

INVICTUS GAMES

TORONTO 2017

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

Venue RECCE: Fort York

September 25, 2017

WELCOME TO FORT YORK

■ Introduction

– Jane Park

- Venue General Manager

– Aimee Maggiacomo

- Venue EVS Supervisor

– Kylie Grace

- Workforce Manager

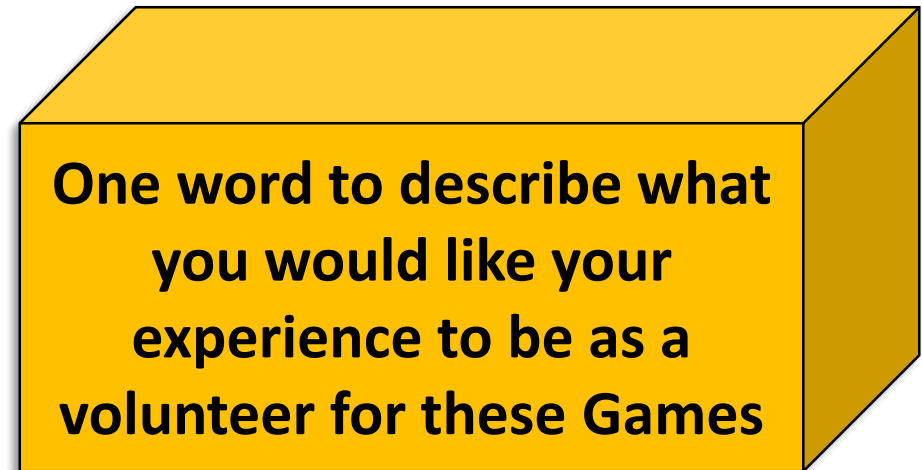
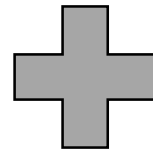
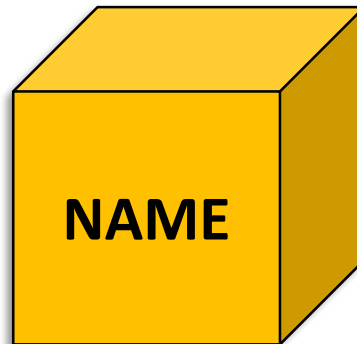
– Brendan Wilson & Melissa Meneghetti

- Sport Organizing Committee Chair (Archery)



ICEBREAKER

Say “*Hello*” to 4 people around you and share the following:



3

Minutes!



VOLUNTEER JOURNEY

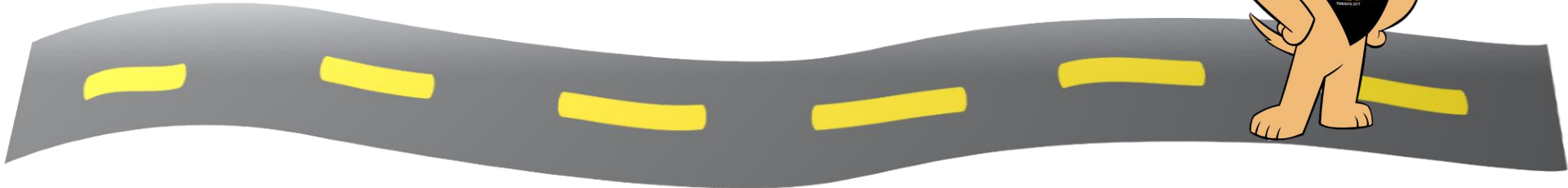


Congratulations!

**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
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Invictus Games Venue RECCE

AGENDA

- Venue Orientation
- Venue Safety Procedures
- Venue Tour
- Invictus Games Team Behaviours
- About Archery
- Key Customers and Services
- Volunteers on Venue

BEFORE WE GET STARTED

- Length
- Washrooms
- Devices
- Safety
- Questions



YOUR VENUE RESOURCES

Games-time 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!

