



Special Olympics Canada Winter Games  
**CALGARY 2024**  
Jeux d'hiver d'Olympiques spéciaux Canada



# VOLUNTEER HANDBOOK

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*The Volunteer Program is presented by  
Le programme des bénévoles est commandité par*



[calgary2024.specialolympics.ca](http://calgary2024.specialolympics.ca)

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# Oki • Âba Wathtech • Dzinisi Guja Taanishi • Bienvenue • Welcome

The Bow and Elbow rivers meet is a place of confluence where the sharing of ideas and opportunities naturally come together. February 2024, Calgary will be gathering place for more than 1,200 Special Olympics athletes from across Canada in their pursuit of sport excellence and connection. Indigenous peoples have their own names for this area that have been in use long before Scottish settlers named this place Calgary. The Métis call the Calgary area Otos-kwunee ["oh-tus-skwahnee"]. In the Blackfoot language, they call this place, Moh-kins-tsis ["mohk-kinstis"]. The Îlethka Stoney Nakoda Nation refer to the Calgary area as Wîchîspa Oyade ["win chee spa oy ah day"] and the people of the Tsuut'ina ["sut sinah"] nation call this area Guts-ists-i ["Goot-sits-say"]. We would like to acknowledge that the Special Olympics Canada Winter Games Calgary 2024 will be located on the traditional territories of the people of the Treaty 7 region in Southern Alberta. This includes: the Siksika ["sit-sicka"], Piikani ["peegun-ee"], and Kainai ["gay-nah"] collectively known as the Blackfoot Confederacy; the Îlethka ["yitch ka"] Nakoda Wîcastabi ["wee che stahbi"] First Nations, comprised of the Chiniki, Bearspaw, and Good Stoney Bands; and the Tsuut'ina ["sut sinah"] First Nation. The city of Calgary is also homeland to the historic Northwest Métis and to Métis Nation of Alberta, Region 3. We acknowledge all Indigenous urban Calgarians, First Nations, Inuit, and Métis, who have made Calgary their home. We work, play and reside on this sacred gathering place and the Games will provides us with an opportunity to engage in and demonstrate leadership on reconciliation.

Les rivières Bow et Elbow confluent dans un endroit où le partage des idées et des possibilités se fait de façon naturelle. En février 2024, Calgary sera le point de ralliement pour plus de 1 200 athlètes d'Olympiques spéciaux venu·e·s des quatre coins du Canada dans le but d'exceller dans leur discipline sportive et de se rencontrer. Les peuples autochtones avaient nommé cet endroit bien avant que les ne l'appellent Calgary. Les Métis appellent la région de Calgary Otos-kwunee. Dans la langue des Pieds-Noirs, elle s'appelle Moh-kins-tsis. La nation Îlethka Stoney Nakoda utilise le mot Wîchîspa Oyade pour désigner la région de Calgary et le peuple des Tsuut'ina l'appelle Guts-ists-i. Nous désirons reconnaître que les Jeux d'hiver d'Olympiques spéciaux Canada 2024 à Calgary se dérouleront sur les territoires traditionnels des peuples de la région du traité no. 7 du sud de l'Alberta. Cela comprend : les Siksika, Piikani, et Kainai, regroupés sous la Confédération des Pieds-Noirs, les Premières Nations Îlethka Nakoda Wîcastabi, incluant les bandes Chiniki, Bearspaw et Good Stoney, ainsi que la Première Nation Tsuut'ina. La ville de Calgary est également située sur le territoire historique des Métis du nord ainsi que la Première Nation Métis d'Alberta, région 3. Nous reconnaissons tous les citoyen·e·s autochtones, Premières Nations, Inuit et Métis, qui résident à Calgary. Nous travaillons, vivons et jouons en ce lieu sacré et les Jeux nous offrent la merveilleuse occasion de démontrer notre engagement envers le processus de réconciliation.

## Welcome from General Manager



Special Olympics Canada Winter Games

**CALGARY 2024**

Jeux d'hiver d'Olympiques spéciaux Canada



It is with great pleasure that I welcome you on behalf of the entire local organizing committee and our gracious corporate partners to the Special Olympics Canada Winter Games Calgary 2024 volunteer program!

Calgary is proud to have been chosen to host the Special Olympics Canada Winter Games 2024 and host the more than 4,000 visitors – including athletes, coaches, officials, and mission staff members along with their friends and families – to our great city.

