



PEI-ÎPÉ
2023
JEUX DU
CANADA
GAMES

VOLUNTEER HANDBOOK

Volunteer Program presented by

Atlantic Lottery
Community Proud



TABLE OF CONTENTS

LAND ACKNOWLEDGEMENT	3
WELCOME	4
ABOUT THE GAMES	11
MEET THE MASCOT - WOWKWIS	12
OUR VISION, MISSION AND VALUES	13
OUR SAFE SPORT PLEDGE	13
SPORT SCHEDULE WEEK ONE	14
SPORT SCHEDULE WEEK TWO	15
COMPETITION VENUES	16
NON-COMPETITION VENUES	17
OPENING CEREMONY	18
CLOSING CEREMONY	18
ILLUMINATION MUSIC & CULTURAL FESTIVAL	18
VOLUNTEER UNIFORM	19
ACCREDITATION	20
OFFICIAL LANGUAGES AND BILINGUAL INFORMATION SERVICES	22
MERCHANDISE LOCATIONS	23
VOLUNTEER INFO	24
A DAY IN THE LIFE	29
TRANSPORTATION PLANNER	30
GENERAL INFORMATION AND POLICIES	30
WORDS WITH DIGNITY	33
STAYING SAFE AND WARM	35
SAVE THE DATE	37
SPONSORS	38



LAND **ACKNOWLEDGEMENT**

We acknowledge that the land we gather on is the ancestral land of the Mi'kmaq and we respect the Mi'kmaq as the Indigenous people of PEI.



PRIME MINISTER • PREMIER MINISTRE

February 18–March 5, 2023

Dear Friends:

I am pleased to extend my warmest greetings to everyone participating in the 2023 Canada Winter Games, taking place in Prince Edward Island.



Over the course of the next two weeks, spectators will have the opportunity to witness remarkable moments of strength, skill, perseverance and sportsmanship as our nation's best young developing athletes gather to compete for a chance at the podium. I would like to commend all those competing in these Games for the incredible sacrifice and commitment that has led you to this day. You are a source of inspiration to us all, especially our youth, and I am certain that you will come away from this experience with a great sense of accomplishment.

I would also like to acknowledge the hard work and dedication of the Prince Edward Island 2023 Host Society and the Canada Games Council as well as the thousands of volunteers in planning and staging an event of this caliber. Finally, special thanks to the residents of Prince Edward Island for their warm hospitality and community spirit.

Please accept my best wishes for an exciting and memorable experience.

Sincerely,

The Rt. Hon. Justin P. J. Trudeau, P.C., M.P.
Prime Minister of Canada



FEDERAL GOVERNMENT WELCOME LETTER

“Events of this scale are simply not possible without the dedication and support of multiple partners and supporters like you. Our government is proud to join you in helping bring this exciting celebration of winter sport and culture to life. I applaud the tremendous work of the Canada Games Council and the PEI 2023 Host Society. I also extend my thanks to all the partners and sponsors who are committed to making these Games a success.”

Since 1967, the Canada Games have welcomed youth from every province and territory to an event that promotes excellence in sport and fosters Canadian values such as openness, inclusion and diversity.

This winter, Prince Edward Island is ready to host our country’s best young athletes—and maybe future national, international, Olympic, Paralympic and Special Olympic champions—at the 2023 Canada Winter Games. These sport stars have earned their spot at this high-level competition through hard work and countless hours of training. They have shown great determination and passion, and their achievements in making it here are an inspiration to us all.

Our government is proud to be part of these Games. They will leave lasting legacies of enhanced sports facilities and leadership development, benefiting athletes and the community for years to come.

The Honourable Pascale St-Onge
Minister of Sport and Minister responsible
for the Economic Development Agency of
Canada for the Regions of Quebec



PROVINCIAL PREMIER WELCOME LETTER

The Canada Games is a marquee life events for thousands of young people across our great country. After countless hours of training, fundraising, travelling, games and tournaments, young athletes have the tremendous opportunity to show their peers and supporters the culmination of all that hard work during two jam-packed weeks of sporting excellence.

As host to the 2023 Canada Winter Games, the Province of Prince Edward Island has the distinct pleasure to be part of this momentous time in young people's lives. These Games mark an important milestone in an athlete's journey, but they also offer all our Island residents a unique opportunity to show the rest of Canada the many reasons why our province is one of the best places to live, work and raise a family.

From the upgraded recreational facilities across PEI to the newly constructed residence at the University of Prince Edward Island, the opportunity to host these exciting games has allowed our province to make the necessary investments to keep up with our growing population.

With 16 Island updated venues, 20 communities and hundreds of torchbearers from tip to tip welcoming them on the relay journey, and the thousands of Island volunteers who will look after every last detail to make these the greatest Games yet, this will be our Canada Games' legacy.

In less than 100 days, the traffic over the Confederation Bridge and the runways at YYG will be welcoming over 3,600 newly minted Islanders. Let's make sure we put on the best Canada Games and help make a lifetime of memories for everyone.

Sincerely,

The Honourable Dennis King
Premier of Prince Edward Island



PROVINCIAL GOVERNMENT WELCOME LETTER

On behalf of the Province of Prince Edward Island and as Minister of Health and Wellness, it is a distinct honour to host you all on our Island for the upcoming 2023 Canada Winter Games. We are looking forward to welcoming a new generation of up-and-coming athletes and the broader sporting community to our Island.

As then United Nations Secretary-General Kofi Annan said at the launch of the International Year of Sport and Physical Education in 2004:

“Sport is a universal language. At its best it can bring people together, no matter what their origin, background, religious beliefs or economic status. And when young people participate in sports or have access to physical education, they can experience real exhilaration even as they learn the ideals of teamwork and tolerance.”

Almost 20 years later, this statement remains true. The 2023 Canada Winter Games will be a tremendous event that will give us all the opportunity to celebrate and demonstrate unity, openness and inclusion.

As we put the final touches to getting our Island ready for the nation, this will be our chance to show our neighbours everything that makes our Island incredible. Those two weeks in February will be long, but rewarding, but most importantly, it will be a chance to create lifelong memories.

