>Other</b>	<ul style="list-style-type: none"><li>✓ Accessible parking</li><li>✓ Accessible seating</li></ul>

**For more information:**

The information booth will have access to all accessibility information specific to the venue

# KEY SPECTATOR SERVICES ON VENUE



- Ticket Booth
- Food & Beverage
- Info Booth (Lost & Found)
- Shuttles for competitors and Games Guests
- Park & Ride
- GO Transit
- Spectator Medical

# VOLUNTEERS ON VENUE



# GETTING TO THE VENUE



- No parking on venue
- Best way to get to venue:
  - Public Transit
  - Walk
  - Bicycle

# GETTING TO THE VENUE

**Subway/**

Line 1 to Union Station

**Bus**

TTC #6 Bus to Bay

**NOTE ROAD CLOSURES**

Expect road closures on York, Bay, Harbour after 5:30pm





# GETTING TO THE VENUE

## PARKING for ACC

Option	Name	Parking Address	Rate #1	Max.	Rate #2	Max.	Rate #3	Max.	Spots	Payment Method
1	Precise ParkLink (West) Ltd.	25 York Street, Toronto, ON M5J 2V5	Daytime: Sat-Sun In after 6:00am Out by 6:00pm - \$9.00	N/A	Daytime: Mon-Fri In after 6:00am Out by 6:00pm - \$20.00	N/A	Evening: Mon-Sun In after 6:00pm - \$9.00	N/A	N/A	cash & cards
2	Maple Leaf Square Impark Lot 402	15 York St, Toronto, ON M5J 0A3	Mon-Sun - All day - \$5.00/ 30 min.	N/A	Mon-Sun - All day - \$15.00/hr	N/A	Overnight: Mon-Sun In after 6:00pm Out by 6:00am - \$10.00	N/A	359	cash & cards
3	Canada Auto Parks - Parkade	90 Harbour St, Toronto, ON M5J 2N8	Mon-Sun - Overnight: In after 6:00pm Out by 6:00am - \$10.00	N/A	N/A	N/A	N/A	N/A	170	Pay and Display - Cash





# WHAT SHOULD I BRING?

- Accreditation
- IG2017 Uniform
- IG2017 Volunteer Pocket Guide
- Empty Plastic Water Bottles - *only* (Airport Security Protocol)
- No personal belongings – other “purse” like sized bag
- No prohibited and/or restricted items (ACC Protocol )

# ACCREDITATION



- Wear your accreditation at all times
- Hang your accreditation card around your neck with the front side visible (see image)
- Don't use your accreditation when you are off duty
- Don't loan your accreditation out to anyone
- Accreditation is not a free ticket

# INVICTUS GAMES TORONTO 2017 UNIFORM



- Wear full Games uniform – September 22 onwards
- Read wear and care guidelines
- Do:
  - ✓ write your name in all components
  - ✓ keep clean and presentable
  - ✓ hide evident logos or trademarks
  - ✓ protect your uniform from damage, loss or theft

# ARRIVING ON VENUE

Steps	Where to Go
<b>1. Workforce Entry</b>	Gate 5
<b>2. Access and Security</b>	Mag and Bag (Airport Security Protocol)
<b>3. Workforce Check-In</b>	Gate 5
<b>4. Report to your FA</b>	Once you have checked in, report to your supervisor at your function's designated meeting area/location.

*TIP: Allow for extra travel time to get from transit to Workforce Check-In.*



# WORKFORCE CHECK-IN



- Where you check in for your shift
- At Workforce Check-In you will:
  - receive meal voucher
  - have your shift tracking card stamped
  - receive any critical information
  - incident report form
- Check in at least 15 minutes but no more than 45 minutes before your shift
- Workforce check-in closes 6:00pm

# MEALS AND BREAKS

- No outside food is allowed into the venue (ACC Protocol)
- Meal vouchers issued based on shift duration
- Eat in the Workforce Break Area during designated meal times
- Refreshments available upon opening of Workforce Break Area (5:00pm)
- Return from your break promptly and check-in with your supervisor to inform you are back from break



**Workforce Break Area**

Level 600 (Gondola 3&4)



