

INVICTUS GAMES

TORONTO 2017

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

Venue RECCE: York University

September 22 & 23, 2017

WELCOME TO YORK

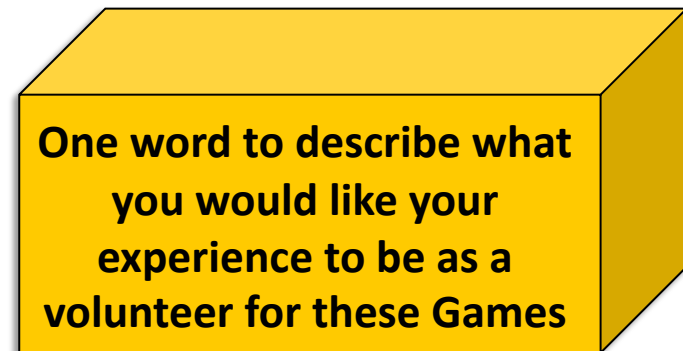
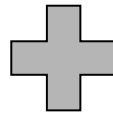
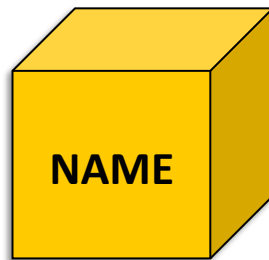
■ Introduction

- Kendra Isaak – VGM
- Irene Dziedzic –
Workforce Supervisor
- Janette McDonald –
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



Invictus Games Venue RECCE

AGENDA



- Venue Orientation
- Invictus Games Team Behaviours
- About York University/Athletics
- Key Customers and Services
- Volunteers on Venue
- Venue Safety Procedures
- Venue Tour



BEFORE WE GET STARTED

- Length
- Washrooms
- Devices
- Safety
- Questions



Invictus Games Venue RECCE



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!



YORK UNIVERSITY

VENUE ORIENTATION



YORK

- Constructed to be a host venue for the 2015 Pan Am and Parapan Am Games
- Fully accessible, the York Lions Stadium features an Olympic regulation track and infield and has a spectator capacity of nearly 4,000