FORT YORK

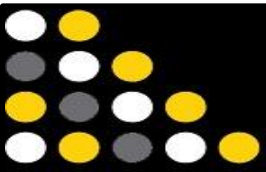
VENUE ORIENTATION



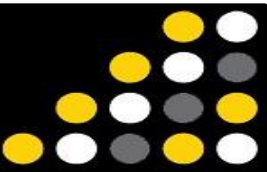
FORT YORK

- Fort York National Historic Site
- **Fort York** is a historic site of military fortifications and related buildings on the west side of downtown Toronto
- Canada's largest collection of original War of 1812 buildings and 1813 battle site





FORT YORK

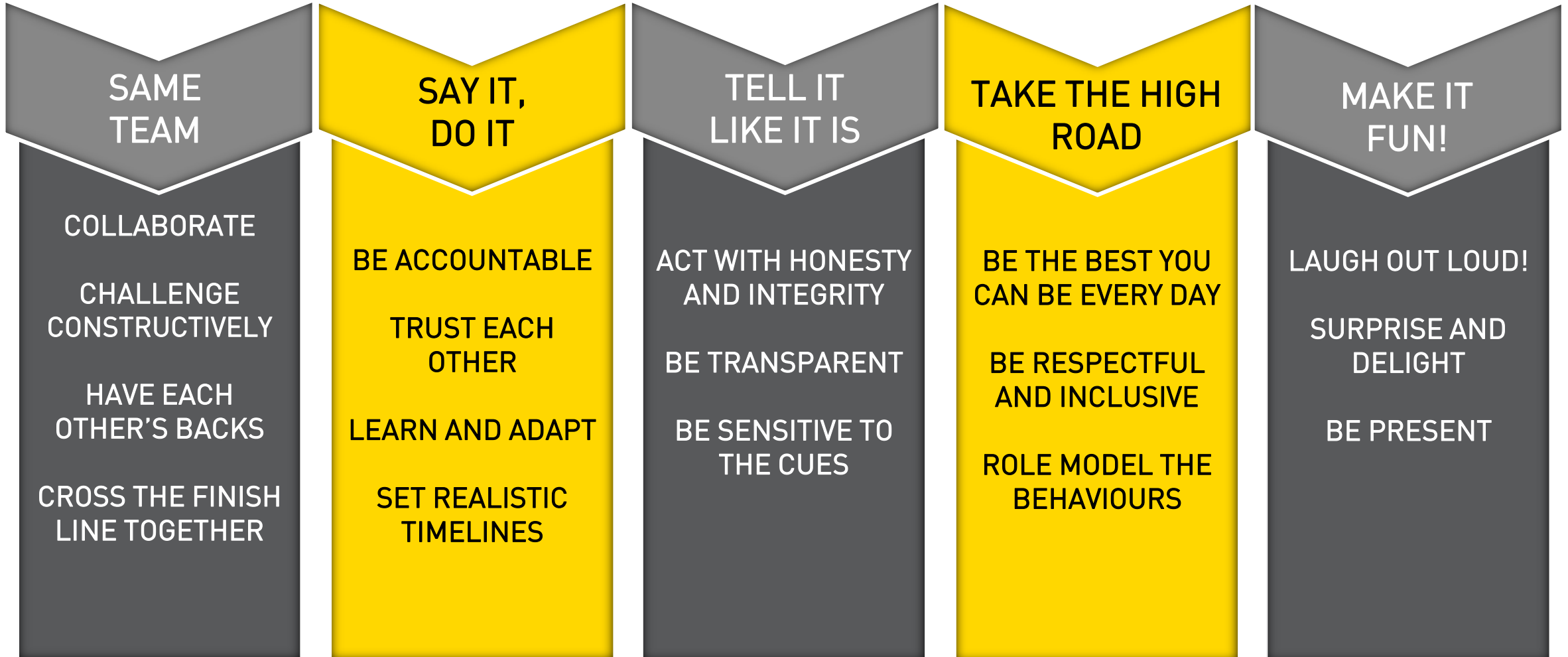


- Invictus Games Toronto 2017 workforce members: 104
 - Volunteers and Staff: 93
 - Contractors: 11
- One team working together to deliver an extraordinary world-class event!