# WORKFORCE KEY CODES OF CONDUCT POLICIES

Do Not...	Do...
<ul style="list-style-type: none"><li>✗ Speak to the media without prior consent. Refer all media inquiries to the Venue Press Manager</li><li>✗ Smoke in public view (only in designated areas and during breaks)</li><li>✗ Consume alcohol or use illegal drugs</li><li>✗ Photograph athletes/VIPs or ask them for autographs</li><li>✗ Socialize on your cell phone during your shift</li><li>✗ Use obscenities, offensive language, harass or treat others in a violent, discriminatory or abusive manner</li></ul>	<ul style="list-style-type: none"><li>✓ Comply with the objectives and values of Invictus Games Toronto 2017</li><li>✓ Act according to the established rules and procedures</li><li>✓ Provide timely notice to your supervisor if you can not make or will be late for your shift</li><li>✓ Treat information concerning the Games in a strictly confidential manner</li><li>✓ <b>Have FUN!</b></li></ul>

# SMOKE FREE GAMES

- No smoking on venue, inside or outside the venue
- Identify designated smoking areas

**NO**   
**SMOKING**

# FORMS OF COMMUNICATION ON VENUE



- Supervisor - #1 contact when available
- Daily briefing
- Workforce Break Area
- Radio Dispatch

# HEALTH AND WELLNESS

- Wash your hands regularly
- Wear appropriate footwear
- Stay hydrated (Plastics Water Bottles ONLY, fountains, WKF break area)



# ENDING YOUR SHIFT



- Ensure you have all your belongings
- Check out with your supervisor
- Confirm your next shift (Closing Ceremony)
- Go home and get a good night's sleep

# VENUE SAFETY PROCEDURES





# GENERAL SAFETY MESSAGE

- One of our top priorities is ensuring the safety and well-being of all volunteers.
- Always keep in mind that you have the:
  - Right to **Know**
  - Right to **Refuse**
  - Right to **Participate**



# SAFETY RESOURCES

<b>Venue Representative</b>	Ashley and Aimee
<b>Venue Quick Facts</b>	Refer to this document to obtain essential health and safety information when you need it most
<b>Venue Operations Centre (VOC)</b>	Acts as the “venue incident command centre” in the event of a hazard or major incident
<b>Incident Notification Form</b>	Complete this form for all types of incidents and forward to your supervisor or team leader

# INCIDENT REPORTING

- Report all incidents to your supervisor
- If you can eliminate the problem safely, do so
- Record details on an Incident Notification Form

## During the Event

Workforce Check-In or **Your Supervisor who will drop it off at the VCC**

## During Off-Hours

**Your Supervisor or the Venue Safety Representative**



*Pick up an Incident Notification Form at **Workforce Check-In** or from your **Venue Safety Representative***



# INCIDENT REPORT: SAMPLE



## Incident Reporting Form

Reference No: \_\_\_\_\_

DLAN Ticket No: \_\_\_\_\_

The INCIDENT:	
Reported by:	Department:
Email:	Phone:
Date of Occurrence:	Time:
Venue and Exact Location:	
Incident Details: Report any, and all factors that may have contributed to the incident (i.e. poor lighting, pre-existing condition, footwear, etc.). Use additional paper if required and attach to form.	
Describe the outcome: harm/health effects/damage/theft	
Describe corrective measures taken to address immediate hazards related to the incident	

