



**ST. JOHN'S
2025
JEUX DU
CANADA
GAMES**

Atlantic Lottery | Loto Atlantique

**Community
Proud
Fierté
Communautaire**

OFFICIAL PARTNER
PARTENAIRE OFFICIEL

2025 Canada Games Volunteer Handbook



VOLUNTEER PROGRAM PRESENTED BY ATLANTIC LOTTERY

The 2025 Canada Games Host Society is excited to welcome Atlantic Lottery as the presenting partner of the Volunteer Program.



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Atelihai

Inuktitut – Nunatsiavut

Tshima minu takushinieku

Innu-Aimun Sheshatshiu

Welcome

English

Pjila'si

Mi'kmaq

Pitukaieu

Innu-Aimun Natuashish

Bienvenue

Français

LAND ACKNOWLEDGEMENT

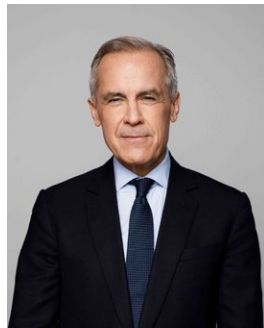
The 2025 Canada Games respectfully acknowledge that the land and waters of which we are situated are the traditional territories of diverse Indigenous peoples, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of Newfoundland and Labrador.



PRIME MINISTER • PREMIER MINISTRE

I would like to convey my warmest greetings to everyone taking part in the 2025 Canada Games, being held in St. John's, Newfoundland.

The Canada Games give some of our nation's best young athletes an opportunity to compete in a wide variety of disciplines. I would like to congratulate everyone participating in this year's edition of the games and wish them the best of luck. Spectators will surely be treated to exciting displays of skill and teamwork over the course of this event.



I would also like to commend the organizers and volunteers for ensuring the success of this competition, as well as the residents of St. John's for their warm hospitality and community spirit.

I wish you all a rewarding experience.

A stylized signature of Mark Carney in black ink.

The Right Honourable Mark Carney, P.C., O.C., M.P.
Prime Minister of Canada

Ottawa
2025



MESSAGE FROM THE PREMIER

At long last, we are here. As Premier of Newfoundland and Labrador, it is my honour to welcome you to our beautiful province and capital city for the 2025 Canada Games.

Athletes and coaches have poured all their energy into preparing for these Games, eagerly counting down the days to competition.

The Canada Games Host Society and their volunteers have been organizing and planning to ensure that these are the best games ever.

Together, we've crossed the finish line.

The Games are a mighty representation of the power of sport. From commitment, strength and passion to teamwork, resiliency and perseverance, sport equips our youth for the challenges of life. It teaches them the importance of living active lives.

I am so proud of the enormous effort that has gone into the preparation and organization of these Games. I wish all athletes the best-ever Games experience, competing and making friends and memories that will last a lifetime.

Sincerely,

A stylized, handwritten signature in black ink, appearing to read 'John Hogan'.

Honourable John Hogan, KC
Premier



MESSAGE FROM THE MINISTER

As Minister of Tourism, Culture, Arts and Recreation, I am thrilled to welcome each and every one of you to the 2025 Canada Games.

This once-in-a-generation event is the result of tireless dedication and collaboration. Athletes have trained relentlessly, and volunteers and the 2025 Host Society have poured their passion and energy into creating an unforgettable experience. Together, we are rolling out the welcome mat for Canadians from coast to coast to coast.

It is an honour to be part of such a remarkable celebration of athleticism, community, and national pride. I look forward to the vibrant spirit the Games will bring to our province and the lasting memories we will create together.

Thank you for your hard work and commitment. Because of you, these Games will be truly extraordinary.

Sincerely,

A handwritten signature in black ink, appearing to read "Fred Hutton". The signature is fluid and cursive.

Hon. Fred Hutton

Minister of Tourism, Culture, Arts and Recreation

Message from the Mayor



Welcome to St. John's and the 2025 Canada Games!

On behalf of City Council and our vibrant and friendly community, it is my absolute pleasure to extend a heartfelt greeting to all of you attending this exciting event.

The last time the Canada Games were held in St. John's was in 1977. We are very proud to have the chance once again to showcase the spirit, culture, and natural beauty of our city and Newfoundland and Labrador to the nation.

Your presence here is what makes this event special. Whether you're an athlete, volunteer, coach, family member, media representative or official, your dedication and passion will help create lasting memories for everyone involved.

The City of St. John's is renowned for its warm hospitality, welcoming atmosphere and rich cultural heritage. We're excited for you to explore our stunning landscapes, experience our lively traditions, and feel the resilient spirit of our community. During your stay, we are here to ensure you have an enjoyable and unforgettable experience.

Thank you for being a key part of this incredible journey. Together, let's make the 2025 Canada Games a celebration to remember and the best games ever!

I hope you're Ready to Rock!

Danny Breen
Mayor



**JEUX DU
CANADA
GAMES**

Catriona Le May Doan, O.C., OLY
Chair, Canada Games Council



On behalf of the Canada Games Council, I am proud to officially welcome all athletes, coaches, officials, mission teams, volunteers, partners, alumni, media, artists and performers from far and wide as we unite the nation in a celebration of Canadian sport and spirit at the St. John's 2025 Canada Summer Games.

The Canada Games strengthen the fabric of Canada through the power of sport. They spark greatness in future leaders on and off the field of play and leave transformative legacies in our communities. Some play to lift a trophy, but we all play to lift a country.

We look forward to celebrating Canada's top young athletes and our vibrant, diverse arts and culture in St. John's. I extend my heartfelt thanks to the 2025 Host Society, our government, sport, corporate and Indigenous partners, and the thousands of dedicated volunteers who have brought Canada's largest amateur multi-sport event to life. We are forever grateful for your support of the Canada Games Movement.

