

INVICTUS GAMES

TORONTO 2017

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

**Venue RECCE: Toronto Pan Am Sport
Centre**

WELCOME TO PAC!

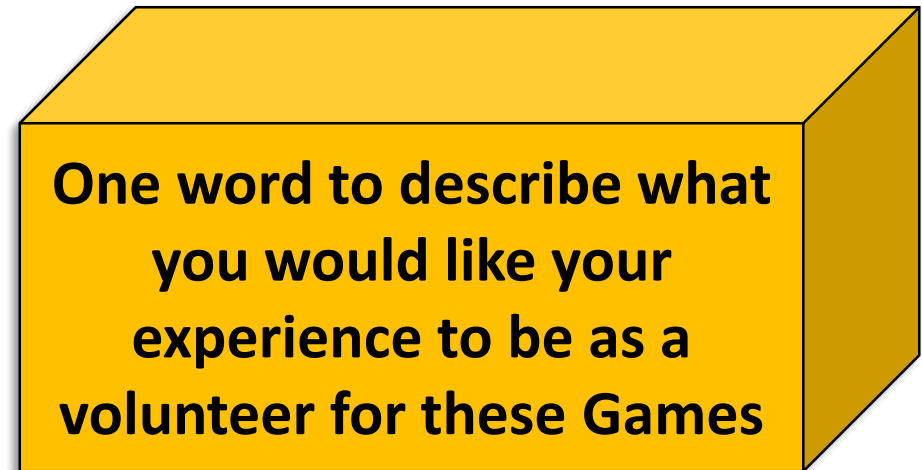
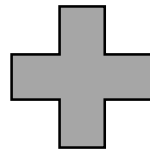
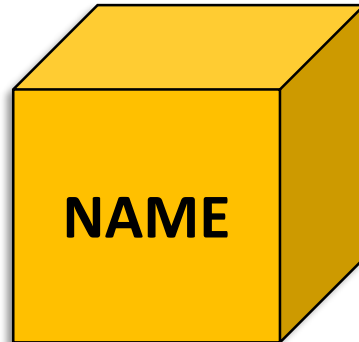
■ Introduction

- Laura Grouchy– Venue General Manager
- Archie Allison – Event Services 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

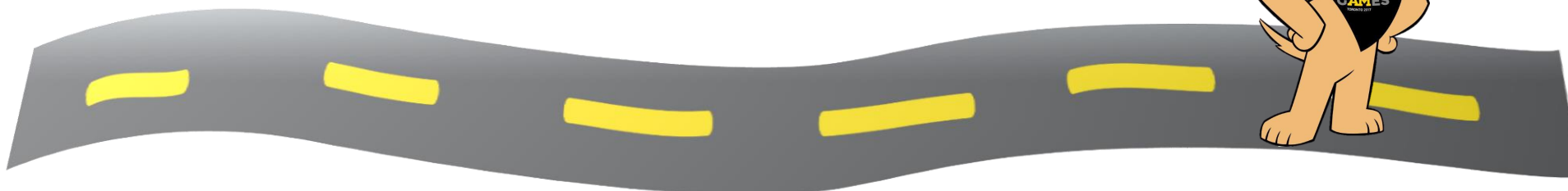
Offer and
Acceptance

Games RECCE
Training

Roster
Published

Volunteer
Summits

Venue RECCE
Training



Invictus Games Venue RECCE

AGENDA

- Venue Orientation
- Invictus Games Team Behaviours
- About Swimming, Sitting Volleyball and Wheelchair Basketball
- 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!

TORONTO PAN AM SPORTS CENTRE (PAC) VENUE ORIENTATION



Toronto Pan Am Sports Centre

- The largest sport new-build for the Games and the largest infrastructure investment in Canadian amateur sport history.
- Toronto Pan Am Sports Centre delivers extensive programming that serves recreational and community groups, high-performance athletes, as well as fitness centre clientele.





