

INVICTUS GAMES

TORONTO 2017

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

Venue RECCE

Mattamy Athletic Centre



WELCOME TO MAC (Mattamy Athletic Centre)



■ Introduction

Beth Im-Jenkins

- Venue General Manager

Amanda Cohen

- Event Services Supervisor

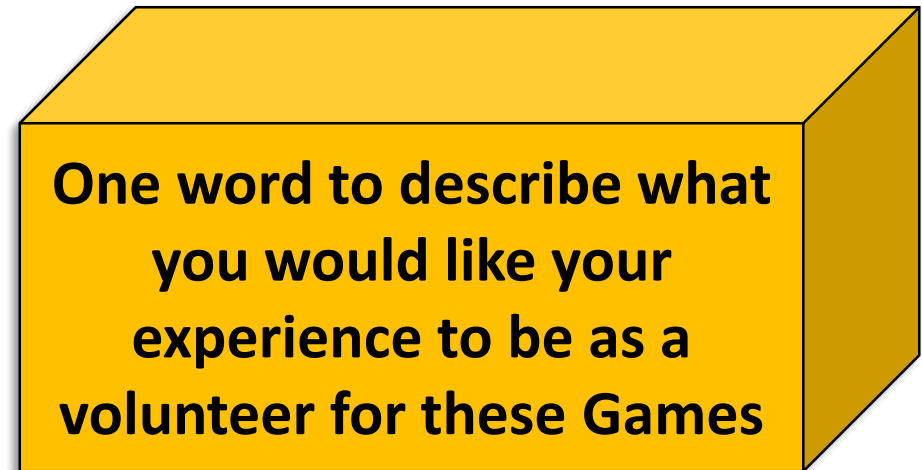
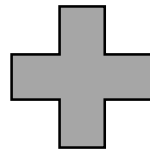
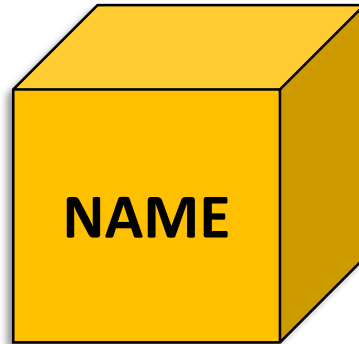
Lola Adeniyi

- Workforce Supervisor



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
- Invictus Games Team Behaviours
- Sports at the MAC
 - Wheelchair Basketball, Wheelchair Rugby, Powerlifting, Indoor Rowing, Sitting Volleyball
- Key Customers and Services
- Volunteers on Venue
- Venue Safety Procedures
- Venue Tour

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!

MATTAMY ATHLETIC CENTRE (MAC)

VENUE ORIENTATION



- Referred to as Canada's "Cathedral of Hockey" Mattamy Athletic Centre, formerly known as Maple Leaf Gardens, is not only a historical symbol for Canada's on-ice claim to fame, but has also been home to twelve Canadian sports teams since first opening its doors on November 12th, 1931