Working with our funding partners - the Government of Canada, Alberta Government, Special Olympics Canada and Tourism Calgary – along with all of our corporate partners, we are committed to staging the best-ever Games, while leaving a lasting positive legacy focused on creating more inclusive communities.

It is no secret that Calgary boasts a long history of hosting national and international events. This will be the fourth time that Alberta hosts a Special Olympics Canada Games. Led by our more than 1,500 volunteers, we look forward to being the ultimate hosts this week.

Without these Games, very few opportunities exist for athletes with an intellectual disability to compete on the National stage. As the volunteers and staff behind these Games, we have the opportunity to create a safe and welcoming environment for these athletes to bring their best and showcase their abilities and the influential power of Special Olympics.

Our goal is to create the experience of a lifetime for the more than 800 athletes representing their provinces in eight sports, and to weave a remarkable legacy – one that transcends medals and competition. It's a legacy that champions inclusion, acceptance, and empowerment.

I wish you an enjoyable volunteer experience in our beautiful city and hope you are left with positive memories that will last a lifetime!

**Karen Dommett**

Games General Manager

FUNDING PARTNERS | PARTENAIRES FONDATEURS



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PREMIER PARTNERS | PARTENAIRES PRINCIPAUX



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PLATINUM PARTNERS | PARTENAIRES PLATINUM



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IMPACT PARTNERS | PARTENAIRES D'IMPACT





## OUR MISSION

Deliver a world-class event in a safe, welcoming, and inclusive environment. From the starting line to the podium, we will create a life-changing Games experience for athletes with intellectual disabilities in the pursuit of sports excellence.

## OUR VISION

Through the transformative power of sport, Special Olympics Canada Winter Games Calgary 2024 will bring about a legacy of inclusive change for individuals with intellectual disabilities.

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## Purpose of the Games

Special Olympics Canada National Games occur every two years, alternating between Summer and Winter Games. They serve as a qualifying event to be part of Special Olympics Team Canada to take part in the Special Olympics World Games.

Athletes with an intellectual disability from across Canada's 12 Provincial/Territorial Special Olympics Chapters will converge in Calgary to compete with one goal of achieving personal bests, and in some cases, the opportunity to be named to Team Canada.

From influencing access and inclusion, to making an economic impact, the event will create an experience that will be a highlight in the lives of every participant.

## Overview of Organization Structure

Tourism Calgary is thrilled to have secured the Special Olympics Canada Winter Games Calgary 2024 for the city. As the official host of the Special Olympics Canada Winter Games Calgary 2024, Tourism Calgary oversees the Games Organizing Committee and official business of the event, and therefore is referenced throughout these materials.

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## GUIDING PRINCIPLES

### "Our Commitment / Our Promise"

1. Athlete Experience
2. Influence Intellectual Disability Inclusion in Calgary and beyond
3. Intentional transfer of knowledge to advance the Games movement and for the future of Calgary sport events



## EXPECTATION REVIEW & CODE OF CONDUCT

Volunteers must uphold the highest ethical standards, so that public confidence and trust in the integrity, objectivity and impartiality of Tourism Calgary are conserved and enhanced.

Volunteers shall not take any action on behalf of Tourism Calgary that is known or could reasonably be expected to violate any federal, provincial, or municipal law.

The possession, sale, distribution use of being under the influence of drugs, alcohol or any other substance that may affect performance and behaviour is prohibited. Use of performance-impairing substances prior to/and during a volunteer shift is not permitted and may result in termination.

Please ensure you take the time to review the VOLUNTEER CODE OF CONDUCT.

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## OFFICIAL LANGUAGES & BILINGUAL INFORMATION SERVICES

The Special Olympics Canada Winter Games Calgary 2024 respects the Official Languages Act of Canada and is committed to ensuring information and services are available in both English and French. Games volunteers should provide an active offer of service when engaging with participants and visitors. An active offer is an open invitation to the public to use one of the two Official Languages – English or French – by starting a conversation with “Bonjour/Hello”. This shows that service is available in both languages.

French speaking volunteers are identified by wearing a “Bonjour, Hello” button. If a Games participant requires assistance in French, look for someone with the button or refer to the supervisor on-site to connect with the Operations Centre.





