

Contents

Welcome	2
President's Message	3
55+ BC Games – Zones	4
Board of Directors	5
Important Phone Numbers	6
Ceremonies & Special Events	7
Special Events Details	8
Sports & Venue Locations	9
Volunteer Accreditation	12
Volunteer Uniform	13
General Information 1 – 3	14
Code of Conduct	17
Harassment Policy	19
Items to Remember	20
Acknowledgements	21

Welcome

Welcome to the **Abbotsford 2023 55+ BC Games!**

We appreciate that you have chosen to volunteer with Abbotsford 2023 55+ BC Games, and we hope that you have a memorable experience.

This handbook provides each volunteer with basic information about the competitions and events, as well as the basics of volunteering for the Games.

All volunteers are invited to the Opening Ceremony for the **Abbotsford 2023 55+ BC Games.**

Opening Ceremony: Wednesday, August 23, 2023
6:30pm – 8pm
Rotary Stadium
32470 Haida Dr., Abbotsford

Join the community in celebrating YOU at the opening ceremonies of the Abbotsford 55+ BC Games. A high-energy program has been planned with talented performances by Calvin Dyck, Abbotsford concert violinist, and the Abbotsford Youth Orchestra, Chilliwack Harmony Chorus, Drumlines, the Legacy Dance Team and MORE!
See you there!

President's Message

To Our Fabulous Volunteers

On behalf of the organizing committee of the Abbotsford 55 + BC Games, I thank you for stepping up and being part of the excitement of the Games coming to Abbotsford.

Without your dedication and hard work these Games do not happen.

Over 2,500 athletes and hundreds of coaches, supporters, and friends will be visiting our community. And when the Games are over, they will return to their homes across the province taking with them memories of the Games, new friendships and, most importantly, a feeling of what kind of community we are.

You play an essential role in welcoming our visitors, in contributing to ensure safe and supportive sites for events, in supporting food and concession services, in making the events and festivities run smoothly and so much more.

You really are Abbotsford's finest and best ambassadors. The impression our visitors have of our city will be based, largely, on the impression they gain from you because of your hard work and dedication.

And when our visitors have gone, Abbotsford will be richer for showing, once again, how we can all come together and work to support our community and each other.

Bravo to each and every one of you!

Sincerely,
Mary Boonstra
President

55+ BC Games

The Games were established as the BC Senior Games in 1987. The 55+ BC Games' vision is that communities across the province are transformed by the inspirational lifestyles of Games' participants.

The first Games had 650 participants in 15 events. Abbotsford will host almost 2500 athletes in 23 sports and register 1200+ volunteers.



55+ BC Games Zones

- Zone 1 Vancouver Island South
- Zone 2 Vancouver Island North
- Zone 3 Fraser Valley
- Zone 4 Lower Mainland
- Zone 5 Okanagan-Similkameen
- Zone 6 West Kootenay Boundary
- Zone 7 East Kootenay
- Zone 8 South Central
- Zone 9 North Central
- Zone 10 North West
- Zone 11 Bulkley Valley Lakes-Nechako District
- Zone 12 Peace River-Liard

Visit www.55plusgames.org for more history of the games or to learn how to participate in future games.

Board of Directors

Mary Boonstra	President
Caren Duyns	Vice President
Milt Walker	Honorary Director
Jasdeep Auijla	Co-Director Administration
Manjit Sohi	Co-Director Administration
Barb Roberts	Director Ceremonies
Laura Hotzon D'Alva	Director Friends of the Games
Dr. Tyler Oosterhof	Director Medical Services
Carly Ferguson	Director Promotions
Alex Mitchell	Director Protocol
Kimberly Hissink	Director Registration & Results
Leah Garrigus	Director Security
Chrissy Borseth	Director Special Events
Bruce Nicholson	Co-Director Sport
Stan Petersen	Co-Director Sport
Stacey MacLeod	Director Tech Services
James Grant	Director Transportation

Ceremonies & Special Events

Volunteer Accreditation		
Last call for accreditation pick up!		
Ag-Rec Showbarn	Tuesday, August 22	3pm-7pm
Participant Accreditation		
Ag-Rec Showbarn	Tuesday, August 22	2pm-8pm
	Wednesday, August 23	12pm-4pm
"City in the Country" Games Village		
Food trucks, music & visual displays, souvenir shop		
behind Ag-Rec	Tuesday, August 22	2pm-8pm
	Wednesday, August 23	12pm-4pm
Opening Ceremonies		
Volunteers Welcome		
Rotary Stadium	Wednesday, August 23	6:30pm - 8pm
"City in the Country" in the Park		
Live music and specialty food trucks		
Mill Lake Park	Thursday, August 24	6pm - 9pm
"City in the Country" Participant Dance		
Participants Only		
Passing of the Flag		
Ag-Rec	Friday August 25	7pm - 10pm
Volunteer Appreciation BBQ		
Your accreditation badge is your ticket!!		
Ag Rec	Saturday, August 26	5pm -7pm