To all of the athletes competing, I commend your passion and commitment to getting here. I wish you your best performance to date as you proudly represent your respective provinces and territories and showcase your "blood, sweat and maple syrup" on the national stage.

I know the Canada Games have a profound impact; they are a life-shaping experience that will forge friendships and memories that will last a lifetime. Embrace every moment here in St. John's, and pay it forward by making an impact in your own communities back home. That is what makes you a true champion.

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



On behalf of the 2025 Canada Games Host Society and our Board of Directors, we are delighted to welcome you to St. John's for the 2025 Canada Games.

As your host, we are committed to delivering an unforgettable Games experience for the thousands of young athletes, coaches, and managers, as well as the fans from across Canada who have traveled to The Rock for the largest Canada Games in history. This will be the third time the province has welcomed the country's best young athletes, but it feels just as special as our first summer Games back in 1977.

Over the next two weeks, we encourage you to dive into the rich culture and history of Newfoundland and Labrador. Witness the first sunrise in North America, kiss a cod, and explore the vibrant streets of the oldest city in the Western Hemisphere while taking in all the sport and festival action. We have no doubt that the 30th edition of the Canada Games will be the best Games ever!

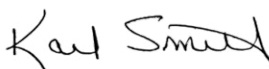
We extend our deepest gratitude to the Government of Canada, the Government of Newfoundland and Labrador, the City of St. John's, our community and corporate partners, along with the thousands of dedicated volunteers, coaches, family members, and friends whose support makes this life-shaping experience possible for the athletes and teams.

Enjoy the warmth and hospitality of Newfoundland and Labrador—we hope to welcome you back to The Rock again soon!

Yours truly,



Kim Keating
Board Co-Chair
2025 Canada Games Host Society



Karl Smith
Board Co-Chair
2025 Canada Games Host Society

ABOUT THE GAMES

From August 8 – 25, 2025, the 2025 Canada Games will bring together over 5,000+ athletes, managers, and coaches across 19 different sports for the largest multi-sport event in the country. The Canada Games showcase the best of the best in sport and highlight the immense talents of our youth. The Games create a spirit of unity that spans each province and territory. People connect in ways that go beyond the field of play, forming bonds that are deeply rooted in friendship and a collective passion for amateur sport in Canada. The 2025 Canada Games invites Canadians to come and connect through friendship, sport, adventure and the experience that is St. John's, Newfoundland and Labrador. In a place like no other, you can expect to find a Games like no other.



CANADA GAMES BY NUMBERS



5,000+
Athletes



180 Sport
& Game
Observers,
Partners



75+ Host
Society Staff
and **250**
Mission Staff



1,000 VIP
and Gov't
Officials



50+ Major
Sponsors and
Suppliers



500 Major
Technical
Officials



5,000+
Volunteers



960 Coaches
/Managers /
Tech Support



50
Sponsored
Medical

MEET OUR MASCOT - GUSTY

The Mascot Program, presented by Canadian AV

- ✚ Gusty was created by Michael Tobin, age 10, from St. Bernard's Elementary in Witless Bay, NL.
- ✚ A cod fish that lives in St. John's, Newfoundland and Labrador.
- ✚ Enjoys all things swimming - diving, artistic, and freestyle.
- ✚ Wears a sou'wester and a yellow rain slicker, a common outfit for fishermen in Newfoundland and Labrador.
- ✚ Historically, Newfoundland and Labrador has relied heavily on the cod fishery, and today it remains a part of our food fishery.



OUR VISION, MISSION, AND VALUES

Vision






In this place of firsts, the 2025 Canada Games welcomes you on a journey to connect and inspire through the power of sport.

Mission

St. John's will create a unique and positive experience where youth sport plays out in an athlete-centered and inclusive Canada Games – one that showcases diversity and determination. With dignity, fairness, and respect, athletes, coaches, families and community will inspire and be inspired on their journey.

Through meaningful, lasting connections, all visitors arrive as honoured guests – and leave as family.

Values

-  Team
-  Inclusiveness
-  Excellence
-  Sustainability
-  Respect

OUR SAFE SPORT PLEDGE



WE BELIEVE IN GOOD VIBES ONLY.

Together, let's speak up for safe sport.

The Canada Games Council (CGC) and 2025 Host Society believe that everyone involved in sport has the right to participate in a safe and inclusive environment that is free of abuse, harassment or discrimination. In short, there's no tolerance for maltreatment at the Canada Games.

We're only interested in playing fair, being respectful and keeping the good vibes going when it comes to the next generation of sport.

Together, we can have a positive impact on sport by staying aware, demanding better, and speaking up about maltreatment in any form.

<https://www.canadagames.ca/about/safe-sport>

Sport Schedule

The most up-to-date version of the sport schedule can be found on GEMS.pro (<https://cg2025.gems.pro/>)

2025 Canada Games App (<https://pages.tagboard.com/OFYPWqT>) powered by BMO

[2025 Canada Games Overview Sport Schedule](#)