## SERVICE OF EXCELLENCE

As a volunteer, you play a key role in representing the Games Organizing Committee, Tourism Calgary, and our community. You are at the forefront of ensuring athletes, visitors, other volunteers, and most importantly, you have a memorable experience during this event.

Regardless of the position you hold, you are interacting with others – other volunteers, members of the public, athletes, coaches, officials and media. If an issue arises, you may be approached to deal with it as a volunteer. Issues may be out of your control, and you may not be equipped with the answers. Try offering one of the following alternatives:

DO SAY	AVOID
Let me find out for you	I don't know
What I can do for you is...	No
I understand your frustrations	You're right, this is bad
Let's see what we can do about this	That's not my fault
I'll be with you in just a moment	I'm busy right now
I will call you back, what is the best number to reach you at?	Call me back
I'll be with you in just a moment	I'm busy right now
Let me find out for you	I don't know
Let's see what we can do about this	That's not my fault
I understand your frustrations	You're right, this is bad
What I can do for you is...	No

### Words Matter:

Understanding the power of words, a series of language guidelines have been developed to promote respect among those involved with Special Olympics Canada, as well as the general public.

Please remember the important role that you play in creating a welcoming and inclusive environment for individuals with an intellectual disability at this event and review these language guidelines:

<https://www.specialolympics.ca/language-guidelines>



## SPORTING COMPETITIONS - VENUES AND SCHEDULES



### 5-Pin Bowling\*

THE BOWLING DEPOT - 5255 McCall Way NE #146, Calgary AB T2E 7J5

[calgary2024.specialolympics.ca/en/the-games/5-pin-bowling](http://calgary2024.specialolympics.ca/en/the-games/5-pin-bowling)

\*Venue pass holder system in place



### Alpine Skiing *presented by EY*

WINSPOORT - 88 Canada Olympic Rd SW, Calgary, AB T3B 5R5

[calgary2024.specialolympics.ca/en/the-games/alpine-skiing](http://calgary2024.specialolympics.ca/en/the-games/alpine-skiing)



### Cross-Country Skiing - 3204 Collingwood Dr NW, Calgary, AB T2L 0R6

CONFEDERATION PARK GOLF COURSE

[calgary2024.specialolympics.ca/en/the-games/cross-country-skiing](http://calgary2024.specialolympics.ca/en/the-games/cross-country-skiing)



### Curling *presented by Blakes*

NORTH HILL CURLING CLUB - 1201 2nd Street NW, Calgary, AB T2M 2V7

[calgary2024.specialolympics.ca/en/the-games/curling](http://calgary2024.specialolympics.ca/en/the-games/curling)

\*Venue pass holder system in place



### Figure Skating *presented by BMO*

SEVEN CHIEFS SPORTSPLEX - Tsuut'ina Nation, 19 Bullhead Rd., Priddis, AB T3T 0A8 T3B

[calgary2024.specialolympics.ca/en/the-games/figure-skating](http://calgary2024.specialolympics.ca/en/the-games/figure-skating)



### Floor Hockey *in memory of Michael Van Ooteghem*

SEVEN CHIEFS SPORTSPLEX - Tsuut'ina Nation, 19 Bullhead Rd., Priddis, AB T3T 0A8 T3B

[calgary2024.specialolympics.ca/en/the-games/floor-hockey](http://calgary2024.specialolympics.ca/en/the-games/floor-hockey)



### Snowshoeing *presented by Black Diamond Group*

MAPLE RIDGE GOLF COURSE - 1240 Mapleglade Drive SE

[calgary2024.specialolympics.ca/en/the-games/snowshoeing](http://calgary2024.specialolympics.ca/en/the-games/snowshoeing)



### Speed Skating *presented by CIBC Foundation*

OLYMPIC OVAL - 288 Collegiate Boulevard NW, Calgary, AB T2N 1N4

[calgary2024.specialolympics.ca/en/the-games/speed-skating](http://calgary2024.specialolympics.ca/en/the-games/speed-skating)

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## GAMES MERCHANDISE

**Gear up for the Games** - The Games Flagship Store located at the Calgary TELUS Convention Centre (136 8 Ave SE), will carry a range of branded apparel items, keepsakes and other merchandise.