YORK UNIVERSITY

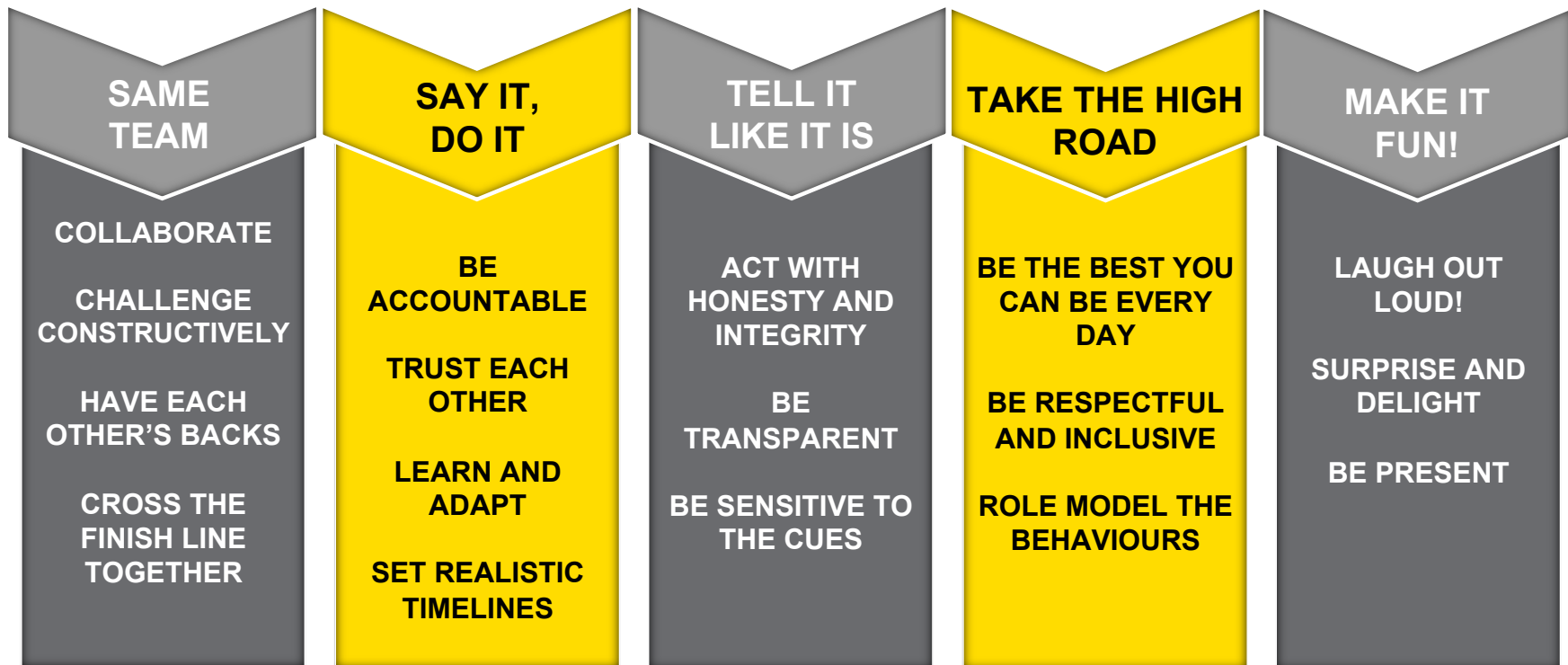


- Invictus Games Toronto 2017 workforce members:
 - Volunteers: 326
- One team working together to deliver an extraordinary world-class event!



INVICTUS GAMES 2017 TEAM BEHAVIOURS

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



YORK UNIVERSITY

ATHLETICS



ABOUT THE COMPETITION

- Track events include 100m, 200m, 400m, 1500m and 4x100m relay
- Field events include shotput and discus
- 2017 Invictus Games features a 200% increase in field event entries