COMPETITION VENUES

Abr.	Venue	Sport	Address
AQU	The Works – Aquarena	Swimming Diving Artistic Swimming	17 Westerland Rd, St. John's, NL
BHG	Bally Haly Country Club	Golf	100 Golf Course Rd, St. John's, NL
CAC	Caribou Memorial Softball Complex	Softball	39 Churchill Ave, St. John's, NL
CSF	CBS Soccer Field	Soccer	2500 Topsail Rd, Conception Bay South, NL
DSJ	Downtown St. John's	Cycling – Criterium	215 Water St, St. John's, NL
GLR	Glacier Arena	Wrestling	45 Olympic Dr, Mount Pearl, NL
GTC	Rogers Tennis Dome at Green Belt	Tennis	114 Newtown Rd, St. John's, NL
KGV	King George V Soccer Stadium	Soccer	3 Carnell Dr, St. John's, NL
MDR	Marine Drive	Cycling – Road Race	29 Outer Cove Road Outer Cove, NL
HKR	MUN HKR Gymnasium	Basketball Volleyball (practice only)	PE 2000, 230 Elizabeth Ave, St. John's, NL
MFH	The Works – Field House	Basketball Volleyball	1 Westerland Rd, St. John's, NL
FCC	Fortis Canada Games Complex	Athletics Soccer	95 University Ave, St. John's, NL
NSC	NL Sports Centre	Basketball Volleyball	90 Crosbie Rd, St. John's, NL
PAR	Paradise Double Ice Complex	Box Lacrosse	68 McNamara Dr, Paradise, NL
PAR	Paradise Park	Beach Volleyball	28 McNamara Dr, Paradise, NL
PIP	Pippy Park	Mountain Biking	460 Allandale Rd, St. John's, NL
QVL	Quidi Vidi Lake	Canoe Kayak	66 The Blvd, St. John's, NL

RSP	Rotary Sunshine Park	Swimming - Open Water	Thorburn Rd, Portugal Cove Conception Bay, NL
RTC	Riverdale Tennis Club	Tennis (training only)	4 Portugal Cove Rd, St. John's, NL
RYC	Royal Newfoundland Yacht Club	Sailing	108 Greenslades Rd, St. John's, NL
SPB	St. Pat's Ballpark	Baseball	22 Carpasian Rd, St. John's, NL
SRC	Swilers Rugby Club	Rugby	100 Crosbie Rd, St. John's, NL
TGH	Team Gushue Highway	Cycling - Time Trial	227 Kenmount Rd, St. John's, NL
TGC	Team Gushue Sports Complex	Baseball	28 Arena Rd, Mount Pearl, NL
PWC	Prince Wales Collegiate	Basketball Volleyball (practice only)	24 Paton St, St. John's, NL

NON-COMPETITION VENUES

Venue	Address
2025 Canada Games Warehouse	14 Clyde Ave, Mount Pearl, NL
Canada Games House	St. John's Convention Centre, 101 New Gower St, St. John's, NL
ARTA VISTA FESTIVAL	St. John's Convention Centre, 101 New Gower St, St. John's, NL
Host Society Main Office	Suite 100, 240 Waterford Bridge Rd, St. John's, NL
Mary Brown's Centre, Opening and Closing Ceremonies	Mary Brown's Centre, 50 New Gower St, St. John's, NL
Motor Pool Operations Centre	Waterford Valley High School, 465 Topsail Rd, St. John's, NL
MTO Hotel	Holiday Inn, 180 Portugal Cove Rd, St. John's, NL Fairfield Inn & Suites St. John's, 199 Kenmount Rd, St. John's, NL
Official Box Office and Merchandise Hub Avalon Mall	Avalon Mall, 48 Kenmount Rd, St. John's, NL
Volunteer Centre and Main Accreditation Station	260 Waterford Bridge Rd, St. John's, NL

Venues located at Memorial University Campus	Building	Room	Street Address
Games Operation Centre	Bruneau Centre for Innovation	IIC 2014	230 Elizabeth Ave, St. John's NL
Games Village	Multiple Buildings		40 Livyers Lp, St. John's, NL
Main Media Centre	Core Science Building	CSF 1302	45 Arctic Ave, St. John's, NL
Mission Secretariat	Education Building	ED 1008	323 Prince Philip Dr, St. John's, NL
Polyclinic	University Centre	UC 3015 (3rd floor) and UC 5000 (5th floor)	1 Arctic Ave, St. John's, NL
Transportation Operation Centre	Arts and Administration	A 3017	230 Elizabeth Ave, St. John's NL
Technology Operations Centre	Arts and Administration	A 3017	230 Elizabeth Ave, St. John's NL
Food Services Operation Centre	Arts and Administration	A 3017	230 Elizabeth Ave, St. John's NL
Main Results Centre	Faculty of Engineering	ENG-1004	240 Prince Philip Drive, 40 Arctic Ave, St. John's, NL
Sustainability Kiosk	Bruneau Centre for Innovation	Atrium	230 Elizabeth Ave, St. John's NL
Merchandise Hub and Pin Trading Station	Bruneau Centre for Innovation	Atrium	230 Elizabeth Ave, St. John's NL



MAP OF VENUES



The Works - Aquarena



Fortis Canada Games Complex
Complexe des Jeux du Canada Fortis



St. Pat's Ballpark
Terrain de baseball St. Pat's



The Works - Fieldhouse
The Works - Centre sportif



Newfoundland and Labrador Sports Centre
Centre sportif de Terre-Neuve-et-Labrador



