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Vancouver, January 2010

Dear Chef de Mission,

We are pleased to present to you the NPC Chefs de Mission Manual for the Vancouver 2010 Paralympic Winter Games. It provides comprehensive operational information to assist you with your final preparations before travelling to Vancouver. In addition, we hope that the manual will be a useful reference during the Games.

Several years in the making, the operations described in the manual reflect VANOC's objective of providing an extraordinary experience for athletes. The operations are the result of careful planning and close collaboration among many VANOC functional areas. The IPC and the Canadian Paralympic Committee also made valuable contributions.

We strongly encourage you to review the manual in detail before travelling to Vancouver for the Delegation Registration Meeting. As always, please do not hesitate to contact your NPC Relations representative if you have any questions.

We look forward to welcoming you and your delegation to Vancouver for the celebration of the Vancouver 2010 Paralympic Winter Games, and wish you and your athletes much success!

Sincerely,

A handwritten signature in black ink, appearing to read "A. McQuarrie". The signature is fluid and cursive, written in a professional style.

Andreja McQuarrie  
Director, NOC and NPC Services

# 1 Pre-Arrival Preparation

## 1.1 Entry into Canada

A Paralympic Identity and Accreditation Card (PIAC) holder may enter Canada from January 12, 2010 to April 21, 2010 upon presentation of their PIAC and a valid passport, without requiring a separate entry visa.

Individuals using their PIAC as a travel document to enter Canada must ensure that their passport is valid until at least October 21, 2010 and that the details on their passport match the information provided on their application for accreditation.

The PIAC will facilitate entry into Canada only. Accredited participants coming to Canada via the United States or any other country are responsible for obtaining any necessary visas for entry into those countries.

### 1.1.1 Entry Process for Participants not in Possession of a PIAC

Applicants who require entry visa to Canada, and whose information was submitted after December 1, 2009, will need to make their own arrangements to obtain entry visa.

After leaving the airport, a delegation member without a PIAC must visit an accreditation centre to get their card issued.

Please see [www.cic.gc.ca](http://www.cic.gc.ca) for the latest information regarding entry requirements to Canada.

### 1.1.2 Arrivals and Departures Information

To ensure a high level of service when arriving in and departing from the Vancouver area, each NPC will be required to provide complete and accurate information to VANOC.

VANOC will transport all arriving NPC delegations from the Vancouver International Airport (YVR) to either the appropriate Paralympic Village or Paralympic Family hotel. To do this effectively, the Arrivals and Departures team requires travel details for each arriving delegate or group.

#### *Data Submission*

Forms and templates for arrivals and departures data submission were provided to all NPCs on a compact disc (CD) as part of the accreditation mailing in September 2009.

Three methods:

- 1) Arrivals and Departures online system (ADS) (request form to access ADS was provided in September), or
- 2) MS Excel spreadsheet, or
- 2) Arrivals and Departures Form

These documents are also available to download from SNOW, VANOC's NPC Extranet.

All arrivals and departures fields were designed to capture necessary information required by VANOC to adequately prepare to welcome and transport NPC delegations.

Deadline for initial information submission was January 8, 2010

Hard copy documents can be faxed to + 1.778.328.6662 or mailed to 400-3585 Graveley Street, Vancouver, BC, V5K 5J5, Canada. Electronic copies can be emailed to [arrivalsdepartures@vancouver2010.com](mailto:arrivalsdepartures@vancouver2010.com).

### *Changes to Information*

VANOC recognizes that arrival and departure information may change after January 8 or following a delegation's arrival. However, the information provided to VANOC regarding arrivals and departures should be completed as early and as accurately as possible.

Changes to information prior to arrival at Vancouver/Whistler must be submitted by email to [arrivalsdepartures@vancouver2010.com](mailto:arrivalsdepartures@vancouver2010.com) or entered directly into the Arrivals and Departures online system (ADS) at least 48 hours prior to transportation needs.

During the Games, changes to departure information must be submitted to the Arrivals and Departures desk in the NPC Services Centre in either Paralympic Village.

The Arrivals and Departures team will provide reports for each NPC following their DRM, and upon request throughout the Games, at the Arrivals and Departures desks in the NPC Services Centres.

## **1.2 Recommended Vaccinations for Athletes, NPC Team Officials and Visitors to the Games**

It is recommended that athletes, NPC team officials and visitors to the Vancouver 2010 Paralympic Winter Games ensure that they have the following vaccinations prior to arriving in Vancouver:

1. Influenza vaccines including
  - a) pH1N1 influenza vaccine
  - b) Trivalent influenza vaccine containing the following components as recommended by the World Health Organization for the 2009–10 northern hemisphere influenza season:
    - An A/Brisbane/59/2007 (H1N1)-like virus
    - An A/Brisbane/10/2007 (H3N2)-like virus
    - A B/Brisbane/60/2008-like virus

Influenza vaccines should be administered at least two weeks prior to arrival in Vancouver.

2. Two doses of measles, mumps and rubella vaccine (MMR) (or equivalent single-antigen vaccines), administered after age one and at least one month apart.
3. Varicella vaccine for those who have not had varicella disease (chickenpox). For full protection, two doses of varicella vaccine administered at least one month apart are recommended for those who were immunized on or after 13 years of age
4. Hepatitis B vaccination series usually consisting of any approved series of 2 or 3 doses of hepatitis B vaccine.

5. Up-to-date tetanus and diphtheria vaccination. After a primary series, booster doses every 10 years are recommended.
6. Meningococcal C conjugate vaccine. A single dose of vaccine on or after age 12 months is recommended.

## 2 Freight Arrival

### 2.1 Load-in Period

The load-in period occurs prior to the implementation of Olympic level security protocols, allowing the goods to move more freely into the venues. NPCs are strongly encouraged to arrange all freight to arrive during the load-in period for the destination venue.

Once the freight shipment is ready to be sent to Canada, NPCs or their designated freight forwarder should complete an Inbound Freight Notification Form (available on SNOW under Logistics) and submit it to [customs&freight@vancouver2010.com](mailto:customs&freight@vancouver2010.com).

Once the freight shipment has cleared customs in Canada, VANOC Logistics will provide the appropriate venue logistics manager contact details directly to the NPC's designated freight forwarders. By noon the day before the delivery date, the freight forwarder must request a delivery time through the appropriate venue logistics manager.

All delivery vehicles must meet certain criteria to access a venue during the load-in period. The vehicle must appear on VANOC's load-in schedule. Also, the driver and occupants must have a load-in pass issued by VANOC upon arrival at the venue.

### 2.2 Load-in Dates

NPCs are strongly encouraged to arrange any freight containers to arrive at the Paralympic Villages during the corresponding load-in period for the Paralympic Games. No freight containers will be accepted after the security lockdown period begins.

Venue	Load-In Dates
Paralympic Village Vancouver 2010 Athletes Way Vancouver, BC V5Y 0A8	January 4 to 24, 2010
Paralympic Village Whistler 2010 Legacy Way Whistler, BC V0N 2T0	January 4 to 22

All non-containerized NPC freight should arrive between March 3 and 6, 2010, during the Paralympic Village transition period. All freight arriving at the Paralympic Villages after the load-in dates indicated in the table above will be subject to security screening and must comply with access control procedures.

## 2.3 Summary Table of Responsibilities

NPC Responsibility	VANOC Responsibility
Packing, marking, labelling and palletizing of goods for shipment	
Freight transportation from the point of origin to the Paralympic Villages/venues, including preparation of all customs and shipping documents	
Freight insurance	
Customs clearance, including payment of any applicable duties and taxes (on commercial or consumable goods not covered under the remission order)	
	Receive and unload the delivery vehicle at the Logistics compound in each Village
	Transfer of freight from the Logistics compound to the NPC's allocated storage space at each Village
	Storage of NPC freight, including ocean containers, at each Village (based on allocation)
Transfer of freight from the NPC's allocated storage space at each Village to the NPC's office and residential areas <sup>Notes 1 &amp; 2</sup>	
Unpacking of NPC freight <sup>Note 2</sup>	
Transfer of any NPC goods within the same Village/venue <sup>Notes 1 &amp; 2</sup>	
Inter-Village/venue transfer of freight which is larger than one pallet load	Inter-Village/venue transfer of single pallet loads or smaller
Packing, marking, labelling and palletizing of goods for return <sup>Note 2</sup>	
Transfer of freight from the NPC's office and residential areas to the NPC's allocated storage space at each Village <sup>Notes 1 &amp; 2</sup>	
	Transfer of freight from an NPC's allocated storage space in each Village to the Logistics compound for pick up by their freight forwarder
Return freight transportation from the Paralympic Villages/venues to the point of origin	

**Note 1:** VANOC's logistics resources are limited. VANOC may provide, free of charge, additional logistics support based on advance booking and availability.

**Note 2:** Alternatively, the Pacific Group will have stand-by and bookable resources on site. These services and rates, effective immediately and throughout the Games, are listed at: [www.pcb.ca/shipto2010](http://www.pcb.ca/shipto2010) (password: "shipto2010"), under Service Fees.