Sincerely,

The Honourable Ernie Hudson
Minister of Health and Wellness
Government of Prince Edward Island



MUNICIPAL GOVERNMENT WELCOME LETTERS

On behalf of Charlottetown City Council and the residents we serve, it is an honour to welcome Canada to Charlottetown and Prince Edward Island for the 2023 Canada Winter Games.

Volunteers are the backbone of our community, and the same is true of the upcoming Canada Games. As all athletes can attest, no one achieves greatness alone; the momentum and energy of the Canada Games are only possible thanks to a dedicated community of volunteers. To create a memorable event with an enduring legacy, we rely on the generous commitment of your time and your collective efforts.

Charlottetown has an impressive track record for hosting provincial, national, and international sporting events. This is in many ways owed to our strong base of committed Islanders who do not hesitate to get involved, show pride in their home communities, and put in the time required for these events to succeed.

Charlottetown is a historic city, and the 2023 Canada Winter Games will serve as another remarkable chapter in this story. On February 18, 2023, Canadians from coast-to-coast-to-coast will be arriving to experience Charlottetown and many other municipalities across PEI. Athletes will bring their best, and we know our volunteers will too! You will be the friendly faces they encounter and the people who will provide help when needed.

You are PEI's ambassadors as we proudly welcome Canadians to Charlottetown and the Island. We sincerely appreciate your significant role in making the 2023 Canada Winter Games possible.

Sincerely,

Philip Brown
Mayor, City of Charlottetown



As Mayor of the City of Summerside, it brings me great pleasure to welcome you to the 2023 Canada Winter Games taking place right here on Prince Edward Island.

Prince Edward Island is honored and proud to be the host province of the 2023 Canada Winter Games. Our City is no stranger to welcoming the nation and the world for sporting events, our Sport Tourism Division SETS was ranked 3rd nationally as a sport hosting destination (under 50,000 population). Our City remains committed to being a leader in the Atlantic region and the nation in the growth and development of sport tourism.

Whether it's hosting a Provincial Championship, Atlantic Championship, National Championship, or International Championships, Summerside will no doubt deliver. The Canada Winter Games will be yet another milestone for us as a Province as in 2009 we were fortunate to have hosted the Canada Summer Games welcoming over 4,400 players, coaches, and managers to our friendly Island and we eager to display our beautiful communities once again to all Canadians and reap the benefits of the many legacy venues left behind following those games.

We would like to extend a sincere thank you to all event organizers, sponsors, and volunteers. Through their tremendous efforts, they display an immense amount of dedication and hard work. Without that, it wouldn't allow Islanders and Canadians the opportunity to experience the Canada Games.

We are thrilled to be welcoming athletes from all over Canada to PEI in February 2023 along with their family and friends. We are eager for you all to discover the place we call home at the same time as showcasing your skills to those throughout our communities.

Please in addition to enjoying the games take some time and enjoy every minute that our PEI hospitality has to offer!

Sincerely,

Dan Kutcher
Mayor, City of Summerside



CANADA GAMES COUNCIL GREETING

On behalf of the Canada Games Council, I am proud to officially welcome all athletes, coaches, mission teams, officials, volunteers, partners, alumni, media and performers from far and wide as we unite the nation in a celebration of Canadian sport and spirit at the PEI 2023 Canada Winter Games.

The Canada Games strengthen the fabric of Canada through the power of sport. The transformative legacy of the Games goes well beyond the field of play, and we invite everyone to share in the excitement on the Island as we strive to spark greatness in future leaders, celebrate Canada's diversity, and champion sustainable communities.

I extend my heartfelt thanks to the Host Society, our government and corporate partners, and the thousands of dedicated volunteers who have brought Canada's largest amateur multi-sport event to life. You are all champions in our eyes, and we are forever grateful for your support of the Canada Games Movement.

These Games will be a life-changing experience that will forge friendships and memories that will last a lifetime. We look forward to celebrating Canada's top young athletes and rich arts and culture in Prince Edward Island.

To all of the athletes competing, I commend your passion and commitment to making your debut at the Canada Games. I wish you great success and your best performance to date as you proudly compete for your respective provinces and territories and showcase your "blood, sweat and maple syrup" on the national stage.

We see thee rise, and we all rise with you.

A stylized, handwritten signature in black ink, appearing to be 'EJ'.

Evan Johnston
Chair
Canada Games Council



**JEUX DU
CANADA
GAMES**

ABOUT THE GAMES

As a province known for its hospitality, we're excited to welcome the 2023 Canada Winter Games to Prince Edward Island. From February 18 – March 5, 2023, the Games will bring together 3,600 athletes, managers, and coaches, across 20 different sports, for the largest multi-sport event in the country. With a forecasted economic impact of over \$100 million, the 29th edition of the Canada Games will be the largest event hosted in Prince Edward Island's history.

The Canada Games are a celebration of sport, culture, and youth that unites our country and strengthens communities. They represent the pinnacle of inter-provincial and territorial sport and are a springboard for Canada's next generation of national, international, Olympic, Paralympic, and Special Olympic champions.

In 2023, the eyes of the nation will once again be on PEI as we host the Games for the third time following the Winter Games in 1991 and Summer Games in 2009. Together, we'll spark greatness and celebrate the power of sport and share the warmth, community, and spirit of Prince Edward Island with every corner of the country. From athletes and coaches to volunteers and fans, the 2023 Games will make every Canadian an Islander.

MEET THE MASCOT - WOWKWIS

Meet Wowkwis, the 2023 Canada Winter Games mascot.

Wowkwis (Whoa-quis) was named after the Mi'kmaq word for “red fox,” which celebrates the rich history of our province.

A local, who hails from world-famous North Rustico, Wowkwis' favorite colour is turquoise because it resembles the water in the bay, and her favorite sport is ringette. Wowkwis plays a vital role in welcoming the rest of Canada to PEI and showcasing the spirit, heart, and spark of the 2023 Canada Winter Games.

The mascot name and design were inspired by North Rustico student Myla Doucette, who was eight years old at the time. Her design showcases the local art and culture of the Abegweit Mi'kmaq First Nation people by uniquely integrating quillwork that Wowkwis wears, crafted by local Island artist Noella Moore.

