## SPORT EQUIPMENT STORAGE

### WEEK 1

<table>
<thead>
<tr>
<th>Sport</th>
<th>Equipment</th>
<th>Storage Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biathlon</td>
<td>Ski and pole bag, rifle case, ammunition boxes (team), tool box (team), waxing equipment box (team), waxing table (team)</td>
<td>Venue (athletes can bring boots and gear back to Athletes’ Village accommodations)</td>
</tr>
<tr>
<td>Boxing</td>
<td>Gear bag</td>
<td>Athletes’ Village accommodations</td>
</tr>
<tr>
<td>Freestyle skiing</td>
<td>Ski and pole bag, gear and boot bag, individual tuning kit, tool box, waxing equipment</td>
<td>Venue (boots and gear can go back to Athletes’ Village accommodations)</td>
</tr>
<tr>
<td>Artistic gymnastics</td>
<td>No personal equipment</td>
<td>N/A</td>
</tr>
<tr>
<td>Men’s hockey</td>
<td>Gear bag</td>
<td>Venue</td>
</tr>
<tr>
<td>Ringette</td>
<td>Gear bag</td>
<td>Trailers at venue</td>
</tr>
<tr>
<td>Speed skating - long track</td>
<td>Skate and blade case, gear bag and sharpening equipment</td>
<td>Athletes’ Village accommodations</td>
</tr>
<tr>
<td>Speed skating - short track</td>
<td>Skate and blade case, gear bag and sharpening equipment</td>
<td>Athletes’ Village accommodations</td>
</tr>
<tr>
<td>Artistic swimming</td>
<td>No personal equipment</td>
<td>N/A</td>
</tr>
<tr>
<td>Table tennis</td>
<td>Gear bag</td>
<td>Athletes’ Village accommodations</td>
</tr>
<tr>
<td>Wheelchair basketball</td>
<td>Competition chair, wheel bags, team gear bag, tool box, personal medical bag</td>
<td>Venue (personal medical bag can go back to Athletes’ Village accommodations)</td>
</tr>
</tbody>
</table>

### EQUIPMENT STORAGE IN ACCOMMODATIONS

Athletes are permitted to bring team uniforms and smaller sport equipment into accommodation rooms. Equipment should be bagged and kept in the units. Equipment bags must be personal size and easily moveable. Larger bags present a tripping hazard, take up valuable space in small dorm rooms and may hamper exit routes or access to emergency equipment.
<table>
<thead>
<tr>
<th>Sport</th>
<th>Equipment</th>
<th>Storage Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpine skiing</td>
<td>Ski and pole bag, gear and boot bag, individual tuning kit, tool box (team), wax equipment box (team)</td>
<td>Skis at venue (athletes can bring boots and gear back to Athletes’ Village accommodations)</td>
</tr>
<tr>
<td>Archery</td>
<td>Bow and arrow case, tackle box</td>
<td>Venue</td>
</tr>
<tr>
<td>Badminton</td>
<td>Racquet bag, team bag</td>
<td>Athletes’ Village accommodations</td>
</tr>
<tr>
<td>Cross country skiing</td>
<td>Ski and pole bag, waxing equipment, radio box</td>
<td>Skis at venue (athletes can bring boots and gear back to Athletes’ Village accommodations)</td>
</tr>
<tr>
<td>Curling - men and women</td>
<td>Gear bag</td>
<td>Venue</td>
</tr>
<tr>
<td>Figure skating</td>
<td>Skate bag</td>
<td>Athletes’ Village accommodations</td>
</tr>
<tr>
<td>Gymnastics - trampoline</td>
<td>No personal equipment</td>
<td>N/A</td>
</tr>
<tr>
<td>Women’s hockey</td>
<td>Gear bag</td>
<td>Venue</td>
</tr>
<tr>
<td>Judo</td>
<td>Gear bag</td>
<td>Athletes’ Village accommodations</td>
</tr>
<tr>
<td>Snowboard</td>
<td>Board bag, Gear and boot bag, personal waxing kit, course setting equipment</td>
<td>Venue (athletes can bring boots and gear back to Athletes’ Village accommodations)</td>
</tr>
<tr>
<td>Squash</td>
<td>Racquet bag</td>
<td>Athletes’ Village accommodations</td>
</tr>
</tbody>
</table>

For accommodation safety and property protection, athletes are not permitted to use their equipment in the accommodations. If athletes are found using equipment in the accommodations, they are asked to return to their rooms and store their equipment in their bags. All incidents are documented and reported to coaches or Mission staff.