## 2.4 Receipt and Storage of Freight

The NPC should sign for their own goods upon delivery. If the NPC is not present, VANOC Logistics can sign for delivered goods in their “as arrived” condition. No opening or unpacking of goods will occur without the NPC representative being present. However, NPC goods stored in the Paralympic Villages prior to the lockdown period may be subject to search by the Vancouver 2010 Integrated Security Unit (V2010-ISU) during the security sweep.

If the NPC is not present when the goods arrive and the NPC storage space has not yet been established, VANOC will store NPC goods in a secure location inside the Village or venue where it was received. VANOC will provide the necessary resources to move NPC freight from the point of arrival at each Village to their allocated storage space.

## 2.5 Freight Forwarder Access to Paralympic Villages

### 2.5.1 Load-in Period

As Games accreditation is not required during the load-in period (January 4-24 for Vancouver, January 4-22 for Whistler), all freight forwarders should deliver NPC freight to the Paralympic Villages during this period.

Once the freight shipment is ready to be sent to Canada, NPCs or their designated freight forwarder should complete an Inbound Freight Notification Form (available on SNOW under Logistics) and submit it to [customs&freight@vancouver2010.com](mailto:customs&freight@vancouver2010.com). This information will help VANOC Logistics to facilitate customs clearance and to contact the NPC freight forwarder.

Deliveries by the Pacific Group, VANOC’s designated customs broker and freight forwarder, will be scheduled automatically. The Pacific Group will have load-in passes issued in advance by VANOC Logistics.

Once the freight shipment has cleared customs in Canada, VANOC Logistics will provide the contact details of the appropriate venue logistics manager directly to the NPC’s designated freight forwarder. To schedule the delivery, the freight forwarders must contact the Village Logistics manager no later than noon on the day prior to the delivery date. Once the delivery has been scheduled and verified, the freight forwarders will be issued load-in passes upon arrival at the Village.

## 2.5.2 Lockdown period

Due to the security sweeps, no freight forwarder access to the Olympic Villages will be possible from January 25 to 28 in Vancouver and from January 23 to 26 in Whistler.

Villages cannot receive freight containers during the lockdown period due to space restrictions, and operational and security screening difficulties. Non-containerized freight can be delivered to Villages between March 3 and 24, provided the following security protocols are followed:

	<b>Paralympic Village Vancouver Material Transfer Area Freight Deliveries</b>	<b>Paralympic Village Vancouver Logistics Compound Freight Deliveries</b>	<b>Paralympic Village Whistler Logistics Compound Freight Deliveries</b>	<b>Paralympic Villages Residential Zones Freight Forwarder Staff Access</b>
Clearance through the Remote Vehicle Screening Site (RVSS)	Not Required	Required	Required	Not Applicable
Delivery indicated on the Master Delivery Schedule (MDS)	Required	Required	Required	Not Applicable
Possession of an appropriate Vehicle Access and/or Parking Permit (VAPP)	Not Required	Required	Required	Not Applicable
Freight forwarder staff possession of PIAC, or a management pass	Not Required	Required	Required	Required

During the lockdown period, the Pacific Group will have accredited staff to access the Paralympic Villages to deliver and pick up NPC freight.

From March 3 to 24, access by other freight forwarders must be requested by the NPC no later than noon on the day prior to the delivery or pick up. These requests must be made at the Logistics desk in the NPC Services Centre, and in some cases must also include driver/passenger security screening information. These forms must be submitted by the Chef de Mission or any proxy card holder. The Logistics desk will confirm the Master Delivery Schedule (MDS) delivery time slot to the NPC at the time of the request. After passing the security screening at the RVSS, freight forwarders' vehicles will be sealed and will be issued a delivery VAPP. They will then be able to drive to the Village. Pre-approved access passes for drivers/passengers of freight forwarder vehicles can be picked up as follows:

Paralympic Village Vancouver	At the Welcome Centre, or at the Master Delivery Schedule (MDS) control point on Crowe Street at West 2 <sup>nd</sup> Avenue
Paralympic Village Whistler	With a vehicle: at the MDS control point at the entrance to Cheakamus Lake Road. Without a vehicle: at the Welcome Centre

From March 5 to 24, NPCs will also be able to request access to the Paralympic Village Residential Zone for freight forwarder staff to provide services such as packing/unpacking and palletizing of goods. Such requests, including access to use VANOC's on-site material handling equipment, must also be made at the Logistics desk by noon the day before. Pre-approved management passes for these freight forwarders will be issued at the Welcome Centre.

When receiving a management pass, freight forwarders must leave a valid photo identification document in exchange. This identification document must be the same as the one provided when making the request at the Logistics desk.

### 3 Chef de Mission Arrival

#### 3.1 Delegation Registration Meetings

Delegation Registration Meetings (DRM) will take place from March 4 to March 7 at the Paralympic Village Vancouver Welcome Centre. DRMs can start as early as 8:00, and generally no DRM will be scheduled to begin later than 20:00. Each Chef de Mission or designee must complete their NPC's DRM before the delegation can access the Paralympic Villages and competition venues. No PIAC will be validated until the DRM has been completed.

NPCs will have wireless internet access in their DRM room.

##### 3.1.1 Scheduling

All DRMs must be scheduled in advance. It is strongly recommended that NPCs schedule and complete their DRM at least two days in advance of their delegation's arrival.

##### 3.1.2 DRM Accommodation and Food Services

VANOC will accommodate the Chef de Mission and one NPC team official free of charge at the Paralympic Village Vancouver for the purpose of conducting their DRM prior to the arrival of the rest of the delegation.

As the Paralympic Villages will be in transition from Olympic operations, services available to NPCs will be limited until March 6. Starting March 3, the accommodation, which will include housekeeping, will be available to DRM participants arriving the night before their scheduled DRM. NPC team officials staying in the Paralympic Village Vancouver during this time will have access to food services as follows:

From March 3 to 6 (noon)	In the workforce dining hall at a price of \$12.50 for one entry coupon.
From March 6 (noon) onwards	In the Main Dining Hall free of charge

Please see section 3.2 for details on services provided during the Villages pre-opening period (from March 5 at 8:00am until March 6 at 12:00).

### 3.1.3 DRM Agenda

Each DRM will be conducted by a VANOC NPC Relations staff member. During the meeting, the following topics will be addressed, in order:

#### *Sport Entries and Classification*

Sport entries of eligible athletes to Paralympic Winter Games events will be verified.

Sport entries information for each athlete must be completed and received by VANOC before midnight, Pacific Time on February 26, 2010.

Where applicable, VANOC will confirm the schedule for the athletes that need to undergo classification assessment prior to the start of the competition.

#### *Accreditation*

Following the calculation of delegation size based on the IPC NPC Delegation Quota Formula, the VANOC accreditation team will finalize a number of issues including;

- number of NPC team officials and outstanding access privileges assignment
- number of IPC Eligibility Code forms still outstanding
- transferable guest accreditation
- dignitary accreditation
- allocation of upgrade cards

#### *Allotment*

VANOC will confirm the allotment of NPC housing in each Paralympic Village, including the number of Village bed spaces.

VANOC will confirm the date and time of the NPC's inspection of inventory. The Chef de Mission must provide the names of individuals authorized to sign all arrival and departure inspection of inventory documents on behalf of the delegation.

#### *Other Topics*

Several other topics will be addressed by NPC Relations during the DRM, including confirmation of other NPC entitlements, delegation arrivals and departures, ceremonies participation, and distribution of various materials.

### 3.1.4 Accreditation Policies

#### *NPC Team Officials*

The IPC NPC Delegation Quota Formula for the Vancouver 2010 Paralympic Winter Games determines the number of NPC team officials to which an NPC is entitled. VANOC will strictly follow this rule to determine the number of NPC team officials to be accredited. The IPC NPC Delegation Quota Formula calculation for the Vancouver 2010 Paralympic Winter Games is listed in *the IPC Accreditation and Entries at the Paralympic Games-Users' Guide* (March 2009) and outlined below.

*Regular Team Officials (“Ac”, “Ao” and “Am”)*

The number of Regular Team Officials will be determined according to the following:

- One Chef de Mission (“Ac” sub-category);
- One Deputy Chef de Mission (“Ac” sub-category) if the NPC is competing in one or both team sports (ice sledge hockey or wheelchair curling) and in one or more snow sports (alpine or nordic skiing);
- One Deputy Chef de Mission (“Ac” sub-category) for delegations with 35 athletes or more;
- One Medical Staff (“Am” sub-category);
- Two NPC Team Officials (“Ao” sub-category) if the NPC is competing in alpine skiing;
- One NPC Team Official (“Ao” sub-category) for every three athletes (rounded up) competing in biathlon;
- One NPC Team Official (“Ao” and/or “Am” sub-categories) for every two athletes (rounded up);
- One NPC Team Official (“Ao” and/or “Am” sub-categories) for every athlete classified in one of the eligible sport classes (rounded up); (B1, LW10 in alpine skiing or nordic skiing)

NPC team officials, with the same functional ability as the athletes’ eligible sport classes (B1, LW10 in alpine skiing or nordic skiing) may request one additional NPC team official to support them. NPC requests are subject to approval by the IPC.

There are no limits placed on the number of medical personnel in the team delegation as long as the total number of regular NPC team officials (Ac, Am and Ao) remains within the IPC NPC Delegation Quota Formula.