INVICTUS GAMES 2017 TEAM BEHAVIOURS

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



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

Your supervisor	Jane and Aimee
Venue Quick Facts	Refer to this document to obtain essential health and safety information when you need it most
Venue Operations Centre (VOC)	Acts as the “venue incident command centre” in the event of a hazard or major incident
Incident Notification Form	Complete this form for all types of incidents and submit to your supervisor or team leader or WKF Check-in desk

RESPONDING TO AN INCIDENT

If something does happen, use this model to decide what action to take

Ask yourself, **DOES THIS REQUIRE ACTION?**

ACT

Does this situation require anyone to act, or not; can we wait?
If action is required- **can YOU act?**

ESCALATE

AND/OR is it something you need to escalate to your supervisor/team member or relevant functional area?

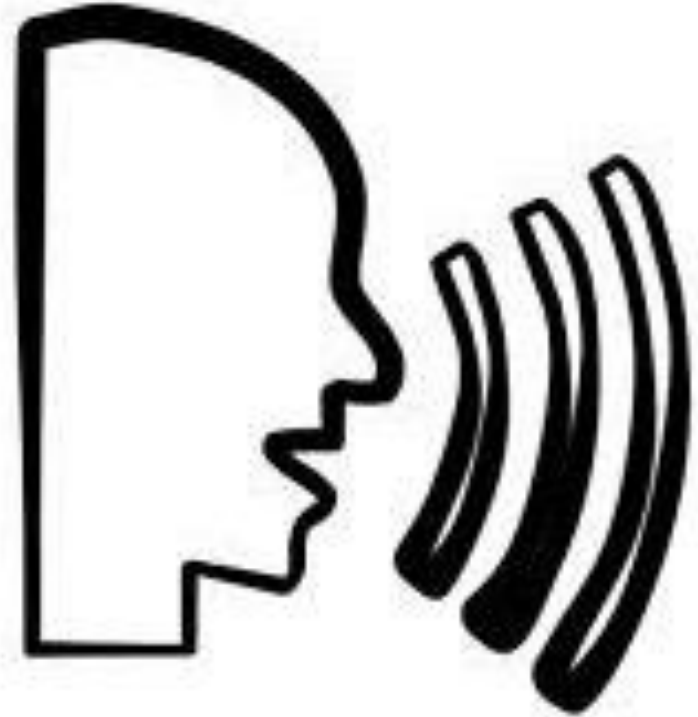
INFORM

Who ELSE needs to know?

Informing is key because it keeps the channel of communication open and you also have the opportunity to verify that you took the right course of action.

EXAMPLES OF INCIDENTS

- Whenever there is an injury
- Hazard Identification –Tripping, Slipping, Vehicle, Overheads, Wind, Fire, Weather & Crowd
- Property Damage / Loss
- Physical altercations
- Environmental Impact



See something, say something.



INCIDENT REPORTING



Complete an Incident Notification Form for ALL Incidents (available at Workforce Check-in). They must:

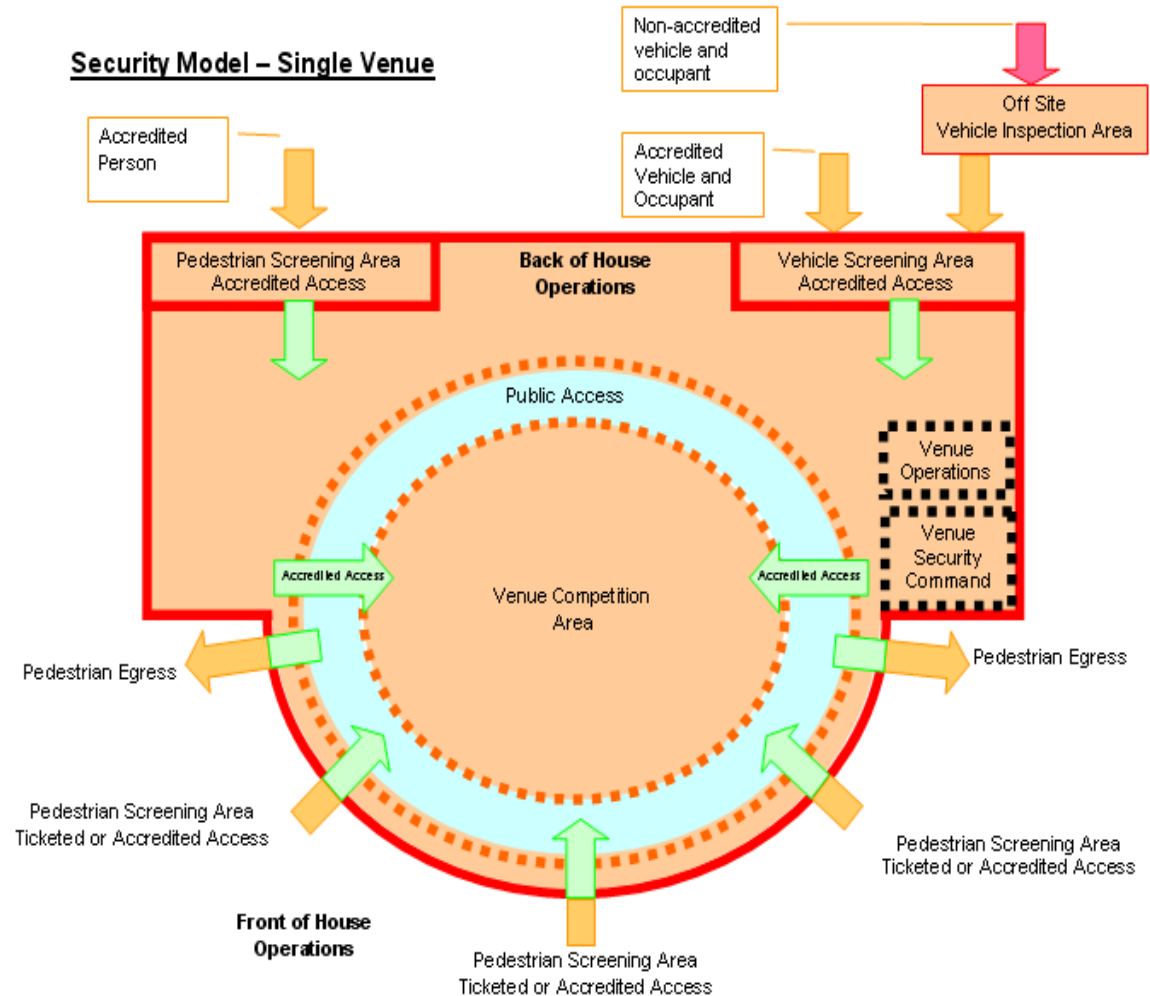
- Be completed for all incidents involving a child
- Be completed as soon as possible and be legible
- Be detailed (date, time, location, name of person(s) [if provided], nationality, footwear etc.)
- Limited to facts and observations (no opinions, hypotheses or judgements)
- Note if emergency services were requested
- Take pictures, if possible, and note if CCTV is present

DELIVER FORMS TO VENUE OPERATING CENTRE

When in doubt, fill it out!

SECURITY ON VENUE

- Each venue perimeter is controlled by Security
- Everyone will be screened as they pass through the perimeter.
- Screening involves an accreditation check, security wand 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.
- ✗ Don't attempt to enter areas that you do not have access privileges for

Examples of suspicious activity:

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

Do:

- ✓ Know and understand the restricted and prohibited items list.
- ✓ 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.

