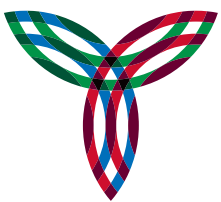


# VOLUNTEER HANDBOOK

**VOLUNTEER HOTLINE:  
807-633-1612 & 807-628-9572**



**Thunder Bay  
2024**

Ontario  
Winter Games

Jeux d'hiver de  
l'Ontario

PRESENTED BY



PARTNERED  
WITH



SPECIAL THANKS TO OUR  
VOLUNTEER SPONSOR

**tbaytel**



Hello volunteers,

First and foremost, thank you for your dedication to give back to our community and to the athletes of the Ontario Winter Games 2024. It's always an exciting time when our city hosts world-class events and a proud moment to know the games will be a success thanks in part to volunteers like you.

As a community leader in our region, Tbaytel takes pride in being right there with you to ensure the success of these Ontario Winter Games as the Volunteer Sponsor. We also look forward to having our own employees volunteer their time and give back, which is just one of the ways we support the communities we serve.

On behalf of our entire organization—from our Municipal Services Board, management and senior leadership teams, to the over 400 employees that make up our local and regional workforce—thank you again for your dedication to the Ontario Winter Games 2024. We can't wait to see the games begin.



Sincerely,  
Dan Topatigh,  
President & CEO, Tbaytel

## ON THE DAY OF YOUR SHIFT

**CHECK-IN** at the Volunteer Check In/Information Desk 15 minutes before your volunteer shift and **CHECK-OUT** at the end of your shift.

Wear your accreditation and volunteer uniform at all times when on shift.

Plan transportation to and from the shift site.

Be familiar with the emergency procedures at the venue.

Remember to bring your OWG water bottle, there will be water stations onsite to refill them!

Light food and refreshments will be provided on your shift. Please gauge your food needs and consider bringing your own if you have dietary restrictions or preferences. The food being provided will have limited choices.

Dress for the weather – bring extra mitts, scarf, etc.

Please leave all personal belongings at home. There will be no secure area for volunteer items.

*HAVE FUN, CHEER ON THE ATHLETES, AND BE SAFE!*

### WEEKEND 1



**Badminton**  
Superior CVI  
Feb 17, 18 & 19



**Cross-Country Skiing**  
Lappe Nordic Centre  
Feb 17 & 18



**Diving**  
Canada Games Complex  
Feb 17 & 18



**Futsal**  
Lakehead University  
CJ Sanders Fieldhouse  
Feb 16, 17, 18 & 19



**Ringette**  
Delaney Arena  
Feb 16, 17, 18 & 19



**Wrestling**  
Lakehead University Hanger  
Feb 17 & 18

### WEEKEND 2



**5 Pin Bowling**  
Mario's Bowl  
Feb 24 & 25



**Archery**  
Lakehead Archers  
Feb 24, 25 & 26



**Artistic Swimming**  
Canada Games Complex  
Feb 24, 25 & 26



**Biathlon**  
Kamview Nordic Centre  
Feb 24 & 25



**Curling (Four's & Mixed)**  
Fort William Curling Club  
Feb 24, 25 & 26



**Hockey**  
Fort William Gardens  
Feb 23, 24, 25 & 26



**Fencing / Escribe**  
Confederation College  
Wellness Centre  
Feb 24, 25 & 26

## COMMUNICATIONS

**Volunteer Hotline** - 807-633-1612 or 807-628-9572

**Email:** [owg.volunteer@thunderbay.ca](mailto:owg.volunteer@thunderbay.ca)

**Games Headquarters** - 807-625-3434

**Website** - [tbaygames2024.com](http://tbaygames2024.com)

*PLEASE WATCH YOUR EMAIL FOR DAILY UPDATES  
OR COMMUNICATIONS*

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## SHIFT CANCELLATIONS

If you are unable to make your shift due to an emergency or illness, call your committee lead. If you are unable to reach your committee lead, call the Volunteer Hotline. We would appreciate as much advanced notice as possible.

If there are major changes on our end, such as cancellations, we will be communicating through email. Please check your emails regularly during the games.

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## LOST ACCREDITATION

**LOST** – If you have lost your accreditation, you must report to volunteer headquarters at the Valhalla Inn to receive a new one. You will not be permitted to volunteer without your accreditation tag.

**FOUND** – If an accreditation tag has been found, please turn in the tag at the Volunteer Check In/ Information Desk at the venue.

## MEDICAL

For medical issues: Remain CALM

<p><b>Calm</b> the victim <b>Alert</b> Medical Staff and onsite Venue Supervisor <b>Lend</b> a helping hand <b>Minimize</b> attention from spectators</p>
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Follow directions of Medical Staff and onsite Venue Supervisor

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## SAFETY

Safety Ambassadors will be onsite at each venue. Please report any suspicious or disruptive behaviour. If they can not be found, call the Games Headquarters, 807-625-3434, to report and ask for further direction.

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## PARKING

Parking is limited at venues. Please try to carpool or get dropped off.

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## MEDIA INQUIRIES

Volunteers are not authorized to speak on behalf of the Ontario Winter Games. If you are approached by media, please direct them to the Volunteer Check-in/Information Desk. The volunteers will have contact information for the Games Media Lead.

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## GREEN GAMES

These Games are green. Please use the recycling receptacles available at each venue. Carpool when possible. Bring the OWG water bottle provided, and if able, a reusable container for hot refreshments.



# VOLUNTEER CODE OF CONDUCT

Whatever the area of activity or degree of responsibility, the Corporation of the City of Thunder Bay expects each volunteer to act in a manner that will reinforce its reputation for ethical and professional performance.

## **Respect**

Volunteers will be treated with respect. It is also expected that volunteers will treat others with respect. No form of discrimination will be tolerated. Volunteers will act as positive representatives of the Corporation of the City of Thunder Bay.

## **Confidentiality**

Volunteers are responsible for maintaining confidentiality if they are exposed to confidential information.

## **Customer Service**

All team members are to conduct themselves in a manner which is respectful and sensitive to the feelings of each other. Volunteers are not authorized to speak on behalf of the City of Thunder Bay or the Ontario Winter Games.

## **Work Ethic/Professionalism**

Volunteers and staff serve as role models for individuals with whom they work. As such, they are expected to:

- Maintain good hygiene, personal grooming and wear attire appropriate for the position
- Be punctual and reliable
- Demonstrate positive attitudes and behaviours
- Participate as a member of the Ontario Winter Games Volunteer Team

## **Accountability**

Volunteers are accountable for their assigned responsibilities and will receive support to assist them to fulfill their roles.

## **Alcohol and Drug Use**

Volunteers understand that being under the influence of alcohol or drugs interferes with the ability to deliver service. Volunteers are not to perform volunteer duties while under the influence of drugs or alcohol. Anyone who is found to be under the influence during performance of volunteer duties will be dismissed immediately.

## **CITY OF THUNDER BAY RESPONSIBILITY TO VOLUNTEERS**

Volunteers can expect to be treated with respect, be given a worthwhile job, be provided with an orientation and training, be supervised, be able to express their own opinion, ideas and criticisms and to be recognized for their contributions.