If there is a repeat violator, this is reported to the coach and Mission staff and the team is required to store said equipment for the remainder of the Games. In any situation, an incident report form is completed and submitted to the Village Venue Operations Centre. Incidents are reported to all Mission staff in the morning meeting or directly with the affected team(s).
ACCOMODATION INFORMATION

Athletes, coaches and managers accommodations are located in the Red Deer College residence. Rooms vary from townhouse to dorm-style rooms. Each residence building has 24-hour access control with paid overnight security. Participants are not permitted to access accommodations of the opposite gender. Mission staff have a universal accommodations icon that allows them access in all buildings.

HOURS OF OPERATION
The Village is fully operational from 6 a.m. until 11 p.m. daily. Overnight support/services are available at the Village Venue Operations Centre (VVOC), Polyclinic or through night security. The 24-hour support is available via on-call services at 403.848.3802.

DAMAGES
Each P/T is responsible for all damages or loss of Village property and furnishings, including accommodations keys. Any repair and/or replacement costs that are required are communicated to the appropriate Chef de Mission immediately.

CURFEW AND QUIET TIME
Athletes are required to be in their rooms nightly by 12 a.m. for curfew. Quiet time takes effect at 11 p.m. each night. Exceptions are only made for those whose competition schedule goes later than curfew. A list of exceptions is provided to security each night from the competition venues. Entry points to village accommodations are monitored by paid security, who are responsible for access control.

Any participant who violates curfew and/or quiet time are reported to their respective P/T Chef de Mission.

LAUNDRY, LINENS AND TOWELS
The Athletes' Village has laundry rooms located in each residence area. Athletes are responsible for the payment of their own laundry service (coin laundry) and soap is available.
for purchase at The Lift Convenience Store on campus. If any assistance is required for operating laundry, please visit the Accommodations Operations Centre or Village Venue Operations Centre.

<table>
<thead>
<tr>
<th>Residence</th>
<th>Dryers</th>
<th>Washers</th>
<th>Coin-operated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence Common Building</td>
<td>10 (5 Stacked Sets)</td>
<td>8</td>
<td>Coin operated - Accepts quarters, loonies and toonies</td>
</tr>
<tr>
<td>Residence Admin Building (basement)</td>
<td>8 (4 Stacked Sets)</td>
<td>6</td>
<td>Loonies only</td>
</tr>
<tr>
<td>Tower 1</td>
<td>1</td>
<td>1</td>
<td>Loonies only</td>
</tr>
<tr>
<td>Tower 2</td>
<td>2</td>
<td>2</td>
<td>Loonies only</td>
</tr>
<tr>
<td>Tower 3</td>
<td>2</td>
<td>2</td>
<td>Loonies only</td>
</tr>
<tr>
<td>Tower 4</td>
<td>2</td>
<td>2</td>
<td>Loonies only</td>
</tr>
<tr>
<td>Tower 5</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Tower 6</td>
<td>1</td>
<td>1</td>
<td>Quarters and loonies</td>
</tr>
<tr>
<td>Total</td>
<td>26</td>
<td>22</td>
<td>$2 per load</td>
</tr>
</tbody>
</table>

The new building has laundry service on all floors for $2.00 per load.

<table>
<thead>
<tr>
<th>Floor</th>
<th>Dryers</th>
<th>Washers</th>
<th>Coin-operated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floor 1</td>
<td>3</td>
<td>3</td>
<td>Toonies, loonies, and quarters</td>
</tr>
<tr>
<td>Floor 2</td>
<td>2</td>
<td>2</td>
<td>Toonies, loonies, and quarters</td>
</tr>
<tr>
<td>Floor 3</td>
<td>3</td>
<td>3</td>
<td>Toonies, loonies, and quarters</td>
</tr>
<tr>
<td>Floor 4</td>
<td>3</td>
<td>3</td>
<td>Toonies, loonies, and quarters</td>
</tr>
<tr>
<td>Total</td>
<td>26</td>
<td>22</td>
<td>$2 per load</td>
</tr>
</tbody>
</table>
TOWEL EXCHANGE
Participants are encouraged to swap towels midweek on towel exchange day at the designated locations:
▪ Week 1: Tuesday, February 19
▪ Week 2: Tuesday, February 26

Participants may swap towels on any given day out of the Accommodations Operations Centre or Village Operations Centre.