**February 26 to March 1 • 10 a.m. - 9 p.m. & March 2 • 10 a.m. - 2 p.m.**

**Pay by cash, credit or debit**

All in-door venues will have merchandise for sale during competition hours. Please be advised that only debit/credit cards will be accepted for transactions at these locations. Additionally, souvenirs can be purchased online at [gamesgear.ca](http://gamesgear.ca)

## SPECIAL EVENTS

### **OPENING CEREMONY** *presented by The Calgary Flames Foundation*

**February 27, 2024 • 6:30 – 9 p.m.**

*(SOLD OUT – LIVE STREAMING AVAILABLE ON SPECIAL OLYMPICS CANADA'S YOUTUBE CHANNEL)*

**Nutrien Western Event Centre – Stampede Park**

**Together. We. Can. Theme** - The Opening Ceremony of the Special Olympics Winter Games Calgary 2024 represents the official commencement of the Games. The ceremony will include the Parade of Athletes, an artistic program, the arrival of the Flame of Hope to light the cauldron and to officially declare the Games to be open.

This is a ticketed event through Ticketmaster (*sold out*). Tickets will be scanned at the entrance.

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### **FAMILY AND FRIENDS RECEPTION** *presented by Cenovus Energy*

*(CLOSED TO FAMILY & FRIENDS - SOLD OUT)*

**Wednesday, February 28 • 6:30 p.m.**

**Studio Bell - Home to the National Music Centre, 850, 4 Street SE.**

**Alberta Theme** - The Family and Friends Program presented by Cenovus Energy celebrates the dedicated people behind every Special Olympics Athlete. Their encouragement and support have culminated in getting their athletes to the National Games.

Family and Friends will come together for an evening of fun, food and drinks, at the incredible Studio Bell where they will wander through the National Music Centre's displays comprised of more than 2,000 pieces, spanning more 450 years that tell the story of music in Canada. Thanks to the support from Calgary Arts Development, Calgary's own Mocking Shadows will be taking to the stage with JB Music Therapy.

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### **SAFeway CHAMPIONS CELEBRATION**

**Saturday, March 2 • 10:00 a.m. - 1:00 p.m.**

**Olympic Plaza**

**Canadiana – Red and White Theme** - Put on your red and white clothing and celebrate the power of the Special Olympics movement by joining the community for a day of fun activities and entertainment.

The FREE event for the whole family will include a Calgary Stampede Caravan pancake breakfast with special performances on and off the ice featuring Canadian former competitive figure skater, Elladj Baldé, DJ music, photo booths, interactive games, and a public skate.

The highlight of the day will be cheering on some Special Olympics athletes as they take the podium to receive their Games medals, like so many Olympians did in that same venue 36 years ago at the 1988 Olympics.

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### **CLOSING CEREMONY AND ATHLETE DANCE** *presented by Calgary Flames Foundation*

*(CLOSED TO SPECTATORS)*

**Saturday, March 2 • 6 p.m.**

**Big Four Roadhouse – Stampede Park**

**Country Glitz and Glam Theme** - This high-energy event themed around a Country Glitz and Glam is designed to celebrate inspirational moments, athletic achievement, and a successful mission of leveraging sport as a catalyst for transformative change for a more inclusive Calgary, Alberta, and Canada before passing the Special Olympics torch on to the next summer host city, Medicine Hat, AB. in 2026.

# VOLUNTEER OPERATIONS AND INFORMATION

## ABOUT MAIN OPERATIONS CENTRE (MOC)



The **Main Operations Centre (MOC)** is the central communications hub and escalation point during the games and exists to ensure that all aspects of the games are being delivered and any issues are being resolved. During the Games the MOC is staffed by Games Staff and Leadership Volunteers.

### MOC Details:

**Location:** Calgary TELUS Convention Centre

**Hours of Operations:** 8:00am - 9:00pm

**Dates of Operations:** February 26 - March 3, 2024

## ROLES AND RESPONSIBILITIES

As a volunteer, you are the first person that many guests and participants will interact with during the event. To best prepare for your role, take the time to familiarize yourself with some of the common inquiries you may encounter.

- Emergency exits
- Emergency situation process/plan in venue
- Nearest security personnel
- Washroom and water fountain locations
- Food and beverage locations
- Parking
- Visitor and customer service information and stations
- ATM locations
- Escalators and elevator locations
- Competition schedule and game results
- First aid station or personnel
- Lost and found
- Inquiries about results, game times activities and medal round information

Guest experience is a key component of the event experience; follow through on guest inquiries and concerns so they can be addressed and corrected if necessary.