Paradise Park
Parc Paradise



Quidi Vidi Lake
Lac Quidi Vidi



Downtown St. John's
Centre-ville de St. John's



Team Gushue Highway
Autoroute Team Gushue



The Works - Aquarena



Bally Haly Golf Club
Club Bally Haly



Paradise Double Ice Complex
Aréna double Paradise



Swilers Rugby Club
Complexe de rugby Swilers



King George V Soccer Stadium
Stade de soccer King George V



Caribou Complex
Complexe de softball Caribou



The Works - Aquarena



Rotary Park
Parc Rotary



Rogers Tennis Dome at Green Belt
Rogers Tennis Dome au Greenbelt Tennis Club



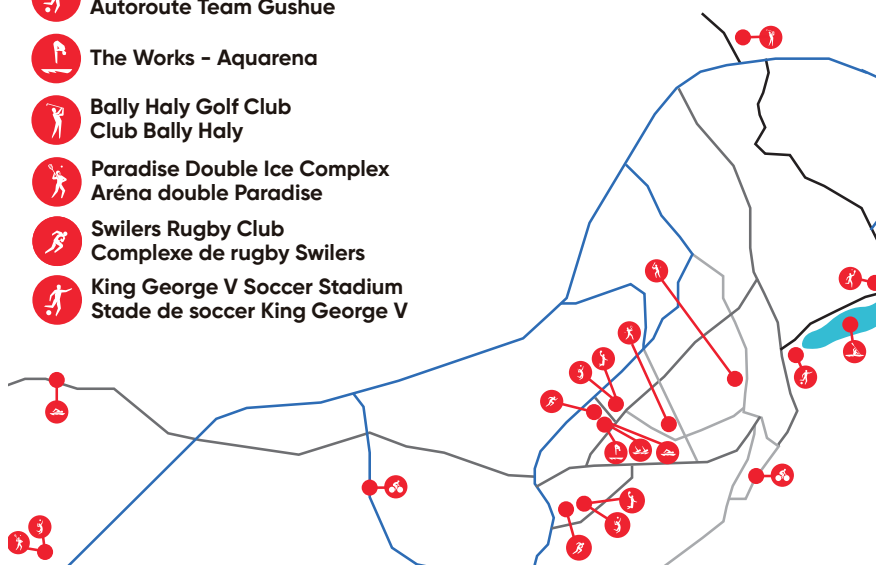
Paradise Park
Parc Paradise



The Works - Fieldhouse
The Works - Centre sportif



Newfoundland and Labrador Sports Centre
Centre sportif de Terre-Neuve-et-Labrador



Logy Bay-Middle Cove-Outer Cove



Marine Drive

Conception Bay South

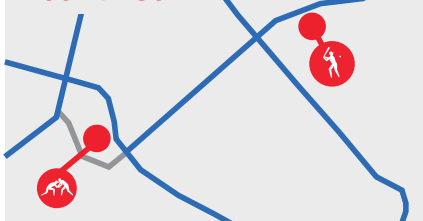


Royal Newfoundland Yacht Club



CBS Soccer Field
Terrain de soccer CBS

Mount Pearl



Team Gushue Complex
Complexe sportif Team Gushue



Glacier Arena
Aréna Glacier



OPENING AND CLOSING CEREMONIES

Opening Ceremony

The Opening Ceremony will mark the beginning of the 2025 Canada Games.

Athletes, coaches, support staff, and viewers from coast-to-coast-to-coast will be taken on a journey Saturday, August 9, 2025, at the Mary Browns Centre in St. John's.

As is customary, the Opening Ceremony will commence with a "Parade of Teams", where Games participants will march into the arena, one provincial or territorial (P/T) team at a time. Each delegation will be led by their chosen flag bearer. In addition to hearing from a number of speakers, the Opening Ceremony will also feature an artistic program that will showcase St. John's culture and history in an entertaining and creative way.

Closing Ceremony, presented by Keyin College

Our country's largest multi-sport event will conclude with the Closing Ceremony at the Mary Browns Centre in St. John's on Sunday, August 24, 2025.

Games participants and spectators alike will be treated to a party-like atmosphere while celebrating the achievements of 2025's athletes!

Along with another "Parade of Teams" and a set of speakers, the Closing Ceremony will feature the extinguishment of the Canada Games Cauldron, bringing an end to the 2025 Canada Games. Representatives of the Quebec 2027 Canada Winter Games will also be on hand to accept the traditional handover of the Official Canada Games Flag.





FESTIVAL
ARTA
VISTA
FEST

PRESENTED BY / PRÉSENTÉ PAR

celebrate **nl**

ARTA VISTA FESTIVAL, PRESENTED BY CELEBRATE NL

ARTA VISTA presented by Celebrate NL is a vibrant celebration of Newfoundland and Labrador's rich arts and culture, while also honouring the diverse cultures of Canada, including its Indigenous and Francophone heritage.

From August 10 to 24, the festival will feature a wide variety of free, family-friendly entertainment, experiences, community initiatives, activities, and more taking place across the Avalon Peninsula.

Explore the full schedule at 2025canadagames.ca/artavista or download the official app to plan your ARTA VISTA experience.

VOLUNTEER INFORMATION

Volunteer Uniform

All volunteers are provided with a 2025 Canada Games uniform from FWD Clothing, Official Outfitting Partner of the Canada Games, to easily identify an individual as a part of the volunteer team.

Uniform includes:

- 🌈 Lightweight Water Resistant Jacket
- 🌈 Two Short Sleeved Shirts
- 🌈 Hat

Accessories Include:

- 🌈 Bilingual/Medical Volunteers – Neck Gaiter
- 🌈 Photographers/Social Squad/Mascot Handler(s) – Bibs



Volunteers are required to arrive for their shift in uniform, clean and presentable, and clothed properly for the indoor or outdoor conditions.

Volunteers are asked to wear self-provided bottoms. Bottoms should be a solid color and professional looking.

Wear comfortable closed-toed footwear that will allow you to perform your tasks safely.

Remember:






- ❌ **Uniforms cannot be worn outside of your scheduled volunteer shifts during Games-time**
- ✅ **Keep your uniform clean and presentable at all times**
- ✅ **Your uniform pieces should be the outermost layer**
- ✅ **Write your name on each of your uniform pieces**
- ❌ **Do not alter or modify your uniform**





Volunteer Code of Conduct

Volunteers will be the face of the 2025 Canada Games, individuals who are friendly, outgoing, knowledgeable, easily approachable, and service-oriented. As integral members of the 2025 Games team, volunteers are expected to conduct themselves in a professional manner, abide by the Volunteer Code of Conduct and uphold the core values of the Host Society.