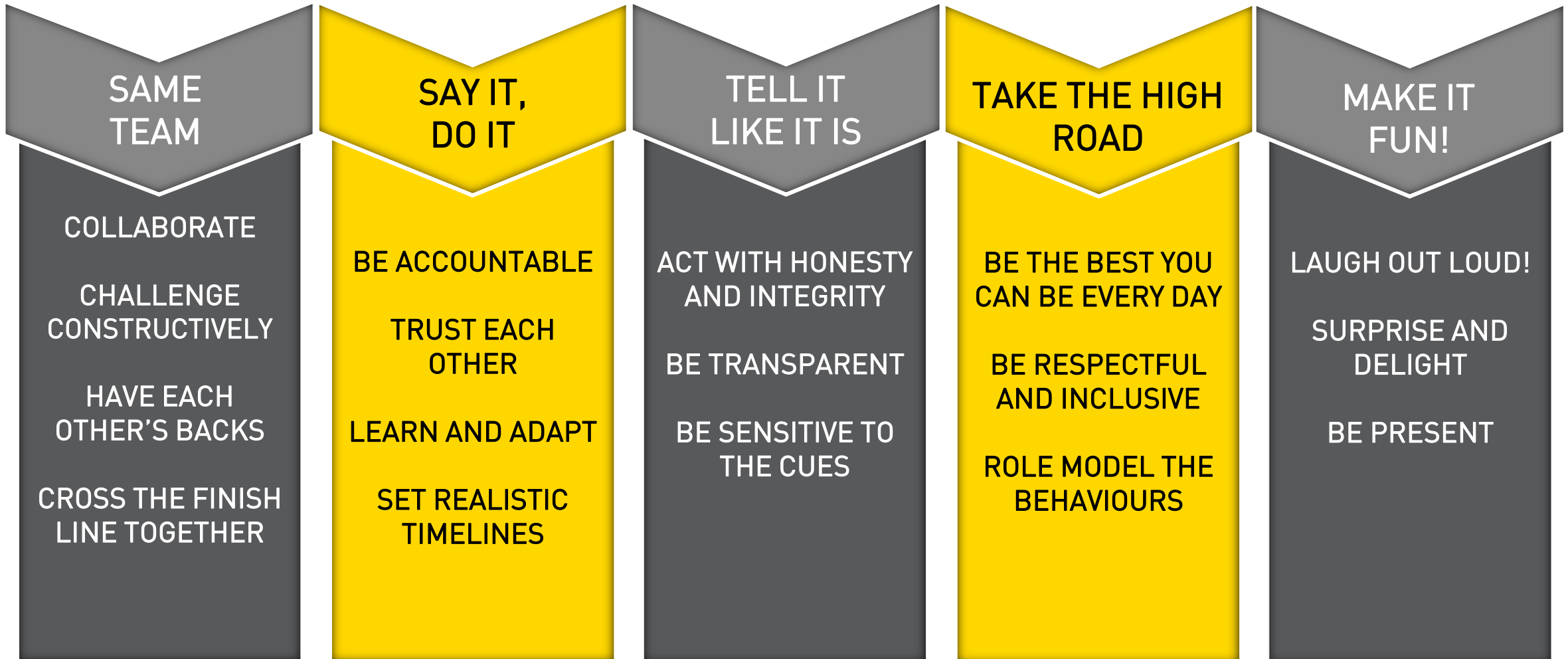


- Invictus Games Toronto 2017 workforce members:
 - Volunteers and Staff: 415
 - Contractors: 30
 - Venue Staff: 40
- One team working together to deliver an extraordinary world-class event!



INVICTUS GAMES 2017 TEAM BEHAVIOURS

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



MATTAMY ATHLETIC CENTRE (MAC)

INDOOR ROWING



ABOUT THE COMPETITION/EVENT

CENTRE ICE - Arena at Mattamy Athletic Centre (Ryerson)

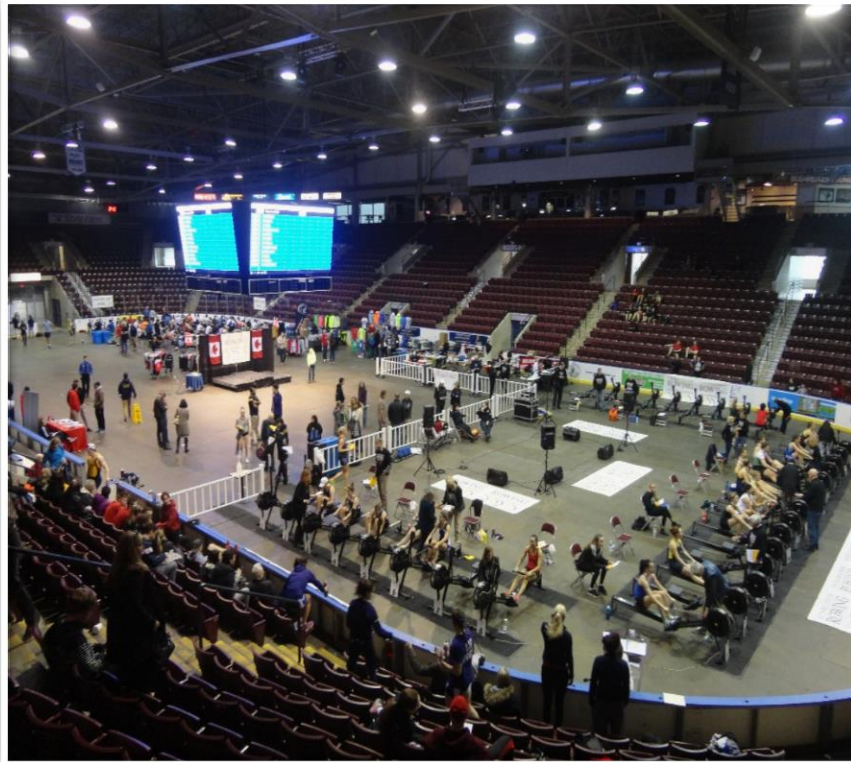
- Racing on rowing ergometers simulates on the water racing
- 84 new black Concept2 ergometers set up side by side connected by network cables.
- Races consist of a timed 4 minute Race and a 1 Minute Sprint
- There are 6 different categories of classification



COMPETITION AREA – 3 Erg lines of 14 Lanes in a “U” shape

WARM UP AREA – 42 ergs – open 30 minutes before competitor’s race

ABOUT THE COMPETITION/EVENT



Date: Sept 24

Activity: Trial Setup

- Unbox, Build & Label Ergs
- Mock-up floorplan
- Store ergs in back of Arena

Date: Sept 26

Activity: Competition

Competition Schedule

Tues, Sept. 26th – Racing

- 200+ Competitors, 356 entries
- 4 hours 15 min start to finish
- 19:00 at 23:15
- A race starts every few minutes
- Warm-up 30 minutes before

Lots of ACTION!

