

# INVICTUS GAMES

TORONTO 2017

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

**Venue JIT RECCE: NPS**

**September 2017**

**WELCOME TO THE  
NPS TEAM!**





# 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



Invictus Games Venue RECCE

# What you'll learn about in this presentation

- Venue Orientation
- About Wheelchair Tennis
- Key Customers and Services
- Volunteers on Venue
- Venue Safety Procedures
- Venue Tour

# 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!

# NATHAN PHILIPS SQUARE

## VENUE ORIENTATION





# Our venue and the 2017 Invictus Games



## AT A GLANCE

The Invictus Games are the only international adaptive sporting event for wounded, ill and injured active duty and veteran service members.

TORONTO HOSTS IN  
**September 2017**

**1,500+** VOLUNTEERS will be recruited    **17** NATIONS    **12** ADAPTIVE SPORTS

**550** COMPETITORS    **1,100** FAMILY & FRIENDS



# NPS – Wheelchair Tennis

- Canada's largest public square is located at the foot of Toronto City Hall
- Attracts 1.5 million visitors annually. Throughout the year.
- Regularly hosts art exhibits, festivals and concerts and the summer fountain transforms into a public skating rink in the winter.
- In 2015, it was action central for PANAMANIA, the TORONTO 2015 Games arts and culture festival!.





# NPS – Wheelchair Tennis

- Invictus Games Toronto 2017 workforce members:

Volunteers and staff: 84

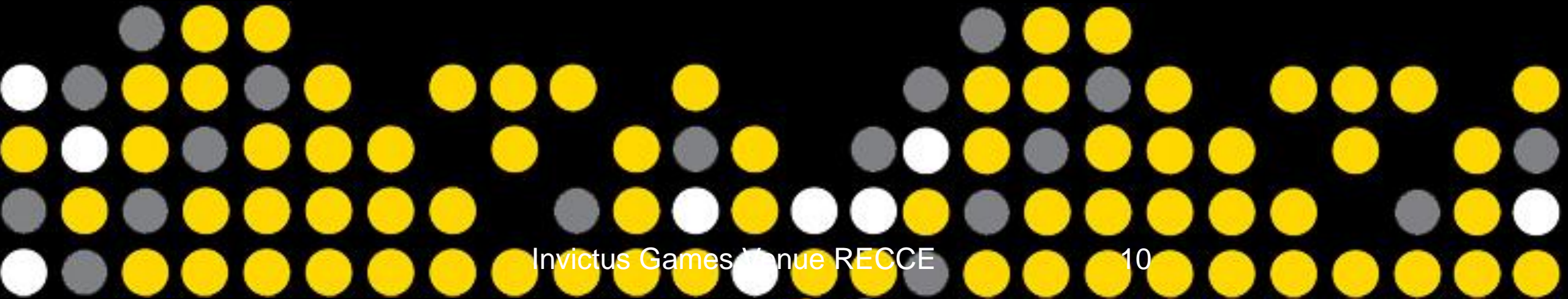
Contractors: 20

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



# NATHAN PHILIPS SQUARE

## WHEELCHAIR TENNIS



# WHAT'S HAPPENING ON VENUE?



Practice court



Round Robin tennis matches



Semi-finals



Finals

# ABOUT THE COMPETITION/EVENT

- Wheelchair tennis is a challenging sport very similar to tennis, except competitors use a wheelchair to travel around the court. At the Invictus Games, wheelchair tennis is played in doubles format.
- The court and rules of wheelchair tennis remain the same as the stand up version, however, players may allow the ball to bounce twice on their side of the net before returning it to their opponents' side.
- Equipment: Sport Wheelchair, tennis racquet, tennis court & tennis ball