What volunteers will be able to expect from the 2025 Canada Games Host Society:

-  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
-  Personal information will be kept confidential

What the Host Society will expect from volunteers:

-  to approach their volunteer role with enthusiasm, honesty and an open mind
-  to treat others with respect, courtesy, fairness and sensitivity

- to exercise sound judgment in decision-making and maintain confidentiality
- to represent the Games in a professional manner at all times
- to refrain from speaking publicly on behalf of the Host Society
- to not express any negative comments or perspectives about the Games while on duty, in uniform, or while volunteering
- Ensure safety while carrying out their assigned duties
- Not be under the influence during their shift



A DAY IN THE LIFE OF A VOLUNTEER



Daily Volunteer Checklist

Preparing to be a Volunteer:

- ✓ Make sure you have your full uniform, accreditation badge, and any specialized items you need to perform your volunteer duties.
- ✓ Confirm on <https://cg2025.gems.pro/> the time, date, and location of your scheduled shift.
- ✓ Check transportation to and from your venue.
- ✓ Check weather conditions and ensure you are dressed appropriately.
- ✓ Ensure your phone is charged.

Volunteer Check-In/Out Point

The volunteer check in/out point will be located in the Volunteer Lounge of each venue.

All volunteers must check in prior to their shift and check out once the shift has been completed.

Volunteers must wear their uniform and have their accreditation badge visible when entering the venue.

If volunteers have borrowed items or have any equipment, they must return it to their appropriate supervisor at the end of their shift.

The Volunteer Services volunteers oversee the check-in/out point and ensure the current daily volunteer schedules are available. The schedule will have an accurate representation of how many volunteers are at the venue at any given time.

Volunteer – After Your Shift is Done

- ✓ Check out with your supervisor when your replacement arrives
- ✓ Ensure you have your uniform and belongings before you leave
- ✓ Check out at the Volunteer Lounge
- ✓ Determine how to return home safely
- ✓ If you remain in your volunteer uniform, you are representing the 2025 Canada Games – be mindful of your actions, including social media posts

What to do When you Can't Make a Shift

If you can no longer make an accepted volunteer shift or require a scheduled shift change prior to Games time (August 7, 2025, or earlier), please contact the Volunteer Centre.

Once the Games begin (August 8 – 25, 2025), for any scheduled shift changes you must give sufficient notice no later than **four hours** prior to your scheduled shift.



Contact the Venue Operation Centre's phone line to notify your supervisor and/or contact the Volunteer Centre.

Ensure you identify your full name, volunteer role, five digit GEMS.pro ID number, venue, and scheduled shift.

2025 Canada Games Directory Line: 709-722-2025

Service Excellence

A friendly smile, a warm greeting and sincere eye contact, all make our client groups such as athletes, coaches, and spectators feel welcome and know they are going to be well looked after during their time at the Games.

Key Qualities for Exceptional Guest Service:

- ✓ Friendly
- ✓ Empathetic
- ✓ Knowledgeable
- ✓ Dependable
- ✓ Positive Attitude






DO

- ✓ Treat others with respect, courtesy, fairness, and sensitivity
- ✓ Exercise sound judgment in decision-making and maintain confidentiality
- ✓ Represent the Games in a professional manner at all times
- ✓ Refrain from speaking publicly on behalf of the Host Society
- ✓ Ensure safety while carrying out your assigned duties

DO NOT

- ✗ Do not accept gifts or gratuities
- ✗ Do not consume alcohol or use illegal drugs
- ✗ Do not fight or treat others in a violent or abusive manner
- ✗ Do not take photographs or approach athletes, spectators or VIPs for photographs
- ✗ Do not smoke or vape in public view (only in designated areas) during your designated breaks
- ✗ Do not use obscenities, offensive language or tell inappropriate jokes

Accessible Customer Service

-  Do not make assumptions about someone's capabilities; every person's disability is different and many are invisible, ask questions if you are not sure what someone needs. Remember that they know best.
-  Focus on removing the barrier, not identifying the disability. Do not ask "What is your disability?" Rather, ask "Can I help?" They may not need any help at all.
-  Describe and address people with disabilities appropriately. Use respectful language that emphasizes the person rather than the disability.
-  Face the person you are speaking with (not the person accompanying them).
-  Do not feed, pet, or speak to service animals.


Language Matters


When you talk about a person with a disability, ensure you describe the person, not the disability, and refer to a person's disability only when it is relevant.






Here are some general guidelines on how to phrase things appropriately:

Don't Say	Do Say
disabled or handicapped	a person with a disability
a blind athlete	an athlete who is blind
confined to a wheelchair	a person who uses a wheelchair
someone is autistic	they have autism
normal	neurotypical
a wheelchair washroom	accessible washroom
They have something wrong with them	They are neurodiverse
handicapped parking	accessible parking

Tips for interacting with:

 **Vision Loss, Blind or Partially Sighted:** Speak directly to the person, offer clear directions, and avoid touching their assistive devices or service animals without permission.

 **Hearing Loss, Deaf, Deafened or Hard of Hearing:** Get their attention before speaking, maintain visibility for lip-reading, and minimize background noise.

-  **Physical Disabilities:** Always ask before offering assistance, and avoid touching mobility devices without permission.
-  **Speech or Language Disabilities:** Be patient, allow them to express themselves, and ask for clarification if needed.
-  **Learning Disabilities:** Communicate clearly, give extra time to respond, and be patient if they need further explanation.
-  **Intellectual or Developmental Disabilities:** Use simple, clear language, confirm understanding, and offer support with patience.
-  **Mental Health Disabilities:** Treat with respect, show patience, and provide reassurance.