WORKFORCE FIRST AID AND MEDICAL

Period	Who to Contact	How to Contact	Where to Go
During Peak Hours	Spectator Medical	By radio /phone or through your supervisor	Stay where you are, Medical will locate you
During Off-Peak Hours	Your supervisor, security	By radio/phone	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 and Family & Friends	Spectator Medical	By radio/phone or through your supervisor	Spectator Medical, near front, south of the pathway
Competitors and Games Guests (VIPs)	Competitor Medical	By radio or through your supervisor	Stay where you are, Medical will come to you



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 – FORT YORK



- There is a single stage alarm system in the buildings at Fort York. When the alarm goes off, you need to evacuate!
- Evacuation is ordered by Incident Controller and managed by Fort York staff

FORT YORK – ASSEMBLY AREA



**ARE YOU READY TO SEE
FORT YORK?**



FORT YORK

ARCHERY



ABOUT THE COMPETITION/EVENT

- Individual & Team Events
 - Adaptive & fully integrated sport
- 18m Competition
 - 4 Day event
 - Qualification & elimination rounds
- Recurve & Compound Bows
- One of the first Paralympic sports



ABOUT THE COMPETITION/EVENT



News

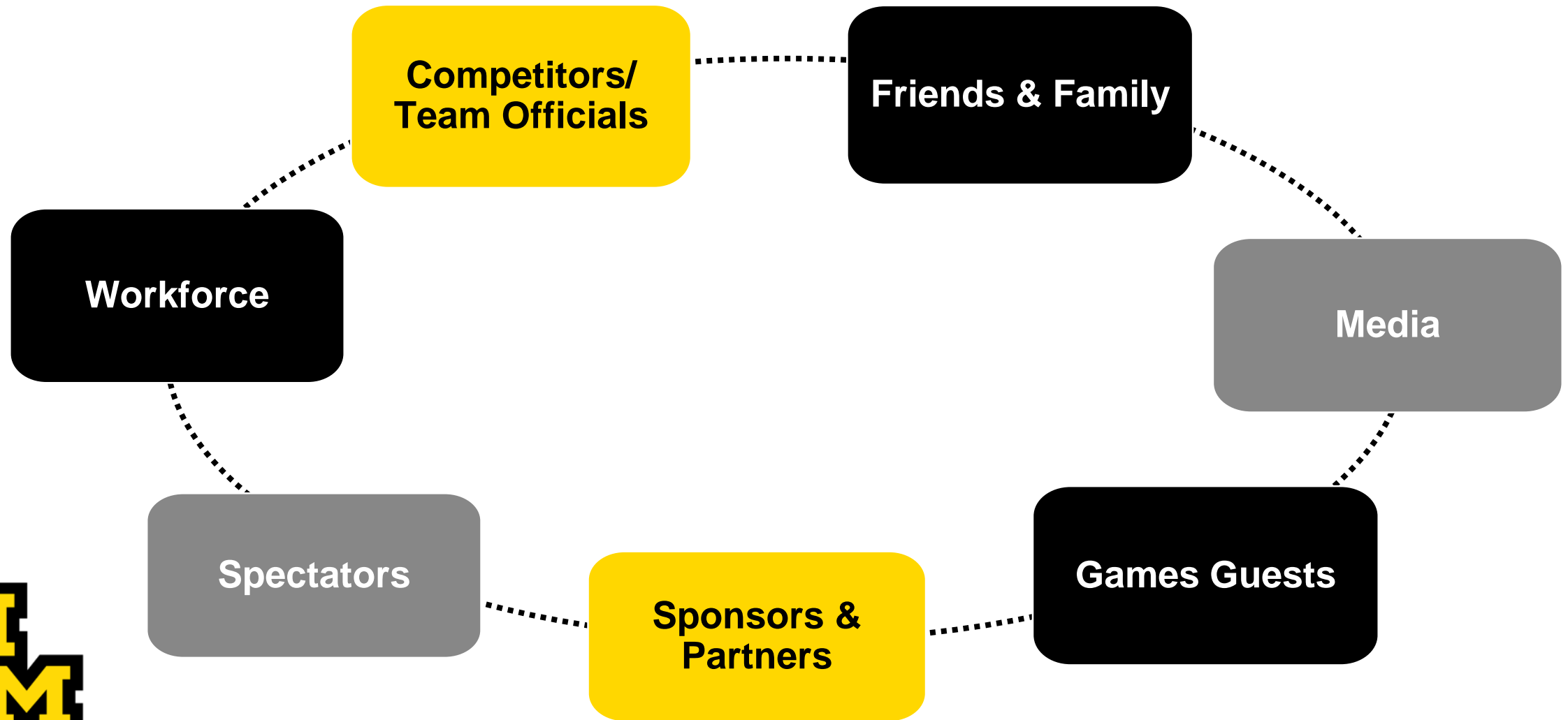
Two soldiers battle PTSD through the power of sport

