Games Starter Handbook
What you need to know about volunteering at the Nottingham 2015 CPISRA World Games
## Useful contacts

**Volunteer hotline:**
(24hours during Games time)

**Welfare hotline:**
(24hours during Games time)

**Games Operations:**
(During Games activity only)

**Media Centre:**
(During Games activity only)

**Team Leader/Manager:**

**Venue Manager:**

**Other:**

**Other (2):**
This handbook belongs to

My role is

My venue is

In case of emergency, please contact:

Name:

Relationship:

Telephone (1):

Telephone (2):
We are delighted to welcome the world to Nottingham this summer to the CPISRA World Games and to provide a memorable experience for the athletes, coaches, officials, volunteers and spectators.

With such a special and unique event, we could not deliver the Games without the support of our Volunteer workforce. I have been privileged to meet so many of you through your training journey and we are really looking forward to working alongside you to deliver the Games.

Thank you for volunteering your time and we hope you have a wonderful experience at the Games.

Ali Talbot / Event Director Nottingham 2015

I would like to thank you for helping us get the Games started by joining our Games Starter Team. Quite simply events like this would not be possible without people such as yourself, who are keen to use your skills and experience to make sport happen.

I am very much looking forward to Nottingham 2015 and to working with you this summer. I wish you all the best and hope that you have a great time.

John Selby-Sly / Games Starter Programme Manager
On behalf of CPISRA, I would like to thank you for volunteering to be a Games Starter for the Nottingham 2015 CPISRA World Games.

Through so many sporting events, we see the difference volunteers can make to the delivery of a safe and enjoyable Games. The time you are giving will make such a difference to the lives of these young athletes as they participate in what may be their first ever World Games.

Thank you and I look forward to seeing you in Nottingham in August.

Koos Engelbrecht / President of CPISRA

A team effort

The Games Starter programme has been developed jointly by a number of local partners:

The Games Starter programme is sponsored by:
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The Games in numbers

250 volunteers
70 sports officials
132 team coaches
329 athletes
6 sports
10 days
1 Games family

Welcome to the Games
Our vision for the Games

The Games aims to deliver a memorable multi-sport games for all athletes, coaches, officials, volunteers and spectators. The aim is also to support people with cerebral palsy from around the world to achieve their sporting potential.

The Games also provides a learning experience that will help prepare young athletes for future sporting success at major multi sports events such as World Championships, Commonwealth Games and the Paralympic Games.
Games venues

Main Games venue, Harvey Hadden will play host to; Athletics, Football, Para-Taekwondo, Swimming & Table Cricket.

As the name suggests, the Nottingham Indoor Bowls Centre, will host our Bowls competition.

The city campus of NTU will become our athletes village, providing accommodation for the athletes as well as our medal ceremonies venue.

NTU’s Clifton Campus, will become our volunteer village. Providing affordable accommodation as well as our official Games Starter registration desk.
## Games overview

<table>
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<th>Event</th>
<th>6th August</th>
<th>7th August</th>
<th>8th August</th>
<th>9th August</th>
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<th>11th August</th>
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<td>Medal ceremony</td>
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<td>Football</td>
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**Key:** ● = occurs on this date, C = Classification, T = Training, Co = Competition
Being a Games Starter
Values of the Games

Nottingham 2015 CPISRA World Games is committed to the highest ideals of sport and expects all Games Starters to uphold our values and adopt them as their code of conduct throughout the Games.

<table>
<thead>
<tr>
<th>Equality</th>
<th>Treat everyone equally, support each other and work together to have fun and achieve. Help to make everyone feel welcome and included in the World Games without discrimination, prejudice and bias.</th>
</tr>
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<tr>
<td>Respect</td>
<td>To respect yourself, respect others, respect the environment which you are in, as well as rules and regulations. Treating others with dignity and how you would wish to be treated, with politeness and understanding.</td>
</tr>
<tr>
<td>Inspiration</td>
<td>To act as a positive role model for others, inspiring them to work towards their goals. Equally, for you to seek inspiration from others, learning from other positive role models and looking for positives in any situation.</td>
</tr>
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Determination

Believing in yourself to continue to do the best you can even if things are difficult. Determination is about the journey you go on to push yourself and achieve your dreams. Having the mental strength and the self-discipline to overcome obstacles, commit to your goals and keep working every day to become the very best you can be.