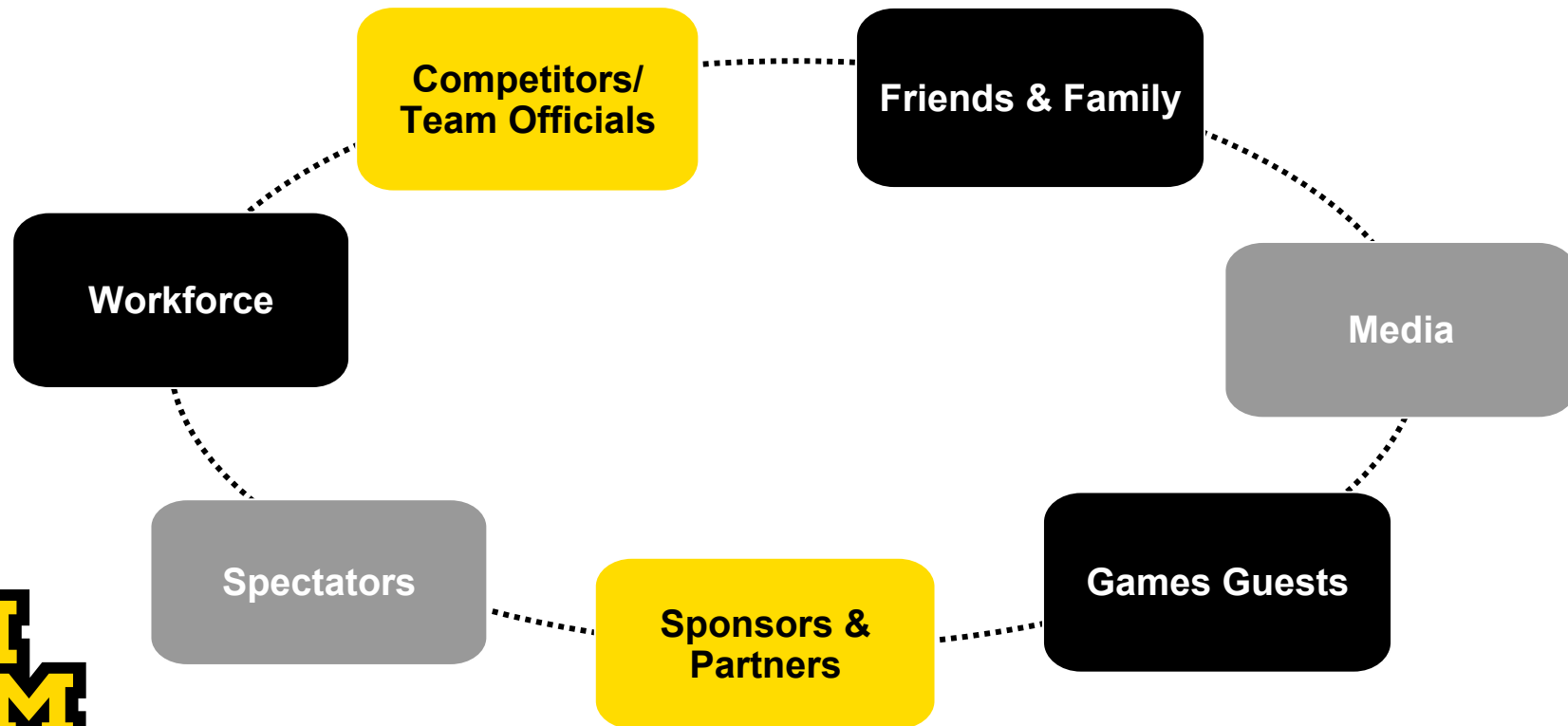


YORK UNIVERSITY

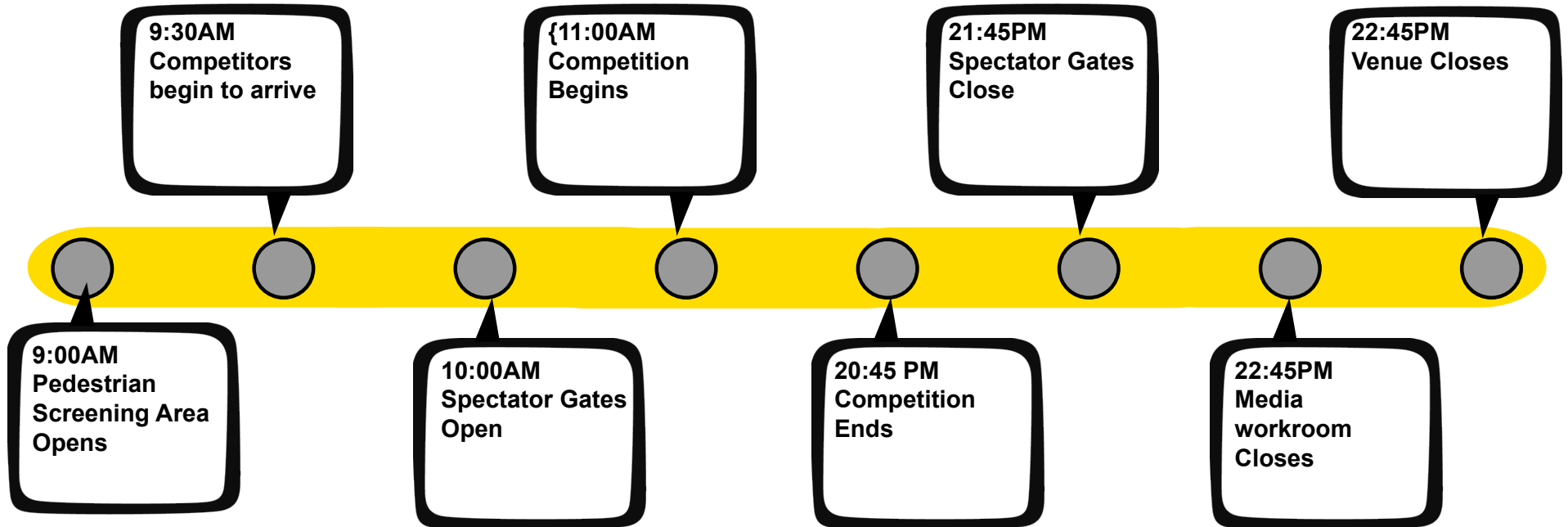
KEY CUSTOMERS AND SERVICES ON VENUE



KEY CUSTOMERS ON VENUE



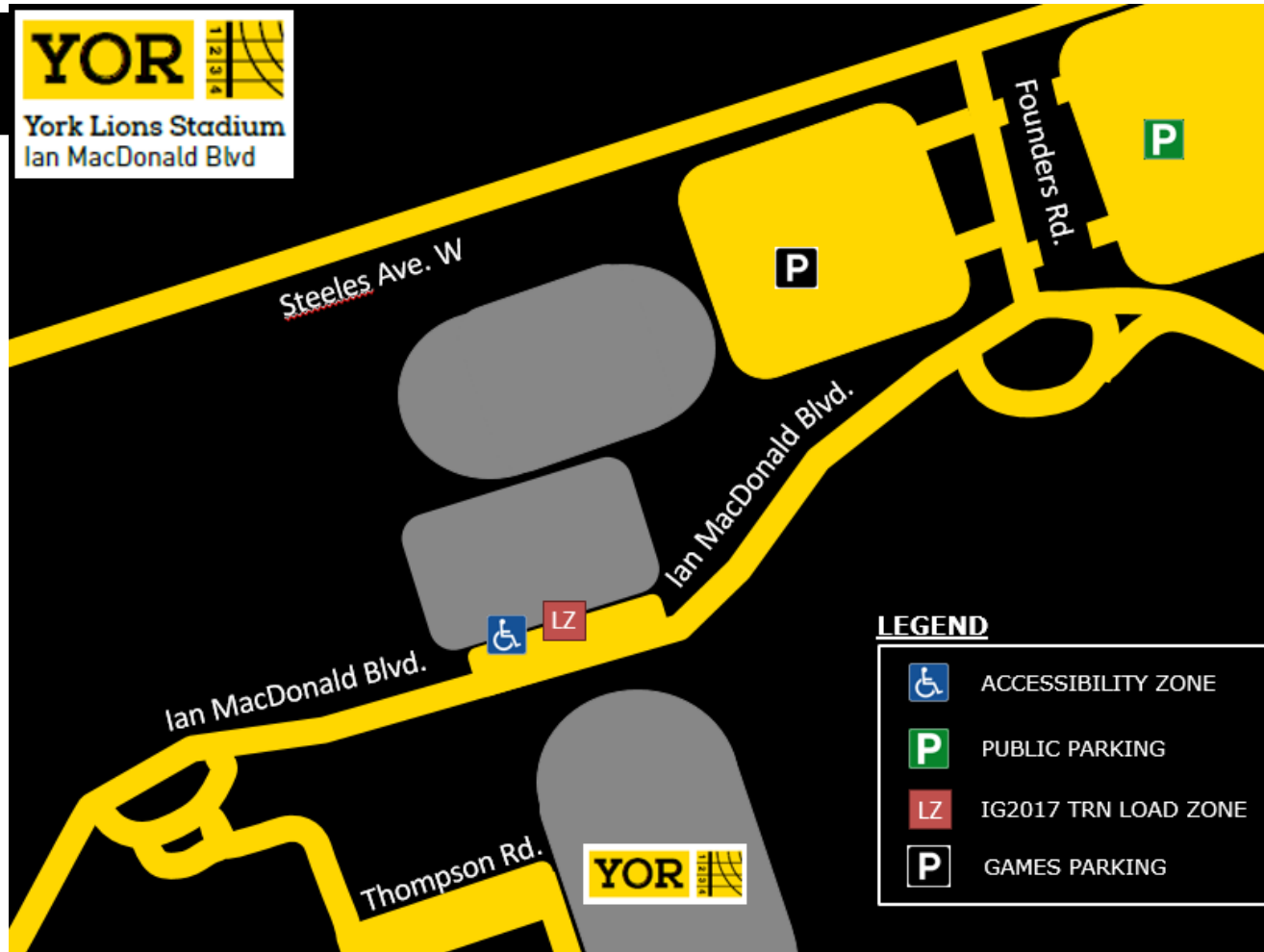
A DAY IN THE LIFE OF YORK






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





LEGEND

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



ACCESSIBLE AREAS AND SERVICES

Accessible Entry/Exit	The entry/exit to the venue is wheelchair accessible
Accessible Toilets	Accessible toilets are available including unisex toilets
Accessible Amenities	The food service concession is wheelchair accessible
Other	<ul style="list-style-type: none"> ✓ Dog relief area ✓ Accessible parking and serviced by public transit ✓ 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)
- Transit
- Spectator Medical
- Merchandise

VOLUNTEERS ON VENUE



GETTING TO THE VENUE

York University Directions

<http://transportation.info.yorku.ca/public-transit/>

Triplinx

<http://www.triplinx.ca/en/trip-planner/4/JourneyPlanner/Index>

Driving (limited space available)

<http://parking.info.yorku.ca/daily-rates/>