Schedule Considerations

- Setup for Indoor Rowing follows Power Lifting Finals after 14:30 in same arena
- Medals will take place during the event (racing stops during medals)
- Keeping on time is dependant on competitor's transitions from warmup to competition ergs, adaptive equipment changes, & sport presentation

TORONTO PAN AM SPORTS CENTRE

WHEELCHAIR BASKETBALL



INTRO TO WHEELCHAIR BASKETBALL

- It was adapted from the stand-up game and developed after WWII as a means of helping rehabilitate injured veterans in the UK and the US.
- The sport is included in the Paralympic Games.
- It is one of the most popular adapted sports in the world and is estimated to be played by over 100,000 people – from the recreational to the elite level.



RULES OF WHEELCHAIR BASKETBALL

- The basic rules of wheelchair basketball are very similar to able-bodied basketball.
- Basic rule changes:
 - There is no 'double dribble' rule in wheelchair basketball.
 - Traveling occurs if the player takes more than two pushes while in possession of the ball without dribbling.
 - The player must remain firmly seated in the chair and must not use his or her lower limbs to steer the chair or gain an unfair advantage.



WHEELCHAIR BASKETBALL EQUIPMENT

- Sport wheelchairs
 - Chairs come in different sizes (height & width) to best fit individuals
 - Sport chairs will be shared among competitors during the Games
 - Some nations will bring their own chairs
- Basketballs
- Scorekeeping equipment
 - Scoresheet
 - Game clock
 - Shot clock



PARTICIPATING NATIONS

- Australia



- Canada



- Denmark



- France



- Netherlands



- New Zealand



- United Kingdom



- United States



COMPETITION FORMAT

- Pool play in a round robin format will be used for the Preliminary Round.
 - 4 teams per Pool (i.e.. 3 games guaranteed)
 - Mixed gender teams
 - Maximum 16 players per team (but only 12 players per game)
- 1st and 2nd place teams from each pool will move on to the semi-finals with the semi-final matches being played in a cross-over format.
 - 1st Pool A vs. 2nd Pool B ; 1st Pool B vs. 2nd Pool A)
- The winners of the semi-finals will progress to the Gold Medal game and the losers of the semi-final will progress to the Bronze Medal game.



PAST RESULTS

London 2014

- Gold - UK
- Silver - USA
- Bronze - DEN

Orlando 2016

- Gold - USA
- Silver - UK
- Bronze - DEN



MATTAMY ATHLETIC CENTRE (MAC)

WHEELCHAIR RUGBY



ABOUT WHEELCHAIR RUGBY

Wheelchair rugby was invented in Canada in 1976 and first played internationally in 1979

Governed by the IWRF, Wheelchair Rugby became a competition sport at the Paralympics in 2000

Wheelchair Rugby is actively played in 26 countries around the world and is in the development stage in a further 18 countries.





ABOUT WHEELCHAIR RUGBY



- Eight countries will compete in wheelchair rugby at Invictus Toronto 2017

AUSTRALIA

ITALY

CANADA

DENMARK

FRANCE

NEW ZEALAND

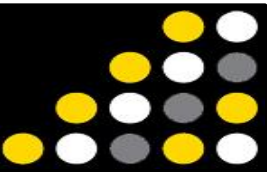
UNITED KINGDOM

USA

- Two days of practice: September 25 and 26
- Two pools compete in a round robin on September 27
- Semi-finals and finals will take place on September 28 on the main court at MAC



WHEELCHAIR RUGBY SPORT EQUIPMENT



Rugby Specific:

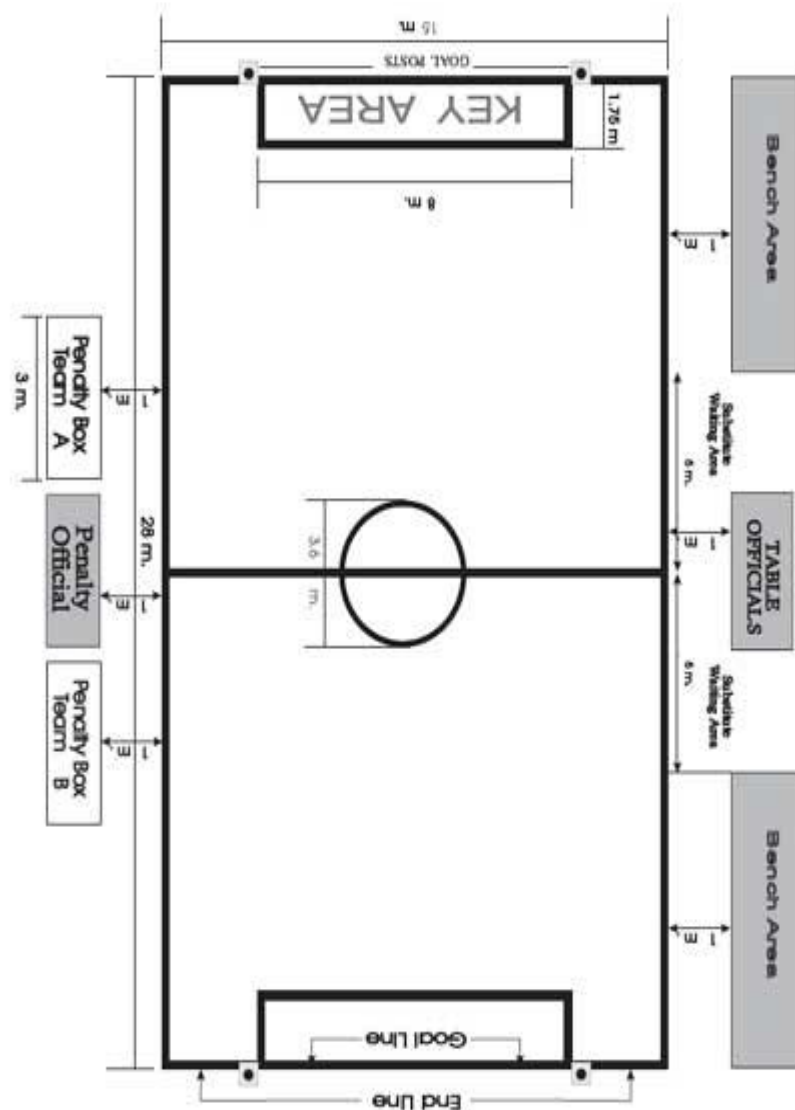
- Offensive Sport Chairs
- Defensive Sport Chairs
- Tires, Tubes
- Rugby Balls
- Gloves
- Straps