Friendship

Work as part of a team to achieve a shared goal, being approachable and supportive to others where necessary. Using sport as a tool to bring people together despite differences, helping to build trust and lasting partnerships.

“Sport is a universal language, building more bridges between people than anything else I can think of.”

Lord Sebastian Coe
Volunteer agreement

As a Games Starter we will support you in your role throughout Nottingham 2015.

To achieve this we will:

✔ Allocate you a role we believe to be best suited to you, based on the information you have provided.

✔ Make sure that you are safe & sound, and insured whilst volunteering (providing you adhere to procedures, policies & instructions).

✔ Make sure you are suitability supervised and supported throughout your role at the Games.

✔ Treat everybody equally and not exclude anybody on the basis of age, disability, race, religion or sexual orientation.

✔ Thank you for your contribution to Nottingham 2015.

✔ Provide food and refreshments, whilst on duty.

✔ Provide suitable uniform for your role.

✔ Deliver suitable training and induction to prepare you for your role.

✔ Listen to and respond to matters that you bring to our attention in relation to your role and will respond in a timely and supportive manner.
In return, we need you to:

✓ Be reliable – turn up at the times agreed. If you are ill and unable to attend, let a member of the volunteer management team or your Team Leader know as soon as possible.

✓ Complete any required documentation.

✓ Read the Volunteer Handbook before you go to the event for the first time.

✓ Behave appropriately when volunteering. Make sure you show respect to other volunteers, staff and the general public and follow our values.

✓ Report any concerns that you may have of a safeguarding or welfare nature to a suitable member of the event welfare team.

✓ Follow any guidelines provided around health, safety and security.

✓ Talk to us! If you are unhappy with your role or unable to continue.
Accreditation

All Games Starters, Sports Officials and staff will be provided with passes recognising them as members of the event team and identifying which areas they are allowed access to. You will need to wear your accreditation at all times during your time on any Games venue.

You will be able to collect your accreditation when you check in with the Games Starter registration desk (see later in this document for details).

Lost accreditation

If you happen to misplace your accreditation pass please report this to a Games information desk as soon as possible.

Alcohol and drugs

**Consumption of alcohol, illegal drugs or other performance-impairing substances prior to and/or during your Games Starter shift is prohibited.**

You must ensure that your actions do not bring into question the professionalism of yourself or the Games.

Nottingham 2015 will also be a ‘dry Games’, as such if you become aware of anyone in possession of alcohol or illegal drugs on a Games venue then you should report them to your Team Leader/Manager.
Dress code and uniform

We will provide the following items as your Games Starter uniform:

✓ Games Starter Hoodie
✓ Games Starter t-shirt
✓ Games Starter baseball cap
✓ Games Starter gym sack

Additional dress code will be as follows:

✓ Black trousers, track suit trousers, or shorts (of a respectful length), **no jeans**.
✓ Minimal jewellery to be worn
✓ Shoes should be comfortable and give full support to your feet whilst at the event. Some roles will include standing for extended periods of time.

Once you receive your uniform it is your responsibility to keep it clean and tidy.

Modification of your Games Starter uniform in any way is prohibited.

Expenses

Unfortunately we are not able to provide out of pocket expenses for Games Starters, unless the expense occurs during your allocated shift times e.g. if we need you to travel to another venue etc. In these situations we will inform you of how to claim on a case by case basis.
Insurance

All Games Starters will be covered by Nottingham 2015 CP World Games (underwritten by Cerebral Palsy Sport) Public Liability Insurance throughout the event, including any set-up and set-down roles.

Personal belongings

Volunteers are responsible for their own belongings at all times. We cannot guarantee secure storage for any items, therefore we suggest that you refrain from bringing any valuable items with you.

Rest and meal breaks

Your Team Leader/Manager will confirm when you will be able to take your rest and meal breaks. Where possible we will provide designated rest areas for you to take your breaks, these will be made clear during your site specific training. Make sure you leave enough time at the end of your break to return to your post at the expected time.