Toronto Pan Am Sports Centre

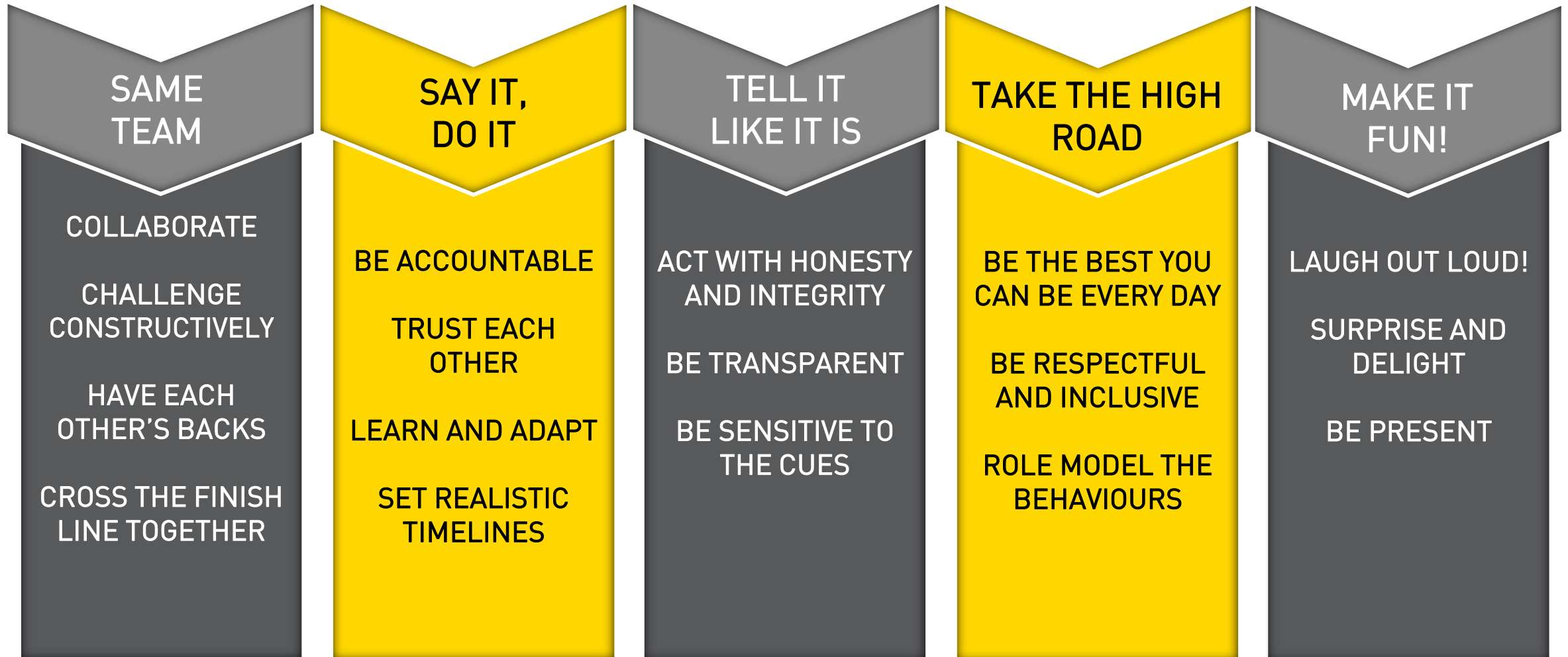


- Invictus Games Toronto 2017 workforce members:
 - Volunteers and Staff: {320}
 - Contractors: {60}
- One team working together to deliver an extraordinary world-class event!



INVICTUS GAMES 2017 TEAM BEHAVIOURS

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



TORONTO PAN AM SPORTS CENTRE

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



Training

Sept. 22 10:00 – 19:00

Sept. 25 10:00 – 19:00

Competition Days

Sept. 26 9:00 – 16:00 (prelims)

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

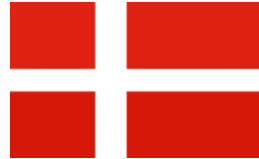
■ Afghanistan



■ 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!!!

