

INVICTUS GAMES

TORONTO 2017

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

Venue RECCE: TIC-Cycling

September 2017

WELCOME! BIENVENUE!



WELCOME TO TIC-Cycling!

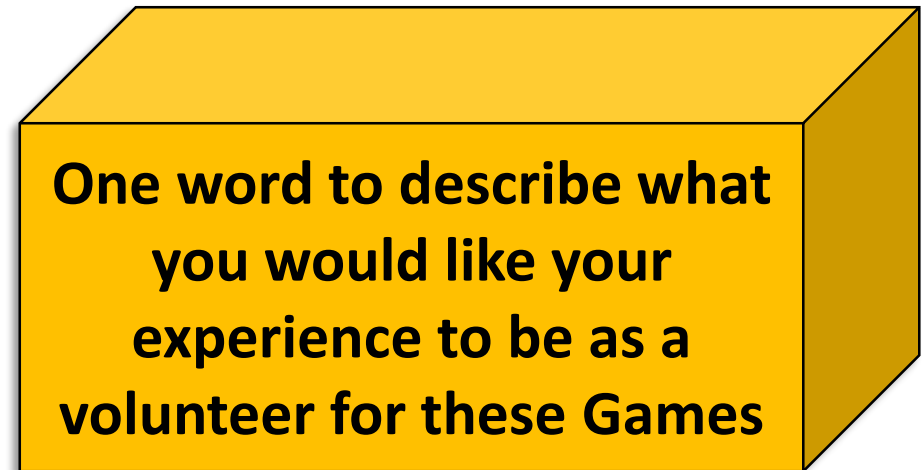
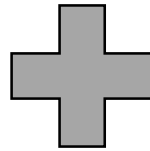
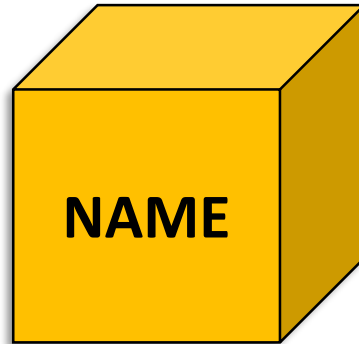
■ Introduction

- Keira – EVS Supervisor
- Lori – Venue General Manager
- Abby – WKF Supervisor



ICEBREAKER

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



3

Minutes!



VOLUNTEER JOURNEY

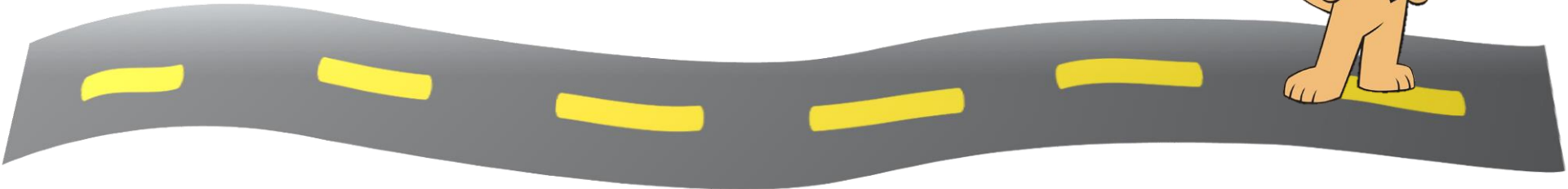


Congratulations!

**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
-------------	-----------	-------------------------	-------------------------	---------------------	----------------------	-------------------------



AGENDA

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

BEFORE WE GET STARTED

- Length
- Washrooms
- Devices
- Safety
- Questions



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!

TIC – *THIS IS CYCLING* – HIGH PARK

VENUE ORIENTATION



TIC - Cycling

- Facilities:
 - 3 Ball Diamonds
 - 5 Bike Trails
 - Dog Off Leash Area
 - 16 Drinking Fountains
 - Outdoor Dry Pad
 - 14 Outdoor Tennis Courts
 - 5 Picnic Shelters & 14 Picnic Sites
 - 4 Playgrounds
 - Splash Pad and Wading Pool
 - 2 Sports Fields
 - 8 Washroom Facilities



TIC – High Park

- Invictus Games Toronto 2017 workforce members:
 - Volunteers and Staff: 152
 - Contractors: 20
- One team working together to deliver an extraordinary world-class event!



TIC – CYCLING @ HIGH PARK

TIME TRIAL & CRITERIUM RACES

WHAT'S HAPPENING ON VENUE?