Meal arrangements

We will provide every Games Starter with food and refreshments as close to each meal time as possible when you are on duty. Where the direct provision of these are not possible we will provide Games Starters with meal vouchers for pre-identified outlets.
Smoking

All Games venues will be designated as no-smoking sites throughout the duration of the game. Therefore, you will not be permitted to smoke at any point during your Games Starter shift, including e-cigarettes.

Structure of the Games Starter team

Games Starters will be divided into ‘teams’, each with an allocated Team Leader. Team Leaders will take their direction from Venue Managers, who will take their direction from Games Operations via the Games Starter Programme Manager.

All Games Starters will be supported by the Games Starter Support team, their main aim is to look out for the welfare of the Games Starters, providing help where necessary.
Volunteer registration

Before your first shift starts we need you to check in with the Games Starter Registration Desk. This will be located in the Volunteer Village on the Nottingham Trent University’s Clifton Campus (NG11 8NS).

Once registered you will receive your Games Starter uniform and your most important piece of paperwork; your accreditation pass.

Games Starter Registration Times

Monday 3rd August: 12:00—20:00
Tuesday 4th August: 12:00—20:00
Wednesday 5th August: 12:00—20:00
Thursday 6th August: 9:00—18:00

Registering for your shift

When you arrive at the venue for the start of your shift you must go to your designated registration point and check in with your Team Leader/Manager. This will allow us to record daily attendance and distribute meal vouchers (if applicable). Once your shift is over please check out with your Team Leader/Manager.

If for any reason you are unable to attend your shift, please contact a member of the volunteer management team as soon as you can using the volunteer hotline.
Welfare at the Games

A safeguarding and welfare plan has been produced for the duration of the games. The purpose of which is to promote and ensure the wellbeing of those children, young people and adults taking part in the Nottingham 2015 World Games. The plan will also ensure that all those responsible for the welfare of the children and young people:

1. **Understand the policies and procedures for responding to concerns about people’s welfare.**
2. **Are able to act on these appropriately and effectively.**

This does not just apply to those with specific welfare roles but everyone involved in the games both in and outside the competition. Due to the nature of Nottingham 2015 it is imperative that everyone is aware of the role they play within the welfare and safeguarding plan at the Games.

**Remember the 4 Rs:**

<table>
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<tr>
<th>Recognise</th>
<th>You have a concern, notice a problem or receive a direct disclosure.</th>
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<tr>
<td>Respond</td>
<td>Reassure the individual, tell them what you will need to do.</td>
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<tr>
<td>Refer</td>
<td>Make contact with a Welfare Officer/Manager.</td>
</tr>
<tr>
<td>Record</td>
<td>Who, what, where, when – use the reporting form to record the information.</td>
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Refer if any of the following is reported to you by anyone at the Games:

- If a child/young person or vulnerable adult has been accidentally or otherwise hurt.
- If a child/young person or vulnerable adult seems distressed in any manner.
- If you receive a direct disclosure of alleged abuse from a child/young person or vulnerable adult.
- If you have any concerns at all even if they seem unclear.

The following must also be reported immediately to a member of the welfare team:

- Bullying
- Missing Persons
- Poor Practice/Abuse
- Concerns re workforce
- Suspicious Strangers
- First Aid

Welfare officers will be easily identifiable in their yellow t-shirts.
Remember

It is not your responsibility to decide what happens in a situation or to an individual. However, it is your responsibility to report any concerns you have, no matter how small they may seem.

Looking after you

Obviously we are concerned about your welfare as a Games Starter too. To help us support you we will be recruiting a Games Starter Support team, whose role it will be to look out for the welfare of all our Games Starters. They will be there to help you resolve any problems you may have with your role and/or other members of your team.
General guidance
Confidential information

As a member of our team you have an obligation to protect confidential information about the Games and other parties involved in the staging of the event.

If you have access to confidential information i.e. addresses, colleague’s telephone numbers, you should never discuss or disclose such information to anyone other than the person/s authorised to receive it, both during and after the event.