TOWEL EXCHANGE LOCATION

<table>
<thead>
<tr>
<th>Location</th>
<th>Accommodation Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodations Operations Centre</td>
<td>Green, Orange, Yellow, Red, Black</td>
</tr>
<tr>
<td>Village Operations Centre</td>
<td>Pink, Blue, Purple</td>
</tr>
<tr>
<td>New Building Operations Centre</td>
<td>White</td>
</tr>
</tbody>
</table>

DEPARTURE DAY TOWEL AND LINEN EXCHANGE
On departure day, athletes are asked to leave their soiled towels and bedding in the laundry bags in the following locations based on their residence colour:

<table>
<thead>
<tr>
<th>Accommodations Zone</th>
<th>Soiled Linen Drop Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red/Orange/Yellow/Green/Black/Purple</td>
<td>Soiled linen bags stay in their units</td>
</tr>
<tr>
<td>Pink/Blue</td>
<td>There is a bin at the base of the pink and blue areas</td>
</tr>
<tr>
<td>White</td>
<td>Each floor has a central drop (common spaces)</td>
</tr>
</tbody>
</table>

HOUSEKEEPING SERVICES
Housekeeping services are provided in common areas. Housekeeping provides light cleaning in the guestrooms, as long as all valuables and items are off the floor. If the rooms are occupied or personal belonging are on the floor, the room is noted and checked at the next rotation. Housekeeping staff does not make beds. Housekeeping reports any damages and other issues to the residence desk for quick response. All accommodation washrooms are cleaned daily.

KEY MANAGEMENT
Mission Staff distribute keys to their own teams as per the rooming list upon arrival at the Athletes’ Village.

Participants are responsible for their own keys at all times. Participants only get access to their room with proper accreditation and/or verification by the rooming list. Upon departure, all keys must be returned to designated Mission Staff.

Key Types
There are two different key types for accommodations:
▪ Purple = key fobs
▪ All other units = hard keys; one key per participant for the unit main door.

Coaches/managers are assigned bedroom keys in addition to their main door key.
Lost keys or locked out of unit
Any participant who has lost their keys, or cannot get into their unit, must report this to their coach or Mission staff. Coaches or Mission staff then contact the Accommodations Operations Centre to get a new key cut or access into the unit.

**Cost for Lost Keys**
- Key Fob = $25.00
- Unit Front Door Key = $50.00 + the cost of how many keys would need to be cut
- Unit Bedroom Key = $50.00

**TURNAROUND DAY**

Week 1 athletes are to be out of their accommodations by 9 a.m. Athletes have access to all Village services, other than the accommodations, until it is their time to load their departure bus. Week 1 athletes departure loading zone is located behind the Arts Centre (facing the Gary W. Harris Canada Games Centre).

Week 2 athletes arrive at the Village and are directed to the bag drop-off zone and partake in orientation and feeding at the dining hall. If athlete accommodations are not ready following orientation, athletes have access to all Village services. The Week 2 athletes arrival loading zone is located in front of the Arts Centre (in the same location as the spectator bus load zone).
ATHLETES’ VILLAGE SERVICES

Athlete Services is made up of a number of different activities and services that come together to offer the participants a “home away from home” experience.

The Athletes’ Village offers access to:
- Coin laundry services
- Computer lab: Room 907C
- Serenity/quiet lounges and cultural services: Rooms 932 and 908
- Information Centre (Main Entrance)
- Gary W. Harris Canada Games Centre - Fitness Area: 4 until 10 p.m. daily (accreditation required to access)

Athletes have access to a variety of other dining options/amenities that are offered by Red Deer College:
- Tim Hortons: 7:30 a.m. until 4 p.m.
- Starbucks: 7:30 a.m. until 7:30 p.m.
- The Patch: 7:30 a.m. until 1 p.m.
- The Lift Convenience Store: 8 a.m. until 8 p.m. daily
- Far Side Bar & Grill: 8:30 a.m. until 3 p.m.