EYES

Wowkwis' eyes are turquoise, resembling the water in Rustico Bay.

QUILL

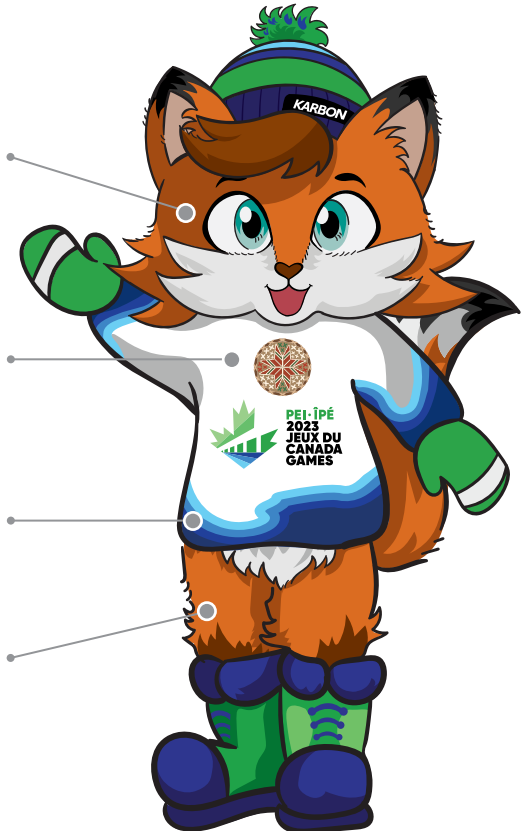
Crafted by Island Artist, Noella Moore, the quill showcases the local art and culture of the Mi'kmaq First Nation people.

SWEATER

The sweater's coastlines are inspired by our island's unique geography.

FUR

The provincial animal of PEI, the red fox, is known for its distinctive fur.



OUR VISION, MISSION AND VALUES

OUR VISION

As the birthplace of big dreams - we will inspire and celebrate the realization of great potential, transforming our youth, our community, and our Nation to be ever stronger.

OUR MISSION

We will deliver a top of the podium, world-class event, welcoming our nation in an authentic way. Across the province, we will create life-shaping games experiences through accessible and inclusive spaces.

OUR VALUES

Excellence • Sustainability • Joy • The Platinum Rule

OUR SAFE SPORT PLEDGE

Together, let's make sport safe and welcoming for everyone.



Within these walls, you are welcomed, accepted and respected.

Here, no matter who you are or where you come from, you are at home, regardless of your race, ethnicity, gender identity or expression, ability, religion and sexual orientation.

All we ask is for you to have fun, be respectful, and be inclusive in everything you do.

SPORT SCHEDULE












WEEK 1

SPORT	FEB 19	FEB 20	FEB 21	FEB 22	FEB 23	FEB 24	FEB 25
	SUN	MON	TUE	WED	THU	FRI	SAT
 Biathlon		●	●		●	●	●
 Curling - Female	●	●	●	●	●	●	
 Freestyle Ski	●	●	●			●	●
 Gymnastics - Artistic		●	●	●	●	●	
 Gymnastics - Trampoline		●		●	●		
 Hockey - Male	●	●	●	●	●	●	●
 Karate		●	●	●	●		
 Ringette	●	●	●	●	●	●	●
 Speed Skating - Long Track			●	●	●	●	
 Speed Skating - Short Track		●	●		●	●	●
 Squash	●	●	●	●	●	●	●
 Table Tennis	●	●	●	●	●	●	
 Wheelchair Basketball		●	●	●	●	●	●

For a detailed sport schedule, visit 2023canadagames.ca/schedule.

SPORT SCHEDULE

WEEK 2

SPORT	FEB 27	FEB 28	MAR 1	MAR 2	MAR 3	MAR 4	MAR 5
	MON	TUE	WED	THU	FRI	SAT	SUN
 Alpine Ski		●	●	●			●
 Archery			●	●	●	●	
 Badminton		●	●	●	●	●	●
 Boxing		●	●	●	●	●	
 Cross Country Ski		●	●		●	●	
 Curling - Male		●	●	●	●	●	●
 Curling - Mixed Doubles		●	●	●	●	●	
 Fencing		●	●	●	●		
 Figure Skating		●	●	●	●		
 Hockey - Female	●	●	●	●	●	●	●
 Judo			●	●		●	
 Snowboard		●	●		●	●	

For a detailed sport schedule, visit 2023canadagames.ca/schedule.

COMPETITION VENUES

VENUE NAME	SPORT	VENUE ADDRESS
Canada Games Multi-sport Dome at Credit Union Place	Boxing, Karate	511 Notre Dame St. Summerside, PE
Cavendish Farms Community Event Centre	Male Hockey	7485 PE-12 Tyne Valley, PE
Cavendish Farms Wellness Centre	Ringette	21 Sullivan Drive Montague, PE
Chi-Wan Young Sports Centre	Badminton, Wheelchair Basketball	550 University Ave. Charlottetown, PE
Crabbe Mountain (N.B.)	Freestyle Ski, Alpine Ski	50 Crabbe Mountain Rd. Bright, NB
Credit Union Place	Male Hockey, Female Hockey	511 Notre Dame St. Summerside, PE
Eastlink Centre	Gymnastics - Trampoline, Squash, Archery, Fencing, Male Hockey	46 Kensington Road Charlottetown, PE
Eliyahu Wellness Centre at Canada Games Place	Figure Skating, Speed Skating - Short Track	22 Recreation St. North Rustico, PE
Evangeline Recreation Centre	Female Hockey	1745 PE-124 Wellington, PE
Halifax Oval (N.S.)	Speed Skating - Long Track	5775 Cogswell St. Halifax, NS
MacLauchlan Arena	Male Hockey, Female Hockey, Ringette	560 University Ave. Charlottetown, PE
Mark Arendz Provincial Ski Park at Brookvale - Alpine	Alpine Skiing, Para Alpine, Snowboard	2018 PE-18 North Wiltshire, PE
Mark Arendz Provincial Ski Park at Brookvale - Nordic	Biathlon, Cross-country Skiing, Para Nordic	2018 PE-18 North Wiltshire, PE
Montague Curling Club	Curling - Mixed Doubles	23 Central Street Montague, PE
Norton Diamond Soccer Complex	Gymnastics - Artistic	21 Myrtle Street Stratford, PE
O'Leary Cavendish Farms Arena	Male Hockey	424 Main Street O'Leary, PE
PEI Convention Centre	Judo, Table Tennis	4 Queen Street Charlottetown, PE
Silver Fox Entertainment Complex	Male Curling, Female Curling	110 Water Street Summerside, PE
Tignish Credit Union Arena	Female Hockey	209 Phillips Street Tignish, PE