# HAZARDS

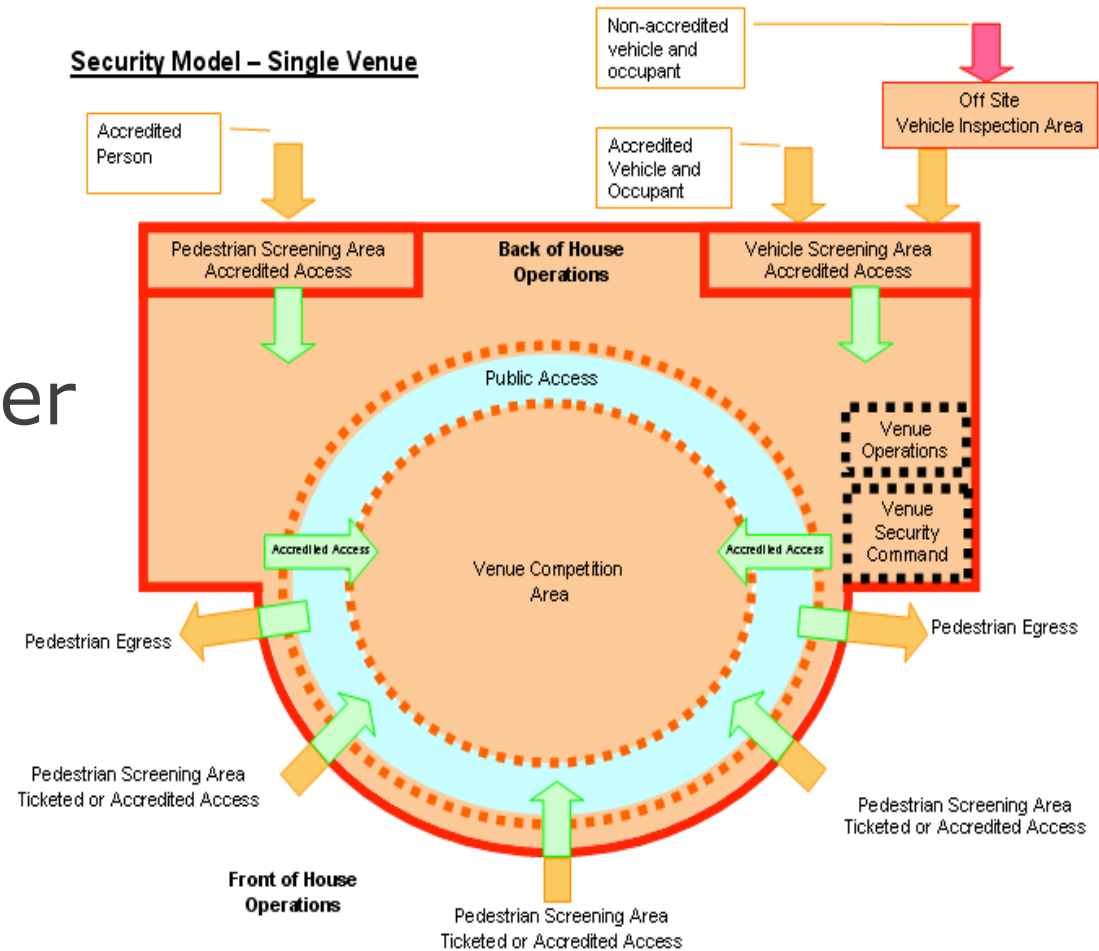
- Personal Injury
- Hazards
- Property Damage / Loss
- Workplace Violence
- Environmental Damage



**See something, say something.**

# SECURITY ON VENUE

- The venue perimeter is controlled by MLSE Security
- Everyone will be screened as they pass through the perimeter
- Screening involves an accreditation check, going through a magnetometer and a bag check





# SECURITY – HOW CAN I HELP?

## Don't:

- ✗ Directly intervene in any suspicious activity.
- ✗ Slow the screening process by bringing restricted or prohibited items onto a venue.
- ✗ Forget that the Invictus Games Toronto 2017 are first and foremost a sporting event, not a security event.

### **Examples of suspicious activity:**

Abandoned packages or bags  
Someone with wrong, forged or stolen accreditation in unauthorized area

## Do:

- ✓ Be polite and courteous with everyone you meet.
- ✓ Be aware, be vigilant and report suspicious activity to your supervisor.
- ✓ Immediately report emergencies to your supervisor or directly to police and security guards.
- ✓ Know and understand the restricted and prohibited items list.



# WORKFORCE FIRST AID AND MEDICAL



Period	Who to Contact	How to Contact	Where to Go
During <b>Peak</b> Hours	MLSE Spectator Medical	Approach an MLSE staffer	Stay where you are - Medical will locate you
During <b>Off-Peak</b> Hours	MLSE Medical	By radio or through your supervisor	Stay where you are, they will come to you OR locate the nearest First Aid kit



# OTHER GROUPS: FIRST AID & MEDICAL

Group	Who to Contact	How to Contact	Where to Go
Spectators	MLSE Spectator Medical	Approach an MLSE staffer	Spectator Medical, Level 3 (east side, between Info Booth and Box Office)
Competitors and Games Guests (VIPs)	IG2017 Medical	By radio or through your supervisor	Stay where you are, Competitor Medical will come to you IG2017 Medical is located on the Event Level of the venue and in the Games Guest Lounge



# EMERGENCY PROCEDURES

- Follow all directions provided to you
- If instructed to evacuate, move to the nearest emergency exit
- If you identify the emergency, contact your supervisor or the VCC immediately

Provide this info:

**WHAT** the emergency is

**WHERE** it is

**WHO** is involved

**Remember:**

Always seek assistance  
rather than trying to handle  
an emergency situation on  
your own

# EVACUATION PROCEDURES



- Remain calm and stop what you are doing
- Move quickly to the nearest designated emergency exit
- Use only the designated fire stairs, do not use internal stairs or elevators (if applicable)
- Proceed to the designated **assembly area**
- Follow all instructions from uniformed personnel