WHEELCHAIR RUGBY SPORT EQUIPMENT

- Specially designed for wheelchair rugby
- Wheels are fully covered
- Two types of wheelchair rugby chairs: offensive and defensive chairs
- Offensive chairs are set up for speed and mobility and contain a front bumper to prevent other wheelchairs from hooking it
 - used by players with more function
- Defensive wheelchairs contain bumpers set up to hook and hold other players
 - used by players with less function



WHEELCHAIR RUGBY FIELD OF PLAY



- Played on a regulation hardwood basketball
 - marked by boundary lines, a center line, a centre circle and two key areas
- White ball
 - identical in shape and size to a regulation volleyball
- Four cones or pylons required to mark the ends of the goal lines
- A game clock and a 40-second shot clock

MATTAMY ATHLETIC CENTRE (MAC)

POWERLIFTING



Powerlifting Competition



Powerlifting is a strength competition that sees competitors assume the bench press position lying on bench with head and body (including buttocks) touching the bench and lowering the bar to their chest

Powerlifting Competition



Once the bar is motionless, competitors must press upwards until their arms are straight and hold the bar still until the referee gives the signal. Competitors are given three tries for each lift. Lifters compete by weight class

Powerlifting

- Training is at the Sheraton – September 22, 23, 24
- Women and Lightweight Men – September 25
- Midweight and Heavyweight Men – September 26

Powerlifting Field of Play

- Called a platform
- Bench Press and Weights
- Three judges on stage, and Technical Controller
- Coaches Box
- Spotter/Loaders and Hand Off Man
- Three attempts to make the highest lift



MATTAMY ATHLETIC CENTRE (MAC)

SITTING VOLLEYBALL



INTRO TO SITTING VOLLEYBALL

- Sitting volleyball is a team sport featuring constant motion, communication and bursts of explosiveness.
- Sitting volleyball has many similarities to its stand-up version, but of course, with a few modifications.
- Whilst teams in the stand-up version are separated by a raised net, sitting volleyball is played from a lower net. The court dimensions in sitting volleyball are also smaller (6m X 10m) .
- The main difference between the two versions is that sitting volleyball, as its name implies, is played from seated positions. At all times, the athlete's pelvis must be in contact with the ground, and service blocks and attacks are allowed.





SITTING VOLLEYBALL TIMELINES



Court Setup / Takedown

Sept. 27 12:30 – 16:00

Sept.27 22:45 – 23:45

Competition Day

Sept. 27 17:00 – 22:45

Will utilize 62 volunteers during the
2017 Invictus Games



SITTING VOLLEYBALL COMPETITION

- 12 team competition (4 pools of 3 teams; round robin play)
- Total of 12 pool play matches
- Top 2 teams in each pool advance to Quarter Finals beginning at 13:50. Winners to Semi Finals on Sept. 27 @ MAC