FORT YORK

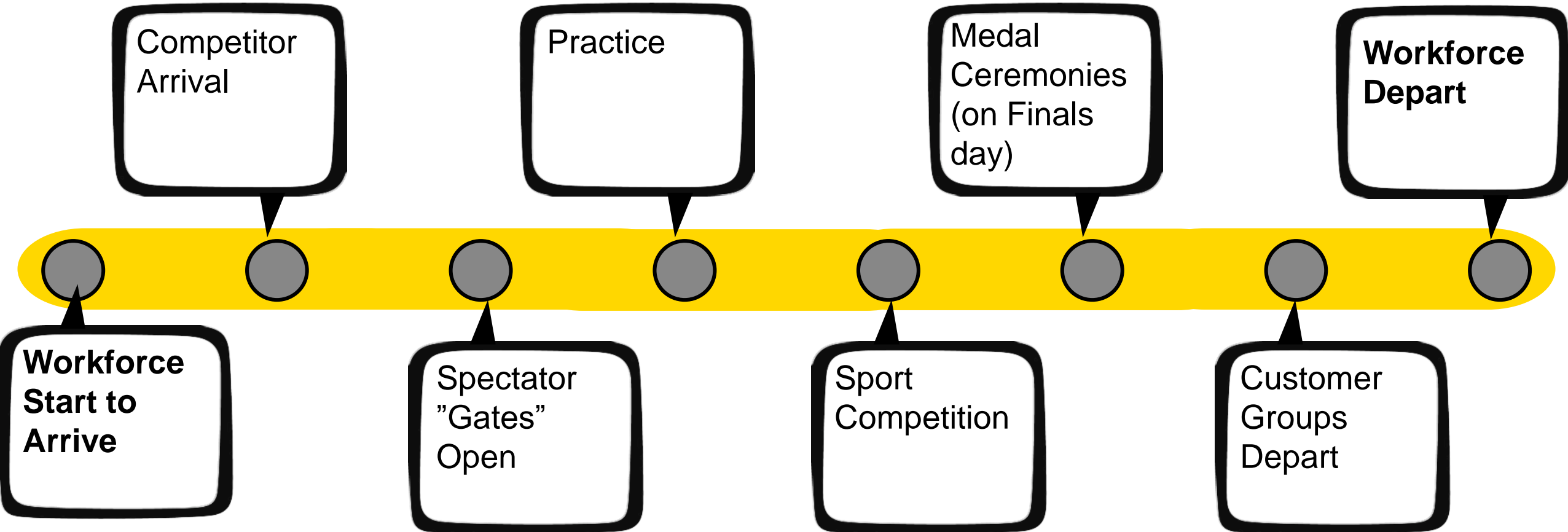
KEY CUSTOMERS AND SERVICES ON VENUE



KEY CUSTOMERS ON VENUE



A DAY IN THE LIFE OF FORT YORK



ACCESSIBLE AREAS AND SERVICES

Accessible Entry/Exit	West entry
Accessible Toilets	Behind team tents
Accessible Amenities	The food service concession will feature at least one point of sale that is wheelchair accessible
Other	<ul style="list-style-type: none">✓ Dog relief area✓ Accessible parking✓ Accessible seating