You are the key to the guest experience. You are witnessing and impacting the guest experiences firsthand and can help continue to improve the quality of guest services we provide by informing your venue lead of any comments or concerns you may have encountered. Expressing concerns and asking questions is a valuable tool and your feedback is extremely important in helping us meeting and exceed our goals.

Please note this manual encompasses the Games volunteer protocols. For those volunteering as part of a corporate or service group, please refer to your organization for additional policies or protocols that may exist.

## INCIDENT REPORTING

As a games-time volunteer, you will be supporting a specific area within each venue. Each area has a dedicated **Functional Area Lead** who will act as your direct supervisor. Questions, concerns, need for support or information should first be directed to your designated **Functional Area Lead**. **Functional Area Leads** are then supported by a **Venue Lead**.

If you are involved in an incident, you may be asked to give your version of events to your **Functional Area Lead**. They will then complete the incident report to the best of their ability.



## ACCREDITATION

All volunteers are provided with an accreditation badge that is required to access all venues. The accreditation badge grants access for your assigned role(s) at your venue(s) for specific zones. You may also have privileges to access other areas and/or services required for your role. You must always have your accreditation badge with you. If you forget your accreditation badge for a shift, you must report to the Volunteer Lounge at your venue to arrange for a day pass.

IF YOU LOSE YOUR ACCREDITATION BADGE visit the Accreditation Centre at the Calgary Telus Convention Centre Collab Room or call 368-887-6812.

### DO'S

- Always wear your accreditation badge while on shift.
- Wear your accreditation badge forward facing and visible at all access control points at all venues.
- Use your accreditation badge to access venues only during your scheduled shifts

### DON'TS

- Give your accreditation badge to anyone else.
- Alter your accreditation badge.
- Forget your accreditation badge at home
- Attempt to access privileges and/or venues or zones that are not displayed on your accreditation badge.

## VOLUNTEER UNIFORM

All volunteers are provided with a Special Olympics Winter Games Calgary 2024 uniform courtesy of TC Energy, the presenting partner of the Volunteer Program, to easily identify you as a part of the volunteer team.

Volunteers are required to arrive for their shift in uniform with their accreditation, clean and presentable and clothed properly for the weather. Keep in mind these are a winter Games and some roles are required to be outdoors for the majority of their shift. Appropriate outdoor clothing, such as winter jackets, snow pants, boots, and gloves/mitts are the responsibility of the volunteer.

Volunteers are asked to wear self-provided pants. Pants should be a solid color, free of tears and professional looking. If your role is outside, volunteers are asked to wear solid coloured snow pants and proper winter boots.

Remember:

- Uniforms should not be worn prior to your Games-time duties
- Always keep your uniform clean and presentable
- Your uniform pieces should be the outmost layer
- Write your name in each of your uniform piece
- Do not alter or modify your uniform

Do not wear your uniform if you are on venue as a ticketed spectator. If you remain in your uniform after your shift, you are representing the Special Olympics Winter Games Calgary 2024.

Please be mindful of your actions.



## VOLUNTEER INFORMATION

### Here are a few things to keep in mind when preparing for your shift:

- Bring a smile and enthusiasm and be ready to give your gold medal performance.
- Plan your transportation and routes to ensure arrival prior to the start of your shift.
- Have your official uniform: clean, neat and ready to wear while on duty.
- Wear accreditation to have access in venue: make sure it is always visible.
- Bring your driver's licence if your volunteer role involves driving.
- Leave all valuables at home

### SCHEDULING, SHIFT CHANGES AND CANCELLATIONS

#### Pre-Shift Checklist:

- Make sure you have your full uniform, accreditation badge and any specialized items needed to perform your duties.
- Confirm on Better Impact what days/times you are scheduled for a shift.
- Check your transportation plan to and from the venue.
- Check the weather and ensure you are dressed accordingly.
- Bring a refillable water bottle

#### Day of Checklist:

- Arrive 30 minutes prior to your first shift, and 15 min prior for subsequent shifts
- Check in location for each venue to be shared with your shift assignment.
- Report to your Functional Area Lead at your designated location.
- Break Time (Check with Volunteer Lead Supervisor)
- Ensure your phone is fully charged should you be contacted.