*Non-Competing Competition Participants (“Ab” sub-category)*

Alpine skiing, biathlon, and cross-country skiing guides – one alpine skiing, biathlon or cross-country skiing guide (“Ab” sub category) for each relevant athlete.

“Ab” sub-category is to be counted over and above the NPC team officials quota.

*Paralympic Attachés (“Ac” sub-category)*

- The IPC recommends that each NPC delegation appoint a Paralympic Attaché.
- The Paralympic Attaché will be counted as part of the NPC’s delegation within the quota as an NPC team official, only if the NPC delegation decides to have him or her accommodated in the Paralympic Village.

*Press Attachés (“Ao” or “As” sub-category)*

- The IPC recommends that each NPC delegation appoints a Paralympic Press Attaché, to ensure liaison between VANOC, the Media, the IPC and the NPC throughout the period leading up to the Games and during the Games.
- The Paralympic Press Attaché will be counted as part of the NPC delegation within the quota as an NPC team official. However, he/she will be granted access to the WMC and IBC.

*Additional NPC Team Officials (“As” sub-category)*

NPCs are entitled to accredit an established number of additional NPC team officials (“As”) for a set fee levied by VANOC as approved by the IPC. The additional NPC team officials fee for the

Vancouver 2010 Paralympic Winter Games is \$2,000 CAD per person and includes a Paralympic Village bed and access to the Villages Main Dining Halls.

If the number of regular NPC team officials according to the above formula is less than 125% of the number of athletes ("Aa"), the NPC may request accreditation in the "As" category for additional personnel until this figure is reached.

Example:

100 Athletes (Aa), 90 Regular NPC Team Officials (Ac + Ao + Am)

Maximum number of NPC Team Officials (Ac + Ao + Am + As): 125

Maximum number of Additional Team Officials (As) allowed: 35 (125 - 90 = 35)

### *Venue Access Entitlements*

Venue access rights are granted in accordance with the following ratio:

- 30 percent all competition venues where the NPC has participating athletes;
- 30 percent up to two (2) disciplines venues
- 40 percent one (1) discipline venue

### *Nominative Transferable Accreditations*

Transferable accreditation allows an accreditation card to be transferred from one participant to another during the course of the Games, while maintaining the set quota in that category for the organization.

The application for participants who receive transferable accreditation must be made and submitted in exactly the same manner, and with the same deadlines, as for other accreditation categories.

Each NPC will receive a quota of one transferable guest accreditation plus one for every five athletes in their delegation. The quota, which will be finalized at the DRM, will determine the maximum number of activated accreditation cards in the system at one time. The accreditation will be transferable twice.

Accreditation will not be transferred to the next person until the Chef de Mission or a designee has communicated the change and the initial accreditation has been cancelled.

### *Upgrade Cards*

'U' category cards enable NPCs to grant broader venue access privileges to their accredited delegation members.

The rules for the Upgrade Card for the Vancouver 2010 Paralympic Winter Games are:

- Each NPC is entitled to one 'U' Upgrade Card plus one for every ten athletes.
- The number of Upgrade Cards will be confirmed at the DRM and issued to the NPC.
- The NPC is responsible for distributing Upgrade Cards to their delegation. Lost Upgrade Cards will not be replaced.
- Upgrade Cards must be used along with a valid nominative Accreditation Card; an Upgrade Card will not grant access to a venue or zone by itself.
- NPC 'U' category Upgrade Cards grant access to Zone 6 (Paralympic Family areas) and the Paralympic Family stand at competition venues. An exception applies to the ice sledge hockey gold medal game, which is considered a Prime Event and will require an entry ticket.

### *Substitution and Multiple Roles*

Individuals are entitled to accreditation according to their role at the Paralympic Games. If the individual does not attend the Paralympic Games, his/her right to accreditation cannot be given to another person.

Any person with multiple official functions at the Games may receive only one accreditation but will have all access privileges combined to fulfill all legitimate roles.

### *Multiple roles*

In the case where the NPC President or Secretary General also acts as the Chef de Mission, the individual shall be accredited under the Chef de Mission function. However he/she will have the necessary entitlements to be able to fulfill both roles.

### *Substitutions*

Substitution is permitted when a President and/or Secretary General of an NPC (with athletes participating in the Games) is also an IPC Governing Board member and is accredited as such. In such circumstances the NPC concerned may request accreditation for a Vice President, in the appropriate NPC category with the same rights and privileges.

When an NPC President or Secretary General is acting in another capacity (i.e., Chef de Mission) then no substitution for this position is permitted.

For the case in which an NPC President and/or Secretary General does not attend the Paralympic Games, a Vice President may substitute the NPC President or the NPC Executive Director (or CEO) may take the accreditation of the NPC Secretary General. Only one substitution is permitted.

For specific information about substitution and multiple roles please refer to the section 1.4 of the *IPC Accreditation and Sport Entries at the Paralympic Winter Games – Users' Guide*.

### *Lost/Damaged and Stolen Card Processes*

If a PIAC is stolen, lost or damaged (for example, torn or water-damaged) before the PIAC holder's arrival in Canada, a PIAC can be reissued.

- The individual concerned must make a written, signed declaration countersigned by an authorized representative from the NPC, and submit it to VANOC Accreditation.
- A lost or damaged PIAC will be cancelled in the accreditation system, and a lost PIAC will not be reactivated even if found at a later date.
- The individual concerned must make his/her own arrangements to enter Canada. Upon arrival in Canada, he/she will have to go to one of the accreditation facilities listed in section 4.4 in order to have a new card reissued.

If a PIAC is stolen, lost or damaged (for example, torn or water-damaged) after validation, a PIAC can be reissued.

- The individual concerned must make a written, signed declaration countersigned by an authorized representative from the NPC.
- A lost or damaged PIAC will be cancelled in the accreditation system, and a lost PIAC will not be reactivated even if found at a later date.
- A lost PIAC will be reissued no sooner than 24 hours after notification has been submitted.
- Reissuance will take place at the accreditation facilities listed in section 4.4. A day pass will be issued while the new PIAC is processed.

### 3.2 Paralympic Villages Pre-Opening

VANOC strongly encourages NPCs to arrive early to take advantage of the pre-opening period. This will give NPCs a head start on various administrative tasks prior to the arrival of their delegations.

#### *Villages Pre-Opening Timeline*

March 5            8:00 – Villages pre-opening begins  
 March 6            12:00 noon – pre-opening ends and Villages opening begins

During the pre-opening, and upon completion of their DRM, participating NPCs will have access to their allotted spaces in both Villages so that they may begin their Games-time operations as follows:

NPC allotment in one Village only	Up to 4 NPC team officials in the corresponding Village
NPC allotment combined in both Villages	Up to 8 NPC team officials

The Villages team will have 72 hours to complete the transition from the Olympic to Paralympic Village. NPCs will receive access to any of their spaces where transition has been completed. The Villages team will make its best effort to have each NPC’s allotment ready for occupancy, and Rate Card items installed (for example furniture and technology) at the completion of the DRM, but no earlier than March 5.

Please see section 3.1.2 for details on services provided to DRM participants prior to the pre-opening period.

### 3.2.1 Pre-Opening Accommodation

VANOC will accommodate the Chef de Mission and one NPC team official free of charge at the Paralympic Village Vancouver starting from the night prior to the NPC's DRM. Following the DRM and starting on March 5 (pre-opening), eligible accredited NPC team officials will have access to accommodation in the Paralympic Villages. Housekeeping services will be provided.

Date	Accommodation
March 5	<p>A maximum of eight NPC team officials per NPC whose DRM is <u>completed</u> by March 5 can move into their allotment.</p> <p>Two NPC team officials per NPC whose DRM is <u>scheduled</u> for March 6 can access DRM accommodation at Paralympic Village Vancouver.</p>
March 6 onwards	<p>Two NPC team officials per NPC whose DRM is <u>scheduled</u> for the following day can access DRM accommodation at Paralympic Village Vancouver, if arriving prior to the rest of the delegation.</p> <p>The entire delegation of an NPC whose DRM has been <u>completed</u> can move into their allotment.</p>

### 3.2.2 Pre-Opening Food Services

During the pre-opening period, food services will be provided in the workforce dining halls at a price per person of \$12.50 for one entry.

At the Resident Centre Headquarters, these coupons may be purchased using cash or Visa.

At the NPC Services Centres Front Desk, only Chefs de Mission or finance proxies may obtain meal coupons. Coupon purchases at the NPC Services Centres will be made on the NPC's finance account only. No Visa or cash transactions will take place at the NPC Services Centre Front Desk.

Dining hall operating hours and menus will be scaled back from regular Paralympic operations.

Hours of operation for dining halls in both Villages during the pre-opening period:

- Breakfast            07:00–10:00
- Lunch                11:00–15:00
- Dinner                17:00–21:00

### 3.2.3 Pre-Opening Transportation Services

After the completion of their DRM, NPCs will have access to their dedicated and Rate Card vehicles. The athlete transportation system (TA) will be available when the Villages open on March 6.