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GETTING TO THE VENUE



- Limited 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 23 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	Doors to the right of the main entrance
2. Access and Security	Be prepared to have bags checked
3. Workforce Check-In	Workforce break area and existing reception desk on level 1 inside the main entrance (at select peak times only)
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 Break Area

Level 4 (YORK)

Level 2 (TTFC –
Sport Only)

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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
- Must be at least 9 metres from any entrance

NO 
SMOKING

COMMUNICATION ON VENUE



- Supervisor - #1 contact when available
- Daily pre-shift briefings
- Notice boards in the Workforce Break Area
- Venue Communications Centre (VCC)
- Radio Dispatch

HEALTH AND WELLNESS

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

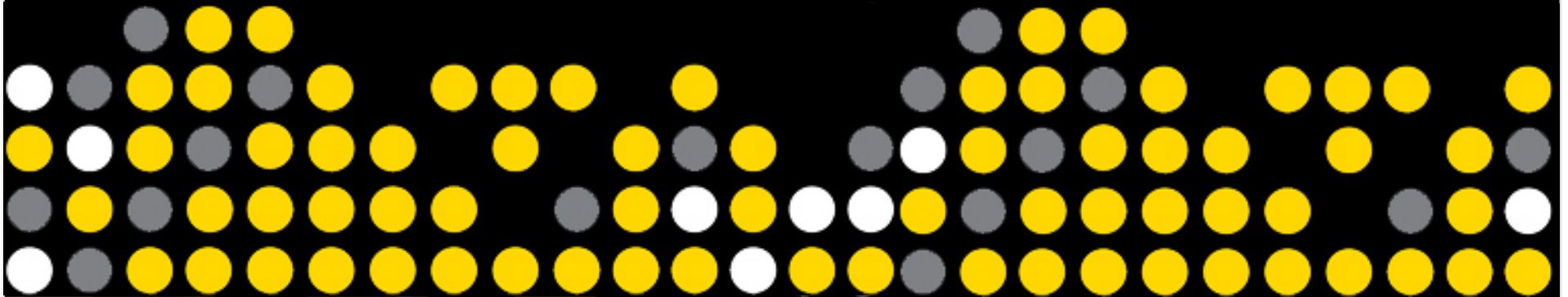


ENDING YOUR SHIFT



- 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



Venue supervisors	Kendra and Susan
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.

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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!

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, wandling 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	St. John's Ambulance	By radio /phone or through your supervisor	Stay where you are, Medical will locate you
During Off-Peak Hours	Your supervisor	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	St. John's Ambulance	By radio/phone or through your supervisor	Spectator Medical
Competitors and Games Guests (VIPs)	Competitor Medical	By radio or through your supervisor	Stay where you are, Medical will come to you



Invictus Games Venue RECCE





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



EVACUATION ROUTES – YOR



- When evacuating the building if you see someone wearing the fluorescent orange or yellow vest and hat, they are trained Emergency Response Wardens – please follow their instructions and follow them out the nearest emergency exit to the designated assembly point.