- 2 Training days: Sept. 22nd & 25th
- Time Trial: Sept. 26th
- Criterium: Sept. 27th

ABOUT THE COMPETITION/EVENT

- In the Criterium event, cyclists begin on masse and complete several laps of a designed circuit course over a set time period. First across the finish line wins. In the Time Trial event, athletes start individually at set intervals. It's a race against the clock; the fastest time over the set distance wins
- Bicycles were quickly adopted after their introduction in the 19th century and remain popular with more than a billion people worldwide used for recreation, transportation and sport
- Bicycles, tandems, recumbents, and handcycles can be used in road cycling events
- Key Nations to watch: EVERYONE!! U.K., USA, Netherlands & Canada!





ABOUT THE COMPETITION/EVENT



**I
AM**

TIC – CYCLING, HIGH PARK

KEY CUSTOMERS AND SERVICES ON VENUE



A DAY IN THE LIFE OF CYCLING

Medal Ceremony for Wave. Wave 2: recumbents

Wave 3 Medal Ceremony. Wave 4: Women cyclists – all classes

Wave 5 Medal Ceremony

Wave 5 Medal Ceremony

{Start here:
Wave 1: hand bikes

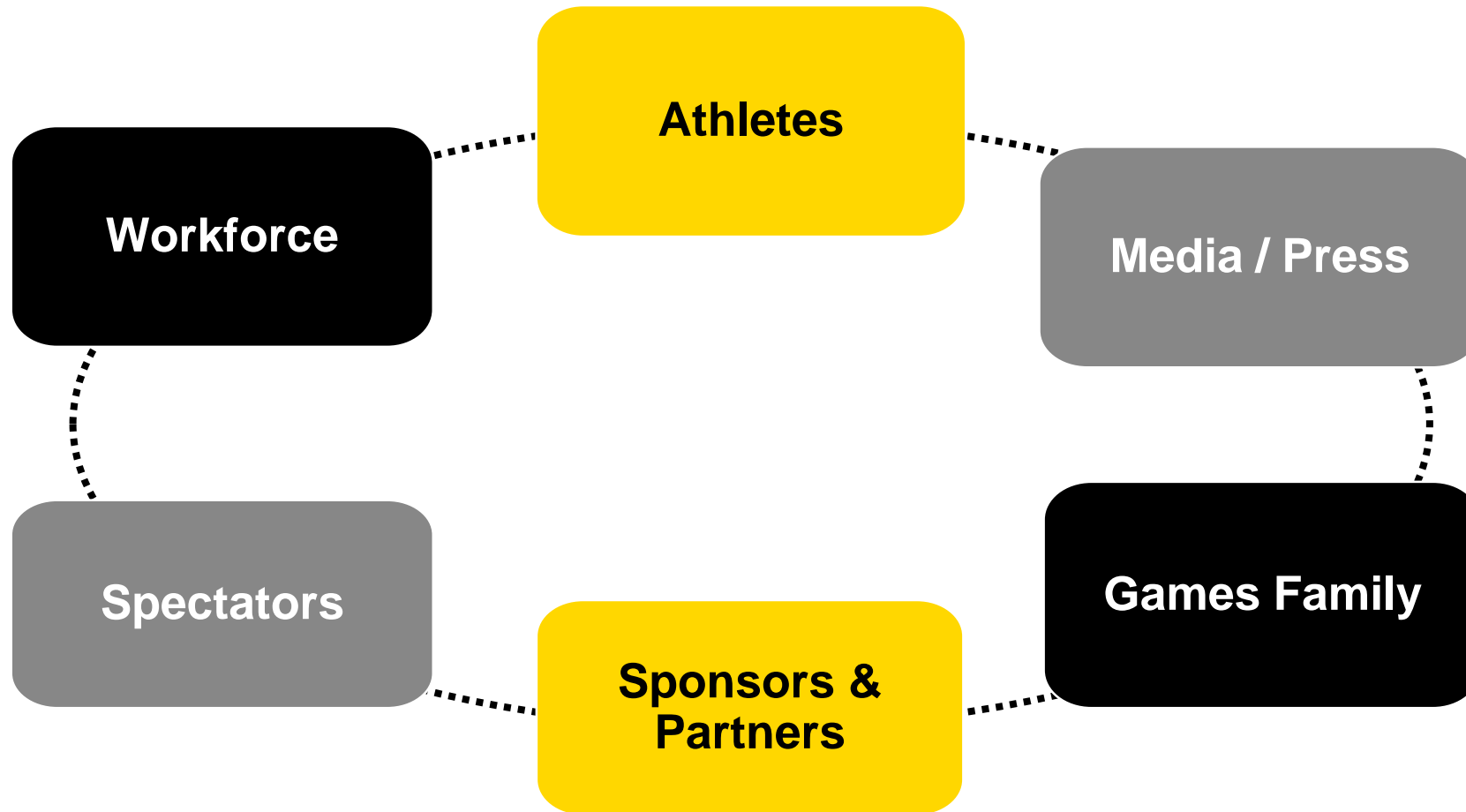
Medal Ceremony – Wave 2.
Wave 3: Male Cyclists – Class 1 & 2