PARTICIPATING NATIONS

■ Afghanistan



■ Canada



■ Denmark



■ Estonia



■ France



■ Georgia



■ Germany



■ Jordan



■ Netherlands



■ Romania



■ United Kingdom



■ United States



TEAMS TO WATCH IN 2017

Past Results

■ London 2014

- Gold: UK
- Silver: USA
- Bronze: Netherlands
- 4th: Georgia

Orlando 2016

- Gold: USA
- Silver: UK
- Bronze: Georgia
- 4th: Netherlands



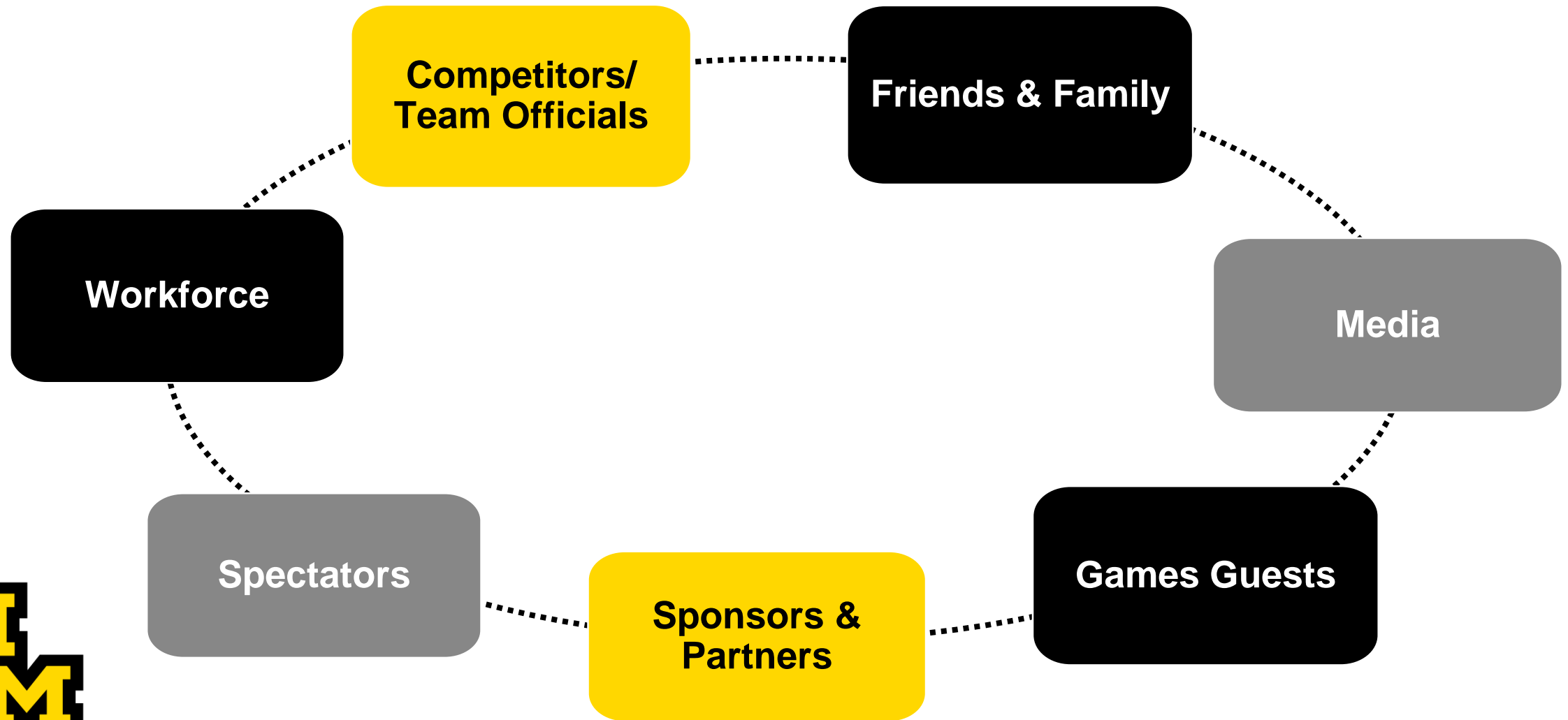
2017 What will this years comp bring??? Canada maybe!!!

MATTAMY ATHLETIC CENTRE (MAC)