### 3.2.4 Pre-Opening Resident Services

During pre-opening, NPCs will receive support from Village Resident Centres. The Resident Centre Headquarters in both Villages will be in operation 24 hours per day. For the other Resident Centres, the operating hours for March 5 will be from 09:00 – 17:00. In Whistler, one Resident Centre will also be open from 09:00 to 19:00. Resident services will be also be accessible by telephone 24 hours a day. Please see section 5.4.2 for a description of services.

### 3.2.5 Pre-Opening Guest Pass Services

During the pre-opening period, NPCs that have already completed their DRM on March 4 can use guest passes to bring additional accredited or unaccredited guests to the Paralympic Villages. The daily guest pass quota per NPC for the pre-opening period will be a combined total of 10 guest passes for the two Villages.

These NPCs must follow the regular guest pass procedure which requires the submission of a request the day before the intended visit (see section 5.2.3). Note that no guest passes will be issued for use on March 4. Following completion of their DRM, NPCs will be able to make their first guest pass request by 18:00 on March 4 for use on March 5, 2010. On March 5 the passes will only be available for pick up at the Welcome Centre.

Date	Guest Pass
March 3	Guest pass requests not possible.
March 4	An NPC whose DRM is <u>completed</u> by March 4 can make guest pass requests for: <ul style="list-style-type: none"> <li>- a maximum of ten guests for a March 5 visit</li> <li>- its full quota for visits on or after March 6</li> </ul>
March 5	An NPC whose DRM is <u>completed</u> by March 5 can make guest pass requests for its full quota for visits on or after March 6.
March 6 onwards	An NPC whose DRM is <u>completed</u> can make guest pass requests for its full quota for visits during the Games (except for the days of the Opening and Closing Ceremony).

### 3.2.6 Pre-Opening Retail Services

Retail services will be limited during the pre-opening period and will operate in both Villages from 09:00–17:00. The following services will be available:

- Banking
- Postal services
- Village store
- Information booth
- ATM (Visa)

## 3.3 Arrival Inspection of Inventory

At the DRM, the NPC will confirm with VANOC the date and time of the arrival inspection of inventory in each Paralympic Village of residence. At the appointed time, the Chef de Mission or another designated person will inspect, along with VANOC staff, the space and property in the delegation's allotment to ensure it is in place and in good condition. This inspection will include

all spaces, fixtures, furniture and equipment provided at no cost by VANOC, and all Rate Card items ordered by the NPC.

For Rate Card items, NPCs must inspect and ensure that they are in place as ordered before signing and accepting responsibility for them. NPCs will be able to report any malfunctioning equipment at the Rate Card desk.

For space and items provided at no cost by VANOC, NPCs will have two options:

- a) Inspect every single space allotted to their team to ensure that all is in place and in good condition; or
- b) Accept and sign VANOC's room data sheets without inspecting their space.

NPCs choosing the second option will have 24 hours to report any missing equipment or damage to their space that had not been previously recorded.

Following inspection, the NPC will sign documents accepting responsibility for the space and property provided to the delegation. If damage occurs to either property or spaces within the allotment during the Games, the NPC will be held responsible for damage charges. During the DRM, VANOC will provide a list of non-standard service, non-standard cleaning and damage costs to the NPC.

#### *Distribution of Room Keys*

During the inventory inspection, VANOC staff will give the NPC the room keys for its allotment. Each resident will receive one key which will provide access to the apartment and bedroom. No key will be needed to access the lobbies of buildings. The keys will have a tag identifying the building, apartment, and bedroom numbers, and will be distributed in a numbered box for each apartment. The NPC will be expected to keep the key boxes and return the keys in the same way they were received.

#### *Materials Left by NOCs for their Corresponding NPC*

In some cases the NOC and NPC from the same nation share resources. Some NOCs will leave items for their NPC counterparts after the Olympic Winter Games. The NOC must leave these items in one single location, preferably in the NOC dedicated storage space. To ensure that the items will not be confused with waste or abandoned goods, it will be important to clearly identify those items to be transferred and bring them to the attention of the NOC departure inspection staff member. The NOC must provide an inventory list to VANOC. It is recommended that the NOC provides a copy of the inventory list to the NPC as well. VANOC will place the items in the NPC's dedicated storage space prior to the NPC's arrival.

### **3.4 NPC Assistants**

NPC Assistants have been trained to help with delegation arrivals and departures, Villages check in and check out, support the transfer of athletes to the team welcome, Opening and Closing Ceremonies, provide administrative and linguistic support in NPC offices, drive NPC dedicated and Rate Card vehicles, and perform other duties requested by NPCs. Each NPC Chef de Mission will determine the specific responsibilities and duties of NPC Assistants in accordance with policies and procedures outlined by VANOC.

### 3.4.1 NPC Assistants Quota

NPCs will be assigned a number of NPC Assistants according to the following table:

Delegation Size	Allocation of NPC Assistants
5 or fewer	3
6 to 20	4
21 to 40	6
41 to 60	9
61 to 80	11
81 to 100	14
101 to 140	16

Delegation size is determined by the total number of accredited athletes and NPC team officials (Aa, Ab, Ac, Ao, Am, As) according to the IPC NPC Delegation Quota Formula.

### 3.4.2 Management and Scheduling

Each NPC will manage its NPC Assistants and schedule their shifts.

NPC Assistants will be available to each NPC from the delegation's arrival (including the Paralympic Villages pre-opening period) until the delegation's departure (latest March 24).

Shifts may be eight to ten hours in length, and in each seven day period every NPC Assistant will require at least one day of rest. The NPC Assistants can be scheduled between the hours of 7:00 and 23:00.

For the small number of NPC Assistants travelling from Vancouver to Whistler by bus every day, NPCs should schedule these volunteers for three days and then provide a day of rest. These NPC Assistants can also be scheduled for an 8-10 hour shift. However, their earliest possible shift start time in Whistler will be 09:00, and their shift must end by 21:00 so that they can take the VANOC bus back to Vancouver.

NPCs should remember that NPC Assistants are volunteering their time to support the delegations and the Paralympic Winter Games.

### 3.4.3 Accommodation

The majority of the NPC Assistants who will work in Whistler will have accommodation in the Whistler area. In Whistler, most of the NPC Assistants will be housed in the Residential Zone of the Paralympic Village Whistler, or in the Workforce Village.

#### 3.4.4 Meals

VANOC will provide meals for NPC Assistants at workforce dining facilities at each Paralympic Village as follows:

- March 5 (Villages pre-opening period) — limited hours of service will be available at the Paralympic Villages.
- March 6-24 (Villages opening period) — regular service at the Paralympic Villages.
- March 6-21 — services available at competition venues.

#### 3.4.5 Venue Access

NPC Assistants will have access to enter all competition and training venues, but only the general circulation areas and not the blue zone, spectator areas or Paralympic Family lounge. They will have access to the workforce break area at each venue.

#### 3.4.6 Mobile Phones for NPC Assistants

VANOC will provide each NPC Assistant with a mobile phone for Games-time use. NPC Assistants will be able to make calls to Canadian and United States phone numbers free of charge. NPCs wishing to have their NPC Assistants use their VANOC mobile phones to make calls to phone numbers elsewhere in the world will have to purchase pre-paid phone cards for them. These cards will be available for sale at the Rate Card desk in the NPC Services Centres and in the Village Plaza zone.

### 3.5 Support Grants

VANOC will provide support grants to participating NPCs for all their eligible athletes and NPC team officials according to the program criteria. These grants are a contribution to help offset NPC costs associated with participation in the Vancouver Games. Support grants will be paid to NPCs in Canadian dollars. The support grant rate per individual, per NPC, is not negotiable.

The grants are calculated by using the lowest published economy round-trip airfare for travel between the capital of each NPC's country and Vancouver. As a reminder, the airfares were used only for calculating the grant amounts per person and are not intended to cover NPCs' costs of travelling to the Games.

### 3.5.1 Criteria for Distribution of Grants

#### *Eligible categories:*

- Accredited athletes (Aa)
- Accredited non-competing competition participants (Ab)
- Accredited Chefs de Mission and Deputy Chefs de Mission (Ac)
- Number of accredited regular NPC team officials (Am and Ao), calculated according to the IPC NPC Delegation Quota Formula

#### *Non-eligible categories:*

- Additional Team Officials (As)
- Paralympic Attachés (Ac)
- NPC Presidents and Secretaries General (if they also have the role of Chef de Mission, they are eligible in the Chef de Mission category)
- Any athletes or NPC team officials disqualified for doping or removed from the Games for disciplinary reasons
- Any athlete or NPC team official registered at the Delegation Registration Meeting (DRM) who has not activated their accreditation
- The Canadian NPC

### 3.5.2 Grant Calculation

The grants per person per NPC have been calculated following these criteria:

- Economy class airfare
- Lowest published round-trip airfare
- Based on airfare dated for travel to Vancouver on March 6, 2010 and return on March 24, 2010 (Paralympic Villages opening and closing dates) as calculated and finalized during the airfare lockdown period (March 2009)
- Calculated and paid in Canadian dollars (\$CAD)
- Most direct route between the capital of the country and Vancouver
- Airline commission, airport and other taxes not included
- Transit expenses not included
- Promotional airfares excluded

### 3.5.3 Payment Details

Each grant will be paid directly to a bank account under the name of the NPC (no payments to third parties). Bank accounts must be in Canada or the territory of the NPC. Payment will be made in two instalments.