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 (ie. 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



TORONTO PAN AM SPORTS CENTRE

SWIMMING





The Days

INVICTUS GAMES Toronto 2017 - TRAINING & COMPETITION SCHEDULE

		SEPTEMBER								
		Fri 22 Day -1	Sat 23 Day 1	Sun 24 Day 2	Mon 25 Day 3	Tue 26 Day 4	Wed 27 Day 5	Thu 28 Day 6	Fri 29 Day 7	Sat 30 Day 8
SPORT	VENUE									
Opening Ceremony	Air Canada Centre (ACC)		1930-2200							
Swimming	Toronto Pan Am Sports Centre (PAC)	Training 1100-1500			Training 1100-1500	Training 1100-1500		Prelims 1100-1400	Finals 1900-2200	
	Air Canada Centre (ACC)									1930-2200
Closing Ceremony										

Training Sessions

- Friday Sept. 22
- Monday Sept. 25
- Tuesday Sept. 26

Preliminary Events – Thursday Sept. 28- 11:00am to 2:00pm

Finals – Friday September 29- 5:00pm to 10:00pm

The Pool

- Recap
 - 50m pool
 - Starting blocks + Touch pads (timing) on both ends
 - competition lane ropes
 - flags for backstroke
 - starting device
 - 50m training pool for warm-up and cool-down
 - The dive tank will be closed



The SPORT

- Swimming portion of the Games is being run in partnership with Swim Ontario and Swimming Canada
- The rules have been developed by the International Paralympic Committee (IPC) with Invictus Games and are unique to the competition
- The competition will be run with
 - Preliminaries .. Top 8 advance to finals
 - Finals .. Medals presentation (preliminary times no longer matter)

The Events

- 3 x 50m events (Free, Back, Breast)
- 1 x 100m event (Free)
- 1 x 200m event (Mixed Relay)
- Less than 8 swimmers in an event go straight to finals

The Entries

- Entries are complete for preliminary events
 - 16 Nations, 143 athletes, 433 entries
 - Relays should expect change but 5 countries currently entered