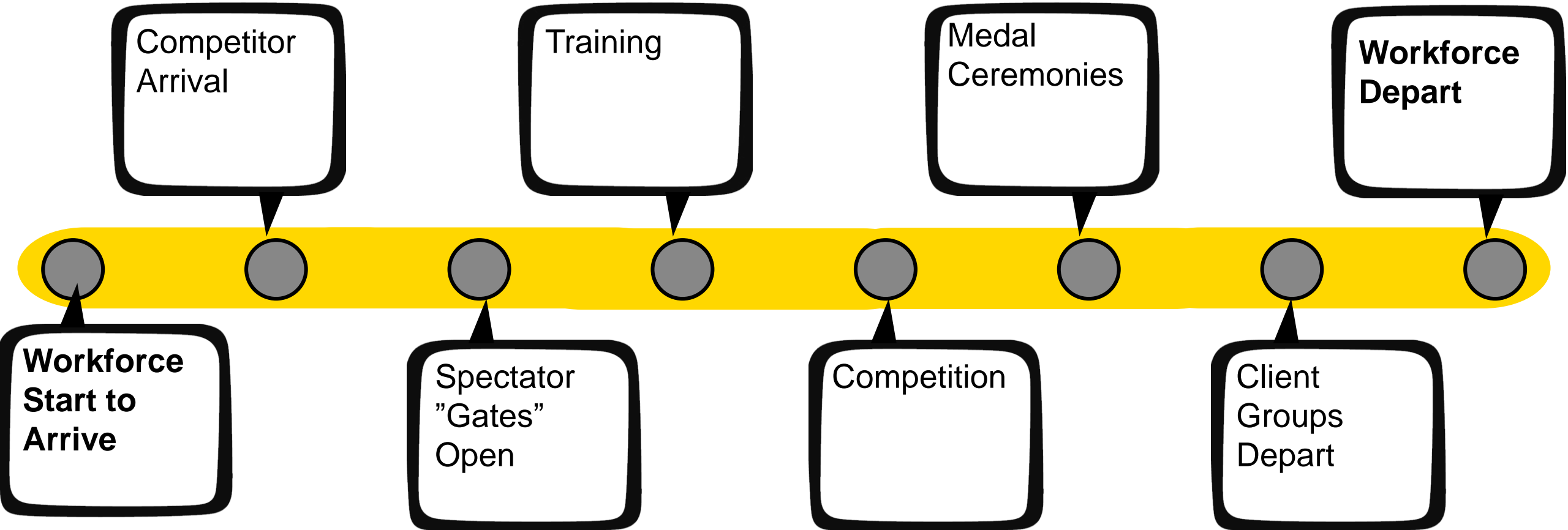
KEY CUSTOMERS AND SERVICES ON VENUE



KEY CUSTOMERS ON VENUE



A DAY IN THE LIFE OF MAC





ACCESSIBLE AREAS AND SERVICES



Accessible Entry/Exit	50 Carlton Street
Accessible Toilets	2 nd , 3 rd , 4 th floors
Accessible Amenities	All
Other	<ul style="list-style-type: none">✓ Accessible washrooms✓ Accessible seating on concourse and floor levels

For more information:

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

KEY SPECTATOR SERVICES ON VENUE



- Ticket Office
- Food & Beverage
- Info Booth (Lost & Found)
- Sponsor Activations
- First Aid
- Merchandise

VOLUNTEERS ON VENUE



GETTING TO THE VENUE

TTC Line 1

Metro Line 1 to College station (north exit); walk east towards Church Street

TTC 506 Streetcar

Exit at Church Street; the venue is on the north side of Carlton Street



GETTING TO THE VENUE

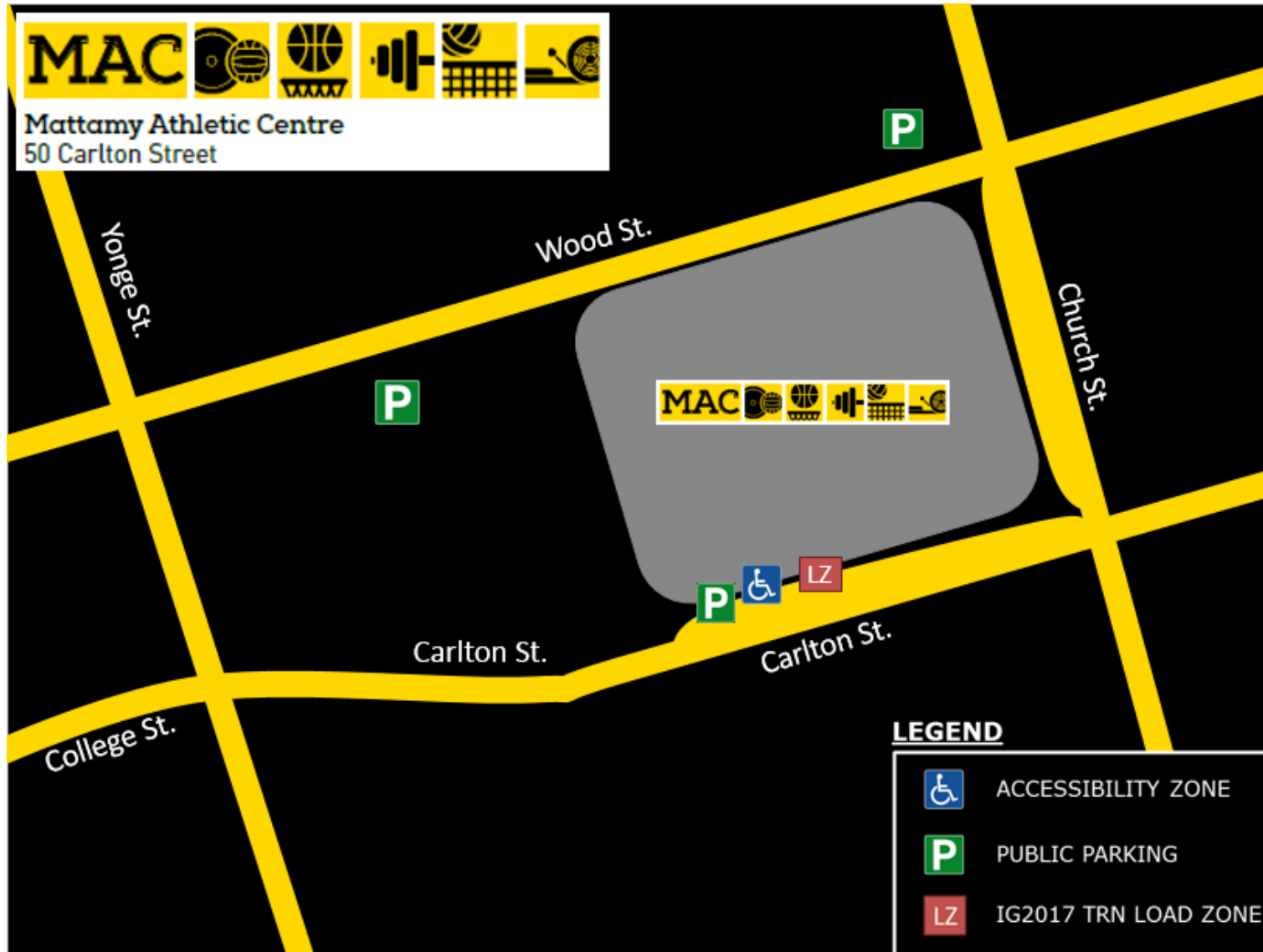


- Limited parking on venue
- Best way to get to venue:
 - Public Transit
 - Walk
 - Bicycle