Special Event Details

The "City in the Country" Games Village

- At the "City in the Country" Games Village you will find:
- An area to relax and enjoy the atmosphere as well as ready access to food and beverages with specialty Food trucks by Greater Vancouver Food Truck Festival.
 - Local artists who will be sharing their talents through music and visual displays.
 - Our partners, sponsors as well as some local vendors will be onsite to share with you about the goods & services they provide.
 - Our souvenir shop is also onsite to help you keep your memories from the 2023 Games alive.
 - Don't miss the activities from the City of Abbotsford's Go Play Outside and Culture Team and so much more!

The Games Village is located Outdoors behind the Ag Rec building at Abbotsford Exhibition Park -32470 Haida Dr, Abbotsford, Ample Free Parking available.
Everyone Welcome.

"City in the Country" in the Park

Mill Lake Park – Bevan Ave Entrance

Aug. 24, 7pm-10pm

Come experience our City in the Country in Abbotsford's crown jewel of a park- Mill Lake Park. This fun, outdoor event will showcase live music and specialty Food trucks by the Greater Vancouver Food Truck Festival, all set in the stunning backdrop of this remarkable location.

Everyone Welcome.

Bring lawn chairs if you can, limited seating available.

Additional parking at MSA Arena, Abby Middle & Sr Schools 33231 Bevan Ave, Abbotsford with FREE Shuttle Bus Service.

"City in the Country" Volunteer Appreciation BBQ

Ag-Rec building at Abbotsford Exhibition Park

5pm-7pm

Join us so we can show our appreciation and celebrate the Games with your fellow volunteers. Volunteers will be treated to an amazing BBQ dinner served by local Abbotsford Fire Fighters, have a chance to capture the 55+ BC Games experience using unique props at our Photo Booth, and you don't want to miss your chance at winning one of the many door prizes that will be given away.

This event is exclusive to Games volunteers and invited guests only. Please show accreditation badges for entry into the event.

Vegetarian and Gluten free options will be provided.

Sports & Venue Locations

<p>Golf</p>	<p>Ledgeview Golf Course 35997 McKee Road, Abbotsford</p> <p>Royalwood Golf Course 41050 Royalwood Drive, Chilliwack</p>
<p>Horseshoes</p>	<p>Abbotsford Horseshoe Club 2308 Adanac Street</p>
<p>Hockey</p>	<p>MSA Arena 2323 Emerson Street</p> <p>Abbotsford Recreation Centre 2499 McMillan Road</p> <p>Matsqui Recreation Centre 3106 Clearbrook Road</p>
<p>Ice Curling</p>	<p>Abbotsford Curling Club 2555 McMillan Road</p>
<p>Pickleball</p>	<p>Abbotsford Rec Centre 2499 Old Yale Road</p> <p>Yale Secondary 34620 Old Yale Road</p> <p>Jubilee Park 2552 McCallum Road</p>

Volunteer Accreditation

Each volunteer will be issued an accreditation badge with lanyard and a t-shirt prior to the start of the Games. Volunteers are required to wear these items at all times while they are volunteering and for entry into the Volunteer Appreciation Dinner on August 26, 2023.

If you lose your accreditation badge, please call the Games Info Line (778-369-9700.) A new badge will be available a short time later.

Designated groups have been assigned different coloured badges to make them easier to identify at each venue.

Volunteers have a yellow border.

Participants have a green border.

Games Family have a blue border.

Volunteer Uniforms

Shirt Colour Codes

Most people will be wearing a colour coded shirt that will help you to identify them and their role at the **Abbotsford 2023 55+ BC Games**.

Games Directors

White Polo Shirt

Games Chairs

Navy Blue Polo Shirt

Volunteers:

General

Blue T-shirt

Hosts

Green T-shirt

Medical

Red T-shirt/uniform

Security

Grey T-shirt

There is no other official uniform, so please wear comfortable and appropriate clothing for the venue and the station you will be volunteering at.

General Information - 1

Food and Drink

Volunteers will be responsible for providing their own meals and water bottles; bulk water refill stations will be available at each venue.

Look for recycling signs posted at the venues and deposit all recyclable material appropriately. Our Games are promoting healthy environmental practices and all volunteers are expected to “reduce, reuse, and recycle”.

Host Station

Each venue will have a Host Station located near its entrance. This station is the “hub of information” for all Games details.

If you are unable to answer a question, please direct the person to the Host Station.

Lost and Found

A Lost and Found is located at each venue’s Host Station. Items will be held until that venue closes at the end of the sport competition when they will be moved to the Hub at the Legacy Building. ***Lost children or adults should be directed to the host station to request assistance.***

General Information - 2

Media Inquiries

All media inquiries should be directed to the Games Office. Volunteers are not to speak on behalf of the BCSGS or Host Society.

