INVICTUS GAMES

TORONTO 2017

FOR OUR WOUNDED WARRIORS

Venue RECCE:

ST. GEORGE'S GOLF & COUNTRY CLUB

September 24 2017

WELCOME! BIENVENUE!

WELCOME TO ST. GEORGE'S!

- **Introduction**
  - Colin Freeman
    Venue General Manager
  - Jim Clarke
    Sport Chair
  - Monica McCallum
    Workforce Supervisor

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THE CAPTAIN OF MY SOUL

ICEBREAKER

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

NAME

+

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

3

Minutes!

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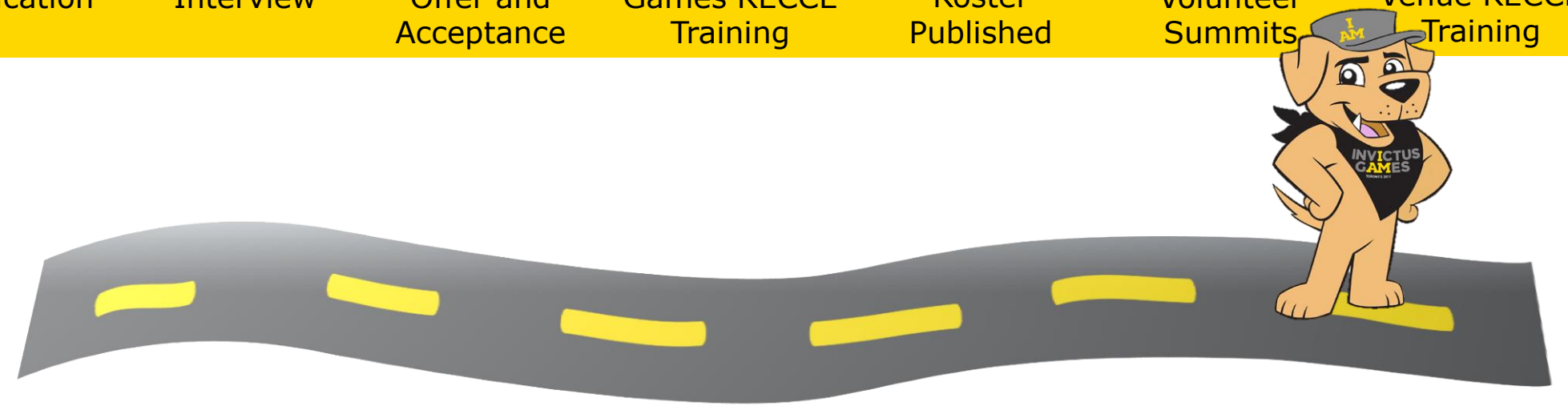
VOLUNTEER JOURNEY

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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AGENDA

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

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BEFORE WE GET STARTED

- Length
- Washrooms
- Devices
- Safety
- Questions

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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!

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ST. GEORGE'S GOLF & COUNTRY CLUB

VENUE ORIENTATION

St. George’s Golf & Country Club

- In 1929, Robert Home Smith had a vision – to build a fine course that would stand the test of time. There have been several enhancements to the club and course over its 85-year history. At the heart of every new project or improvement is respect for those who’ve come before, and a commitment to preserving and honoring St. George’s storied past

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St. George’s Golf & Country Club

- When the clubhouse first opened in 1930, it featured 28 bedrooms with rates listed at $3 overnight, $15 weekly and $40 monthly. In the 1930s, The Royal York Golf Club (St. George’s) was one of the very few clubhouses that remained opened year-round. The Club hosted the Canadian Open five times – in 1933, 1949, 1960, 1968 and most recently, 2010. The Club was honoured to be ranked No. 30 in the world in the February 2014 issue of Golf Digest magazine

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St. George's Golf & Country Club

- Invictus Games Toronto 2017 workforce members at STG:
  - Volunteers and staff: 122
  - Contractors: 15
- One team working together to deliver an extraordinary world-class event!

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ST. GEORGE'S GOLF & COUNTRY CLUB

GOLF

WHAT'S HAPPENING ON VENUE?