TRANSPORTATION

- “T” Bus service – clients include Competitors/Team Officials, Friends & Family, Technical Officials, Media
 - Including 108 competitors/team officials and 6 Friends & Family that are wheelchair users (including 66 who cannot transfer)
- “T2” Fleet service – select Games Clients
- Games Guests and Sponsors are responsible for their own transport and parking
 - Spectators are responsible for their own transport – public transit and paid public parking is available near the venue
 - Workforce provided with Presto cards

TRANSPORTATION



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 fit in your backpack!

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
1. Workforce Entry	Mattamy Athletic Centre (MAC) main entrance at 50 Carlton Street
2. Access and Security	Bag Check, wandering
3. Workforce Check-In	Take escalator or elevator to Level 3 Coca-Cola Court Viewing Area
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

- No outside food is allowed into the venue unless you have dietary restrictions beyond vegetarian
- 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

Workforce Break Area

At check-in

Level 3, Coca-Cola
Court viewing
area; exit right
from elevator

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- 9m from any entrance

NO 
SMOKING

COMMUNICATION ON VENUE



- Supervisor - #1 contact when available
- Daily pre-shift briefings
- Workforce Break Area – next to check-in
- 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

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	Beth Im-Jenkins or Functional Area Lead
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

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



See something, say something.

INCIDENT REPORTING

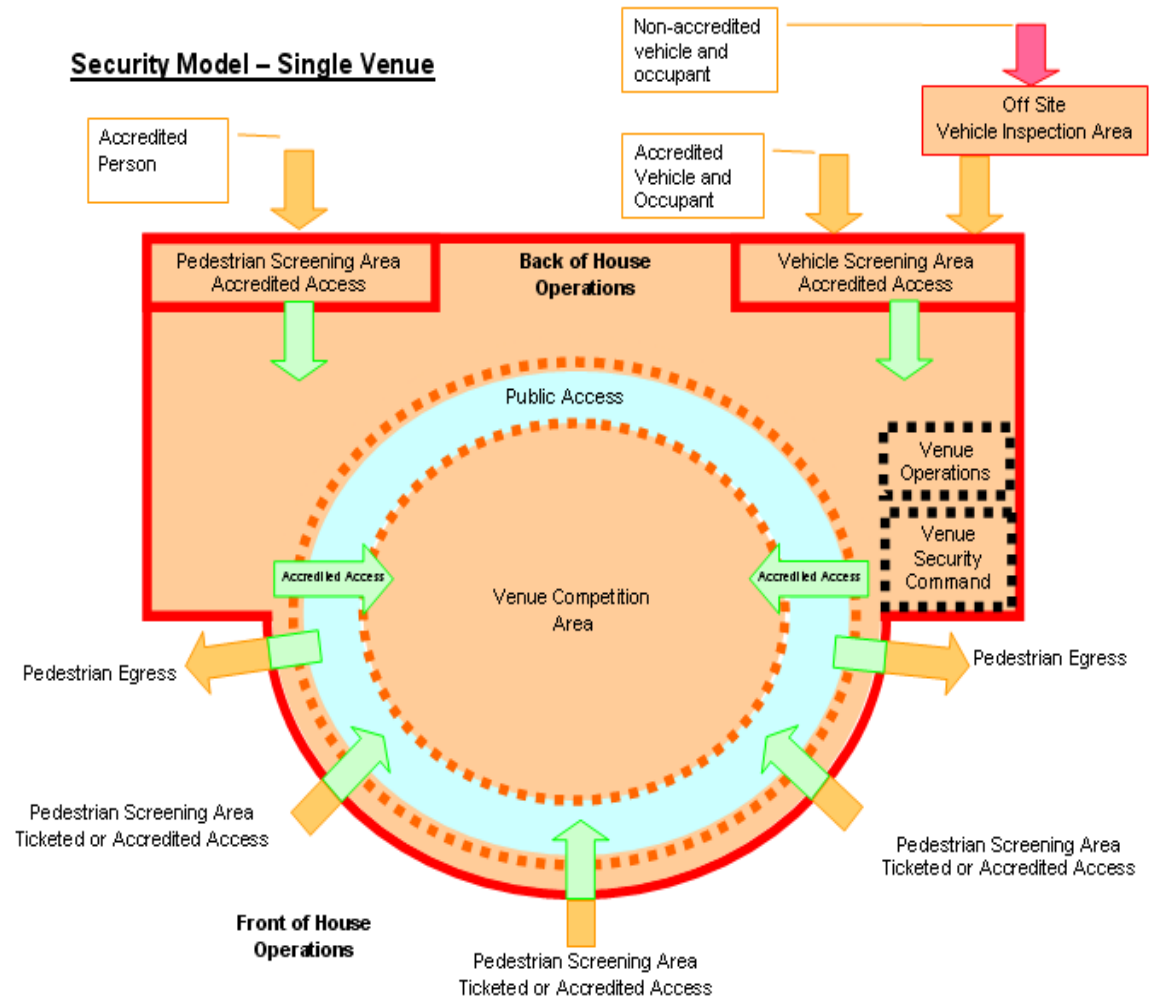
- If you can ACT safely, do so
- Report all incidents to your supervisor
- Record details on an Incident Notification Form and submit to Workforce check-in or your supervisor