Contact with the media

All requests from members of the media for comments or information should be politely directed to the Media Centre Manager based in Games Operations located on the Harvey Hadden site, or to your Team Leader/Manager if you are not in a position to contact the Media Centre Manager e.g. you are based at another venue. This will ensure the accuracy of all information given to the media and help to maintain good relationships. Similarly, you should not give any interviews, appear in any promotions, advertisements or endorsements, or give any assistance to the media in relation to any story concerning the affairs of Nottingham 2015 CP World Games without the prior consent of a designated representative of Nottingham 2015 CP World Games.

You should also exercise discretion when commenting in your private capacity about the Games where your
Cultural awareness

With approx. 18 countries expected to attend the Games it is important to recognise the need to be sensitive to other cultures when delivering the best service to visitors.

A common sense approach and a smile will see you through most situations. If you are enjoying yourself in a positive frame of mind our visitors will find it easier to respond to you in a similar manner.

Gratuities/tipping

Acceptance or solicitation of tips or gratuities in the course of your duties is prohibited. This policy does not apply to activities such as pin trading outside of rostered hours. However, if the circumstances under which the pin is offered could be interpreted as an attempt to influence behaviour, you should politely decline.

Grievance resolution

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. Nottingham 2015 CP World Games is committed to encouraging an open environment in which all members of our team can express themselves freely and responsibly. Issues raised
will be responded to in an appropriate and timely manner and everyone will be treated with dignity and respect.

Above all, we are committed to providing fair and honest settlement of any grievance. More information on the grievance resolution procedure can be obtained from your Team Leader/Manager or the Volunteer Services Manager.

**National anthems**

During the playing of the national anthem of any country you must show respect by removing hats or caps, remaining silent and remaining still.

**Other duties**

You may at times be asked to perform duties other than those to which you were originally assigned. We ask that you maintain a flexible outlook during your role and respond as positively as possible to any reasonable request from Games Operations. Your cooperation and flexibility will help us to run the Games as efficiently as we can.

**Performance issues / inappropriate behaviour**

We will always attempt to resolve any performance issues or conflict situations fairly and equitably. In such cases, the relevant Team Leader/Manager will discuss their concerns with you and seek to resolve the matter in a
timely and professional manner.

**Removal from the venue can occur as a result of repeated unsatisfactory performance or serious misconduct e.g. theft, assault, abuse of accreditation privileges etc.**

Nottingham 2015 CP World Games reserve the right to withdraw accreditation (venue access rights) from any accredited individual.

**Photo policy**

When you receive your accreditation pass, if you intend to take any photographs or video during the Games you will be asked to register any photographic/video devices that you intend to use.

However we ask that you

- Do not take pictures of athletes and VIPs and do not post them to social media sites.
- You only use the images for your own personal use, i.e. selling of Games images is prohibited.
- You ask permission of anyone that you wish to take a photo of, and respect their wishes if they do not want you to take the photo.
Security

Security measures will be in place at all Games venues and you will be required to adhere to those measures whilst on and off duty. All security measures will be notified to you via training at the appropriate time.

Social media

We understand that social media is a large part of people’s lives these days, and we encourage you to share your Games Starter experiences via your social media channels using #GamesStarters. However, we have a few tips for you to remember when using social media.

- Remember you are responsible for anything that you say on any social media site.
- Behave professionally and in a manner which reflects the spirit of the Games and our values.
- Do not take pictures of athletes and VIPs and do not post them to social media sites.
- Do not share personal or confidential information about anyone else and ask permission before taking photos of other people.
- Do not share information that may compromise the security, staging and/or organisation of the Games.
- You may post your own photos to social media sites, but you must not sell photos taken at the Games.
- Don’t share grievances via social media, instead use our procedures.
Spectating

Volunteers are permitted to watch the event whilst not on duty. Please check with your Team Leader/Manager as to where you can sit/stand to do this. Providing there is capacity availability within the venue.

Use of mobile phones, radios & pagers

The use of personal mobile phones, radios or pagers at Games venues whilst on duty is not permitted, unless authorised by your Manager. Phones, radios and pagers can be carried visibly by staff when they are officially issued by Nottingham 2015 CP World Games or a contracting organisation for work purposes. If you need to have your mobile phone with you, it must not be visible during the shift and must be turned off/on to silent whilst you are on duty.
Health, safety & security
The Health and Safety of our entire workforce is of the utmost importance and we will take all reasonable steps to ensure this.