Wave 4 Medal Ceremony. Wave 5: Men's bike 3

Wave 5 Tandem male & female

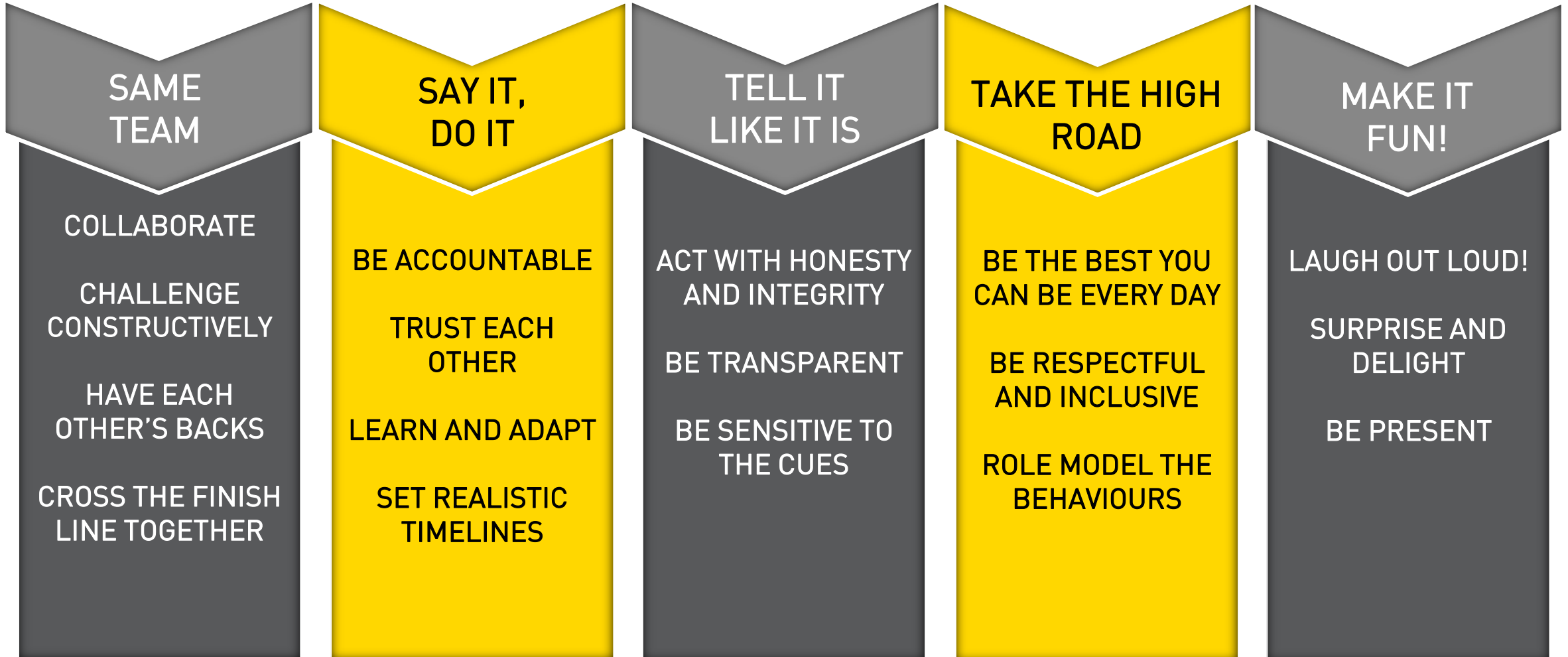


KEY CUSTOMERS ON VENUE



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.