#### *Initial Payment*

Initial payment (60%) of the total amount will be distributed on January 31, 2010. The total amount will be based on the estimated team size, determined by the data received from each NPC and confirmed by Sport Entries, NPC Services and the IPC.

VANOC, in consultation with the IPC, retains the right to defer the initial 60% support grant payment to an NPC, in which case VANOC will make the full payment after the Games (May 31, 2010).

*Final Payment*

The balance (40%) will be calculated on the basis of the final team size and paid 60 days after the Games (May 31, 2010).

Any damages incurred in the Villages, and any other outstanding payments to VANOC, will be deducted. In the event that the number of athletes and NPC team officials who activated their accreditation is lower than the number registered at the DRM, the amount of the grant paid to the NPC will be adjusted to cover only those who actually participated in the Vancouver 2010 Paralympic Winter Games.

## 4 Delegation Arrival

### 4.1 Arrivals at Vancouver International Airport

The Vancouver International Airport (YVR) will serve as the official Host Country airport for the arrival and departure of NPC delegation members. YVR's main terminal consists of two connected terminals, one for international/US flights and one for Canadian domestic flights.

#### 4.1.1 Private Aircraft Arrivals

Many corporate and private aircraft will use YVR's Airport South. Airport South will not provide regular transportation services due to its distance from the main terminal. As a result, delegations arriving on charter aircraft will be required to reserve transportation services through VANOC's Arrivals and Departures team a minimum of seven days in advance of arrival at [arrivalsdepartures@vancouver2010.com](mailto:arrivalsdepartures@vancouver2010.com). Transportation services will be confirmed by the Arrivals and Departures team based on availability.

VANOC Arrivals and Departures services will be provided only at the Vancouver International Airport.

#### 4.1.2 Dates and Frequency of VANOC Transportation Service

Dedicated transportation will be provided from YVR to the Paralympic Village Vancouver for Delegation Registration Meetings (DRM) from March 3 to March 7, 2010.

Standard arrival transportation services for NPC delegations will be provided between March 6 and 21, 2010. NPCs will be required to provide arrival and departure information at the Arrivals and Departures desk located inside the NPC Services Centre of each Paralympic Village a minimum of 48 hours in advance of services required.

Transportation frequency from YVR to Paralympic Village Vancouver (VVL) and Paralympic Village Whistler (WVL):

Date	Service Level
March 6-21	YVR to VVL – Direct Service (every 60 minutes)
	YVR to WVL – Direct Service (every 60 minutes)

#### 4.1.3 International/US Arrivals

Athletes and NPC team officials arriving in Vancouver directly from an international or US origin (without connecting through another Canadian airport) will be required to complete Canadian entry formalities with the Canada Border Services Agency (CBSA) — the federal agency responsible for customs, immigration and agriculture related to the access of people and goods

to Canada. NPCs driving across the Canada/USA land border are also subject to Canadian entry formalities.

Wherever possible, Paralympic clients should have their Paralympic Identity and Accreditation Card (PIAC) available when passing through customs and immigration entry points. The PIAC will expedite the customs and immigration process upon entry into Canada.

#### *Paralympic Lines through Canada Border Services*

Special lines, indicated by Paralympic Line or Paralympic Lane signage, will direct athletes and NPC team officials, as well as other Paralympic Family, to designated customs and immigration counters within the International Terminal at YVR to facilitate Canadian entry formalities.

NPC delegations in transit will also be able to use the Paralympic Lines at customs and immigration entry points at the Montreal Pierre Elliott Trudeau International Airport, Toronto Lester B. Pearson International Airport and Calgary International Airport.

NPCs arriving to Vancouver from the United States by car will have access to a Paralympic Lane at the Peace Arch/Douglas border crossing (along Interstate 5, south of Vancouver). For more information on this and other Canada/US border crossing locations please see <http://www.th.gov.bc.ca/atis/index.htm>.

#### *Service / Guide Dogs*

Assistance dogs that are certified in canine vision, hearing ear or other special skills are exempt from import restrictions when the person assigned to the dog accompanies it to Canada.

### **4.1.4 Arrivals to Vancouver via another Canadian Airport**

Those travelling to Vancouver through another airport within Canada, either originating their journey at a Canadian airport or travelling to Vancouver via a Canadian airport, are directed to the baggage claim area in the YVR Domestic Terminal without passing through a customs and immigration point of entry.

All passengers entering Canada from another country must claim their own baggage and equipment and complete Canadian entry formalities (customs and immigration), before taking their connecting domestic flight to YVR.

Any items purchased at the originating or connecting airports that do not meet pre-board security requirements (for example, liquids, gels or aerosols with a capacity of 100 ml/100 g / 3.4 oz or more) will have to be placed in checked baggage.

### **4.1.5 Validation of the PIAC at Vancouver International Airport**

Once the DRM is completed, PIAC holders from the NPC's delegation will be able to get their PIAC validated at Vancouver International Airport (YVR) upon arrival. Subject to completion of the NPC's DRM, the PIAC will grant athletes and NPC team officials access to Paralympic Villages only after the Villages opening at noon on March 6, 2010.

PIAC holders whose privileges and/or information on the card have changed after the PIAC has been printed will be required to go to a primary Accreditation Centre (see section 4.4) to get their PIAC re-issued.

Athletes and NPC team officials who are not in possession of their PIAC for validation, or those who do not validate their PIAC at the airport, must go to an Accreditation Centre (see section 4.4). However, they will still be able to access the Paralympic transportation system to reach the Paralympic Villages.

#### **4.1.6 NPC Access to Baggage Claim Area**

##### *International Terminal*

Chefs de Mission or their designees will be able to access the baggage claim area of the International Terminal to assist with the arrival process of their delegation. Two transferable passes for the International baggage claim area will be supplied to each NPC during their DRM. These passes must be worn together with a validated PIAC at all times when accessing and within the arrivals hall. All details of access and regulations while within the controlled areas at Vancouver International Airport will be supplied with the passes at the DRM.

##### *Domestic Terminal*

The baggage claim area at the Domestic Terminal is accessible to the public. To assist with delegation arrivals, each NPC will also receive two passes for the Domestic Terminal. These passes will allow Chefs de Mission or their designees to access the accreditation validation desk, which is located in a restricted zone of the Domestic Terminal.

#### **4.1.7 Baggage Claim and Assistance**

NPC delegations are responsible for claiming their own baggage upon arrival, ensuring that they have the correct number of bags and that they are in good condition prior to departing the airport. Oversized baggage can be picked up in a controlled location beside the baggage carousels, indicated by signage.

Individual baggage carts (trolleys), as well as baggage assistance, will be available free of charge in the baggage claim areas of both terminals.

#### **4.1.8 Baggage Mishandled by the Airline**

The airline will be responsible for locating mishandled (lost, delayed or damaged) baggage and arranging for its repair and/or return to the owner. Athletes and NPC team officials whose baggage has been mishandled should report it to the airline's baggage service counter in the baggage claim area immediately upon arrival.

VANOC Arrivals and Departures representatives will be available at YVR to support the efforts to reunite the baggage and owner. Mishandled baggage will be forwarded by the responsible airline to the appropriate Paralympic Village or the Paralympic Family hotel using a designated courier company. Paralympic Village residents should request that the recovered baggage be sent to:

Paralympic Village Vancouver	Paralympic Village Whistler
Name of the Village resident	Name of the Village resident
NPC Name	NPC Name
Paralympic Village Vancouver	Paralympic Village Whistler
2010 Athletes Way	2010 Legacy Way
Vancouver, BC V5Y 0A8	Whistler, BC V0N 2T0

#### 4.1.9 Transfer of Accompanying Baggage to the Paralympic Villages

All accompanying baggage and equipment will be transported on the same vehicle as the passenger. If additional capacity is required, VANOC trucks will accompany the buses to the respective Paralympic Village.

Upon arrival at the Village, all individuals will be responsible for reclaiming their own baggage and equipment from the bus or logistics truck before going into the Village Welcome Centre. See also section 4.3.1 for additional information on baggage handling.

Please see section 4.3.5 for details on biathlon air rifles.

#### 4.1.10 Transfer of Sport Equipment to Venues

Upon request, VANOC will transfer accompanying sports equipment from YVR directly to the following venues:

- UBC Thunderbird Arena
- Whistler Creekside
- Whistler Paralympic Park

NPCs should schedule this service with the Arrivals and Departures team in advance of their delegation's arrival to Vancouver at [arrivalsdepartures@vancouver2010.com](mailto:arrivalsdepartures@vancouver2010.com).

Any sport equipment destined for transport from YVR directly to competition venues must first be claimed by the owner, checked for damage and then tagged. At the baggage claim area, Arrivals and Departures representatives will supply the athletes and NPC team officials with a colored tag corresponding to the venue destination and with their NPC code written on it. NPCs will attach these tags to the sport equipment and take it to the Athletes and NPC Team Officials transportation load zones where it will be loaded into a truck destined for the venue. Before the VANOC truck leaves YVR, the sport equipment owner will receive a confirmation of receipt which will indicate the approximate time of arrival at the venue.