For more information:

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

KEY SPECTATOR SERVICES ON VENUE



- Food & Beverage
- Info Booth (Lost & Found)
- Transit
- Spectator Medical

VOLUNTEERS ON VENUE



GETTING TO THE VENUE

From Union Station	Streetcar: 509 Harbourfront Westbound Bus: 121A Fort York-Esplanade Westbound.
Exhibition GO Transit stop	Approximately 18 minute walk to FYK.
From Bathurst Station	Streetcar: 511 Bathurst Southbound
From Dundas West Station	Streetcar: 304 King Eastbound
From Broadview Station	Streetcar: 304 King Westbound



GETTING TO THE VENUE



- Limited parking on venue
- Best way to get to venue:
 - Public Transit
 - Walk
 - Bicycle

WHAT SHOULD I BRING?

- Accreditation
- IG2017 Uniform
- IG2017 Games-time Pocket Guide
- Games beverage container
- No prohibited and/or restricted items
- No personal belongings other than what can keep on your person

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 26 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
1. Workforce Entry	West Gate (Workforce and Spectator Entry)
2. Access and Security	Security wandering, bag check
3. Workforce Check-In	Workforce Break (north-west corner of venue)
4. Report to your FA	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

- Workforce Check-In is the first place you need to go when you arrive on venue
- **Check in at least 15 minutes but no more than 45 minutes before your shift**
- At Workforce Check-In:
 - Your Accreditation will be scanned to confirm you have arrived for your shift
 - You will receive your meal voucher
 - You will receive any shift gifts
 - You will receive any other necessary information
- Incident Notification forms are available at check-in

MEALS AND BREAKS

- Meal vouchers issued based on shift duration
(1 voucher for a 6 hour shift; 2 vouchers for 10+ hours)
- Eat in the Workforce Break Area
- Return from your break promptly and check-in with your supervisor to inform you are back from break
- Food for personal consumption will be allowed into the venue; however, no storage nor refrigeration will be available



Workforce Break Area

Tent in the north-west
corner of venue

WORKFORCE KEY CODE OF CONDUCT POLICIES

Do Not...

- ✗ Speak to the media without prior consent. Refer all media inquiries to the Venue Press Manager
- ✗ Smoke in public view (only in designated areas and during breaks)
- ✗ Consume alcohol or use illegal drugs
- ✗ Photograph competitors/Games Guests or ask them for autographs
- ✗ Socialize on your cell phone or personal devices during your shift
- ✗ Use obscenities, offensive language, harass or treat others in a violent, discriminatory or abusive manner

Do...

- ✓ Comply with the Invictus Games Toronto 2017 Volunteer Code of Conduct
- ✓ Act according to the established policies and procedures
- ✓ Report any instances regarding workforce safety or discrimination to your supervisor
- ✓ Treat information concerning the Games in a strictly confidential manner
- ✓ Provide timely notice to your supervisor if you can not make or will be late for your shift
- ✓ **Have FUN!**

Smoking Policy

- No smoking on venue, inside or outside the venue
- Designated smoking areas outside the spectator gates

NO 
SMOKING

COMMUNICATION ON VENUE



- Supervisor - #1 contact when available
- Daily pre-shift briefings
- Workforce Break Area
- VCC
- Radio Dispatch

HEALTH AND WELLNESS

- Wash your hands regularly
- Adequate sun protection
- Wear appropriate footwear
- Stay hydrated and nourished



ENDING YOUR SHIFT



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

THANK YOU!