NON-COMPETITION VENUES

FUNCTION	VENUE NAME	VENUE ADDRESS
Airport	Charlottetown Airport (YYG)	250 Maple Hills Ave. Charlottetown, PE
Athletes' Village	UPEI	550 University Avenue Charlottetown, PE
IllumiNATION Music & Cultural Festival	IllumiNATION Festival Site	1 Weymouth Street Charlottetown, PE
Games Operations Centre	UPEI	550 University Avenue Charlottetown, PE
Main Media Centre	Delta Prince Edward	1 Queen Street Charlottetown, PE
Main Results Centre	UPEI	550 University Avenue Charlottetown, PE
Satellite Athletes' Village - New Brunswick	The Delta - Fredericton	225 Woodstock Road Fredericton, NB
Satellite Athletes' Village - Halifax	Atlantica Halifax	1980 Robie Street Halifax, NS
Transportation Operations Centre	UPEI	550 University Avenue Charlottetown, PE
VIP Hotels	Holman Grand / Great George	123 Grafton St. / 58 Great George St.
Uniform Distribution and Accreditation Centre	Volunteer and Accreditation Centre	121B Sandstone Road Charlottetown, PE

OPENING CEREMONY

Location: Eastlink Centre - Arena, Charlottetown

Date: Saturday, February 18, 2023

Time: 7:30 pm to 9:30 pm

Opening Ceremony - We are all Islanders

The Opening Ceremony of the 2023 Canada Winter Games in PEI will focus on highlighting Island hospitality, pride and talent while we celebrate and welcome the athletes to this special and unique landscape.

CLOSING CEREMONY

Location: Eastlink Centre - Arena, Charlottetown

Date: Saturday, March 5, 2023

Time: 7:30 pm to 9:30 pm

Closing Ceremony - Party on the Dock

The Closing Ceremony of the 2023 Canada Winter Games will be a celebration of the athletes in the form of one large festive party. This heart-pumping, music-filled, evening show will be packed with performances by high-energy live bands and interspersed with tributes to the athletes and volunteers as well as inspirational moments reflecting the past two weeks of the Games.

ILLUMINATION MUSIC & CULTURAL FESTIVAL

The 2023 Canada Games is proud to present IllumiNATION – a 14-day celebration of PEI and Canadian arts and culture.

From February 19 – March 4, 2023, the province will be aglow with music, culinary, visual art, and interactive exhibits, shining a light on the diverse and thriving arts scene and cultures in Prince Edward Island and Canada.

IllumiNATION includes more than 100 acts performing over 14 days in 13 different Island communities.

For more details on the festival schedule and acts, visit 2023canadagames.ca/festival.



VOLUNTEER UNIFORM

All volunteers are provided with a 2023 Canada Winter Games uniform from Karbon, a proud partner of the Canada Games, to easily identify you as a part of the volunteer team. Volunteers are required to arrive for their shift in uniform, clean and presentable and clothed properly for the weather.

The 2023 Canada Winter Games volunteer uniform includes a winter jacket, mid-layer full-zip jacket, long sleeved shirt, and toque. 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
- Keep your uniform clean and presentable at all times
- Your uniform pieces should be the outmost layer
- Write your name in each of your uniform pieces
- 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 2023 Canada Winter Games. Please be mindful of your actions.

KARBON

OFFICIAL VOLUNTEER
UNIFORM OUTFITTER



ACCREDITATION

All volunteers are provided with an accreditation badge that is required to access all 2023 Canada Winter Games 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 have your accreditation badge with you at all times. 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.

DO	DO NOT
Wear your accreditation badge at all times while on shift.	Give your accreditation badge to anyone else.
Wear your accreditation badge forward facing and visible at all access control points at all venues.	Alter your accreditation badge.
Use your accreditation badge to access T3 Transit system for free.	Forget your accreditation badge at home.
Use your accreditation badge to access venues only during your scheduled shifts.	Attempt to access privileges and/or venues or zones that are not displayed on your accreditation badge.

ACCREDITATION BADGE

IF YOU LOSE YOUR ACCREDITATION BADGE

Visit the **Uniform Distribution
and Accreditation Centre** at 121B
Sandstone Road, Charlottetown PE
or call **1-888-620-2023**.



OFFICIAL LANGUAGES AND BILINGUAL INFORMATION SERVICES

The 2023 Canada Winter Games respects the *Official Languages Act* (Canada) and is committed to ensuring information and services are available both in English and French.

PEI 2023 Games volunteers will provide an active offer of service when engaging with athletes and Games participants. An active offer is an open invitation to the public to use one of our two official languages — English or French — by starting a conversation with “*Hello, bonjour.*” This shows that service is available in both languages.



ENGLISH	FRENCH
Hello	Bonjour
I don't understand French	Je ne comprends pas le français <i>(je ne compran paw le fronsay)</i>
One moment please	Un moment s'il vous plaît <i>(Uhn momen seal voo play)</i>
Thank you	Merci <i>(Mare see)</i>
You're welcome	Je vous en prie / De rien <i>(Je voo zan pree / duh rean)</i>
May I help you?	Puis-je vous aider ? <i>(pouee-je voozay-day)</i>
Excuse me	Pardon <i>(par-don)</i>

MERCHANDISE LOCATIONS

Looking to pick up some PEI 2023 Games gear? We have a variety of options available for your shopping convenience.