KEVIN SIROIS GYM SHOWER
There is access to the showers in the change rooms outside the Kevin Sirois Gym. If athletes use these showers, they are responsible for their own towels, proper shower shoes, shampoo and soap. The Host Society recommends athletes use the showers in their rooms. If a line up forms in the Kevin Sirois Gym showers, athletes are asked to go back to their rooms to shower.

RED DEER COLLEGE (RDC) INTERNET ACCESS
RDC Open wi-fi access is available to all Games participants in the main Village operational areas (excluding the accommodations). To access RDC Open wi-fi, agree to the terms and conditions the first time signing in.

ACCOMMODATIONS INTERNET ACCESS
Each athlete has their own wi-fi username and password in their individual rooms in each of the accommodations. The username and password information is on the modem in each room. Athletes and coaches that are staying in the living room spaces may connect to the room’s wi-fi to have access in the
residence, the access code for the living room participants is located in the living room.

Internet access information is provided on-site at the Satellite Villages.

**VILLAGE ENTERTAINMENT**
Entertainment activities are scheduled daily from 3 until 10:30 p.m., with fluctuation dependant on the sport schedule and number of participants out of competition.

Confirmed athlete entertainment zones include:
- Yoga Studio (Room 2004): Daily yoga at 7 a.m. (weekdays only) and 3 p.m.
- Far Side Bar & Grill: Planned activities (bingo, karaoke, etc.), table games (pool, air hockey), arcade games
- Margaret Parsons Theatre: Scheduled movies and scheduled speakers/entertainment acts
- Main Gym: Drop-in recreation activities (equipment sign-out); dependant on wheelchair basketball and badminton practice schedules
- Enclosed forum: Video games, board games
- Rooms 908 and 932: Quiet lounge and cultural services (serenity room)
- Computer lounge: 45 computers
- Outdoor fire pit

**FOOD AND BEVERAGE SERVICES**
Dining halls are centrally located in each village, clearly signed and accessible to all properly accredited participants.

**Hours of Operation:**
Breakfast: 6 until 10 a.m.  
Lunch: 11 a.m. until 3 p.m.  
Dinner: 4 until 8 p.m.
Late dinner (dependent on schedule, only teams that are assigned to these times): 8:30 p.m. until 10:30 p.m. and 10:30 p.m. until midnight  
Grazing: 6 a.m. until 11 p.m.

Meal services are adjusted for arrivals and departures, Opening and Closing Ceremonies and delayed returns to Athletes’ Village, if necessary.

All food must remain in the dining area, with the exception of grazing items. No dishes are permitted to leave the dining hall at any time. All participants must clear their own plates and cutlery and place into bins. Recyclables and garbage are to be placed into separate, clearly marked bins at the exits.

All coats and bags must be checked at the bag check area before entering the food and beverage area. Participants are
encouraged to keep their bag check items to a minimum to prevent delays and misplaced items.

**VENUE FEEDING**

**Venues with pick-and-pack bagged lunches**

Pick-and-pack lunch schedules are updated daily and posted in the Marketplace. When a team is unable to return to the Athletes’ Village dining hall for their scheduled meal time, a pick-and-pack bagged lunch service is available for those participants at the Athletes’ Village prior to their departure. Participants are responsible for the assembly and transportation of their bagged lunch to the venue.

Proper food storage, including fridges, is available at the venue. Volunteers greet the teams at the athletes’ lounge upon arrival and properly label, store and distribute the bagged lunches to the appropriate teams.

**LUNCH KIT CLEANING**

Volunteers are stationed throughout the Red Deer College marketplace entrance and assembly line to assist with cleaning of the lunch kits.

**LOST OR DAMAGED LUNCH KITS**

There is small supply of replacement lunch kits, if a participant has lost or damaged their lunch kit. If a participant forgets or loses their lunch kit, a temporary brown paper bag is issued in the interim.

**VENUES WITH FOOD SERVICE ON SITE**

Participants are provided with meals at competition sites when they are unable to return to the Athletes’ Village dining hall. A hot option menu item is provided at outdoor venues.