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	

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	St. John's Ambulance	By radio/phone or through your supervisor	Spectator Medical (Concourse)
Competitors and Games Guests (VIPs)	MEDICAL FA	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:

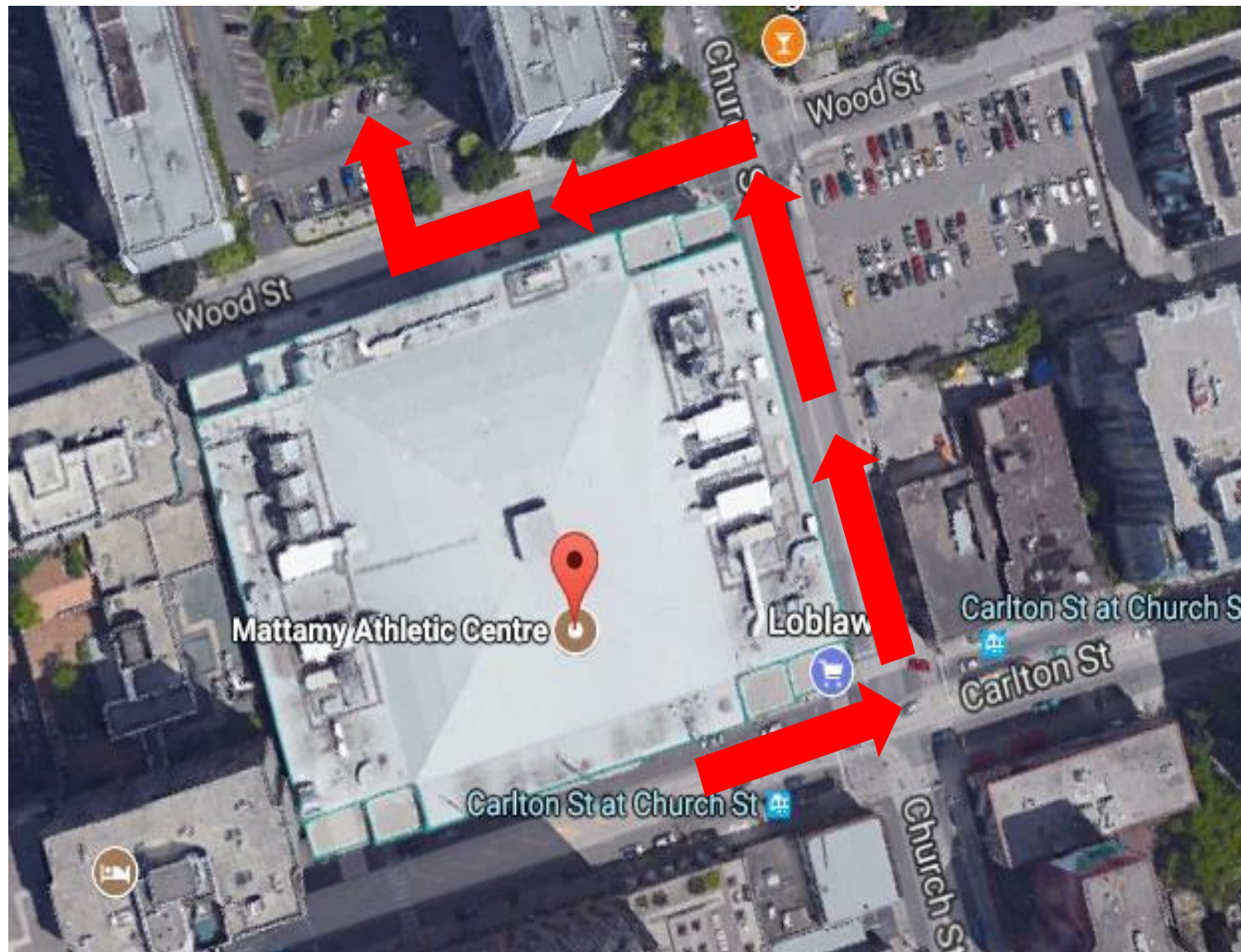
Always seek assistance
rather than trying to handle
an emergency situation on
your own

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

MAC – ASSEMBLY AREA



ARE YOU READY TO SEE MAC?