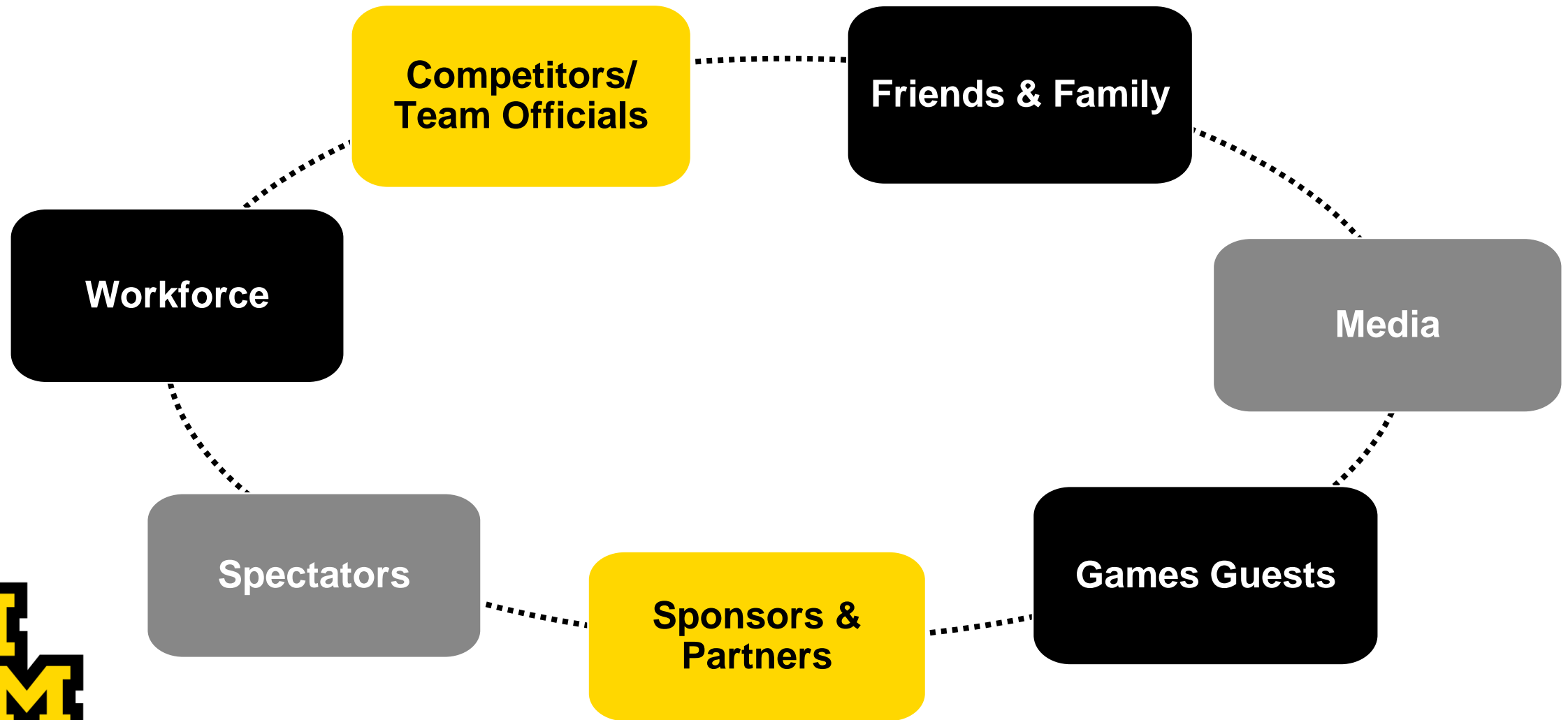
		Team List					
	Team	Female	Male	Total Athletes	Entries	Relay	Total
1 AUS	Australia	4	8	12	41	2	43
2 CAN	Canada	7	8	15	60	4	64
3 DEN	Denmark	0	6	6	14	0	14
4 EST	Estonia	2	3	5	11	0	11
5 FRA	France	1	10	11	27	1	28
6 GEO	Georgia	0	1	1	1	0	1
7 GER	Germany	0	6	6	12	0	12
8 IRQ	Iraq	0	1	1	4	0	4
9 ITA	Italy	0	5	5	10	0	10
10 JOR	Jordan	0	2	2	2	0	2
11 NED	Netherlands	0	7	7	24	0	24
12 NZL	New Zealand	2	3	5	8	1	9
13 ROU	Romania	0	2	2	8	0	8
14 UKR	Ukraine	0	2	2	5	0	5
15 UK	United Kingdom	8	20	28	78	6	84
16 USA	United States of America	11	24	35	128	0	128
		35	108	143	433	14	447