The following Games venues offer our official merchandise products:

- MacLauchlan Arena (Charlottetown)
- Credit Union Place (Summerside)
- Cavendish Farms Wellness Centre (Three Rivers)
- Crabbe Mountain (New Brunswick)
- Eastlink Centre (Charlottetown)
- Main Festival Site (Charlottetown)
- Mark Arendz Provincial Ski Park (Brookvale)
- Eliyahu Wellness Centre at Canada Games Place Centre (North Rustico)
- PEI Convention Centre (Charlottetown)

You can also shop online.

Visit shop.2023canadagames.ca

to see what we have to offer.



VOLUNTEER INFORMATION

PREPARING TO VOLUNTEER

Thank you for being a part of our moment! Here are a few things to keep in mind when preparing for your shift.



VOLUNTEER DAILY CHECKLIST



Make sure you have your full uniform, accreditation badge and any specialized items needed to perform your duties.



Confirm on GEMS.pro what days/times you are scheduled for a shift.
cg2023.gems.pro



Check your transportation plan to and from the venue.



Check the weather and ensure you are dressed accordingly

GOING TO YOUR SHIFT

1 Arrive
15
MINUTES
prior to your
shift

2 Check in
at the
Volunteer
Lounge

3 Report
to your
supervisor
at your
designated
location

4 Determine
when your
break is

5 Ensure your
phone is
charged in case
you need to be
contacted



WHILE ON SHIFT



CHECK IN AND BRIEFING AREA

At most venues, volunteers access the venue through a dedicated accredited entrance. Volunteers must wear their uniform and have their accreditation badge visible when entering the venue.

All volunteers must check in prior to their shift and check out once the shift has been completed. The volunteer check in areas at each venue are in the Volunteer Lounge. The location of your Volunteer Lounge is pointed out at your Venue Specific Orientation.



VOLUNTEER LOUNGES

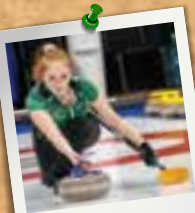
The Volunteers Services team will provide care and comfort for volunteers during their shifts at Games time. Most venues are equipped with a Volunteer Lounge where food and drinks are available to provide volunteers with a space to relax and refuel.

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.

BREAKS FOOD AND BEVERAGE SERVICES

All volunteers are given a 15-minute break during the first five hours of a shift and are provided with a light grazing snack. All volunteers whose shifts exceed six hours receive a half-hour break and additional food options.

Check with your supervisor at the beginning of your shift for your scheduled break time.



AFTER YOUR SHIFT IS DONE

1. Check out with your supervisor when your replacement arrives
2. Ensure you have your uniform and belongings before you leave
3. Check out at the Volunteer Lounge
4. Determine how to return home safely
5. If you remain in your uniform, you are representing the 2023 Canada Winter Games - be mindful of your actions including social media posts



WHAT TO DO WHEN YOU CAN'T MAKE YOUR SHIFT

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 before February 15, 2023 please decline the shift in [GEMS.pro](https://gems.pro). For schedule change requests after February 15, please contact the Volunteer Services team at 1-888-620-2023.

A DAY IN THE LIFE



WAKE UP



CHECK SCHEDULE

CG2023.GEMS.PRO



GET DRESSED

IN UNIFORM & BADGE



USE TRANSIT

TAKE PUBLIC TRANSIT
OR CAR POOL



CHECK IN

AT THE VOLUNTEER
LOUNGE



WORK SHIFT

COLLABORATE, SUPPORT
AND CELEBRATE



CHECK OUT

AT THE VOLUNTEER
LOUNGE

TRANSPORTATION PLANNER

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 the T3 Transit system or carpool when possible. The T3 Transit system is free to all volunteers when in uniform and wearing accreditation.

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.

GENERAL INFORMATION AND POLICIES

Code of Conduct

Volunteers will be the face of the 2023 Canada Winter Games, so we are seeking individuals who are friendly, outgoing, knowledgeable, empathetic, and service-oriented. As integral members of the 2023 Games team, volunteers will be expected to conduct themselves in a professional manner, abide by the Volunteer Code of Conduct and uphold the core values of the Host Society.

Rights and Responsibilities

As a PEI 2023 Canada Winter Games volunteer, you can expect the following:

- to have a safe, supportive and healthy environment
- to be treated respectfully, fairly and equitably as part of the team
- to have access to information about the Canada Games, its history, policies and purpose
- to receive reasonable accommodation for any special needs they may have
- to know that their personal information will be kept confidential and used only for the purposes in the application process
- to receive a volunteer assignment that engages their skills, interests and experience
- to receive guidance and training for their specific role
- to receive ongoing guidance, feedback, encouragement and recognition from the Host Society Board, staff and planning leadership volunteers

In return, we ask that you, as a volunteer:

- Approach your volunteer role with enthusiasm, honesty and an open mind
- Maintain a positive and enthusiastic attitude
- Treat others with respect, courtesy, fairness and empathy
- Exercise sound judgment in decision-making and maintain confidentiality

- Ask questions to ensure that you understand a role/task before accepting it
- Carry out your role efficiently, effectively and to the best of your abilities, asking for help when needed
- Represent the Games in a professional manner at all times
- Participate in the training offered by the 2023 Canada Winter Games Host Society to familiarize yourself with the Games and with your duties
- Ensure your physical and emotional safety and that of your fellow 2023 Canada Winter Games volunteers, participants and guests, while carrying out your assigned duties
- Not use obscenities, derogatory or discriminatory language or tell inappropriate jokes
- Not express any negative comments or perspectives about the Games while on duty, in uniform or while volunteering
- Follow all policies and standards, and comply with all relevant provincial and federal laws
- Not be under the influence of, or affected by, illegal drugs, controlled substances or alcohol during volunteer shifts
- Promptly report any potential, perceived or actual wrongdoings and violations of the Code of Conduct
- Provide positive or constructive feedback to their direct report(s) as applicable
- Adhere to the conditions of the Volunteer Commitment, Consent and Waiver Form

A detailed list of policies, procedures and the complete Code of Conduct are available at 2023canadagames.ca/get-involved. Access to venues and accreditation may be removed for anyone who fails to meet security screening or comply with the spirit of the Code of Conduct, policies and procedures.