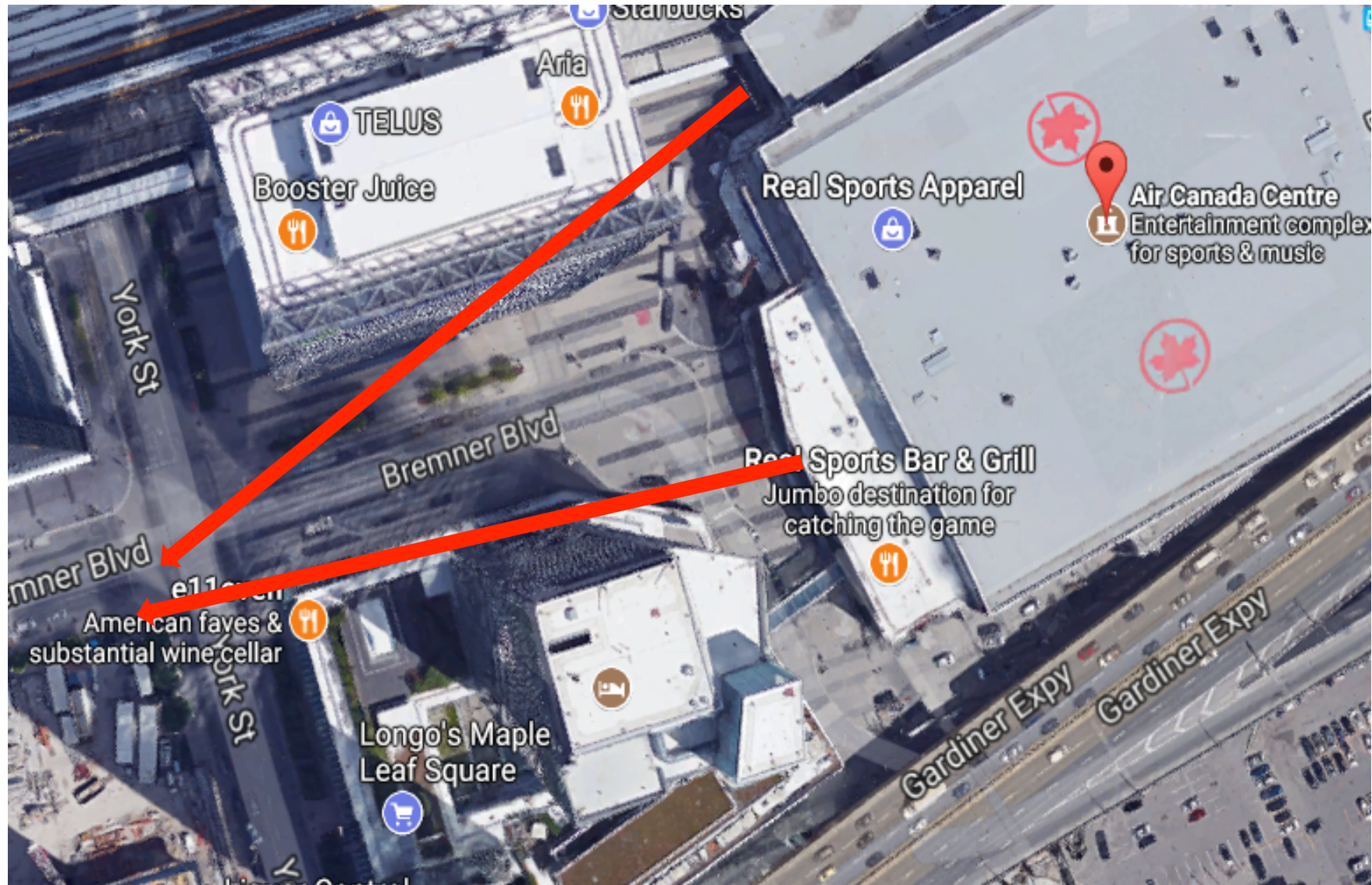
# EVACUATION ROUTES – ACC



- When you get to your position on venue, look for the nearest emergency exit
- People with mobility concerns will be assisted by MLSE staff
- Once you have evacuated the building go to the NW corner of Bremner and York



# ASSEMBLY AREA



**ARE YOU READY?**



# ARE YOU READY?

- Arrange to take days off work
- Plan transportation
- Arrange childcare
- Pay bills and grocery shop in advance
- Provide emergency contact number to the appropriate people
- Questions – Your supervisor is your best resource





# VENUE TOURS

# FA Lead



**THANK YOU!**