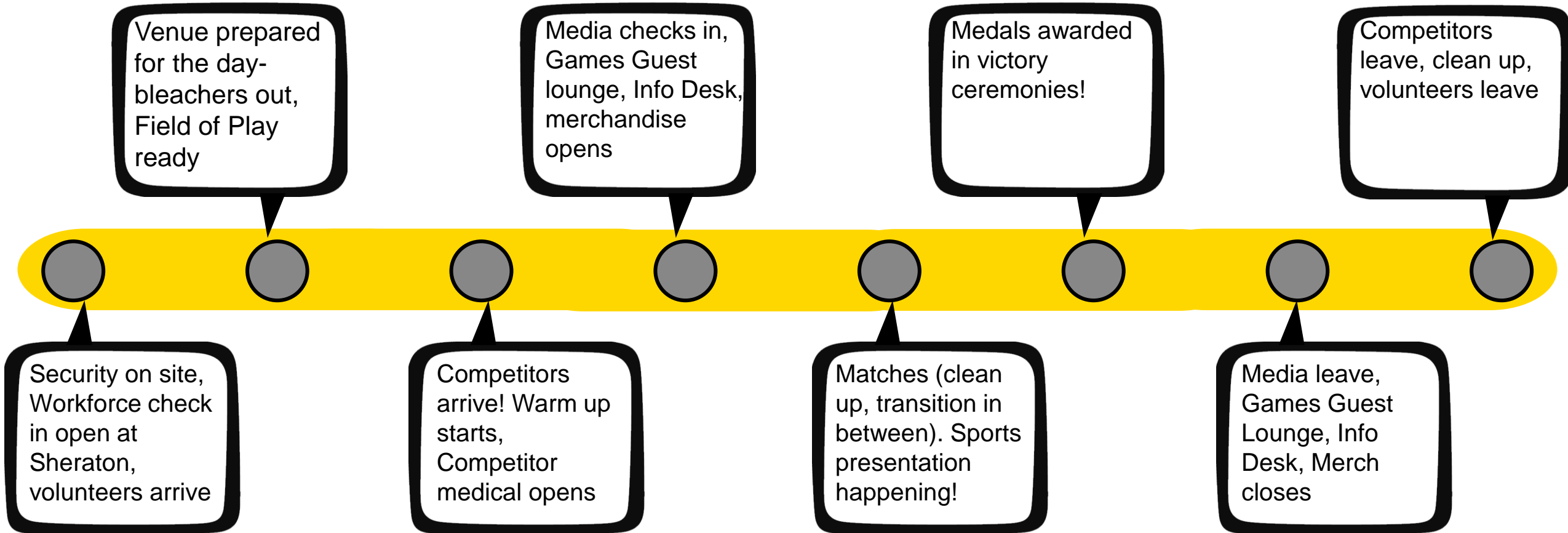


# NATHAN PHILIPS SQUARE

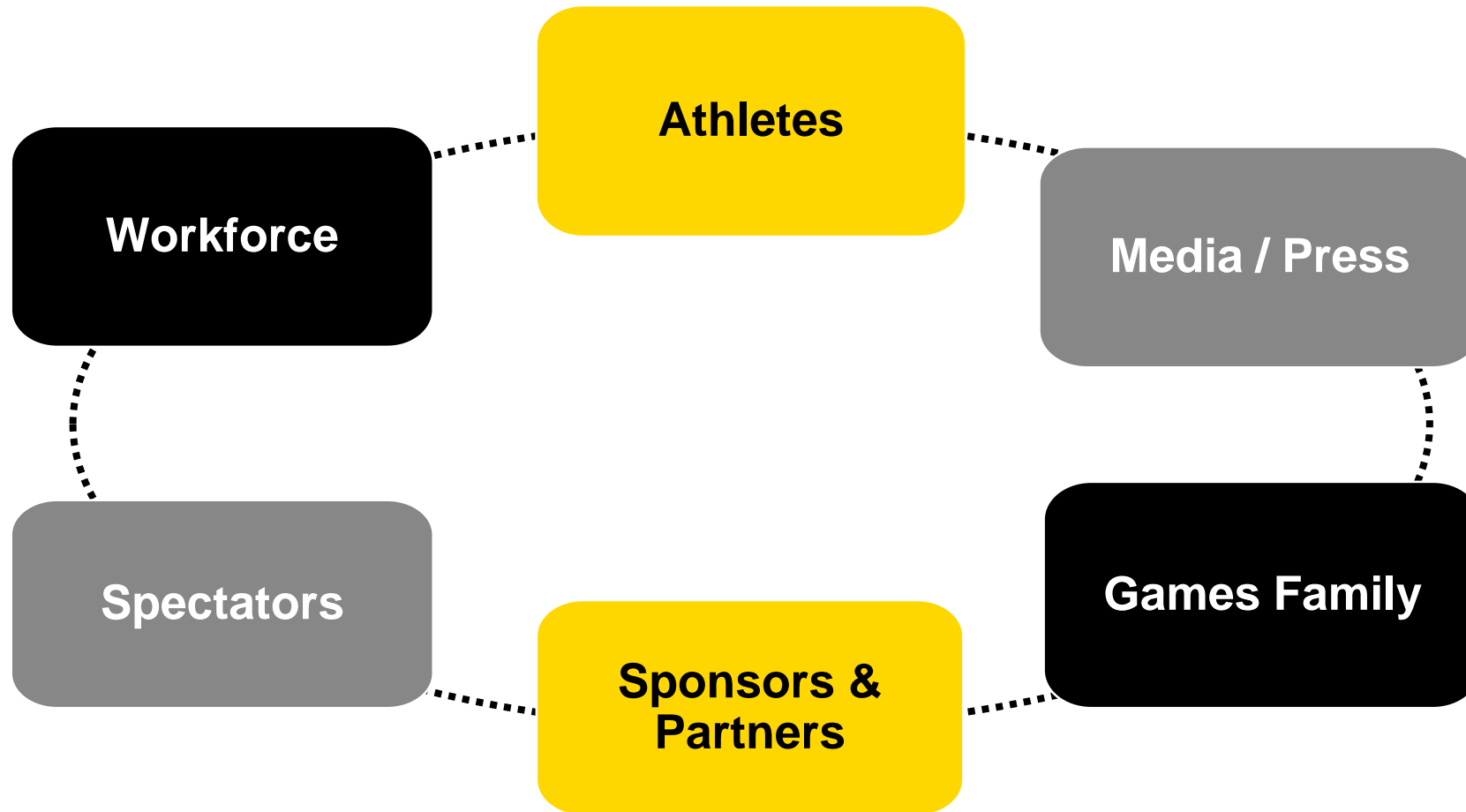
KEY CUSTOMERS AND SERVICES ON VENUE



# A DAY IN THE LIFE OF WHEELCHAIR TENNIS

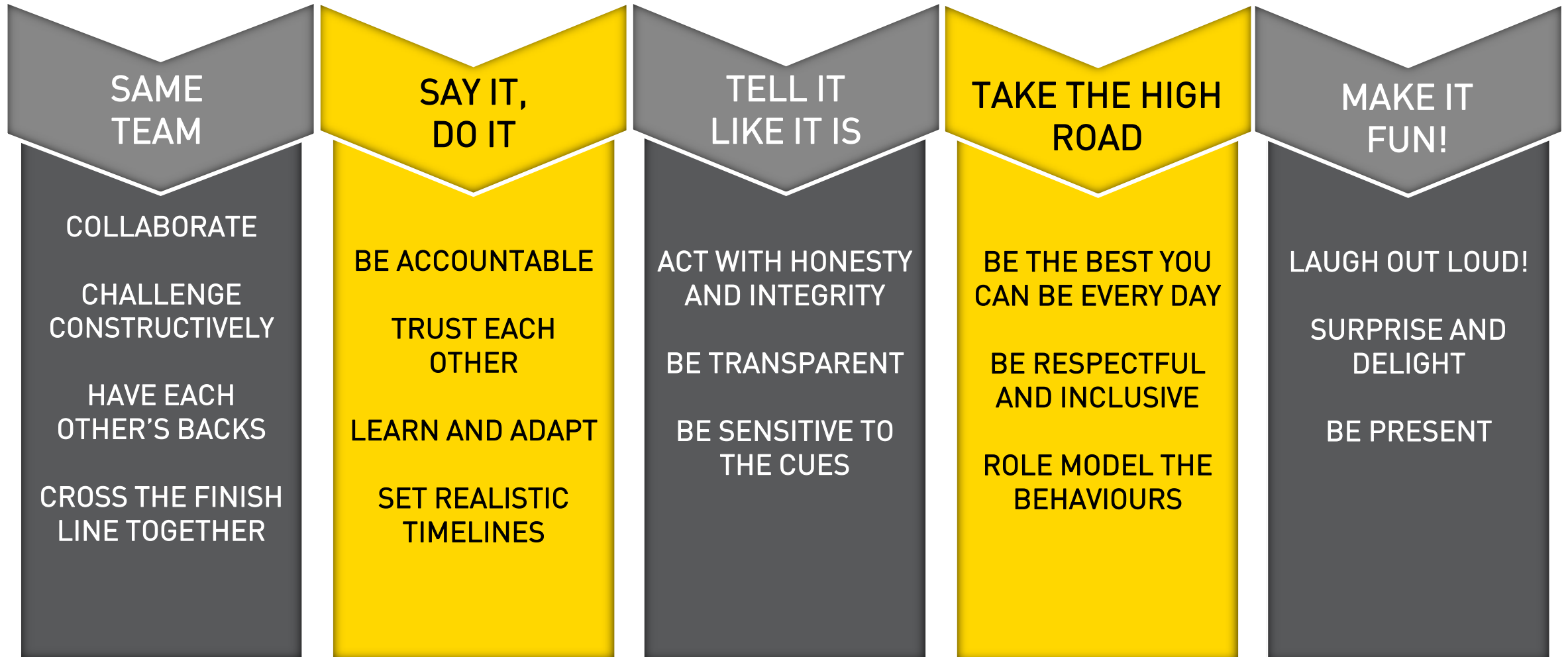


# KEY CUSTOMERS ON VENUE



# 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.



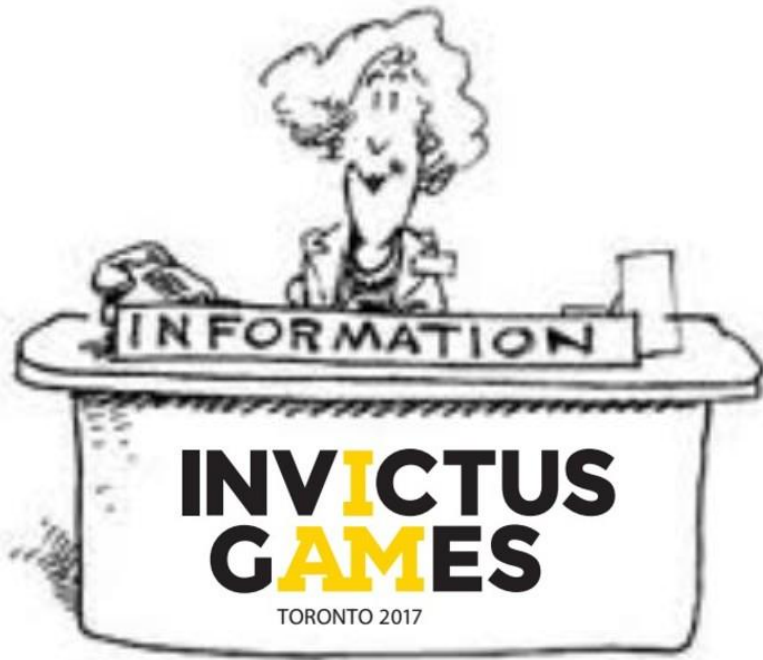
# ACCESSIBLE AREAS AND SERVICES

<b>Accessible Entry/Exit</b>	All entries/exits to the venue are wheelchair accessible
<b>Accessible Toilets</b>	Accessible toilets are available
<b>Accessible Amenities</b>	The food service concession will feature at least one point of sale that is wheelchair accessible
<b>Other</b>	<ul style="list-style-type: none"><li>✓ Dog relief area</li><li>✓ Accessible parking in the vicinity</li><li>✓ Accessible seating area</li></ul>

**For more information:**

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

# KEY SPECTATOR SERVICES ON VENUE



- Ticket Booth