Conflict Resolution Policy

The Host Society is committed to creating a safe, supportive and healthy work environment; reporting and addressing conflict is an important aspect of creating this environment. If you have an issue that should be brought to our attention the following process should be followed:

- Volunteers should first attempt to reach a resolution satisfactory to all parties at the original level of involvement.
- Failing this, talk with a Supervisor and they will determine to whom they will escalate this matter, i.e., either the Venue Lead or the Functional Area Lead, and they will brief them on the nature of the conflict.
- The Supervisor will advise you on next steps.
- If the Venue Lead or Functional Area Lead, as the case may be, is unable to resolve the conflict to your satisfaction, document your concerns in writing and submit them to the Director of Volunteer Services, Cara Squires (csquires@2023canadagames.ca).

- The Director of Volunteers Services will, in turn, discuss the conflict in confidence with the Host Society Safe Sport Officer (sso@2023canadagames.ca) and determine whether a complaint should be resolved through the Host Society's Human Resources Policy, or whether it constitutes Maltreatment pursuant to the UCCMS Safe Sport Policy and must be referred to the Independent Third Party ("ITP") (itp@2023canadagames.ca).
- You must initiate your complaint in writing to the Director of Volunteer Services within seven (7) days of the issue arising.
- You will receive a reply to your report within 2 (two) days of submission.

INDEPENDENT THIRD PARTY

- Volunteers are defined as Participants under the 2023 Canada Games Host Society's UCCMS Safe Sport Policy. Where appropriate, complaints initiated by or about Volunteers may be administered through UCCMS Safe Sport framework via the ITP.
- The ITP, Lise MacLean, is independent from the Boards and Management of the Host Society, and is responsible for implementing the Host Society's UCCMS Safe Sport Policy. The ITP may take any reasonable action provided for under this policy, the UCCMS Safe Sport Policy, and the Anti-Racism & Anti-Discrimination Policy.
- The decision of ITP can be referred to the Ombudsman committee for review.

OMBUDSPERSON COMMITTEE

- The Ombudsperson Committee is made up of three individuals, independent of the Host Society and staff, as appointed by members of the HR and Compensation Committee of the Board of Directors in advance of the 2023 Canada Games.
- The Ombudsperson Committee's role is to consider applications to review a decision of the ITP or Host Society Personnel.
- You must submit your request for action from Ombudsperson Committee in writing in one of the following ways:
 - In person, at the 2023 Canada Games office (50 Watts Avenue, Ch'town, PE)
 - By mail, addressed to the Ombudsperson Committee
Ombudsperson Committee
50 Watts Avenue
Charlottetown, PE C1B 2B8
 - By e-mail to ombudsperson@2023canadagames.ca
- Once your application for review has been received, a member of the Ombudsperson Committee will contact you at the earliest opportunity.

Safe Sport Officer (SSO)

Email: sso@2023canadagames.ca

Phone: 902-330-0875

Independent Third Party (ITP)

Email: itp@2023canadagames.ca

Phone: 902-330-0563

Ombudsperson Committee

Email: ombudsperson@2023canadagames.ca

Regardless of the position you hold, you are interacting with others - other volunteers, members of the public, athletes, coaches, referees 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.

Service Excellence

As a 2023 Canada Winter Games volunteer, you play a key role in representing our Host Society and are at the forefront of ensuring athletes, visitors, other volunteers and, most importantly, you have a memorable experience during this once-in-a-lifetime event.

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

WORDS WITH DIGNITY

The words we use are powerful. Here is a guide to using respectful language.

Remember: Person first, not the disability.

Ask & Listen – ask if you can help and then listen and respect what they say. Speak directly to the person with the disability, not their companion, assistant or sign language interpreter.

USE
Person with diabetes, arthritis, etc.
Person with a disability
Person with a mental illness, person with a mental health issue
Person who is hard of hearing, person who is deaf

USE
Person who is deaf-blind
Person with Down's Syndrome, person with an intellectual disability, person with a developmental disability
Person who is visually impaired
Person who stutters, person with a communication disability
Person with a mobility disability, person with a spinal cord injury
Person who uses a wheelchair
Accessible parking, accessible washrooms
Persons without a disability

When interacting with people in wheelchairs: don't hang or lean on a wheelchair. Always ask and wait for consent before touching a wheelchair. Place yourself at eye level with the person when possible.

When interacting with visually impaired people: identify yourself and anyone else who is with you when speaking.

When interacting with people who are hard of hearing or deaf, get in their line of sight and wave your hand to get their attention.

When interacting with people who have verbal communication challenges, be patient and wait for the person to finish their thoughts.

The volunteer team is made up of individuals from a variety of backgrounds and experiences. In order to maintain a positive environment for all volunteers, it is imperative that all pronouns, identities, and cultures are respected.

Clean As You Go

This policy applies to all volunteers. The Clean As You Go 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 information kiosks
- Wash your hands for at least 20 seconds

Social Media Policy

Employees, volunteers and participants shall not post negative or disparaging content, either real or perceived, about the Canada Games Council, the Canada Games, the Government of Canada, professional or amateur sport industries/organizations, individual athletes, colleagues, customers, consultants, suppliers, sponsors or business partners.

Volunteers shall refer all media inquiries for information or requests for interviews to the media volunteers. Media volunteers liaise directly with staff regarding media inquiries. Volunteers should not act as spokespeople for the Games.

Volunteers must use their best judgment when using their personal social media to interact with athletes, parents/guardians of athletes, coaches, and other individuals affiliated with the Host Society.

1. Only positive posts that are respectful of others and support the PEI 2023 Games.
2. Think about how everyone would view a post or image. What you may find humorous may be offensive to someone else.
3. Ensure duties are being fulfilled first and foremost. It is inappropriate to be on your device while duties or people are being ignored.

STAYING SAFE AND WARM

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 followed at all times. 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.