If an evacuation of any Games venue is required, you must follow the instructions of the venue staff who are fully trained in all evacuation procedures. To help us with these procedures, we ask you to follow the following guidelines:

Fire safety

If you discover a fire:

- Keep calm
- Raise the alarm
- Do not tackle the fire yourself
- Evacuate the premises
- DO NOT stop to collect personal belongings etc.
- DO NOT use the lifts
- Report to your fire assembly point
- DO NOT re-enter the building unless authorised to do so by the Chief Fire Officer
Bomb/terrorist threats

If you discover a bomb/terrorist threat:

- **STAY CALM**
- Retain written material with minimum handling.
- **DO NOT** sound fire alarm.
- Advise a Manager straight away.
- Remain where you are and do not evacuate the building unless advised to do so.
- Obey instructions promptly.

First aid, accident reporting & risk assessment

Location of First Aid Boxes:

At each Games venue where you will be working it is important you know where the first aid boxes are located. You will be informed where these are when you arrive on site.

First-Aiders:

There are qualified first-aiders on site. You will be informed of the first-aiders when you arrive on site.

Accident Reporting:

In the event of an accident to either athlete, members of the public or staff, please report the accident immediately to your Team Leader / first-aider.
Dealing with incidents:

In an event of the scale of the Nottingham 2015 CP World Games it is likely that we will experience some incidents. We need you to be our eyes and ears to ensure we can document incidents even if they may seem inconsequential. An incident may be a number of things; examples would include a spectator who was rude to a member of staff, a minor accident, or reported illness.

In case of an incident:

✓ Contact your Team Leader/Manager.
✓ Work with your Team Leader to complete the incident form (available from Games information desks) as soon as possible.

Take care when speaking to others about an incident; it is NOT your role to express your opinion on what went wrong or to admit fault or liability.
Helpful tips & advice
Stand out

You don’t have to be an athlete to stand out! We all have the ability to make a difference by providing top class service to everyone we come into contact with. Individually we can all make a difference – as a team we can be unstoppable.

Smile

Many of the people we meet will be from other cultures, countries and backgrounds and we have some tips to help avoid any misunderstanding, remembering that a smile can be translated to every language!

Use your common sense

Good service is easy, it’s common sense and you already know how to do it. It’s about exceeding expectations, being yourself, treating people as individuals and making people feel good about the contact they have with you.

Don’t panic if something goes wrong

Sometimes, despite all of our best efforts, things will go wrong and you will have to deal with someone who is unhappy or angry. This may be because they feel they have not received a good service or that their expectations have not been met. An example may be where someone with the wrong accreditation expects to be able to walk through an area they are not permitted
Don’t worry when dealing with these situations, solving a problem can be your greatest opportunity to show exactly how good you are. When dealing with any type of problem or conflict the following tips should help you bring things to a successful outcome. Whilst dealing with conflict can be unnerving, stay calm and don’t take things personally.

**REMEMBER: If you ever feel you need help ask for assistance from your Team Leader/Manager.**

1. **APOLOGISE** – it may not be your fault – but it is important to recognise there is a problem.
2. **STAY CALM** – keep your voice quiet and low.
3. **LISTEN** – do not interrupt.
4. **EMPATHISE** – put yourself in their shoes and accept their feelings.
5. **ESTABLISH FACTS** – repeat the facts back to them to ensure you have understood the issues.
6. **SUGGEST A SOLUTION** – in the example above you will not be able to let the visitor into the area but you will be able to clearly explain how they could gain access to the place they need to be.

If you are unable to come to a mutually agreeable solution seek help, take action, be cheerful and helpful.
Your notes and contacts

CPISRA WORLD GAMES
Nottingham 2015
## Planner: August 2015

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Your notes & contacts
My new friends

We find that volunteering at events like ours will create some great friendships. These don’t need to end after the Games finish, why not keep in touch?

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Your notes
Thank you, without you these Games wouldn’t be possible!
Join the conversation, join the competition

#GamesStarters

Simply tweet us your thoughts, feelings and/or photos about your Games Starter experience and what it means to you to be a Games Starter using the hashtag. Our favourites will all get a special prize