- **Monday Sept 25th**
  Practice Day
- **Tuesday Sept 26th**
  Competition Day

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ABOUT THE COMPETITION/EVENT

- Golf will debut at the Toronto Invictus Games
- It will be an Individual Competition
- The format will be a Net Stableford scoring method with points for Birdies and Eagles and Negative points for Bogies or worse
- Competitors must have a legitimate Index from their Home Country's Golf Governing Body
- Adaptive rules of golf will be followed

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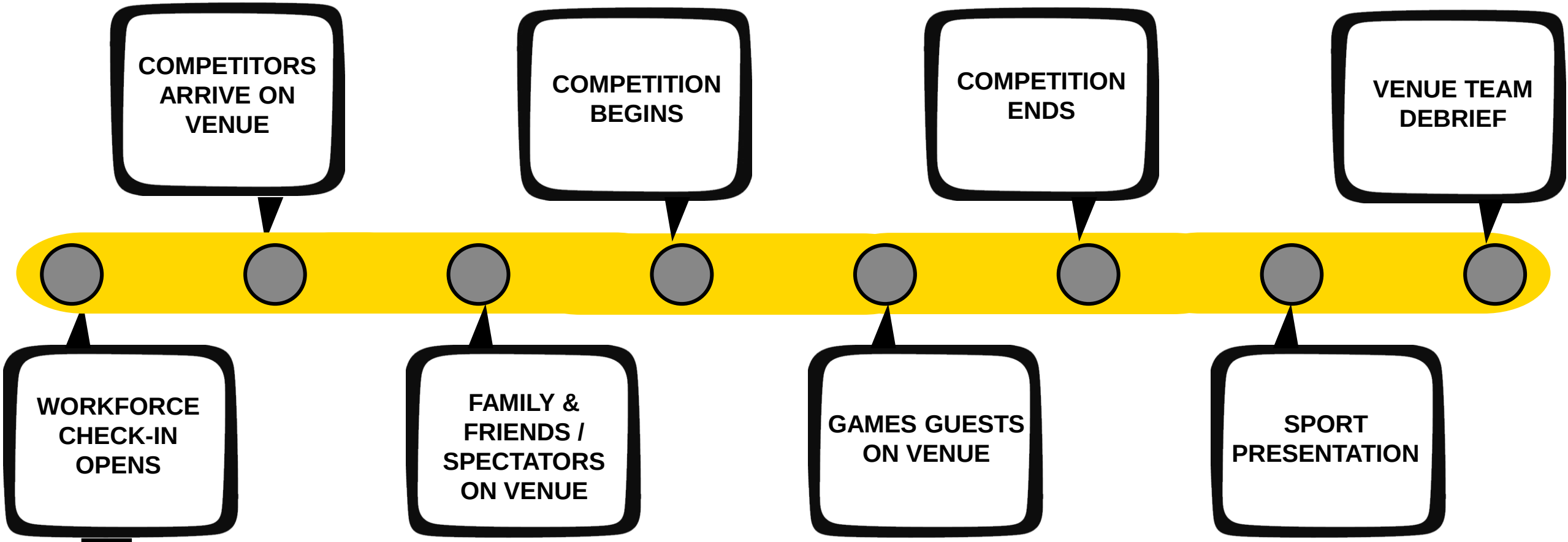
ABOUT THE COMPETITION/EVENT

- 18 holes, Net Stableford Scoring system
- Maximum score of Net Double Bogie on a hole
- Medals for First, Second and Third for Women and Men’s competition
- Ties for any position after 18 holes will be broken in playoff