PAC

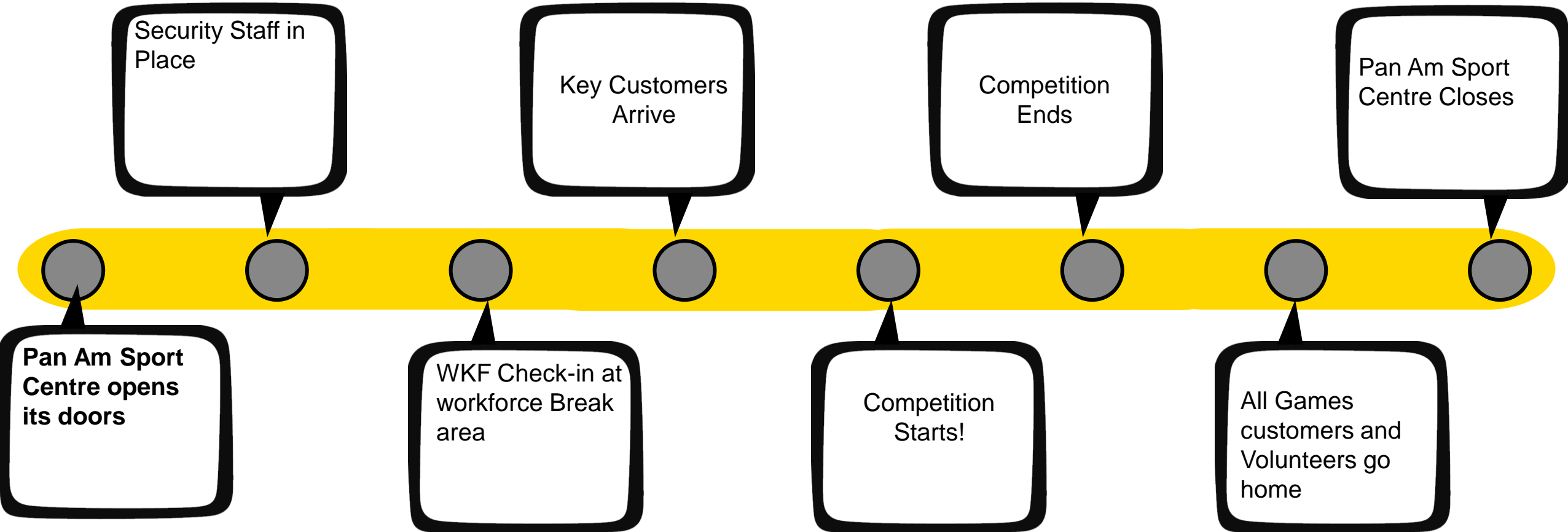
KEY CUSTOMERS AND SERVICES ON VENUE



KEY CUSTOMERS ON VENUE



A DAY IN THE LIFE OF PAC



ACCESSIBLE AREAS AND SERVICES

Accessible Entry/Exit	All entries/exits to the venue are wheelchair accessible
Accessible Toilets	Accessible toilets are available including unisex toilets
Accessible Amenities	The food service concession features at least one point of sale that is wheelchair accessible
Other	<ul style="list-style-type: none">✓ Dog relief area✓ Accessible parking and shuttle✓ 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
- First Aid
- Spectator Medical
- Sponsor Activations

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 parking is available at all venues
- Workforce provided with Presto cards



Toronto Pan Am Sports Centre
875 Morningside Avenue



LEGEND

-  ACCESSIBILITY ZONE
-  PUBLIC PARKING
-  IG2017 TRN LOAD ZONE
-  GAMES PARKING



THE MASTER OF MY FATE
THE CAPTAIN OF MY SOUL

VOLUNTEERS ON VENUE



GETTING TO THE VENUE



- Pay 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 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	South entrance
2. Access and Security	Bag checks, security wanding
3. Workforce Check-In	Studio, Level 3
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 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 in the venue
- Smoking is permitted 9m from the entrance

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

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

Have you met your supervisor?

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?

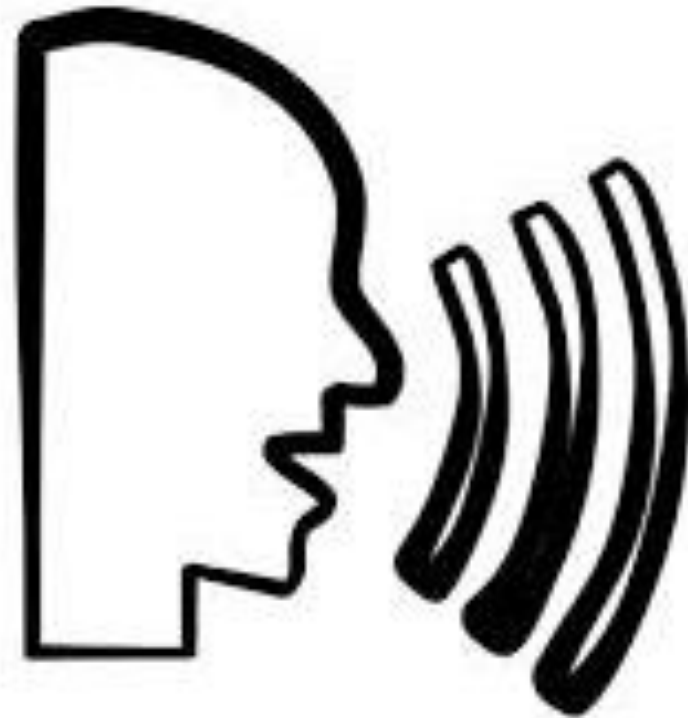
INFORM

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!