**VENUE**

| **Canyon Ski Resort** | Freestyle skiing, alpine skiing, snowboard |
| **WinSport's Canada Olympic Park (Calgary)** | Freestyle skiing, snowboard |
| **Nakiska Ski Resort (Kananaskis)** | Alpine skiing |
| **River Bend Golf & Recreation Area** | Biathlon, cross country skiing |

*Sports are dependent on the sports schedule and may change

**WATER**

Athletes are encouraged to bring their water bottles to venues and the dining hall for feeding times. There are water bottle fill stations in all venues and a limited number of reusable cups.
POLYCLINIC
The Polyclinic is located in the Red Deer College Nursing Wing (1300 wing). The rooms are 1324, 1326A, 1326, 1330, 1322, 1325, 1334 and 1309.

TAPING POLICY
The Host Society Medical Committee does its best to ensure practitioners with taping experience are available at the Polyclinic and venues to ensure efficient taping. Athletes should organize their time well, leaving time before their event for taping. Waiting until the last minute to be taped may cause delays. Priority for taping is given based on the competition schedule.

Kinesio tape is not provided by the Host Society. If an athlete would like to use kinesio tape, they need to bring their own.

Coaches who choose to tape their own athletes prior to competition:
• Must supply their own materials
• Are not permitted to use the designated medical areas
• Do so at their own risk

HOURS OF OPERATION

<table>
<thead>
<tr>
<th>TIME</th>
<th>VOLUNTEERS/SERVICES</th>
<th>ROOM</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 a.m. - 11 p.m.</td>
<td>Physician, nurse, physiotherapist</td>
<td>Family Practice - 1322</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Physio - 1330 and 1325</td>
</tr>
<tr>
<td>5 - 8 p.m.</td>
<td>Chiropractor and athletic therapy</td>
<td>1330 and 1325</td>
</tr>
<tr>
<td>5 - 10 p.m.</td>
<td>Registered massage therapy</td>
<td>1330 and 1325</td>
</tr>
<tr>
<td>5 - 8 p.m.</td>
<td>Mental health, psychology, sport psychology</td>
<td>1327</td>
</tr>
<tr>
<td>11 p.m. - 7 a.m.</td>
<td>Night nurses for participants who require overnight observation (infirmary available) or require basic/non-emergent service or assessment. Nurses respond to emergency calls overnight, but refer onto 911.</td>
<td>1309</td>
</tr>
</tbody>
</table>
MEDICAL EMERGENCIES AT THE VILLAGE

1) During the day (7 a.m. - 10 p.m.)
In case of emergency, 911 is called. Athletes’ Village access control or security contacts the Polyclinic reception desk to inform them of the situation.

2) During the evening (10 p.m. - 7 a.m.)
An overnight nurse is available on-call/on-site in the Village and Polyclinic. Should an athlete require medical assistance in the evening, they should contact overnight security or contact the on-call nurse via 403.848.3874.

CANNABIS USE
Cannabis is a prohibited in-competition substance by the World Anti-Doping Association. Athletes at the Canada Games are subject to doping control and all of the penalties and consequences, as outlined in the Canadian Anti-Doping Program.

SATELLITE CLINICS
Pomeroy Kananaskis Mountain Lodge
The clinic is located in the Pocaterra Room, across from suite 2105 on the second floor, where the night nurse can be found, and is open from 8 a.m. until 10 p.m. A night nurse is on duty from 10 p.m. until 8 a.m.

As athletes are at the hill during training and competition hours, they are able to see a physician and practitioner at Nakiska Ski Resort. Athletes who stay back at the hotel are able to see a nurse at the hotel. For limited hours in the evening, there is a practitioner and physician at the hotel. All medical emergencies are directed to 911.

Delta Calgary
The clinic is located in a Suite within the hotel and is open from 8 a.m. until 10 p.m., a night nurse is on duty from 10 p.m. until 8 a.m. As athletes are at the pool during training and competition hours, they are able to see a practitioner there.

Athletes who stay back at the hotel are able to see a nurse at the hotel. All medical emergencies are directed to 911.
**ARTISTIC SWIMMING - DELTA CALGARY**

**Village Operations Centre:**
Fraser River Room (main floor)

**Hours of Operation:**
6:30 a.m. until 11 p.m. daily

**Check-in process/key distribution:**
In order to guarantee teams to be grouped together and assigned rooms according to the allotments below, the hotel cannot provide key distribution or access to rooms prior to 5 p.m. Keys are provided to Mission staff at the competition venue on February 16 prior to venue departure time.