#### After Shift Checklist:

- Check out with the Volunteer Lead Supervisor when your replacement arrives.
- Ensure you have your uniform and belongings before you leave.
- Check out at the volunteer lounge
- Determine mode of transportation to return home safely.
- If you remain in your uniform, you are representing the Special Olympics Winter Games Calgary 2024 - be mindful of your actions including social media posts.

If your schedule changes and you cannot make an accepted volunteer shift, our Volunteer Services team needs to know so we can fill the shift. If you need to make a change at least 48 hours before your shift starts, please decline the shift in Better Impact. For schedule change requests within 48 hours of your shift starting, please contact the Volunteer Services team at [volunteer@socwg2024.com](mailto:volunteer@socwg2024.com)





## **VOLUNTEER MEALS & LOUNGES**

The Volunteers Services team will provide care and comfort for volunteers during their shifts at Games time. Most venues are equipped with a Volunteer Lounge or Operations Area, where food and drinks are available to provide volunteers with a space to relax and refuel. Volunteer Lounges do not provide a safe, secure, locked area for personal possessions. Volunteers should refrain from bringing valuables with them to their volunteer shifts.

All volunteers are given a 15-minute break during the first 2 hours of a shift and are provided with snacks. All volunteers whose shifts exceed 6 hours receive a half-hour break and will be issued a meal voucher to redeem venue concession during designated meal period. Check with your supervisor at the beginning of your shift for your scheduled break time.

## **VOLUNTEER PARKING**

Volunteers are responsible for their own transportation to and from their volunteer shifts throughout the Games. Due to some parking restrictions and limitations at venues, please use public transit or carpool when possible. You may be traveling early in the morning or late at night. Stay safe by walking in well-lit areas, coordinating transportation with another volunteer, and telling someone when you are leaving and what time you should arrive.

## **LOST AND FOUND PROCEDURE**

- Lost items should only be dropped off during the Volunteer Lounge /Lost and Found's regular hours of operation.
- Lost items should never be left unattended at the Information Centre/Lost and Found
- Individuals who find lost items may be asked to provide the following information:
  - (a) The date and time the item was found;
  - (b) The precise location of the item when found; and
  - (c) Any efforts made to contact the owner of the lost item.
- Perishable food items should be thrown away and not turned into the Volunteer Lounge /Lost and Found.
- Lost items turned in by other lost and found locations during the Games should be clearly labeled with the location and date that the item was found.
- At the end of the Games, all lost and found items will be consolidated and brought to the MOC.



# GENERAL INFORMATION

## WE ALL WORK TOGETHER.

This policy applies to all volunteers. This Policy is designed to maintain and ensure the cleanliness and hygiene of a workplace are at the highest standard.

This includes:

- Obstructions in walkways (remove garbage bags, cardboard boxes, other debris, etc.)
- Keep all areas clean and tidy
- Pick up and dispose of any garbage or recycling you find
- Empty waste bins regularly
- Take lost and found items to the volunteer lounge
- Proper hand washing technique: Using an adequate amount of soap, scrubbing the hands together for at least 20 seconds, rinsing thoroughly under running water, and drying with a single use towel.

## SAFETY FIRST

The safety, health, and well-being of everyone connected to the Games is our top priority. Safety requirements exist for everyone's protection and should be always followed. If you should see a problem in your work area, report it immediately to your supervisor.

## REPORT ALL INCIDENTS

Report all incidents, issues, concerns, and near-hits (misses) to your supervisor as soon as you become aware of them. This includes physical safety concerns as well as harmful behaviour and communications. If you can resolve the issue safely on your own (moving a box from an emergency exit), please do so. If the incident or issue is serious, requires urgent attention, contact your supervisor immediately. Record all details on an Incident Report and submit it to your supervisor. Incident Reports can be found in the Venue Operation Centre. Hazards Venue teams make every effort to ensure venues are safe for everyone, however occasional hazards may occur. These hazards are reviewed in venue orientation.

## REFUSE UNSAFE WORK

You have the right to refuse to perform a task if you believe there is a risk of harm or potential for accident. If you have health or safety concerns, contact your supervisor immediately.

## STAYING HEALTHY COVID-19 AND OTHER ILLNESSES

Do not come to your shift if you are not feeling well. Contact your supervisor as soon as possible to advise that you are unable to come to your shift and to confirm next steps.