Medical Services and Emergencies

For serious and/or life-threatening injuries CALL **911**. For all other types of injuries:

- Contact the Venue First Aid team, if one is available in your venue.
- If no First Aid personnel are available, contact the Games Medical Services for direction – 604-262-6662.
- Remain with the injured person until assistance arrives.

If you see an emergency, (medical, fire or police) CALL **911** immediately and report:

- What is the emergency?
- Where it is/ address/location.
- Who is involved.

After reporting the emergency **immediately** contact the Security main operation line – 604-262-7606 and provide details. **Do not** discuss the details of the emergency with anyone, other than uniformed personnel or the Games Operations Centre.

Personal Belongings

You are encouraged to leave valuable items at home as there will not be a secure place to store them at the venues.

General Information - 3

Parking and Transportation

Volunteers should be mindful that many venues have limited parking. Please plan to arrive early to your workplace to allow for parking issues.

Safety

To ensure your safety and the safety of others, identify the venue's Medical Services and Security stations at your venue at the beginning of your shift. Also be aware of the emergency exits and assembly areas that you would use should an evacuation be necessary.

Shifts

- Know the name and contact information for your supervisor and have it available when volunteering.
- Contact your supervisor as soon as possible if you cannot fulfill your assigned shift.
- Arrive 15 minutes prior to your start time and make contact with the person whom you are replacing.

Code of Conduct

All volunteers must adhere to the Abbotsford 2023 55+ BC Games **Code of Conduct**.

- Treat everyone fairly within the context of their activity, regardless of gender, ethnic background, color, sexual orientation, religion, political belief, or economic status.
- Agree to conduct yourself in a manner consistent with the position as a positive role model, and as a representative of Abbotsford 2023 55+ BC Games Host Society.
- Respect and adhere to the policies of the Abbotsford 2023 55+ BC Games Host Society.
- Respect the privacy and dignity of volunteers and participants by not divulging confidential information without consent, except where required by law as in the case of suspected child abuse.
- Consistently display high personal standards and project a favourable image of the Abbotsford 2023 55+ BC Games Host Society and of volunteering.
- Refrain from public criticism of volunteers, staff and/or participants.

Code of Conduct...cont'd

- Refrain from the use of profane, insulting, harassing, or otherwise offensive language while volunteering.
- Regularly seek ways of increasing professional development and self-awareness.
- Co-operate with the participants and competitors, involving them in all the Games activities.

Abbotsford 2023 55+ BC Games Host Society volunteers must:

- Ensure the safety of the Games volunteers and participants.
- Respect the dignity of others. Verbal or physical behaviours that constitute harassment or abuse are unacceptable.
- Never advocate or condone the use of drugs or other banned or performance enhancing substances.
- Never provide underage volunteers with drugs, alcohol, or tobacco products.

Harassment Policy

The Host Society is committed to preventing and managing any harassment that may occur during the Games. The Society has appointed one male and one female Harassment Volunteers. These volunteers are specially trained to receive complaints. If you are the victim or witness harassing behaviour, please notify a Security volunteer at the venue, or contact the Games Office at 604-262-3545.

Types of behaviour that constitutes harassment include but are not limited to:

- written or verbal abuse / threats
- physical assault
- unwelcome remarks, jokes, or innuendo
- obscene gestures or language
- intimidation
- practical jokes that cause awkwardness or embarrassment or endanger a person's safety or negatively affect performance
- hazing or initiation rites, or behaviour that undermines self-respect or adversely affects performance or working conditions

Items to Remember

As you prepare for every shift, it is important to check that you have completed the following before leaving home:

- Am I wearing my **Volunteer T Shirt**?
- Do I have my **Accreditation Badge**?
- Have I planned my **Journey** to the **Venue**?
- Do I know where to **Check In**?
- Do I have **Rain Gear** and **Appropriate Footwear**?
- Do I have **Sunscreen** and **Sunglasses**?
- Do I have a **Water Bottle** and **Enough Food**?
- Have I left all **Valuables** at home?
- Do I have to bring any **Specialty Items**?

The **Volunteer Hospitality Room** - Legacy Building
Tuesday to Saturday 8:30am - 5:00pm
Stop in for a treat or relax.

Acknowledgments

We acknowledge that this beautiful place we call home – where we live, work, play & learn, is in the heart of the traditional territory of the Halq'emeylem speaking Sto:Lo people – “people of the river”. We benefit from the ones who have preserved this land for our use and we would like to recognize our closest neighbours, the Mathxwi, Semath & Leq'á:mel First Peoples.

Provincial sponsors for the 2023 55+ BC Games



“We gratefully acknowledge the financial support of the Province of British Columbia through the Ministry of Tourism, Arts, Culture and Sport.”