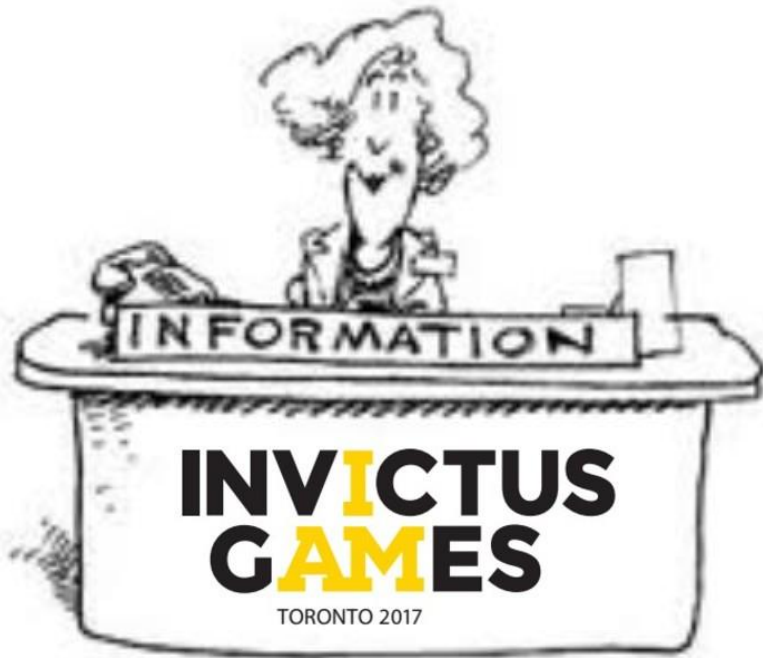
ACCESSIBLE AREAS AND SERVICES

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 will feature at least one point of sale that is wheelchair accessible
Other	<ul style="list-style-type: none">✓ Dog relief supplies✓ 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



- Ticket Booth
- Food & Beverage
- Info Booth (Lost & Found)
- Shuttles: golf carts & trackless train
- Toronto Transit Commission
Subway & Streetcar
- Spectator Medical

VOLUNTEERS ON VENUE



GETTING TO THE VENUE

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

Bloor-Danforth Line 2

**Walking and/or Bike-
riding**

Limited parking in/near park.



GETTING TO THE VENUE



- No 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 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	The Queensway (south) or Bloor St West (north)
2. Access and Security	Security is posted at the entrance to the Sport Compound
3. Workforce Check-In	WRK Check-in desk inside Grenadier Cafe
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 medically required with a doctor's note)
- Meal vouchers issued based on shift duration
- Eat in the Workforce Break Area
- Coffee, tea and cookies in break area
- Return from your break promptly and check-in with your supervisor to inform you are back from break



Workforce Break Area

Grenadier Cafe

VOC-parking lot

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!**



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

SMOKE FREE GAMES

- No smoking on venue, inside the Grenadier Café
- No smoking within 9m of a playground, sports field or washroom

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

Lori and Keira

Venue Quick Facts

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

Venue Operations Centre (VOC)

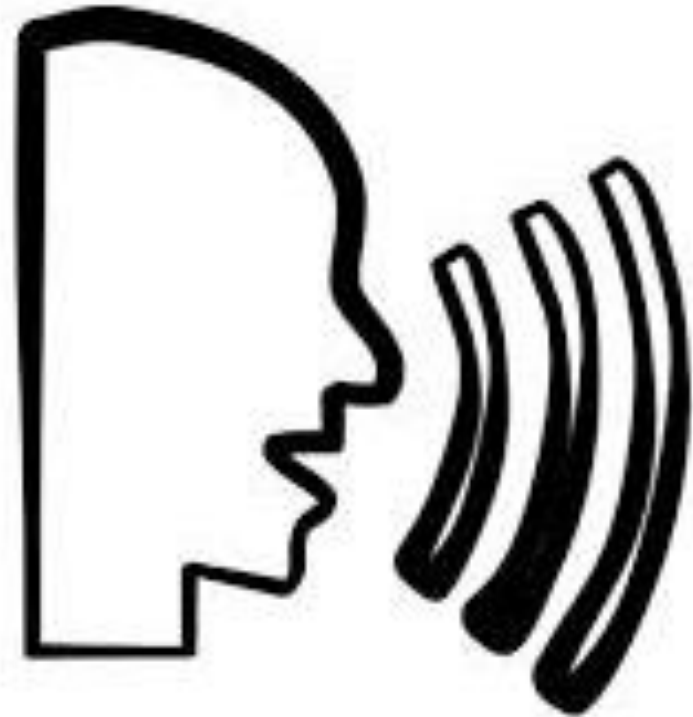
Acts as the “venue incident command centre” in the event of a hazard or major incident

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!