- Food & Beverage
- Info Booth (Lost & Found)
- Spectator Medical
- Merchandise Booth
- Sponsor activations

# VOLUNTEERS ON VENUE





# GETTING TO THE VENUE



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

# GETTING TO THE VENUE

**Subway, Streetcar, Bus  
(Toronto Transit  
Commission)**

Queen and Osgoode Subway Stations, Queen Streetcar, #6 Bus (Bay Street)

**Walking and/or Bike-riding**

Limited parking in underground lot beneath the square, bike parking on the east side of NPS



# WHAT SHOULD I BRING?

- Accreditation
- IG2017 Uniform
- IG2017 Volunteer Pocket Guide
- Games beverage container
- 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
- 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>	Sheraton Hotel, Dominion South Ballroom (2 <sup>nd</sup> Floor)
<b>2. Access and Security</b>	Wandering and bag search for entry to the Games Guest Lounge
<b>3. Workforce Check-In</b>	Sheraton Hotel, Dominion South Ballroom (2 <sup>nd</sup> Floor)
<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 a gift card so you can get a meal and newsletter
  - have your shift tracking card stamped
  - receive any shift gifts
  - receive any critical information
- Check in at least 15 minutes but no more than 45 minutes before your shift



# MEALS AND BREAKS



- Gift cards for meals issued based on shift duration
- You're also welcome to sit in the Workforce Break Area
- Coffee, tea in break area
- Return from your break promptly and check-in with your supervisor to inform you are back from break

## Workforce Break Area

Sheraton Hotel

Dominion South Ballroom

# WORKFORCE KEY CODES 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 athletes/VIPs or ask them for autographs
- ✗ Socialize on your cell phone during your shift
- ✗ Use obscenities, offensive language, harass or treat others in a violent, discriminatory or abusive manner

## Do...

- ✓ Comply with the objectives and values of Invictus Games Toronto 2017
- ✓ Act according to the established rules and procedures
- ✓ Provide timely notice to your supervisor if you can not make or will be late for your shift
- ✓ Treat information concerning the Games in a strictly confidential manner
- ✓ **Have FUN!**

# SMOKE FREE GAMES

- No smoking on Nathan Phillips Square, or in the Sheraton Hotel

**NO**   
**SMOKING**



# FORMS OF COMMUNICATION ON VENUE



- Supervisor - #1 contact when available
- Daily briefings
- Workforce Break Area
- Newsletters
- Notice boards
- Radio Dispatch

# HEALTH AND WELLNESS

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



# 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

**Venue Safety Representative**

Abby

**Venue Quick Facts**

Refer to this document to obtain essential health and safety information when you need it most