INCIDENT REPORTING

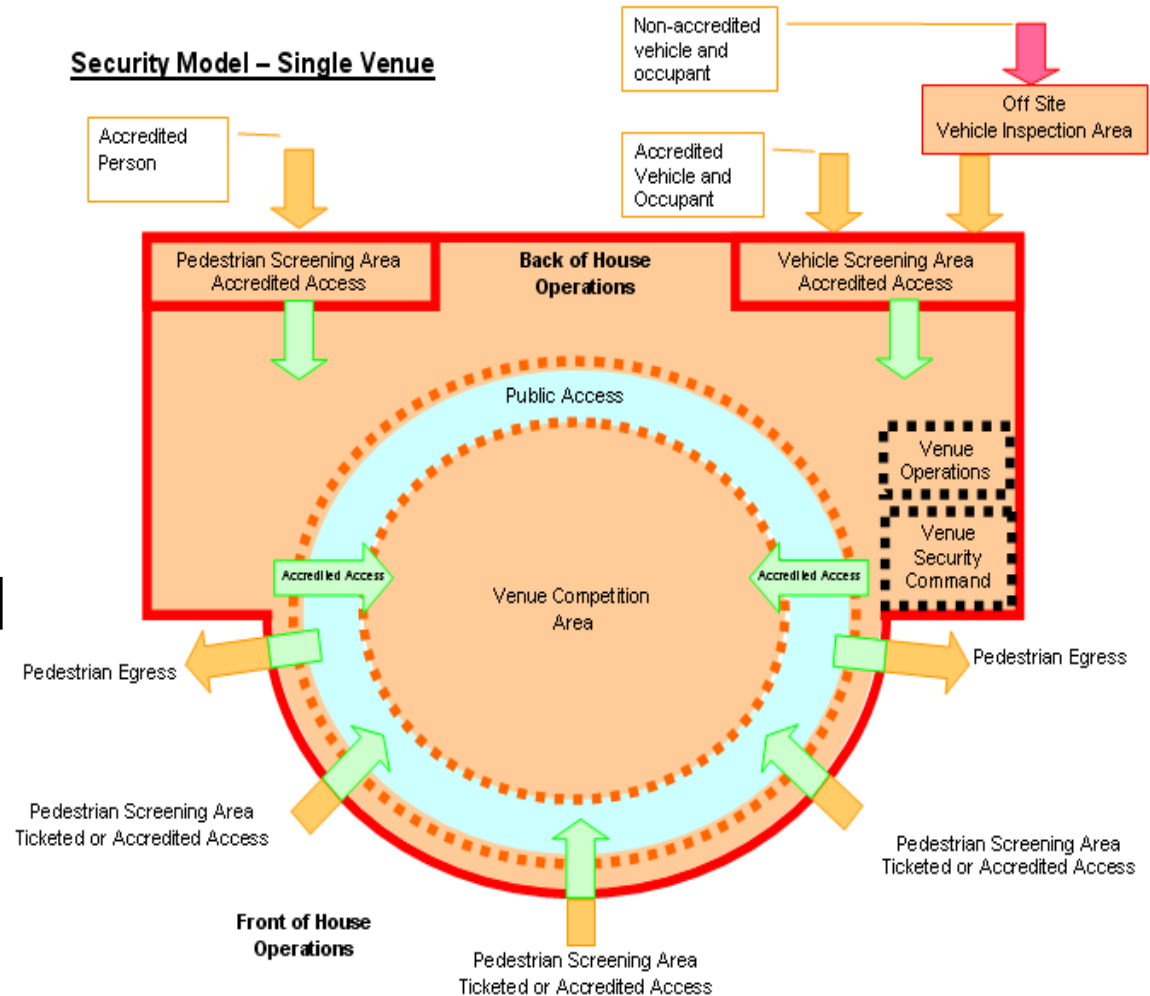
- If you can ACT safely, do so
- Report all incidents to your supervisor
- Record details on an Incident Notification Form and submit to Workforce check-in or your supervisor

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, 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	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- Level 2 concourse
Competitors and Games Guests (VIPs)	Competitor Medical	By radio or through your supervisor	Stay where you are, Medical will come to you. In addition, Competitor Medical is in the Field House and on the Pool Deck during training and competition



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 security 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 – {VENUE}



ARE YOU READY TO SEE PAC?