Food

Healthy energy-fueling snacks will be available at every venue. For those working longer, 6+ hour shifts, meals will be provided.

Working in the Cold

Many of the 2023 Canada Winter Games volunteer roles are outside. Volunteers in these roles must make sure they are prepared to spend their shift outside, if the weather is extreme.

Your PEI 2023 Games volunteer uniform includes a Karbon winter jacket and toque. Be sure to wear these and 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 2023 Canada Winter Games 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

SAVE THE DATE

You are invited to attend one of the Volunteer recognition events which will be held in Summerside and Charlottetown.

SUMMERSIDE

Monday March 6, 2023
*Canada Games Multi-Sport Dome
at Credit Union Place*
6 PM - 8:30 PM

CHARLOTTETOWN

Tuesday March 7, 2023
Trade Centre Area, Eastlink Centre
6 PM - 8:30 PM

We will send out an invitation via email where you will be able to indicate which event you would like to attend in early 2023.

We are looking forward to celebrating your life-shaping Games experience with you.



**PEI-ÎPÉ
2023
JEUX DU
CANADA
GAMES**

SPONSORS

The 2023 PEI Canada Winter Games are made possible through funding from the Government of Canada, the Province of Prince Edward Island, and our Sponsors.

PARTNERS



DREAM MAKER



NATIONAL PARTNERS



BRIDGE BUILDER



NATIONAL DIGITAL PARTNER



MEDIA PARTNERS



CHAMPION



PATRON



SHORE PARTNERS

CAVENDISH

Brown's Volkswagen • Johnston Group • CIBC • Insurance Company of PEI
Curran and Briggs Limited • Island Pure Water • Robin's • Spring Valley Building Centre
Canadian Congress on Inclusive Diversity & Workplace Equity

BRACKLEY

Town of Alberton • Arsenault Bros. Construction • Avis/Budget Car Rental • Mill River Resort
Community of Three Rivers • Your Community 'Discounters' • Glasgow Hills Golf Club
Coaching Association of Canada • Safe Drivers PEI • Atlantic Superstore PEI
GFL Environmental Inc. • Volume 18

CEDAR DUNES

Town of Tignish • Town of O'Leary • Killam Apartment REIT • Lambe Concrete
Town of Kensington • Deep Roots Distillery • Confederation Bridge
Veseys Equipment • Canadian Parents for French - PEI • PepsiCo Beverages
Summerside Chrysler Dodge • Egg Farmers of PEI

GREENWICH

Centennial Auto Group • Kiwanis Club of Charlottetown
South Shore Chamber of Commerce • Island Hill Farm • Maple Crest Immigration
Rural Municipality of Tyne Valley • HMS Office Solutions (Hamster)
Quality Inn & Suites - Garden of the Gulf • Charlottetown Airport Authority
Ellen's Creek Gallery & Framing • ANNE of Green Gables Chocolates
McQuaid's Mobile Storage • Guac Mexi Grill • Rebekah Dixon Mindset
PEI Potato Board • Mucho Burrito

COMMUNITY DONORS

Richardson Wealth • Susan and Ron Keefe Foundation



Canadian
Heritage

Patrimoine
canadien

Canada



SPORT CANADA WORKS TO HELP CANADIANS
PARTICIPATE AND EXCEL IN SPORT.

SPORT CANADA VISE À AIDER LA POPULATION
CANADIENNE À FAIRE DU SPORT ET À Y EXCELLER.

[CANADA.CA/SPORT](https://canada.ca/sport)

Choose**PEI**.com

You came for the games.
Come back for our quality of life.
Choose PEI - a safe and welcoming place to
visit, study, and live.



Visit



Study



Live



ChoosePEI.com

TourismPEI.com

GOVERNMENT OF PRINCE EDWARD ISLAND P.O. BOX 2000, CHARLOTTETOWN, PE CANADA C1A 7N8

Paid for by the Government of Prince Edward Island



As a proud partner of the Canada Games, Canadian Tire Corporation would like to extend a heartfelt congratulations to all participants in the PEI 2023 Canada Winter Games!

En tant que fière partenaire des Jeux du Canada, la Société Canadian Tire tient à féliciter sincèrement tous les participants des Jeux d'hiver du Canada ÎPÉ 2023!



SETS

SPORT ENTERTAINMENT
TOURISM SUMMERSIDE

Sports, Entertainment, Tourism,
Summerside would like to
welcome all participants of the
2023 Canada Winter Games to



CANADA'S HOST CITY!





CHARLOTTE *make yourself at home* TOWN

PHOTO CREDIT: Adam Ramsay

As a #1 ranked, award-winning sport event host, it's well known that events aren't just hosted in our city, they become our city. So whether you're an athlete, official, coach, sponsor, VIP, or excited fan... make yourself at home!


CHARLOTTETOWN
Great things happen here.



We're proud to sponsor the 2023 Canada Games!

Where community comes together and
everyone is considered an Islander.

Nous sommes fiers de commanditer les Jeux du Canada 2023!

Là où la communauté se rassemble
et où tout le monde est considéré
comme un insulaire.

Atlantic Lottery | Loto Atlantique

Community Proud
Fierté Communautaire





The Town of Stratford
Building a Better Community

Imagine that!



**WE ARE PROUD TO BE A SPONSOR
OF THE 2023 CANADA GAMES!**

What makes people Think Stratford?

- One of the fastest growing communities in Canada
- Small town feel with an engaged community
- A growing commercial sector
- Development of a community campus and new high school
- A diverse and inclusive culture



REACH YOUR

full potential

AT UPEI

- SMALL CLASS SIZES
- EXCITING PROGRAMS
- EXPERT FACULTY MEMBERS
- IN ONE OF THE SAFEST CITIES IN CANADA

PROUD TO BE A
BRIDGE BUILDER
PARTNER OF THE
2023 CANADA WINTER GAMES



UNIVERSITY
of Prince Edward
ISLAND

people • excellence • impact




A warm welcome

Together, let's cheer on our athletes
and celebrate the very best in Canadian sport

Soyez les bienvenus

Ensemble, encourageons nos athlètes et
célébrons la fine pointe des sports canadiens



Proud to be the official fuel supplier of the Games.
Fiers d'être le fournisseur de carburant officiel des Jeux.

irvingoil.com





CREATE THE

ULTIMATE FAN EXPERIENCE

VISUAL ENGAGEMENT SOLUTIONS
FOR SPORTS & EVENTS

The **LOOK** Company



Official Look
Supplier to the
Canada Games

1.866.979.8326
thelookcompany.com



**TORCH
RELAY**
RELAIS DE
LA FLAMME

**PROUD SPONSOR
OF THE 2023
CANADA GAMES
TORCH RELAY**





CREDIT UNION

PROVINCIAL

OFFICIAL SPONSOR

At Provincial Credit Union, we pride ourselves in commitment to community.