**Venue Operations Centre (VOC)**

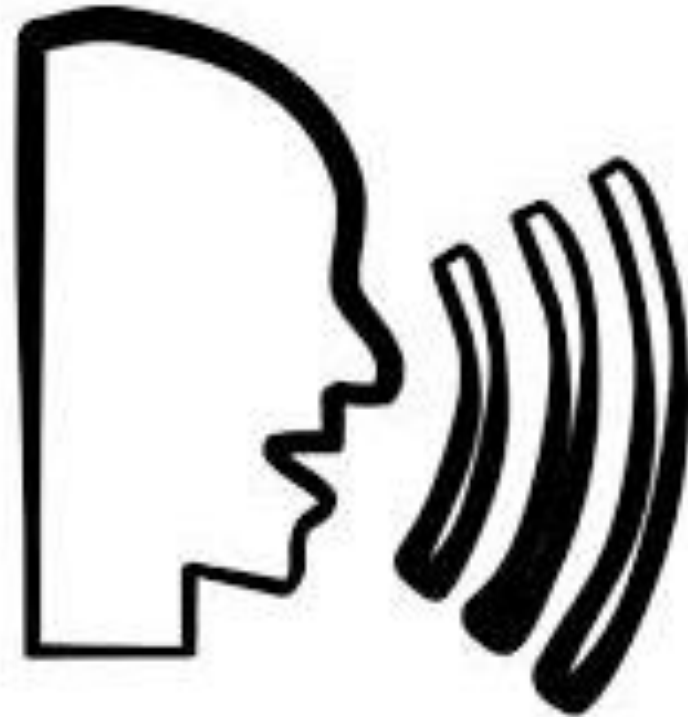
Acts as the “venue incident command centre” in the event of a hazard or major incident

**Incident Notification Form**

Complete this form for all types of incidents and forward to your supervisor or team leader

# 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

- The venue is patrolled by the Commissionaires as well as Corporate Security
- Toronto Police will have a presence on the venue
- Queen Street will be closed to vehicle traffic
- To get to the Games Guest Lounge, people need to be prepared to be screened (bag check, security wands)

# SECURITY – HOW CAN I HELP?

## Don't:

- ✗ Directly intervene in any suspicious activity.
- ✗ Forget that the Invictus Games Toronto 2017 are first and foremost a sporting event, not a security event.

## 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.

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

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



# WORKFORCE FIRST AID AND MEDICAL

Period	Who to Contact	How to Contact	Where to Go
During <b>Peak</b> Hours	Spectator Medical	Spectator Medical is onsite- you can approach them. You can also notify your supervisor	Spectator Medical is located on the west side of the Field of Play
During <b>Off-Peak</b> Hours	City of Toronto Security- call 911 in an emergency	Through your supervisor or by going into City Hall	City of Toronto Security is located in City Hall. They are also roaming



# OTHER GROUPS: FIRST AID & MEDICAL

Group	Who to Contact	How to Contact	Where to Go
Spectators	Spectator Medical	Spectator Medical is onsite. You can also notify your supervisor	Spectator Medical is located on the west side of the Field of Play
Competitors and Games Family (VIPs)	Competitor Medical	By radio or through your supervisor. Also, Competitor Medical is on site, south of the Field of Play	Competitor Medical is on site, south of the Field of Play



# EMERGENCY PROCEDURES

- Follow all directions provided to you
- If instructed to evacuate, go to Eaton Centre Plaza, at James and Albert Street
- If you identify the emergency, contact your supervisor or the VCC immediately

Provide this info:

**WHAT** the emergency is

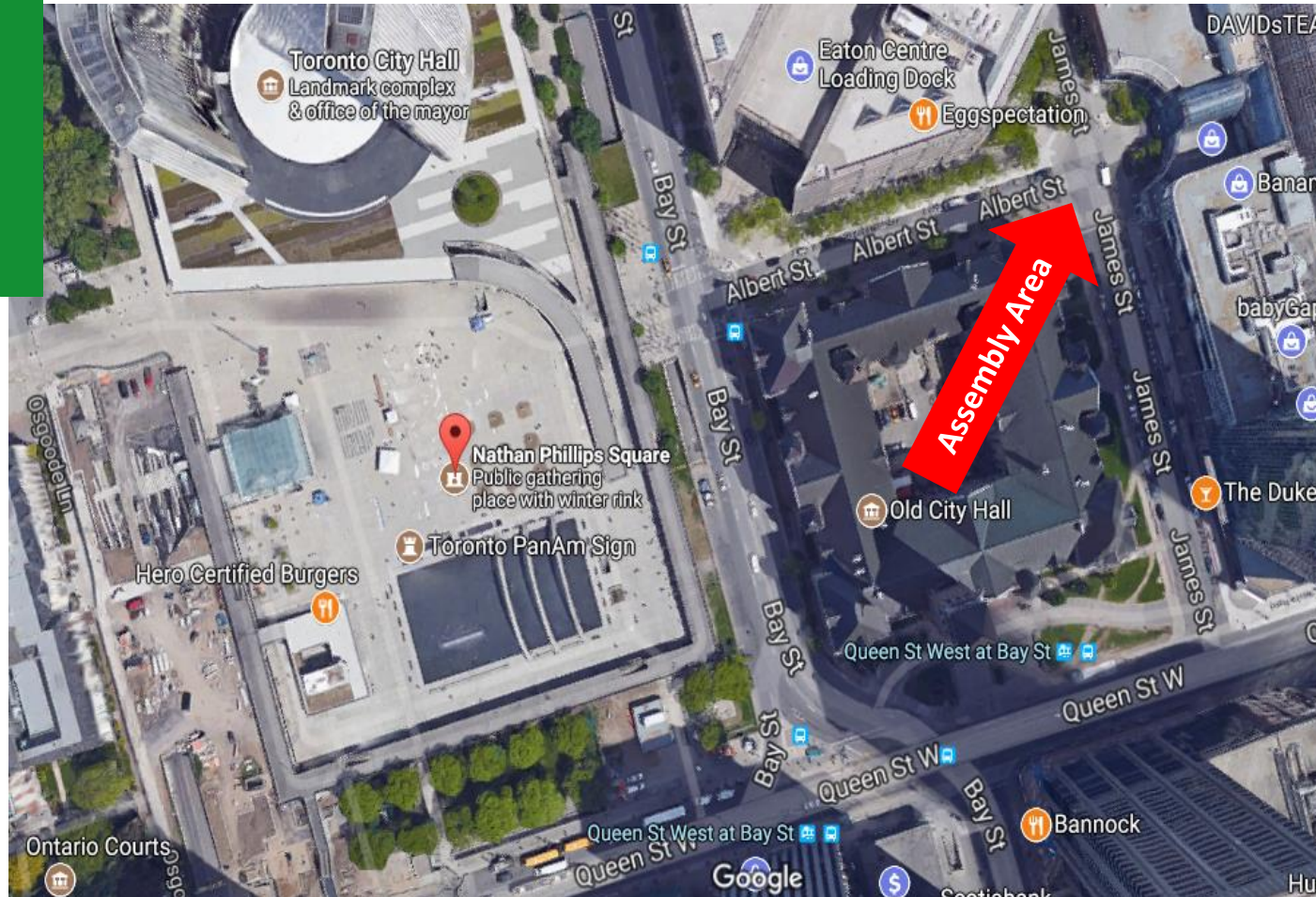
**WHERE** it is

**WHO** is involved

**Remember:**

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

# EVACUATION PROCEDURES





ARE YOU READY?





# ARE YOU READY?

- Plan transportation
- Arrange childcare
- Provide emergency contact number to the appropriate people
- Questions – Your supervisor is your best resource



# BEFORE, DURING AND AFTER YOUR SHIFT

## Before

- Bring your uniform and accreditation
- Plan transportation so you can arrive on time for your shift

## During

- Check in with your supervisor as they are your #1 point of contact
- Take breaks on schedule and stay hydrated and healthy

## After

- Check out with your supervisor and confirm your next shift
- Ensure you have all your belongings before you leave
- Get some rest

THANK YOU!