ST. GEORGE'S GOLF & COUNTRY CLUB

KEY CUSTOMERS AND SERVICES ON VENUE

A DAY IN THE LIFE OF ST. GEORGE'S



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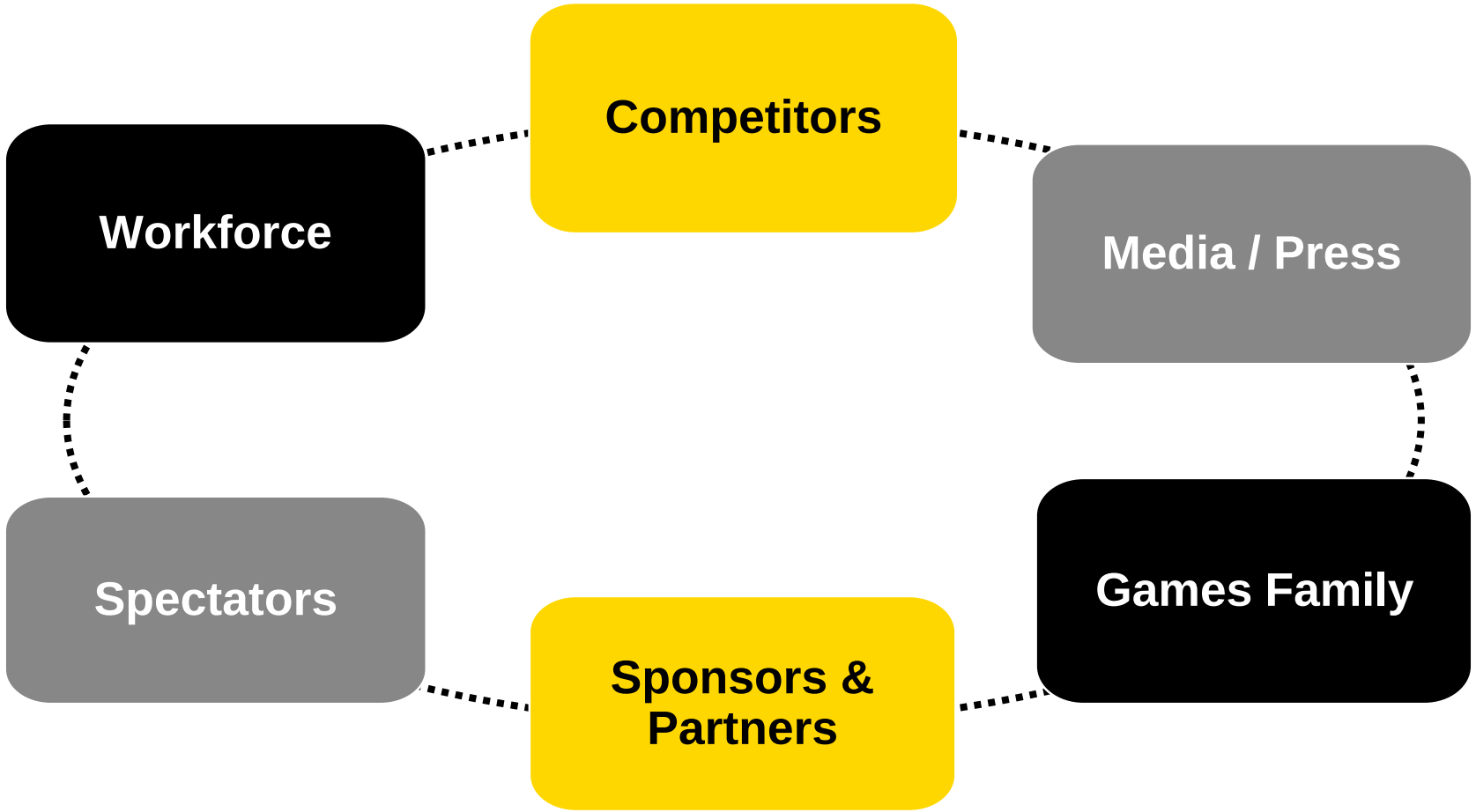
KEY CUSTOMERS ON VENUE



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INVICTUS GAMES 2017 TEAM BEHAVIOURS

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

SAME TEAM

COLLABORATE

CHALLENGE CONSTRUCTIVELY

HAVE EACH OTHER'S BACKS

CROSS THE FINISH LINE TOGETHER

SAY IT, DO IT

BE ACCOUNTABLE

TRUST EACH OTHER

LEARN AND ADAPT

SET REALISTIC TIMELINES

TELL IT LIKE IT IS

ACT WITH HONESTY AND INTEGRITY

BE TRANSPARENT

BE SENSITIVE TO THE CUES

TAKE THE HIGH ROAD

BE THE BEST YOU CAN BE EVERY DAY

BE RESPECTFUL AND INCLUSIVE

ROLE MODEL THE BEHAVIOURS

MAKE IT FUN!

LAUGH OUT LOUD!