Accreditation Program, presented by Tim Hortons

The purpose of accreditation is to identify people and their roles at the Canada Games and provide them with the appropriate access privileges to carry out their roles. This is to protect athletes, coaches, managers, technical support, mission staff, volunteers, guests, technical officials, media, and staff by strictly controlling access.

All volunteers are provided with an accreditation badge that is required to access venues. The accreditation badge grants access for your assigned role(s) at your venue(s) for specific zones.

DO

- ✓ Wear your accreditation badge at all times while on shift
- ✓ Wear your accreditation badge forward facing and visible at all access control points and venues
- ✓ Use your accreditation badge to access venues only during your scheduled shifts
- ✓ Use your accreditation badge to access MetroBus Transportation for free. Visit <https://metrobus.com/home/> to view bus routes



DO NOT

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

Accreditation Badge

Accreditation Program presented by Tim Hortons Programme d'accréditation présenté par Tim Hortons

Headshot
Photo d'identité

Individual Information
Renseignements sur la personne

Badge Privileges
Privilèges de la carte

Zone Codes
Codes des zones

Gusty (They/Them/Iel)
Athlete / Athlète
Newfoundland and Labrador / Terre-Neuve-et-Labrador
Wrestling / La Lutte

GLR
1 2 3

GLR
1 2 3

Badge Sponsor
Commanditaire de la carte

Role Code
Code de rôle

N° GEMS.pro #

Sport Pictogram
Pictogramme du sport

P/T Flag
Drapeau P/T

Venue Code
Code de site

Funding Partners
Partenaires financiers

PARTICIPANT FRONT PARTICIPANTES ET PARTICIPANTS – RECTO

Gusty (They/Them/Iel)
Volunteer / Bénévole
Artistic Festivals / Festivals artistiques

GOOD VIBES ONLY. QUE DU POSITIF.

TERMS AND CONDITIONS / CONDITIONS GÉNÉRALES

ACCREDITATION ZONES / ZONES D'ACCREDITATION

PRIVILEGES / PRIVILÈGES

VOLUNTEER BACK
BÉNÉVOLES – VERSO

Safe Sport Website
Site Web pour le sport sécuritaires

FES
3

VOLUNTEER FRONT
BÉNÉVOLES – RECTO

VOLUNTEER BACK
BÉNÉVOLES – VERSO

Safe Sport Website
Site Web pour le sport sécuritaires



**YOUR ACCREDITATION BADGE IS
NOT AN EVENT TICKET
VOTRE CARTE D'ACCREDITATION N'EST
PAS UN BILLET D'ENTRÉE POUR LES ÉPREUVES**

Accreditation Zones

1. Field of Play – Competition area, warm-up area, athlete change rooms and lounge, Officials room, Sport Operations Centre
2. Back of House – Volunteer check-in and lounge, Venue Operations Centre, Security Command Center, etc.
3. Front of House – Ticketing Office, Merchandise, Concessions, Information Centre, Pin-Trading
4. Media – Mixed Media Zone, Media Centre, Media Seating Areas, and Photographer Zones
5. VIP – VIP lounge and seating areas

Lost or Stolen Badge

All lost, stolen, or damaged accreditation badges should be reported to the Volunteer and Accreditation Centre or on-site at your venue's Volunteer Lounge as soon as possible.

Contact Information

volunteer@2025canadagames.ca

709-722-2025





Official Languages and Bilingual Information Services

The 2025 Canada Games respects the Official Languages Act of Canada and is committed to ensuring information and services are available both in English and French.

Active Offer

An active offer of service is an open invitation to the public to use one of our two official languages – English or French. Active offer includes a bilingual greeting, such as “Hello! Bonjour!”.

Why Should I Make An Active Offer?

-  To provide service to individuals in their preferred language
-  I cannot assume I know someone’s language preferences
-  To maintain a standard of service excellence
-  I represent the 2025 Canada Games that proudly supports Canada’s Official Languages

In Action:

1. Provide a short greeting in both official languages.
For example: Hello! Bonjour! Welcome! Bienvenue!
2. Pause to allow a response
3. Continue to provide the services in that person’s preferred language

If you are unilingual, ask a bilingual volunteer on shift to assist. Bilingual volunteers will wear a neck gaiter and/or bilingual lanyard accessory featuring the francophone flag of Newfoundland and Labrador to be easily identifiable.




Common French Phrases

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












Merchandise Locations

Merchandise and Pin Locations

-  Bruneau Centre (Games Village)
-  Paradise Double Ice Complex
-  Team Gushue Complex

Merchandise Locations

-  King George V Soccer Stadium (Soccer)
-  The Works Field House (Basketball and Volleyball)
-  St. Pat's Ballpark (Baseball)
-  Caribou Memorial Softball Complex (Softball)
-  St. John's Convention Centre, ARTA VISTA site and Canada Games House
-  Mary Brown's Centre Merchandise Store during Opening & Closing ceremonies
-  Mobile Kiosk
-  Avalon Mall (Pre-Games & Games-time)
-  2025 Canada Games Volunteer Centre (Pre-Games)

Volunteer Lounges

The Volunteer Services function provides care and comfort for the volunteers during their shifts at Games time. In order to provide volunteers with a space to relax and refuel, each venue is equipped with a Volunteer Lounge that provides refreshments. To support a sustainable Games, volunteers are encouraged to bring their own refillable water bottle.

Volunteer Lounges do not provide a safe, secure, locked area for personal possessions. Volunteers should refrain from bringing valuables with them to the venue.

Breaks and Food Services

Volunteer shifts typically range from four to six hours in length, but are dependent on the operational needs of the venue. Breaks are appropriately timed with the competition schedule and venue operation needs. Breaks do not include travel time and this must be factored into break scheduling.