**Arrival/departure luggage storage and bus loading:**
For arrivals, luggage remains on the coach buses upon arrival at the Sport Centre Calgary for the duration of the competition day. The coach buses are then unloaded by the participants after the competition upon arrival at the Delta Calgary.

For departures, participants are required to check-out of their rooms the morning of February 21 and load the coach bus prior to departure for the competition day. Personal bags can stay with the participants for the competition day; however, luggage should stay on the coach bus until departure to Red Deer at the end of the day.

**Satellite Clinic location:** Suite (room number TBD).

**Hours of operation:** 24 hours with a medical personnel (nurse and/or doctor) on staff. Additional physician hours available at the competition venue.

**Dining hall location:** Glacier Ballroom

**Meal times:** Varies daily, dependent on sport schedule.
- Breakfast: Served for one hour, scheduled 2.5 hours prior to training start time
- Lunch: Boxed lunch from hotel, transported by participants, stored and consumed at venue.
- Dinner: Served for 1.5 hours in the evening, scheduled for one hour after last scheduled event
- Grazing available at competition venue

**Athlete entertainment:** A variety of evening activities scheduled following dinner service each night.

**Team/coaches’/officials’ meeting room:** Caribou Room. Bookable by coaches, Mission staff or officials at VVOC.
Amenities:
Fitness Centre (3rd Floor):
▪ Open 24 hours
▪ Age Restriction: anyone under the age of 16 must be accompanied by an adult.

Pool:
▪ Indoor heated pool
▪ Towels are provided
▪ Whirlpool
▪ Hours of operation: 6 a.m. until midnight. Adults only from 10 p.m. and until midnight.

Internet:
▪ Free high speed wifi is available

ALPINE SKIING - POMEROY KANANASKIS MOUNTAIN LODGE
Village Operations Centre:
Stewart Room (main floor, across from dining hall)
Hours of Operation:
6:30 a.m. until 11 p.m. daily

Check-in process/key distribution:
Room keys are individually packaged and identified for each individual and pre-sorted by the provincial/territorial teams. Volunteers are on-site at a check-in table in the bus loading area of the conference wing to assist Mission Staff with distribution and accreditation distribution.

Arrival/departure luggage storage and bus loading: Hotel staff manage luggage storage and distribution for both arrivals and departures.

Satellite Clinic location: Pocaterra Room and meeting suite 2105 (second floor, Main Lodge)

Hours of operation: 24 hours with a medical personnel (nurse and/or doctor) on staff, additional physician hours available at the competition venue.

Dining hall location: Olympic Ballroom

Meal times: Varies daily depending on sport schedule.
▪ Breakfast: Served for one hour, scheduled 2.5 hours prior to training start time
▪ Lunch: Boxed lunches provided by the on-hill food service vendor
▪ Dinner: Served for 1.5 hours in the evening, scheduled for one hour after last scheduled event
▪ Grazing available at competition venue

Athlete entertainment: A variety of evening activities scheduled following dinner service each night.

Team/coaches’/officials’ meeting room: Sinclair/Dawson Rooms (one large meeting room and one small meeting room).

Amenities:
Fitness Centre:
▪ Hours of operation: 5 a.m. until 11 p.m.
▪ Age restriction: Participants under 16 years of age must be accompanied by an adult.

Pool and hot tub:
▪ Hours of operation: 5 a.m. until 11 p.m.
▪ Towels are provided
MISSION TEAM COMMUNICATION
Each P/T mission team has one or more Mission team communications staff member(s). They assist Sport Information Officers in arranging media interview with athletes, coaches, Chef de Mission and other Mission staff for their team. The Mission team communication staff can be reached on Mission phone numbers, by email or at the venue media mixed zone. Please note that while athletes are encouraged to participate in interviews, they are not required to do so.

MEDIA MIXED ZONES
Each competition venue has a media mixed zone close to the field of play where interviews with athletes and media may occur post-competition. Requests for interviews with specific athletes and coaches are requested through the Media Centre at each venue. Media Crew volunteers communicate the interview request to the Sport Information Officer (SIO) who takes the request directly to the appropriate individual (Chef de Mission, Mission Media Liaison Officer, Coach or Manager) to arrange.

MEDIA ACCESS TO ATHLETES’ VILLAGES
Media do not have access to the Athletes’ Village outside of a tour on February 15.