SURPRISE AND DELIGHT

BE PRESENT

DIVERSITY AND INCLUSION

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

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ACCESSIBLE AREAS AND SERVICES

Accessible Entry/Exit	All entries/exits to the course are wheelchair accessible. The Clubhouse has an accessible entrance
Accessible Toilets	Accessible toilets are available including unisex portable toilets
Accessible Amenities	Food services will provide assistance at concessions and other service points
Other	✓ Accessible parking and shuttle

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

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KEY SPECTATOR SERVICES ON VENUE

- Ticket Booth
- Food & Beverage
- Info Booth (Lost & Found)
- Shuttles
- TTC
- Spectator Medical

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VOLUNTEERS ON VENUE

GETTING TO THE VENUE

TTC – BEST WAY to GET TO VENUE	USE TTC TRIP PLANNER. ADDRESS IS: 1668 Islington Avenue Etobicoke, Ontario M9A 3M9 Bus stop is Islington and Princess Margaret
DRIVING DIRECTIONS **Limited Parking – no guarantee you will have somewhere to park**	**FROM THE 401 WEST:**- Travel east on Hwy-401 - Take exit 350 for Eglinton Avenue - travel 1.7 km - Slight left at Eglinton Avenue West - travel 2.4 km - Turn right onto Islington Avenue - travel 0.7 km - Entrance will be on the right **FROM THE 401 EAST:**- Travel west on Hwy-401 - Take exit 356 to merge onto Islington Avenue - travel 5.4 km - Entrance will be on the right **FROM THE 403:**- Travel on the QEW - Slight right at the Gardiner Collectors - Follow signs for Kipling Ave/Islington Ave/Park Lawn Rd) - travel 1.7 km - Take exit 142 toward Park Lawn Road - travel 0.3 km - Merge onto Islington Avenue - travel 6.3 km - Entrance will be on the left

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GETTING TO THE VENUE

- Limited Parking on Venue, no guarantee you will have a parking spot
- Best way to get to venue:
  - Public Transit
  - Walk
  - Bicycle

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Getting to the Venue

- **St. George's Golf and Country Club**
  1668 Islington Avenue
  Etobicoke, Ontario M9A 3M9

- **Please note:** The entrance for golf and curling is located off of Islington Avenue. The main clubhouse entrance is off of Princess Margaret

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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!

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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.

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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

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ARRIVING ON VENUE

Steps	Where to Go
1. Workforce Entry	Lower Level – Curling Rink
2. Access and Security	Accreditation check
3. Workforce Check-In	Lower Level – Inside Curling Rink
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.

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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

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MEALS AND BREAKS

- No outside food is allowed into the venue(unless medically required with a doctor’s note)
- Meal vouchers issued based on shift duration
- Eat in the Workforce Break Area
- Coffee, tea and water in break area
- Return from your break promptly and check-in with your supervisor to inform you are back from break

Workforce Break Area	Lower Level Curling Rink	Dragon’s Lounge

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WORKFORCE KEY CODE OF CONDUCT POLICIES

Do Not…

- X Speak to the media without prior consent. Refer all media inquiries to the Venue Press Manager
- X Smoke in public view (only in designated areas and during breaks)
- X Consume alcohol or use illegal drugs
- X Photograph competitors/Games Guests or ask them for autographs
- X Socialize on your cell phone or personal devices during your shift
- X 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!**

SMOKE FREE GAMES

- Smoking only outside the venue in designated areas

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FORMS OF COMMUNICATION ON VENUE

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

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HEALTH AND WELLNESS

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

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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

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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**

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SAFETY RESOURCES

Venue Safety Representative	Colin Freeman
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

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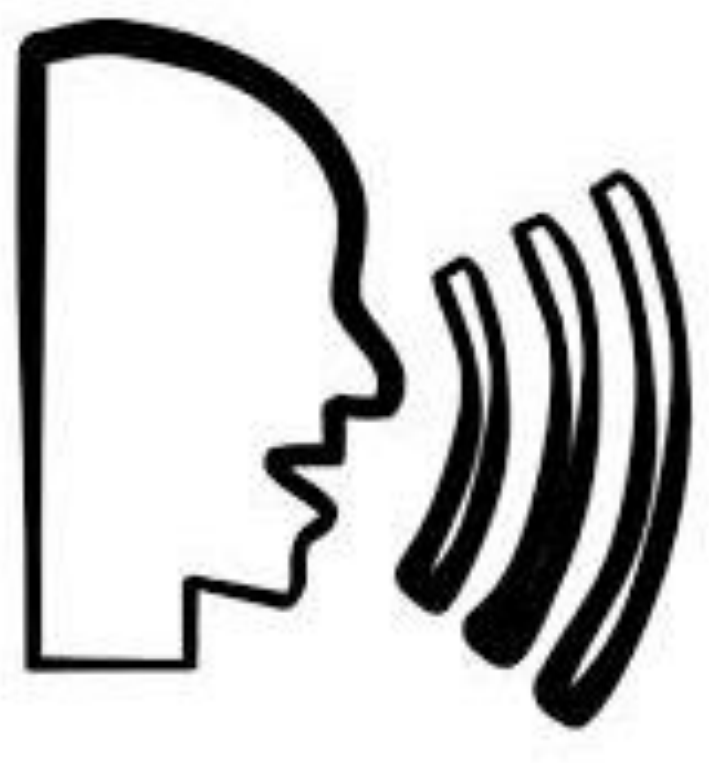
EXAMPLES OF INCIDENTS