NPCs will be responsible for receiving their sport equipment when it arrives at the venue and for storing it in their wax cabin/ice sledge hockey team locker room. If NPC representatives are not present when the truck arrives, VANOC will unload the equipment and store it in a secure location until the NPC claims it. NPCs should contact the competition management office to pick up equipment stored by VANOC.

#### 4.1.11 Airport Parking

##### *Airport Parking Outside of the VANOC Transportation Operational Period*

NPCs picking up or dropping off their athletes or NPC team officials at YVR outside of the VANOC transportation operational period (prior to March 3, 2010 or after March 24, 2010) will be able to use any of the four public parking facilities available at the airport and will be responsible for any parking fees. Further details on parking locations and fees can be found at <http://www.yvr.ca/guide/parking/index.asp>.

##### *Airport Parking During the VANOC Transportation Operational Period*

NPCs picking up and dropping off athletes or NPC team officials at YVR during the VANOC transportation operational period (from March 3, 2010 through March 24, 2010) will be able to park their car with the NPC dedicated vehicle VAPP in a designated parking area.

The number of airport parking stalls managed by VANOC will be very limited and will be assigned on a first-come, first-served basis. If stalls are not available upon arrival at the airport, NPCs will need to use one of the pay parking facilities located at the airport and will be responsible for any parking fees.

## 4.2 Arrivals at the Paralympic Villages

### 4.2.1 Arrivals from the Airport in VANOC Transportation

All athletes and NPC team officials arriving at either Paralympic Village will first arrive at the Welcome Centre. Those requiring accreditation validation or issue resolution will obtain assistance at the Accreditation Centre inside the Welcome Centre. After the athletes and NPC team officials and their baggage have been screened, they will board an internal Village shuttle to the stop closest to their NPC office, where they will be further directed to their residence.

#### 4.2.2 Self-Drive Arrivals

NPCs are advised not to self-drive to either Paralympic Village without a Vehicle Access and/or Parking Permit (VAPP). For more information on VAPPs please see section 6.7.

Delegation members arriving at Paralympic Village Vancouver in a vehicle without a VAPP will be directed to a temporary parking area located near the Welcome Centre. After bringing their luggage into the Welcome Centre, delegation members will then have to move the vehicle to another location. If there is no parking available near the Welcome Centre, delegations will be responsible for parking their vehicles in another location outside the Villages perimeter and paying any applicable parking fees.

Delegations arriving on their own at Paralympic Village Whistler without a VAPP will be able to unload vehicles at the Welcome Centre, however there will be no temporary parking available. Vehicles will be required to exit the Welcome Centre area immediately after drop off.

### 4.3 Paralympic Villages Welcome Centres

Each Paralympic Village will have a Welcome Centre, which all resident athletes and NPC team officials will have to pass through upon first arrival. At the Welcome Centre, baggage handling, security screening and accreditation procedures will take place, followed by transfer to the Residential Zone.

#### 4.3.1 Baggage Handling and Security Screening

NPCs will be expected to handle most of their own baggage. VANOC will, however, provide carts and personnel to assist with the transfer of baggage through the Welcome Centre. At the Welcome Centre, all athletes and NPC team officials will be security screened by passing through a magnetometer (metal detector). All baggage will be subject to x-ray security screening. Personnel responsible for screening have been trained in disability awareness issues, and procedures are in place to manage the screening of wheelchair and prosthetic users.

VANOC will require the baggage owners or an NPC representative to be present during the baggage screening process. Baggage owners must be available, if needed, for resolution of any problems that may arise during the screening of their bags.

#### 4.3.2 Accreditation Procedures

Athletes and NPC team officials who validated their PIAC at Vancouver International Airport will be able to pass directly through the Welcome Centre to the Residential Zone shuttle.

Athletes and NPC team officials who have not received or validated their PIAC will first have to go to the full-service Accreditation Centre inside the Welcome Centre for pass production, validation and/or issue resolution. Short-term baggage storage will be available for those who will stop at the Accreditation Centre in Vancouver and Whistler.

At the Paralympic Village Whistler Welcome Centre, accreditation procedures will take place before baggage screening.

#### 4.3.3 Transfer from the Welcome Centre to the Residential Zone

After completing the screening and accreditation procedures, athletes and NPC team officials will go with their baggage to the shuttle load zone. From there, an accessible shuttle will be available to take them to a drop-off area near their residence.

#### 4.3.4 Welcome Centre Operations Specific to Whistler

First-time arriving athletes with air rifles will have to leave them at the Welcome Centre after passing through security screening. These rifles will be transferred separately to the Rifle Storage Area at the daily arrivals entrance within an hour.

First-time arrivals with a validated PIAC who come in a vehicle with a VAPP will be able to drive directly to the NPC parking areas without stopping at the Welcome Centre. However, all vehicle

occupants must have validated accreditation that includes access to the Paralympic Village Whistler. Note also that VANOC will not provide baggage transfer services from NPC parking areas to the residential zone shuttle.

#### 4.3.5 Biathlon Air Rifles

##### *Entry into Canada*

All firearms that are being imported into Canada must be declared in writing. Undeclared firearms may be seized at the port of entry.

Air rifles used in some Paralympic biathlon events may be considered firearms for the purposes of Canada's Firearms Act. In order to be classified as firearms, air guns must have both a muzzle velocity greater than 152.4 metres per second and muzzle energy greater than 5.7 joules. These air guns are subject to the same license and registration requirements as a conventional firearm.

Athletes bringing firearms into Canada must complete the Non-Resident Firearm Declaration form. A coach cannot sign this form on behalf of an athlete. To assist athletes, the Government of Canada has waived the \$25 fee for the processing of non-resident firearms for use in connection with the Paralympic Winter Games.

The Non-Resident Firearm Declaration form can be found at <http://www.rcmp-grc.gc.ca/cfp-pcaf/form-formulaire/num-nom/909-eng.htm>.

To expedite processing at the port of entry, athletes should submit the Non-Resident Firearm Declaration form in advance of their arrival to Canada. The Firearm Pre-processing – Supplementary Information Form, and instructions, are available on SNOW under Logistics and also at <http://www.cbsa-asfc.gc.ca/events-evenements/2010/biathletes-eng.html>. These forms may be submitted to the Canada Border Services Agency by e-mail, fax or mail. Approved declarations will be returned in a similar manner.

If there is insufficient time for pre-processing, athletes should still complete the Non-Resident Firearm Declaration form and bring three unsigned copies to be presented to a border services officer at the port of entry into Canada. Forms are also available at the port of entry.

This form, once confirmed by a customs officer, serves as the athlete's temporary license and registration certificate for all firearms in their possession. The license is valid for 60 days and may be extended at no charge.

Athletes arriving by air may bring biathlon air rifles in passenger-checked baggage only. The rifle must be unloaded and must be in its designated transportation box. Please check with the airline to make necessary arrangements.

##### *Transport of Rifles and Ammunition*

Canadian law states that all firearms must be transported unloaded. During transport, rifles and ammunition must be stored in separate containers and rifles must be kept in an appropriate case. When being transported by vehicle, firearms must be kept out of sight in a locked vehicle compartment if the vehicle is unattended.

Athletes and NPC team officials are not permitted to bring rifles with them on the Village-to-Village athletes transportation (TA) shuttle. The best way for a person with a rifle to transfer between Villages is in their NPC dedicated vehicle.

### *Rifles in the Paralympic Villages*

Biathlon air rifles are not permitted inside the Residential Zone or the Village Plaza of either Paralympic Village. Biathlon air rifles can be stored at the biathlon rifle storage facilities at each Paralympic Village. The Rifle Storage Centre at Paralympic Village Whistler is located next to the daily arrivals entry. Arrangements can be made at the Welcome Centre in Vancouver for temporary storage of rifles in that Village.

### *Arrival at the Paralympic Village Whistler*

#### All Initial Arrivals

Those entering Paralympic Village Whistler for the first time and in a vehicle with a VAPP may take their rifle directly to the daily entry. All persons arriving by bus and carrying biathlon air rifles must deposit their rifle at the Welcome Centre, because they cannot bring the rifle on the shuttle which will take them directly to their residence.

- The athletes will be transported to their accommodation area directly, while VANOC will transfer their rifles to the Rifle Storage Centre. The athletes will be able to go to the Rifle Storage Centre one hour later to unpack their rifles from the travel cases, receive their locker assignments and lock combinations, and lock their rifles in the lockers. Athletes should store their travel cases in their own residences.
- VANOC recommends that athletes arrive at the Village with their rifles on the athlete transportation (TA) system bus or in an NPC dedicated vehicle. Athletes arriving by other means of transportation will likely face delays at the Welcome Centre in Whistler and may be temporarily separated from their rifles.

#### Daily Arrivals in an NPC Vehicle with a VAPP

Athletes arriving with their biathlon rifles in a vehicle with a VAPP can go to the NPC parking lot (P3), next to the transportation mall, and enter through the daily arrivals entry.

#### Arrival on the TA System from Whistler Paralympic Park

The TA system will transport athletes and NPC team officials from inside the biathlon venue directly to the Village daily arrivals entry, where the Rifle Storage Centre is located. Athletes may carry their rifles onto the bus. Upon arrival at Paralympic Village Whistler, the athletes will pass through the daily arrivals entry security screening area with their rifle, and then go directly to the Rifle Storage Centre.