SOCIAL MEDIA
Accounts
Connect with us online through our official social media accounts:

- 2019 Canada Winter Games - Red Deer
- @2019CanadaGames
- @2019CanadaGames
- canada__games
- 2019 Canada Winter Games
- flickr.com/2019canadawintergames/galleries
- Daily photostream:
  - flickr.com/groups/reddeer2019/pool/

Hashtags
#cwg2019
#thisisourmoment

WEBCAST + BROADCAST
The 2019 Games features webcast and broadcast coverage of all sports. The schedules for webcast and broadcast are available at canadagames.ca/2019 in February.
EMERGENCY INFORMATION

FIRE AND EMERGENCY SAFETY
In the event of a fire alarm, the Athletes’ Village operates on a “mandatory evacuation” principle. The building is completely evacuated and remains so until the fire department has given the “all clear” and the fire alarm system is properly reset. Emergency exits are locked once evacuation is complete. Re-entry occurs through the main entrance and accreditation is checked. All residence rooms and RDC enclosed rooms have an emergency map of where athletes are to travel and where the muster point is for each building, as they may differ depending on the residence building.

24 HOUR SEXUAL ASSAULT TEXT, WEBCHAT AND PHONE CRISIS LINE
Anonymous, confidential support, information and referrals are provided to those affected by sexual violence. The issues of recent sexual assault, historic sexual assault, sexual harassment, stalking/criminal harassment and child sexual abuse are handled by Central Alberta Sexual Assault Support Centre professionals during business hours and night and weekends by specifically trained volunteers on a 24 hour accessible line.

Sexual Assault Crisis Line:
Text or Call: 1.866.956.1099
Text: 403.986.HELP (4357)
Call: 403.356.1099
Webchat: www.casasc.ca

How it works:
The “caller” texts 1.866.956.1099 from wherever they are located. Within seconds a trained volunteer responds via text inquiring what prompted them to contact the line at this time. The volunteer provides support, information and referrals to the “caller.” The conversation flows just like a regular text conversation.
The medal for the 2019 Canada Winter Games was a collaboration between the artistic execution of Tyler Vreeling and guidance from the Medal Design Committee. The medal draws inspiration from the bountiful and varied landscape that encompasses central Alberta. The medal design tells the story of the 2019 Canada Winter Games, and most importantly, the story of the athletes. It also pays homage to the Indigenous and Métis communities within central Alberta.
The recessed peaks represent the mountains that line Alberta’s western border and are still visible along the central Alberta skyline. With an inner strength centuries in the making, mountains represent persistence and grit, leaving a legacy for generations to come.

One natural element that is synonymous with the area is the Red Deer River. It carves its own path with direction and purpose, and in turn influences the impressive and often rugged environment.

A pattern representing wheat describes the sections of land and the people knit together by a common drive and goal within central Alberta.

Thirteen stars are scattered across the front and back of the medal, representing the thirteen provinces and territories.

An ultra-polished area within the medal is made to be reflective - the athletes are reminded what it was like to be in moment.

Within the ribbon are symbols of Indigenous and Métis communities. The Métis infinity symbol represents the joining of two cultures together. The ribbon contains elements that are reminiscent of the textile patterns used within the Metis sash. The four colours of the Cree Medicine Wheel are integrated into the design of the medal ribbon: red, white, yellow and blue.
CANADA’S OFFICIAL LANGUAGES

The 2019 Games is committed to ensuring information and services are offered for our thousands of visitors and participants in both of Canada’s Official languages - English and French.

Information in both French and English is available on our website and social media. Bilingual volunteers are always present at the information kiosk and may be dispatched anywhere assistance is required. All bilingual volunteers are identified by a “Bonjour - Hello” button.