When temperatures are particularly hot, volunteers who perform roles outdoors should be given more frequent breaks in order to cool down appropriately. This will be at the discretion of the supervisor on shift. Timing of any additional breaks will be scheduled appropriately with the venue operation needs.

Scheduled Shift Length	Food Services Provided	Break Length Provided
One shift Four (4) hours or less	Refreshments	15 Minutes
One shift Greater than four (4) hours	Refreshments	30 Minutes
One shift Six (6) hours and greater	Meal and Refreshments	30 Minutes

Volunteer Centre

The Volunteer Centre is the central hub for all volunteer information and is available to assist with all your volunteer related inquiries. The Volunteer Centre is in the same building as the Uniform Distribution and Accreditation Centre (UDAC).

Address:
 260 Waterford Bridge Road
 St. John's, Newfoundland
 (Located at the Left-Side Entrance)

709-570-2600 (Pre-Games)
 or 709-722-2025 (Games Time)



POLICIES AND GENERAL INFORMATION

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 Metrobus Transit or carpool when possible. Metrobus Transit 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 informing someone when you are leaving and what time you should arrive.





Go to <https://www.metrobus.com/home/> to see the schedule during Games time.

Clean as you go Policy

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 ensuring it is in the correct bin
-  Ensure waste bins are emptied regularly
-  Take lost and found items to Information Kiosks
-  Wash your hands for at least 20 seconds

Conflict Resolution Policy

The Host Society is dedicated to maintaining a safe, respectful, and healthy work environment. Reporting and resolving conflicts is essential to this commitment. If you have a concern, please follow the process outlined below.

-  Volunteers should first attempt to reach a resolution satisfactory to all parties at the original level of involvement. If this fails, volunteers should speak with a supervisor about the situation. The supervisor will determine the appropriate person to escalate the concern to, which could be the Venue Lead or Functional Area Lead.
-  If the Venue Lead or Functional Area Lead is unable to resolve the conflict to your satisfaction, document your concerns in writing and submit them to the **Manager, Volunteer Services & Accreditation**, Lori Letto, at lletto@2025canadagames.ca, or volunteer@2025canadagames.ca

- ✚ If the complaint does not proceed through or is not resolved by the Manager, Volunteer Services & Accreditation, the complaint may be escalated to the Host Society's Independent Third Party (ITP), [EWC Sport Consulting](#).

Independent Third Party

Laurie Ehrman
Safe Sport Case Manager
EWC Sport Consulting
laurie@ewcsport.com



Safe Sport Policy

Everyone involved in sport has the right to participate in a safe and inclusive environment that is free of abuse, harassment or discrimination. In short, there's no tolerance for maltreatment at the Canada Games.

We're only interested in playing fair, being respectful and keeping the good vibes going when it comes to the next generation of sport.

Together, we can have a positive impact on sport by staying aware, demanding better, and speaking up about maltreatment in any form.

The Canada Games Council and 2025 Host Society are committed to ensuring a safe and positive environment within our programs, activities and events. We support equal opportunity, prohibit discriminatory practices and



are committed to providing an inclusive environment free from harassment, abuse or discrimination.

If you have witnessed, or believe you have witnessed, maltreatment in sport or any other incident that may give rise to a violation of the [Universal Code of Conduct to Prevent and Address Maltreatment in Sport \(UCCMS\)](#), you should report it to the Host Society's Independent Third Party (ITP), EWC Sport Consulting, using this [online Complaint Form](#).

For more information, please visit [SafeSpeaksUp.ca](#), or contact the Host Society's Safe Sport Officer at sso@2025canadagames.ca.

Social Media Policy

While using social media to engage with the 2025 Canada Games, all employees, volunteers, and participants should:

-  **Be respectful, polite, and patient, when engaging in conversations on behalf of the 2025 Canada Games.** Ensure that no commitments or declarations are made when dealing with customers and/or partners without first obtaining approval from the appropriate staff.
-  **Avoid speaking on matters outside your field of expertise.** All volunteers should not answer questions or make statements that fall under somebody else's responsibility or on behalf of the Host Society.

- Follow our confidentiality policy and observe laws on copyright, trademarks, plagiarism, and fair use.
- Never post content related to alcohol, cannabis, or other illicit substances.
- Never post discriminatory, offensive or libelous content and commentary.
- Correct or remove any misleading or false content as quickly as possible.
- Do not act as a spokesperson for the Games.

Don't be afraid to tag us in your posts and share the spirit of the 2025 Canada Games!

Feel free to use our official hashtags

#2025CanadaGames

#ReadyToRock

#SJ2025

#CanadaGames

#JeuxduCanada2025

#JeuxduCanada

#Làoùçarock



Staying Safe and Healthy

Staying Safe

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-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 (for example, moving a box from an emergency exit), please do so.

If the incident or issue is serious and 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 an accident. If you have health or safety concerns, contact your supervisor immediately.

Staying Healthy

Do not come to your shift if you are sick or feeling unwell. 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 utilize the Games' water refill stations to fill it.

Food

Snacks will be available at every venue. For those working shifts six hours or longer, meals will be provided.

Working Outdoors and Wet Weather

The volunteer uniform includes a water-resistant jacket and hat. Be sure to wear these and sunscreen on exposed skin as needed.

Scents

Avoid wearing scented products such as perfume, cologne, lotions, etc.



Action

Notify your supervisor of any accessibility or health concerns, including life-endangering allergies, and medication needs. Notify your supervisor when you need a break.

Wayfinding

Ensure you are aware of washroom locations and how to access them.

Move and Stretch

If in the same position for an extended time or if repeating the same type of movement over and over, be sure to move around and stretch.