#### Other Arrivals at Paralympic Village Whistler with a Rifle

All other arrivals with a rifle to the Village not described above will need to pass through the Welcome Centre. Athletes carrying rifles will be transferred, with their rifle, to the Rifle Storage Centre. This method of arrival will not be as quick as arrival by vehicle with a VAPP, or on the TA system.

### Daily Arrivals Entry

When an athlete arrives at the daily arrivals entry with a rifle, VANOC security staff will ask the individual to remove the rifle from its case to see that it is unloaded and with no magazine in the breach. After this visual check, both the rifle and its case will be passed through an X-ray machine. The athlete/NPC team official carrying the rifle will then take it directly to the Rifle Storage Centre.

### Rifle Storage Centre

All biathlon rifles must be deposited at the Rifle Storage Centre next to the daily arrivals entry at the transportation mall. This secure facility includes lockers for rifle storage as well as space for cleaning, maintenance and dry firing. To enter the Rifle Storage Centre, athletes and NPC team officials must have with them a valid, activated Paralympic Identity and Accreditation Card with the following:

- Access rights to the biathlon venue or
- Infinity venue access that includes the biathlon/cross-country skiing venue

Athletes and NPC team officials will have 24-hour access to the Rifle Storage Centre. VANOC team members will be at the Rifle Storage Centre during peak times, in particular the initial arrival period. If access is required and a VANOC team member is not present, athletes should contact the Resident Centre Headquarters located next door.

### Arrival at the Paralympic Village Vancouver

At Paralympic Village Vancouver, any persons arriving with biathlon air rifles must go directly to the Welcome Centre located on the west side of the Village to deposit these items before entering the Village. Law enforcement officers will store the rifles in lockable cabinets in the Welcome Centre.

### Whistler Paralympic Park

Strict protocol exists for the use of rifles at the biathlon venue. The rifle must always be unloaded with no magazine in the breach, except when being used for training and/or competition.

Rifles can be carried only in the following areas within the biathlon venue:

- Athletes' compound
- Team wax cabins
- Field of play

Prior to leaving the field of play, those carrying rifles must ensure that no pellets remain in the chamber of the rifle.

#### 4.4 Accreditation Centres and Services

Accreditation Centres at the Paralympic Villages in Vancouver and Whistler will serve as primary accreditation locations for NPC delegations. DRMs will be held at the Paralympic Village Vancouver only.

*NPC Accreditation Centre — Paralympic Village Vancouver* (validation, card production, issue resolution)

- March 3, 2010 – March 21, 2010

*NPC Accreditation Centre — Paralympic Village Whistler* (validation, card production, issue resolution)

- March 3, 2010 – March 21, 2010

*Vancouver International Airport (YVR)* validation counters (validation only)

- March 3, 2010 – March 21, 2010 (the counters may close earlier according to the arrival schedule)

*Venue Accreditation Offices* — competition venues (validation only)

- Operational dates according to the training and competition schedule

*Paralympic Family Accreditation Centre — Hilton Whistler Resort & Spa* (validation, card production, issue resolution)

- March 5, 2010 – March 21, 2010

*Media Accreditation Centre — Vancouver Convention Centre*

- March 3, 2010 – March 21, 2010

## 5 Paralympic Villages

### 5.1 Introduction

The Vancouver 2010 Paralympic Winter Games will operate two Paralympic Villages: one in Vancouver and one in Whistler. The table below shows the sport disciplines served by each Paralympic Village.

Paralympic Village Vancouver	Paralympic Village Whistler
Wheelchair Curling Ice Sledge Hockey	Alpine skiing Biathlon Cross-Country Skiing

All athletes and NPC team officials (Aa, Ab, Ac, Ao, Am, As accreditation categories) are eligible for a bed in the Paralympic Villages. The number of available beds in the Villages for each NPC is determined by the IPC NPC Delegation Quota Formula.

Eligible athletes and NPC team officials may stay in the two Paralympic Villages during the opening period from 12:00 (noon), March 6, 2010 through 12:00 (noon), March 24, 2010. For the pre-opening period (March 5 (08:00) until March 6, 2010 (12:00), access will be limited to a certain number of delegation members (see section 3.2).

#### 5.1.1 Paralympic Villages Timeline

Activity	Date and Time
Freight deliveries to Paralympic Villages (see section 2)	January 4–22, 2010 (Whistler) January 4-24, 2010 (Vancouver)
Paralympic Villages pre-opening	08:00, March 5, 2010
Paralympic Villages opening	12:00, March 6, 2010
Paralympic Villages closing	12:00, March 24, 2010

#### 5.1.2 Village Zones and Access Control Points

Each Paralympic Village will have a Village Plaza (formerly known as the International Zone) and a Residential Zone. The two zones will be separated by internal fencing and access control. Entrance to either zone will require an appropriate accreditation or compliance with established policies.

To ensure the safety of resident athletes and NPC team officials, entrance to the Villages through any exterior access control points will require appropriate accreditation and a security check of both people and personal items.

Both Paralympic Villages will be secured by the Vancouver 2010 Integrated Security Unit (V2010-ISU) led by the Royal Canadian Mounted Police (RCMP), Canada's national police

agency. VANOC and V2010-ISU are working closely together to ensure that the security needs unique to the Paralympic Villages are met. See also section 19.2 on Paralympic Villages security.

A large number of VANOC workforce will have accommodation in the Whistler Workforce Village, adjacent to the Paralympic Village Whistler, and separated by a security fence. Paralympic Village Whistler residents will share the access road to the Village with VANOC workforce.

## 5.2 Access to the Villages

### 5.2.1 Vehicle Access Control Points and Screening

The Paralympic Villages will have standard access control points, including vehicle access and/or parking permit (VAPP) checks as well as vehicle screening. All vehicles entering the perimeter of a Paralympic Village must pass through controls. Depending on the vehicle's origin, type and final destination inside the venue, different access control and security measures will apply. These measures include:

#### *Permit Check Points (PCP)*

At the PCP, the vehicle's VAPP will be checked to ensure that only authorized vehicles can access the Paralympic Villages. Eligible vehicles will proceed to the Vehicle Screening Area.

#### *Vehicle Screening Area (VSA)*

VSAs are located on the secure perimeter of the Paralympic Villages. At VSAs, law enforcement personnel will inspect and screen all vehicles, drivers and occupants. No one may go through the VSA without proper accreditation.

## 5.2.2 Designated Entrances

The main entrance points to the Villages for each client group are as follows:

Category	Designated Entrance
First-time arriving residents	Welcome Centre Vancouver Village – at west end of the Village Whistler Village – beside the vehicle screening area (VSA) on the Village access road.
Athletes and NPC team officials	Primary access through the NPC dedicated vehicle parking area and Village transportation mall. Athletes and NPC team officials may enter the Village through any entrance.  There will be two additional pedestrian entrances into the Paralympic Village Vancouver Residential Zone: one on First Avenue and one near the Cambie Street bridge on the 'Sea Wall'.
Paralympic Family, media and guests	<ul style="list-style-type: none"> <li>• Vancouver Village: guest pass entrance to the Village Plaza at the northeast corner of the Village.</li> <li>• Whistler Village: guest pass entrance near the Welcome Centre, then shuttle to the Guest Pass Centre at the Village Plaza Entrance.</li> </ul>
Workforce	An assigned entrance will be available for workforce in each Village. NPC Assistants will be able to use any entrance when on duty.
Material deliveries	An assigned entrance will be provided for material deliveries in each Village. <ul style="list-style-type: none"> <li>• In Vancouver, material deliveries to the Village will be made through an entrance at the west end of the Village</li> <li>• In Whistler, material deliveries will have to pass through the vehicle screening area to access the Logistics compound</li> </ul>

### 5.2.3 NPC Guest Passes

Each NPC will receive a fixed daily quota of guest passes. Regular guest pass operations are from March 6 to 24, 2010, with the exception of the Opening and Closing Ceremonies days (March 12 and March 21, 2010) when no passes will be distributed. For guest pass operations during pre-opening, see section 3.2.5.

#### *Guest Pass Quotas*

Delegation Size	Number of Passes Per Day Per NPC
1-30	7
31-35	8
36-40	10
41-45	11
46-50	13
51-60	14
61-70	15
71-80	16
81-90	17
91-100	18
101-110	19
111-120	20
121-130	22

*Delegation size is calculated as the total of all accredited athletes and NPC team officials (Aa, Ab, Ac, Am, Ao, As) according to the IPC NPC Delegation Quota Formula.*

#### *Guest Pass Requests*

NPCs will be able to request guest passes online through a dedicated VANOC website, <http://winter.vancouver2010.com/GuestPass>. To access this site, each NPC will receive a login and password. The website will allow NPCs to see their delegation's requests in both Villages and optimize distribution according to need. The system will not allow users to exceed their allotted quota.

NPCs may place their first guest pass request once their Delegation Registration Meeting has been completed. Users must fill out an online form for each guest before 18:00 on the day prior to the visit. The earliest requests can be placed on March 4 for visit on March 5, 2010. A maximum of 10 guest passes per NPC per day will be available during the pre-opening period. The regular guest pass quota per NPC will be applied for requests starting on March 5 for visits beginning on March 6, 2010.