From Montague to Tignish, you'll find our staff extending PEI hospitality and financial advice across the Island.

**Welcome to all visitors and
best of luck to the athletes**



**PEI · ÎPÉ
2023
JEUX DU
CANADA
GAMES**

www.provincialcu.com



**PEI · ÎPÉ
2023
JEUX DU
CANADA
GAMES**



Grant Thornton

OFFICIAL SPONSOR

**PLAY.CHEER.THRIVE.
TOGETHER**

© 2023 Grant Thornton LLP. A Canadian Member of
Grant Thornton International Ltd. All rights reserved.





CHASE YOUR DREAM

Wishing all athletes and volunteers
a successful Games



A Proud Canada Games Sponsor

As a proud Canada Games sponsor, ADL wants to **welcome** you to
Prince Edward Island & wish you an exceptional Games experience!



Quality Island Dairy Products Since 1953
100% Owned by PEI's Dairy Farmers



PEI • ÎPÉ
2023
JEUX DU
CANADA
GAMES

LOVE THE
WAY YOU
PLAY.

Office Interiors proudly
supports the PEI 2023
Canada Games!

Love the way you work.



ISLAND COASTAL
SERVICES LTD.



www.islandcoastal.ca



PEI • ÎPÉ
2023
JEUX DU
CANADA
GAMES

We are proud to support the 2023 Canada Games.

SALTWIRE

Sharing Voices. Creating Stronger Communities.



PEI-ÎPÉ
2023
JEUX DU
CANADA
GAMES

2023 CANADA GAMES 2023 CANADA GAMES
2023 CANADA GAMES 2023 CANADA GAMES
2023 CANADA GAMES 2023 CANADA GAMES

The Official Cheerleader of
Team PEI



STINGRAY





Prince Edward Island
Automobile Dealers Association

- | | |
|---------------------------------------|--|
| Brown's Volkswagen | Experience Hyundai |
| Capital Honda | Fair Isle Ford / Lincoln |
| Centennial Honda | Hillside Chevrolet Buick
GMC Cadillac |
| Centennial Kia | Kings County Chrysler |
| Centennial Mazda | Phillips Auto Sales |
| Centennial Nissan of
Charlottetown | Reliable Motors |
| Centennial Nissan of
Summerside | Subaru of Charlottetown |
| Charlottetown Mitsubishi | Summerside Chrysler
Dodge Jeep Ram |
| Charlottetown Toyota | Summerside Hyundai |
| D. Alex MacDonald Ford | Summerside Toyota |
| Discover Kia | Township Chevrolet Buick
GMC |

Proud to be a
**Champion
Corporate Sponsor**
of the
2023 Canada Games



"Driving the Games"



Good luck to all
2023 Canada Games
athletes and teams.
It's your time to shine!

KEY MURRAY
LAW

SOURIS | CHARLOTTETOWN | SUMMERSIDE | MILL RIVER

Your Island Legal Team | keymurraylaw.ca

HANSEN
electric

Proud
Sponsor
of the
2023 Canada
Winter Games

**PROUD SPONSOR OF THE
2023 CANADA GAMES**

BEST OF LUCK

TO ALL
ATHLETES,
COACHES,
FANS AND
VOLUNTEERS



DALMAC
PRINT • SIGNS • CRESTING



91 Euston Street, Charlottetown, PE C1A 1W3
902-892-0156 | info@dalmac.ca | www.dalmac.ca



**PEI • ÎPÉ
2023
JEUX DU
CANADA
GAMES**

The AC Group
welcomes athletes
and supporters to the
Prince Edward Island
2023 Canada Games

AC The AC Group
Of Independent Accounting Firms Limited



Championing our youth in sport!

Sage provides financial insights to help the Canada Games flow.

Sage  **JEUX DU CANADA GAMES**



Partners in Event Hosting Since 2002

- Event Registration
- Volunteer Management
- Results & Scheduling
- Accreditation
- Accommodation
- Medical Management
- Communication SMS/Email
- Payment Management



Games Patron
2023 Prince Edward Island
Canada Winter Games

www.GEMS.pro

PROUD MOTOR COACH PARTNER OF THE 2023 CANADA GAMES



COACH ATLANTIC
maritimebus

7 Mt Edward Rd.
Charlottetown, PE, C1A 5R7
sales@coachatlantic.ca | 1.888.599.4287
coachatlantic.ca




POWERING THE 2023 CANADA GAMES

SUSTAINABILITY PARTNER

Make the switch to LEDs, the most energy efficient lighting option!



Delivering on the promise of technology from start to finish.

Vision33 is a proud sponsor of the 2023 Canada Winter Games.



PEI-ÎPÉ
2023
JEUX DU
CANADA
GAMES



Vision33

www.vision33.ca

Fuelling Island Athletes Today and Tomorrow



Carlson Mackinnon
Men's Hockey
2015 Canada Winter Games



Proud Sponsor of the







DELTA
HOTELS
by
MARSHALL
HOTELS
HOTELS

We Are A Proud Sponsor Of The Canada Games

OFFICIAL SPONSOR



LONE OAK

BREWING CO

THANK YOU
FOR HELPING PUT
PEI ON THE PODIUM!



PEI-ÎPÉ
2023
JEUX DU
CANADA
GAMES

Volunteer Program presented by
Atlantic Lottery
Community Proud

PARTNERS / PARTENAIRES