Reminder



We value your contributions, and everyone contributes in their own way to the best of their ability. Be careful not to overexert yourself or do something for which you are not trained. Listen to your body and be mindful of your limits.

Your supervisor is here to help you. Let them know if you are experiencing any challenges in your tasks, need help, or have questions, concerns, or doubts.

Sustainability

Committed to Hosting Sustainably Responsible Games

The Sustainability Committee, coined as the Green Team, presented by MMSB, will be present at all venues providing on-the-ground services. The Green Team will collect waste and recyclables while ensuring measures are in place to reduce and track the overall Games footprint.

-  A sustainability kiosk will be located in the lobby of the Bruneau Centre. Visit to learn about the Games' environmental efforts and receive the sustainability pin.
-  Water refill stations will be available at all competition venues for athletes, volunteers, and spectators.

- 🏆 Volunteer accreditation badges can be used as a bus pass for free rides on the Metrobus during Games time.
- 🏆 Walking and biking paths near competition venues have been identified in the interactive map on the 2025 Canada Games App.
- 🏆 Volunteers are asked to act as both environmental stewards and custodians of the Games by:
 - Reducing personal single-use plastic items
 - Supporting and encouraging proper waste disposal
 - Considering the environmental impact of their commutes at Games time





**ST. JOHN'S
2025
JEUX DU
CANADA
GAMES**

VOLUNTEER RECOGNITION EVENT

SAVE THE DATE - AUGUST 26, 2025
ST. JOHN'S CONVENTION CENTRE

Thank you for volunteering your
time to bring the 2025 Canada Games to life!

As a thank you for all of your hard work and
dedication, you're invited to join us for a celebration of
all volunteers upon the completion of the Games.

An invitation including event details will be
sent via email for you to RSVP. **Accreditation**

Badge is required for event entry.





We look forward to hosting the biggest celebration for
the 2025 Canada Games biggest team - volunteers!







OPTIONAL REVIEW: SUPERVISOR TOOLKIT



What to Expect - A Day in the Life of a Venue Supervisor

Prior to your shift






-  Be on time for your shift. Shifts can start early, try to plan transportation ahead of time.
-  Gather information regarding daily updates, run sheets, and list of crew on shift to prepare.
-  Have a back up plan for late arrivals and/or absent team members.
-  Prepare to assign your team specific duties and delegate into positions before you brief and deploy your crew.

During your shift

-  Collect your radio and other equipment necessary for your crew where required.
-  Inspect your area to ensure the tidiness and readiness for opening, shift change, or closing.
-  Meet your crew prior to deployment. Inform the Check-In point so they relay your location to your crew upon arrival.
-  Deploy crew to positions and ensure each volunteer is clear on what tasks they will perform at each post.

-  Have a break and rotation plan in place for your crew during their shift.
-  Be prepared to make decisions quickly when things don't go as planned.

Ending your shift

-  Connect with your crew and ensure they visit the Volunteer Lounge Check-Out Point when they finish their shift.
-  If the shift is changing, hand off duties to the next supervisor and provide a summary of the day's activities and any important information for the next shift.
-  If it is the end of the day, attend venue team debriefing, return equipment and complete a daily report.
-  Ensure you visit the Volunteer Lounge Check-Out Point.
-  Check your next shifts and if there are any updates to the schedule.

Scheduling Breaks

Supervisors are responsible for assigning breaks to crew members and acting as a floater to replace their crew's duties if short on volunteers.

Schedule breaks during times where it does not interfere with the venue's operations.

Scheduled Shift Length	Break Length Provided
Four (4) hours or less	15 Minutes
Greater than four (4) hours	30 Minutes

Tips for Effective Communication and Conflict Resolution

Active Listening

- 🌟 Face the speaker & maintain eye contact.
- 🌟 Observe non-verbal cues.
- 🌟 Avoid interrupting.
- 🌟 Listen without judging.
- 🌟 Stay focused.
- 🌟 Ask questions – use open-ended questions to clarify and encourage deeper discussion.
- 🌟 Paraphrase & summarize – reflect back on what you heard to confirm understanding and ensure clarity.

Empathy vs Sympathy

Sympathy is a feeling of sincere concern for someone who is experiencing something difficult or painful. Empathy involves actively sharing in the person's emotional experience.

Establish Rapport

Establishing rapport is done by developing a connection, it can be the smallest thing, or something very personal (e.g. "You're a fan of baseball?" "I'm a fan too.").

The objective of rapport development is to create a “personal connection” where one did not previously exist.

Once rapport is developed and a personal connection is made, it becomes much easier to influence behaviour.

Positive Influences

In attempting to resolve a conflictual situation, the more influence you have over another individual, the more easily you can generate voluntary compliance.

Generating voluntary compliance should always be the goal of any conflict management situation, in which you are attempting to influence another individual to behave in a manner that they currently don’t want to, or don’t know they should be.

Understanding Personal Space

The area around a person that others are not expected to intrude. Often this space is four feet.

Personal space is relative to cultural differences, habits, environment, age and gender.

A positive behaviour change is the end goal of any conflict management situation.

By actively listening, using empathy, and establishing rapport, you can influence others into a positive behaviour change.



Ensure you put Safety First

What happens if I feel uncomfortable or the situation is escalating beyond my skill level?

Disengage. Notify the Venue Operations Centre and if you feel in danger, call 911, if necessary.

Do I have to enter a situation that I feel is beyond my control or skill level?

Absolutely not. Your safety is always a priority. If you deem the situation to be unsafe and/or you are not comfortable approaching, maintain a safe distance, notify the Venue Operations Centre and call 911 if you feel in danger.

Faces
OF OUR
GAMES



JEUX DU
CANADA
GAMES

Visages
DE NOS JEUX



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ST. JOHN'S

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