- 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.

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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!

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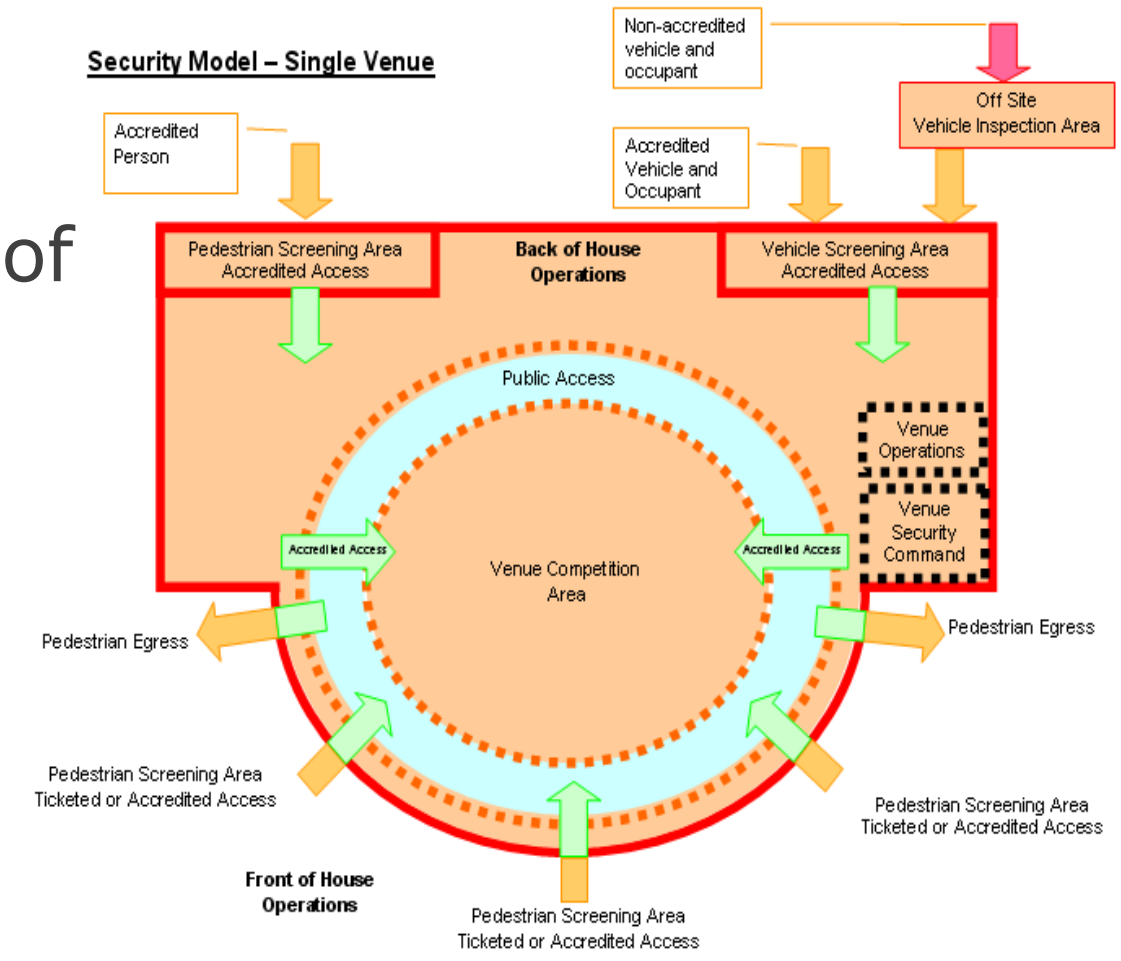
SECURITY ON VENUE

- The venue perimeter is controlled by the security
- Security screening at the entry of the Clubhouse is a possibility
- Screening involves an accreditation check, and a bag check.