## HYDRATION

Use a reusable water bottle and find out where to fill it.

## WORKING IN THE COLD

Some of the volunteer roles are outside. Volunteers in these roles must make sure they are prepared to spend their shift outside if the weather is extreme. Be sure to bring additional layers, if needed.

How to Stay Warm

- Cover exposed skin
- Work in sunny areas when possible
- Take breaks inside
- Wear quality, insulated clothing
- Keep footwear dry
- Keep moving to generate body heat but stop before you sweat;
- if your inner clothing layer gets wet, you'll lose heat.

If you are working outside, the Special Olympic Canada Winter Games Calgary 2024 ensures:

- There is an on-site heater or heated shelter to warm up in
- Your schedule allows for breaks to warm up
- There is always someone else around, so you don't work alone in the cold

## CELL PHONES

Avoid using cell phones for personal use during shifts. This includes texting, taking photos or video, surfing the web, listening to music, play games etc. These devices should be used for emergency purposes or to communicate with your committee chair only. If necessary, please use the volunteer lounge or another discrete location when making personal phone calls.

## SOCIAL MEDIA POLICY

Volunteers must use their best judgement when using their personal social media to interact with anyone or organization affiliated with the Games.

1. Think about how everyone would view a post or image. What you may find humorous may be offensive to someone else.
2. Ensure duties are being fulfilled first and foremost. It is inappropriate to be on your device while duties or people are being ignored.

## MEDIA

Volunteers shall refer all media inquiries for information or requests to the Media volunteers. Media volunteers liaise directly with the staff and Games Organizing Committee Communications Lead regarding media inquiries.



# EMERGENCY PROTOCOLS

## SAFETY FIRST

The safety, health, and well-being of everyone connected to the Games is our top priority. Safety requirements exist for everyone's protection and should be always followed. If you should see a problem in your work area, report it immediately to your supervisor.

## FIRST AID, MEDICAL ATTENTION AND EMERGENCIES

As a volunteer, it is important that you are aware of what to do in the event of a medical incident and/or emergency. The Special Olympics Canada Winter Games Calgary 2024 emergency response plan has been developed for all staff and volunteers to follow in the case of Emergency.

To best prepare for a medical incident and/or emergency, all volunteers are required to do the following:

- Attend venue specific training to learn the Emergency Response Plan.
- Find out what you will be expected to do in case of a medical incident and/or emergency.
- Know where all emergency exits, first aid and medical stations are located within the venue and be aware of the best routes to reach them.
- Be aware of the evacuation assembly location at the venue.
- Let your committee chair know if you have any allergies or medical conditions.

## REPORT ALL INCIDENTS

When you witness an emergency or incident, determine whether it can be resolved immediately and safely. If it can, please resolve on your own and/or with assistance of staff or other volunteers. All incidents are to be reported in detail to a member of the host committee. It is important that the host committee knows when something happens to ensure the problem can be fixed and to prevent it from reoccurring.

For further protocols, please refer to your Emergency Response Plan available in the Volunteer Lounge.

## LOST PERSONS

If a lost child is found, or if a parent or guardian has become separated from their child, please contact a venue security officer, host or guest services representative immediately for assistance. Guest services and security will work together to reunite both parties as soon as possible.

## ZERO TOLERANCE

The possession, sale, distribution use of being under the influence of drugs, alcohol or any other substance that may affect performance and behaviour is prohibited. Use of performance-impairing substances prior to/and during a volunteer shift is not permitted and may result in termination.