<table>
<thead>
<tr>
<th>ENGLISH</th>
<th>FRENCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hello</td>
<td>Bonjour</td>
</tr>
<tr>
<td>I don’t understand French.</td>
<td>Je ne comprends pas le français.</td>
</tr>
<tr>
<td></td>
<td>(je ne compran paw le fronsay)</td>
</tr>
<tr>
<td>One moment please.</td>
<td>Un moment s’il vous plaît.</td>
</tr>
<tr>
<td></td>
<td>(Uhn momen seal voo play)</td>
</tr>
<tr>
<td>Thank you.</td>
<td>Merci.</td>
</tr>
<tr>
<td></td>
<td>(mare-see)</td>
</tr>
<tr>
<td>You’re welcome.</td>
<td>Je vous en prie / De rien.</td>
</tr>
<tr>
<td></td>
<td>(je voo zan pree) / (duh reean)</td>
</tr>
<tr>
<td>May I help you?</td>
<td>Puis-je vous aider?</td>
</tr>
<tr>
<td></td>
<td>(Pooee-je voo-zay-day)</td>
</tr>
<tr>
<td>Excuse me.</td>
<td>Pardon.</td>
</tr>
<tr>
<td></td>
<td>(par-don)</td>
</tr>
</tbody>
</table>

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MERCHANDISE LOCATIONS

Looking to pick up some 2019 Games gear? We have a variety of options available for your shopping convenience.

The following Games venues offer our official merchandise products:
- Great Chief Park
- Downtown Arena
- Pidherney Centre
- Westerner Park
- Centrium
- Collicutt Centre
- Mobile merchandise unit
- Sport Centre (Calgary)
- Gary W. Harris Canada Games Centre
- Gary W. Harris Celebration Plaza

The mobile merchandise unit schedule is available at canadagames.ca/2019.

A Fan Store is also located at Bower Place in the Volunteer and Accreditation Centre. The Fan Store offers the complete 2019 Games merchandise line.

YOU CAN ALSO SHOP ONLINE
Visit canadagamesgear.ca to see what we have to offer.

PIN TRADING CENTRES
The pin trading centres are located at the Gary W. Harris Canada Games Centre and the Gary W. Harris Celebration Plaza.
SPONSORS ET COMMANDEURS

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- Alberta Sport Connection
- The City of Red Deer

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- Peavey Mart
- Driving Force
- ON the RUN
- ATB
- ATCO
- Westerner Park
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COMBUSTEX
GROUP 23 SPORTS MEDICINE
THE BRENT SUTTER SPORTS
MEDICINE CLINIC
MITCHELL & JEWELL
QUARTER SECTION CREATIVE
OLYMEL
COMMUNITY PARTNERS
PARTENAIRES COMMUNAUTAIRE

LEGACY PARTNER  PARTENAIRE DE LEGS
RED DEER COLLEGE

COMMUNITY PARTNERS  PARTENAIRES COMMUNAUTAIRE
ACFA RÉGIONALE RED DEER  RED DEER CATHOLIC REGIONAL SCHOOLS
ALBERTA HEALTH SERVICES  RED DEER PUBLIC SCHOOL DISTRICT
ALBERTA HEALTH SERVICES - EMS  RED DEER RCMP
ALBERTA SPORTS HALL OF FAME & MUSEUM  ST. JOHNS AMBULANCE
CANADIAN SKI PATROL RED DEER ZONE  THE OFFICE OF THE OFFICIAL LANGUAGES COMMISSIONER
CENTRAL ALBERTA PRIDE SOCIETY  URBAN ABORIGINAL VOICES SOCIETY
CONSEIL SCOLAIRE VOLUNTEER CENTRAL
CENTRE-NORD

OFFICIAL SUPPORTER  SOUTIEN OFFICIEL
CANADIAN BLOOD SERVICES  RED DEER PRIMARY CARE NETWORK
CENTRAL ALBERTA FILM FESTIVAL  SAFE HARBOUR SOCIETY
CENTRAL ALBERTA REFUGEE EFFORT  THE MUSTARD SEED
CENTRAL ALBERTA WOODWORKERS GUILD  GAETZ UNITED CHURCH
RED DEER LOCAL IMMIGRATION PARTNERSHIP  LIVING STONES CHURCH
NOTES

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coach.ca/ACD

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Knowing your rights and responsibilities as an athlete will help you avoid troubles. The SDRCC has tons of resources to reduce the risks of disputes arising from sports-related matters.

Consult the Athletes Rights and Responsibilities brochure to learn more about it. Get your free copy at our kiosk in the Athletes Village or download it on our website at http://www.crdsc-sdrcc.ca/.

That way you can make sure all your energy moving forward will be spent on reaching your full athletic potential!!!
THANK YOU FOR BEING A PART OF OUR MOMENT