INCIDENT REPORTING

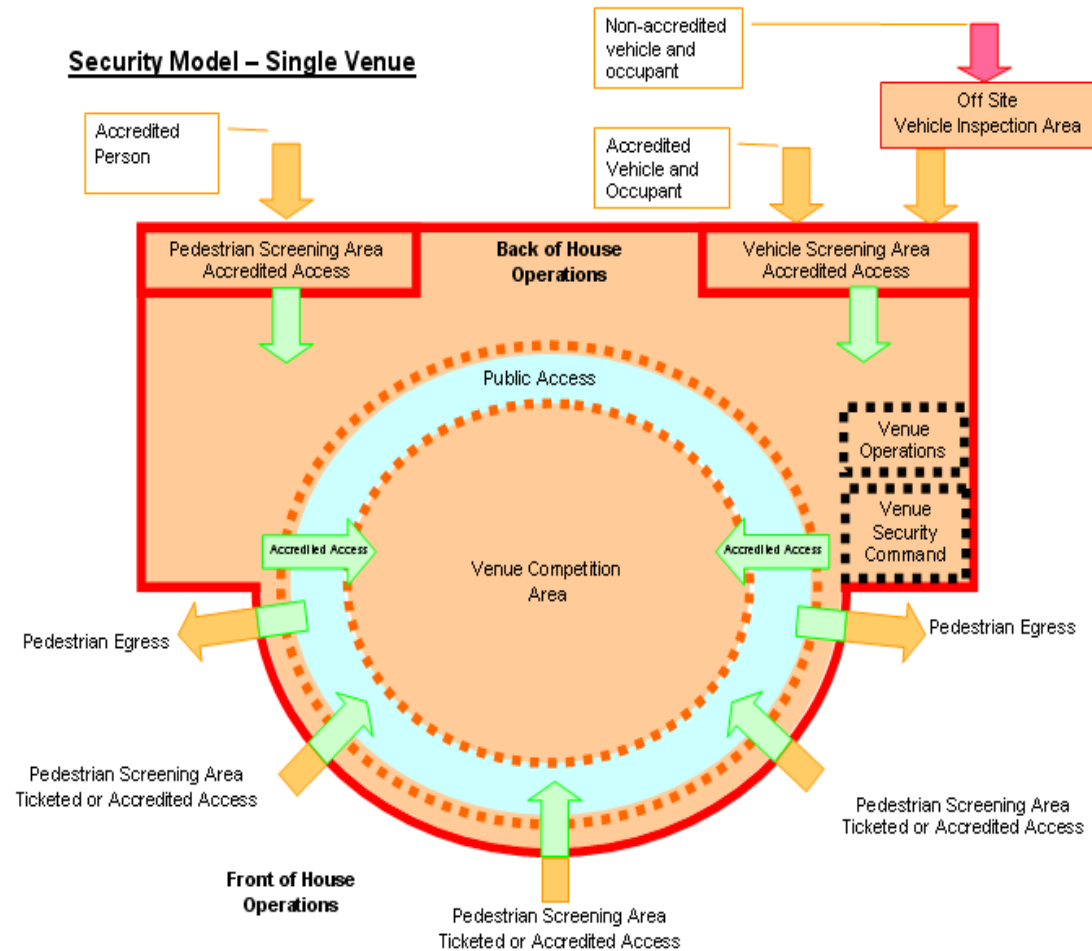
- If you can ACT safely, do so
- Report all incidents to your supervisor
- Record details on an Incident Notification Form and submit to Workforce check-in or your supervisor

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

- The perimeter of the Sports Compound is controlled by security
- Screening involves an accreditation check, 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.
- ✗ Forget that the Invictus Games Toronto 2017 are first and foremost a sporting event, not a security event.

Examples of suspicious activity:

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

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.