**These Games should be enjoyed by all participants –  
including volunteers!**

**Remember to have fun while performing your duties!**

## GAMES ORGANIZING COMMITTEE CONTACT LIST

ROLE	NAME	EMAIL	PHONE
General Manager	Karen Dommett	<a href="mailto:Kdommett@socwg2024.com">Kdommett@socwg2024.com</a>	403-507-3541
Director of Sales, Marketing, Local Engagement	Cheryl Sundell	<a href="mailto:Csundell@socwg2024.com">Csundell@socwg2024.com</a>	403-819-5557
Director of Operations	Stavroula Kangles	<a href="mailto:Skangles@socwg2024.com">Skangles@socwg2024.com</a>	403-816-6617
Communications Manager	Chris Dornan	<a href="mailto:Cdornan@socwg2024.com">Cdornan@socwg2024.com</a>	403-620-8731
Logistics and Operations Manager	Jack Duffy	<a href="mailto:Jduffy@socwg2024.com">Jduffy@socwg2024.com</a>	902-292-1154
Sport and Venues Manager	Trish Zimmerman	<a href="mailto:Tzimmerman@socwg2024.com">Tzimmerman@socwg2024.com</a>	587-335-9039
Sales, Marketing, Local Engagement Coordinator	Jordan Chabeniuk	<a href="mailto:JChabeniuk@socwg2024.com">JChabeniuk@socwg2024.com</a>	403-477-5406
Language Services Volunteer Lead	Natacha Bordier	<a href="mailto:translation@socwg2024.com">translation@socwg2024.com</a>	n/a
Communications Volunteer Lead	Jeremiah Johnson & James Shanahan	n/a	n/a
Local Engagement Volunteer Lead	Annie Goncin	<a href="mailto:sponsorship@socwg2024.com">sponsorship@socwg2024.com</a>	n/a
Sponsorship and Merchandise Volunteer Lead	Steven Kwasny	<a href="mailto:sponsorship@socwg2024.com">sponsorship@socwg2024.com</a>	n/a
Administration & Volunteer Lead	Matt Bourdot	<a href="mailto:Volunteers@socwg2024.com">Volunteers@socwg2024.com</a>	368-887-5281
Logistics/Warehouse Volunteer Lead	Fay Wisted	<a href="mailto:Warehouse@socwg2024.com">Warehouse@socwg2024.com</a>	368-887-5481
Main Operations Centre Volunteer Lead	Ryan Romero Robertson	<a href="mailto:moc@socwg2024.com">moc@socwg2024.com</a>	368-887-4326
Participant Services Volunteer Lead	Kathy Ervin	<a href="mailto:visitors@socwg2024.com">visitors@socwg2024.com</a>	n/a

## GAMES TIME FUNCTIONAL AREA CONTACTS

ROLE	NAME	EMAIL	PHONE
Main Operations Centre	Ryan Romero Robertson	<a href="mailto:moc@socwg2024.com">moc@socwg2024.com</a>	368-887-4326
Main Results Center	Ruby Tang	<a href="mailto:results@socwg2024.com">results@socwg2024.com</a>	368-887-2854
Media	Chris Dornan	n/a	403-620-8731
Translations	Natacha Bordier	<a href="mailto:translation@socwg2024.com">translation@socwg2024.com</a>	n/a
Medical	Dr. Ryan Sheilds (CMO) & Miriam Lewis (CTO)	<a href="mailto:medical@socwg2024.com">medical@socwg2024.com</a>	368-887-3519
Transportation	Karen Hanner	<a href="mailto:transportation@socwg2024.com">transportation@socwg2024.com</a>	368-887-5172
Fleet/Logistics Dispatch	Graham Moreland	n/a	368-887-2817
Family and Friends	Kathy Ervin	<a href="mailto:visitors@socwg2024.com">visitors@socwg2024.com</a>	n/a
Accommodations	John Mytz	<a href="mailto:accommodations@socwg2024.com">accommodations@socwg2024.com</a>	n/a
Food Services	Ann Schaan	<a href="mailto:food@socwg2024.com">food@socwg2024.com</a>	368-887-5684
Mission Services	Heather Fidyk	<a href="mailto:mission@socwg2024.com">mission@socwg2024.com</a>	n/a
Security	Colin Macoun True North Executive Security	<a href="mailto:security@socwg2024.com">security@socwg2024.com</a>	368-887-4575
Sponsorship & Fulfillment	Teri Toovey	<a href="mailto:sponsorship@socwg2024.com">sponsorship@socwg2024.com</a>	n/a
Warehouse	Aaron Cornborough	<a href="mailto:Warehouse@socw2g2024.com">Warehouse@socw2g2024.com</a>	368-887-5481
Volunteers	Matt Bourdot	<a href="mailto:volunteer@socwg2024.com">volunteer@socwg2024.com</a>	368-887-5281
IT Support	Gord MacPherson	n/a	368-887-5417
Accreditation	Regan Bickell	<a href="mailto:accreditation@socwg2024.com">accreditation@socwg2024.com</a>	368-887-6812

**THANK YOU FOR VOLUNTEERING!**