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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.

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

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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

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OTHER GROUPS: FIRST AID & MEDICAL

Group	Who to Contact	How to Contact	Where to Go
Spectators and Family & Friends	Spectator Medical- St. John Ambulance	By radio/phone or through your supervisor	Spectator Medical (roaming)
Competitors and Games Guests (VIPs)	IG2017 Competitor Medical	By radio or through your supervisor	Stay where you are, Medical will come to you

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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

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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

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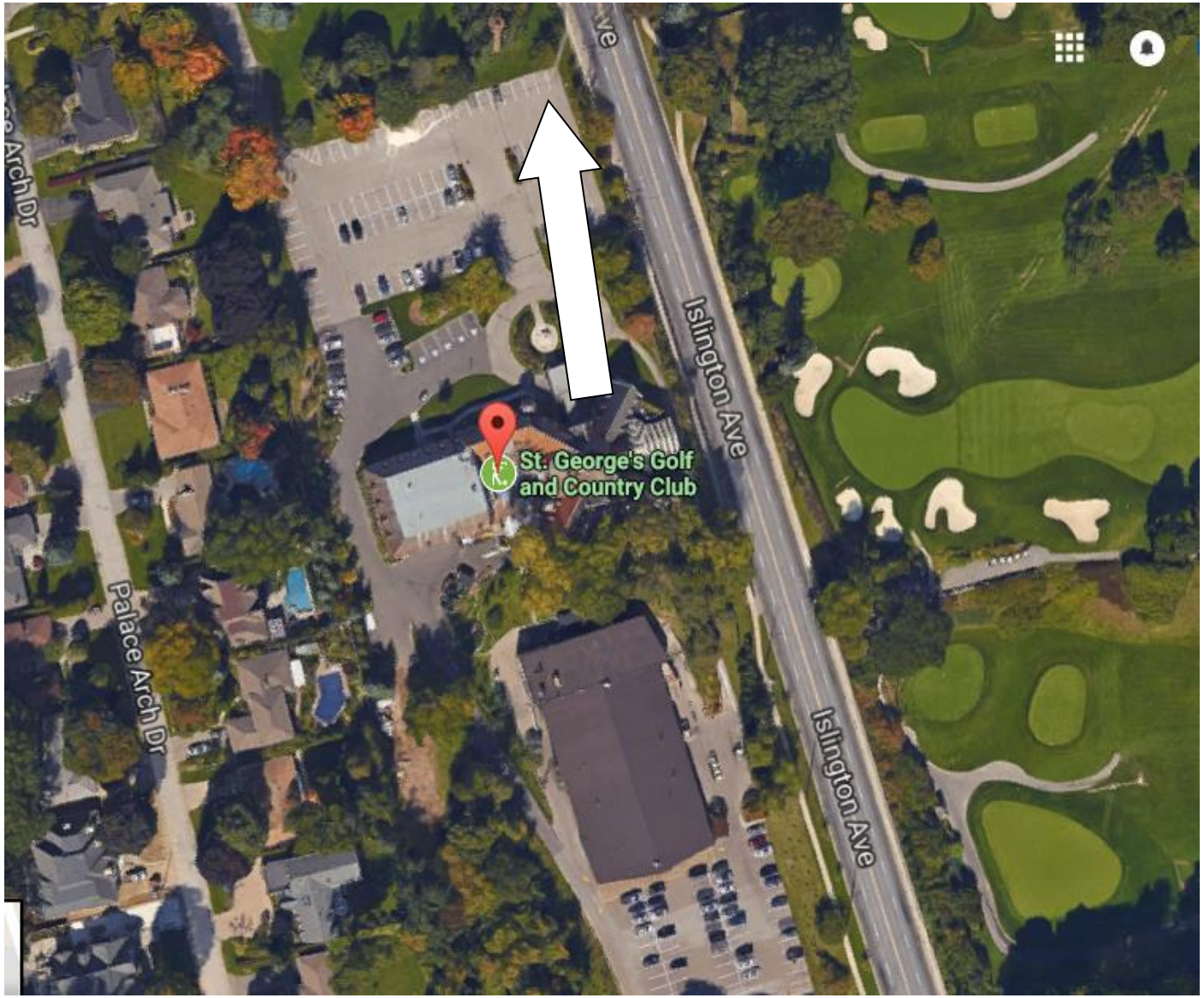
ASSEMBLY AREA