EMERGENCY EXITS– YOR



- **Basement, Level 0**
 - Loading dock
- **Level 1**
 - North Main Entrance
 - East field of play vomitory doors (3: South, Centre, North)
 - South door from Equipment Storage
 - West corridor doors (3: South, Centre, North)
 - Exterior staircase (3: South, Centre, North)





YOR – ASSEMBLY AREA

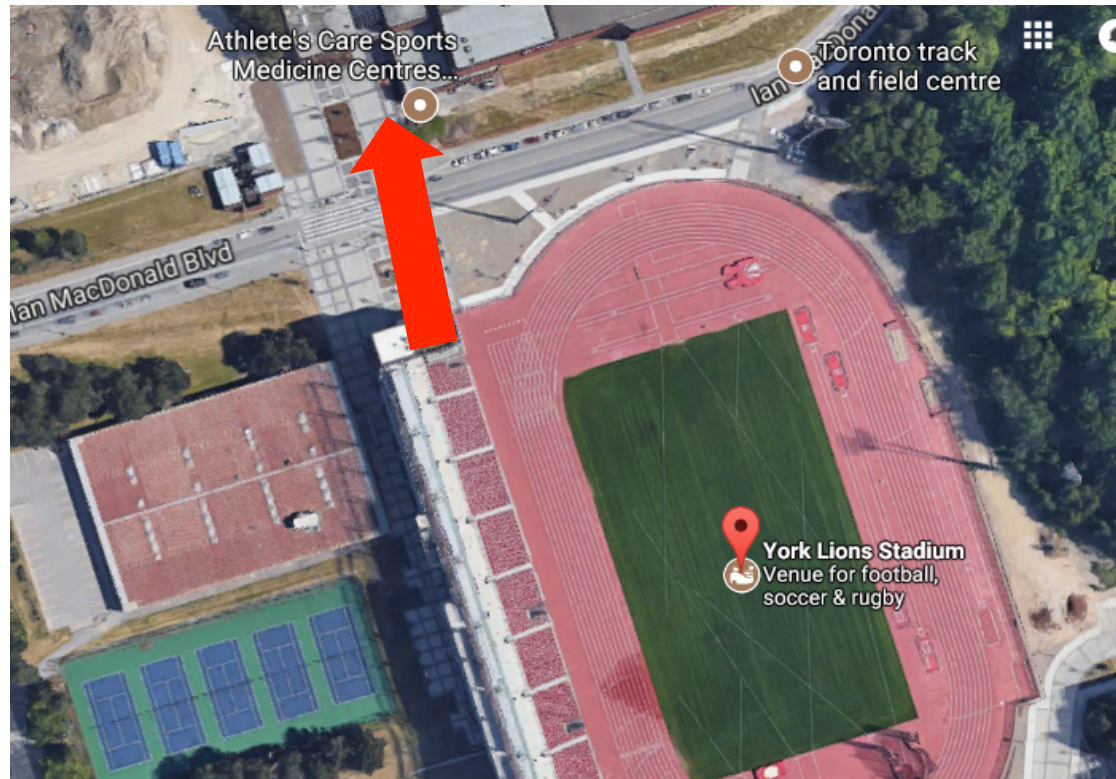


Evacuation Location	Assembly Area
Level 1, 3, 4, 5 and FOP	North of the Stadium in front of TTFC





YOR – ASSEMBLY AREA



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EVACUATION ROUTES – TTFC



- Upon hearing a fire alarm, leave the building using the nearest and safest exit. Ensure that any persons with mobility issues requiring assistance to evacuate the building remain in the designated area with building supervisory staff. Advise Toronto Fire of their location



TTFC – ASSEMBLY AREA



Evacuation Location

Level 1, 2 and outside track
and competitor facilities

Assembly Area

Founders West Parking Lot



TTFC – ASSEMBLY AREA



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**ARE YOU READY TO SEE YORK
UNIVERSITY?**



THANK YOU!