WORKFORCE FIRST AID AND MEDICAL



Period	Who to Contact	How to Contact	Where to Go
During Peak Hours	Spectator Medical (St John Ambulance)	By radio, in person or through your supervisor	Stay where you are, Spectator Medical will locate you
During Off-Peak Hours	Your Supervisor, Security	By radio, in person or 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 Ambulance	By radio/phone or through your supervisor	Spectator Medical (across the street from the ball diamond)
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 Grenadier Café, 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

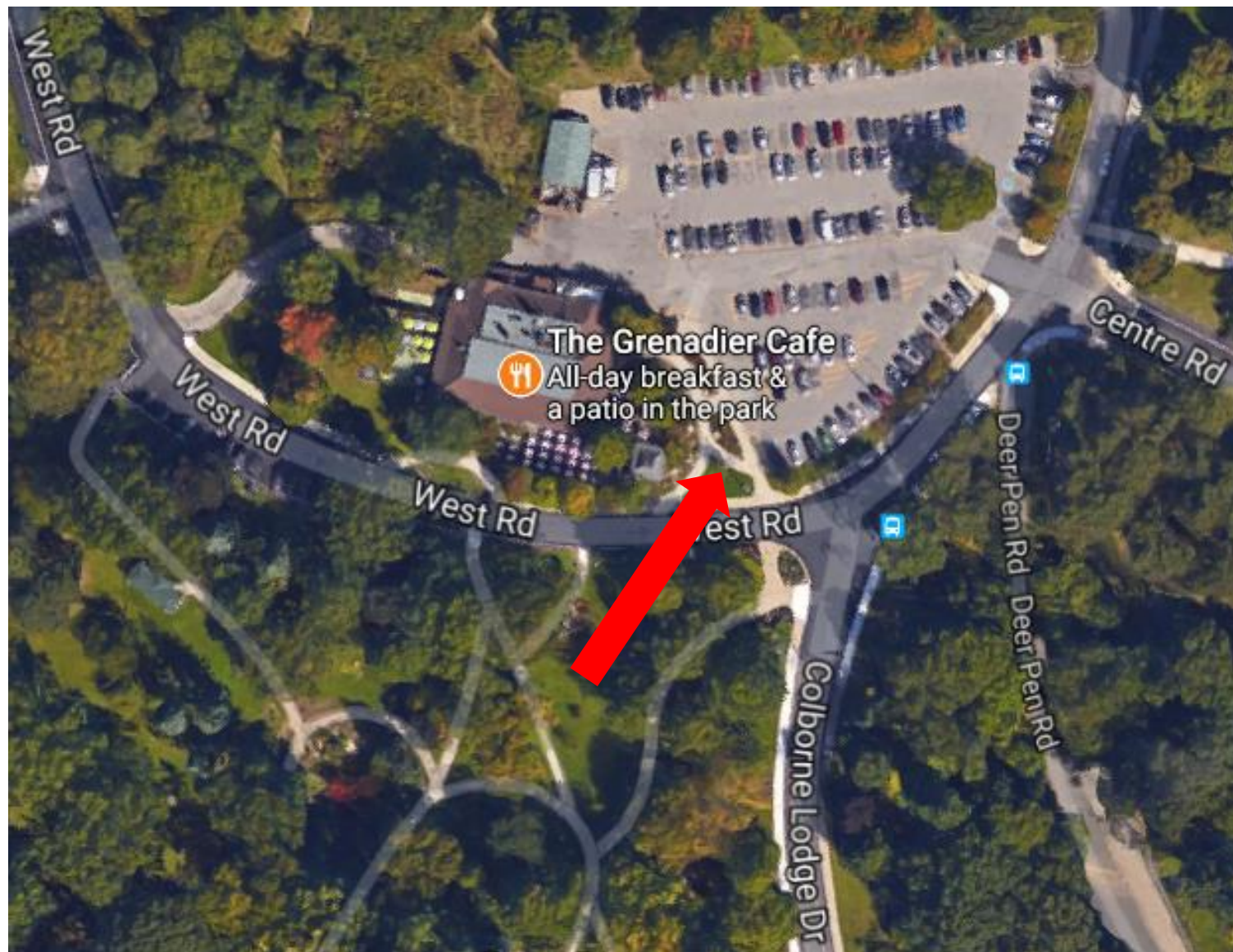
EVACUATION PROCEDURES



- Remain calm and stop what you are doing
- Move quickly to the nearest designated emergency exit
- Proceed to the designated **assembly area**
- Follow all instructions from uniformed personnel



TIC/High Park – ASSEMBLY AREA



INCLEMENT WEATHER



- In the case if inclement weather, head to Grenadier Café or the pool buildings

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



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!