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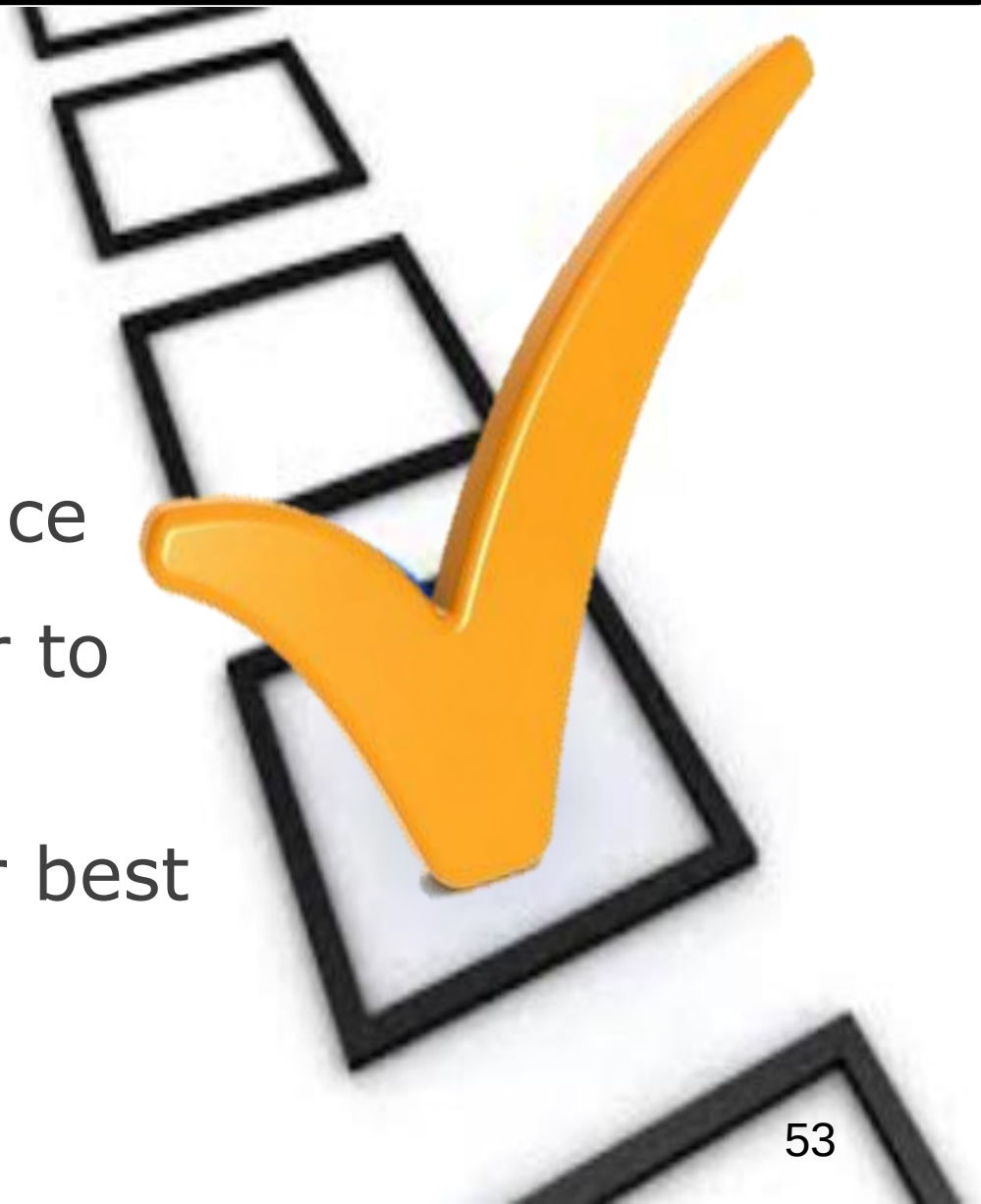
ARE YOU READY?

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



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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 you 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

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THANK YOU!