Before a guest pass can be issued, each guest will be subject to a security background check. In the event of a background check failure, the Village guest pass administrator will inform the NPC's guest pass contact person by telephone no later than 08:00 on the day of the planned visit.

#### *Distribution and Use*

Guest passes will be distributed between 09:00 and 20:30 at the Guest Pass Centre in each Village. NPC guests must leave a valid photo identification document in exchange for their guest pass. Guests who are citizens of Canada may use their passport or driver's license. All other guests must use their passport. The identification document must be the same as the one

entered into the guest pass website. Guests must return to the Guest Pass Centre before exiting the Village to retrieve their identification.

The following should be taken into account:

	Paralympic Village Vancouver	Paralympic Village Whistler
Accredited Guests in Vehicles with a VAPP	Guests may stay in the vehicle when it passes through the Vehicle Screening Area (VSA), and then continue to the Guest Pass Centre.	
Unaccredited Guests in Vehicles with a VAPP	Guests' names will be checked against a guest pass list at the VSA. The guests may stay in the vehicle.	Guests must be dropped off near the Welcome Centre and must take the shuttle from the Welcome Centre to the Guest Pass Centre.
All Guests in Vehicles without a VAPP	Guests must be dropped off at the intersection of Terminal Street and Quebec Street (across from the Science World Sky Train station). From there, they will access the Village through the entrance next to the Village Plaza Vehicle Screening Area. To get through the gate, the guest's name will have to be on that day's guest list.	Guests must be dropped off at the intersection of Highway 99 and Cheakamus Lake Road. From there, they will walk approximately 200 m to the guest pass entry near the Welcome Centre and take the shuttle to the Village Plaza Entry

- Guest passes will be available for pick up only at the Guest Pass Centre of the Village for which they have been requested.
- Guests may not enter the Village before 09:00 and must leave by 21:00.
- Guest passes are not transferable between persons or between Villages (for example, each pass will be valid only in the Paralympic Village for which it is requested).
- Guest passes will be valid for multiple entries into the same Village on the day of issue.
- Guests must stop at the Guest Pass Centre when they leave the Village in order to get their identification document, even if they plan to return to the Village later the same day. A valid guest pass cannot be used to enter the Village without verification of the same identification document.
- No guest passes will be available on March 12 (Opening Ceremony) and March 21 (Closing Ceremony).
- Guest passes must be visible at all times during the visit.
- Guests under the age of 14 must be accompanied by an adult.
- Guest passes will provide access to the Village Plaza Zone; guest access to the Residential Zone will only be permitted if the guest is escorted at all times by a properly accredited person of the applicant NPC.
- The applicant NPC will be responsible for the guest's conduct while in the Village.

#### 5.2.4 NPC Guest Passes for Dignitaries

Dignitaries accredited in the NPC category will be granted access to the Paralympic Villages through their NPC. Chefs de Mission should request passes for dignitaries using the guest pass website, following the regular guest pass procedures. Guest passes for dignitaries, up to a

maximum of eight per visit (for accredited dignitaries in the NPC category plus their entourage), will not be counted as part of the daily NPC guest pass quota.

Passes for dignitaries will be distributed by the Village Protocol office in the respective Paralympic Village from March 6 to 20, 2010. No guest passes will be issued for the days of the Opening and Closing Ceremonies. Visiting dignitaries will be received by protocol staff at the Village Plaza entrance.

Please see section 5.9.4 for Paralympic Village Protocol offices.

### **5.2.5 Media Access**

There are no operational press facilities at the Paralympic Villages for the Paralympic Games.

Members of the accredited press can access the Paralympic Villages (Village Plaza only) in Vancouver or Whistler to conduct interviews with athletes or NPC team officials.

Requests for access to the Paralympic Village Vancouver need to be submitted to the help desk at UBC Thunderbird Arena. Requests for access to the Paralympic Village Whistler need to be submitted to the help desk at the Whistler Media Centre or Whistler Creekside Venue Media Centre.

Media passes to the Paralympic Villages will be distributed to accredited press on a first-come, first-served basis each day.

Media passes are valid only for the Village for which the individual applied. They are not interchangeable between the Vancouver and Whistler Paralympic Villages.

The guest pass provides access to the Village Plaza only. Accredited press will not have access to the Residential Zone of the Paralympic Villages.

### **5.2.6 Valley Trail Access at Paralympic Village Whistler**

All accredited athletes and NPC team officials can use the walking path between the Welcome Centre and Plaza entry between 09:00-20:00. This path is called the Valley Trail.

## 5.3 Alloted Space for NPCs

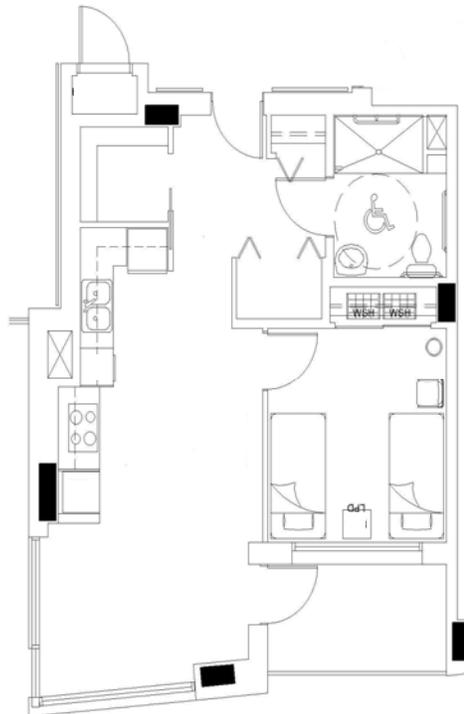
### 5.3.1 Housing

#### *Paralympic Village Vancouver*

In Vancouver, Village residences will be situated in newly-constructed multi-level apartment buildings. Most apartments will have multiple bedrooms. All apartments will have a ratio of bathrooms to residents which meets or exceeds the IPC guidelines of maximum four residents per bathroom, or maximum three wheelchair users per bathroom. Bedrooms will have a minimum area of 9 m<sup>2</sup> for single occupancy and 12 m<sup>2</sup> for double occupancy. Kitchen area and countertops will be sealed off to protect surfaces from wear and will not be available for NPCs' use. While all buildings are accessible and serviced by elevators, designated rooms have been adapted for wheelchair use and will be assigned to NPCs at their Delegation Registration Meeting.

With the exception of the tiled bathrooms, all flooring will be carpeted.

All apartment-style housing is equipped with at least two elevators per building. Each elevator may accommodate two wheelchair users and one standing passenger at one time. Elevators exceed the British Columbia standard size for accessibility (205 cm x 130 cm).



The above is an example of a typical accessible apartment unit in Paralympic Village Vancouver, composed of one double-occupancy bedroom, one bathroom and one common space. This unit would house two residents.

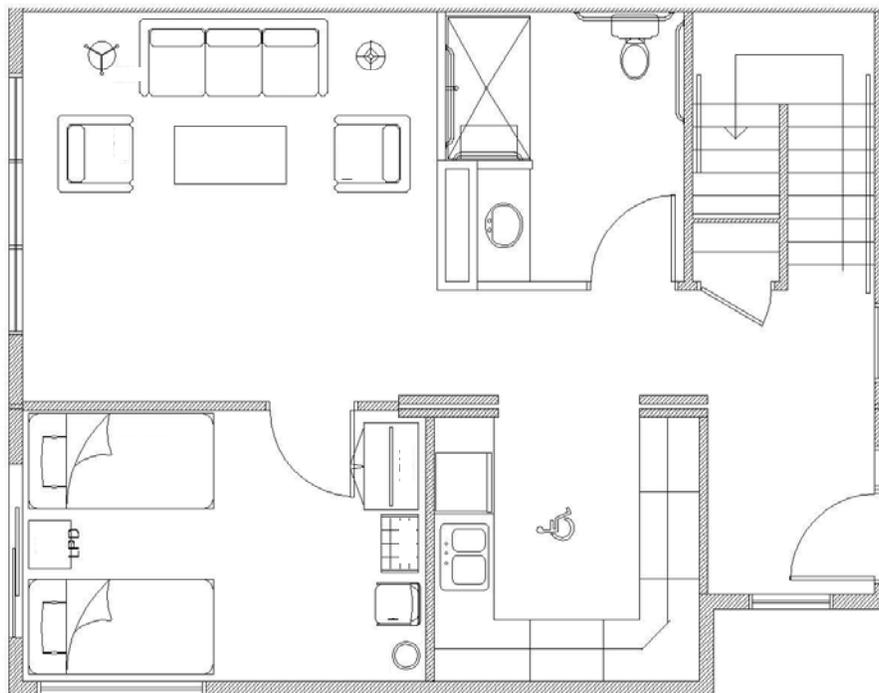
### *Paralympic Village Whistler*

Housing in the Whistler Village is primarily a mixture of townhomes and apartments with multiple bedrooms. All bedrooms will have a minimum area of 9 m<sup>2</sup> for single occupancy and 12 m<sup>2</sup> for double occupancy. Elevators service all of the apartments. NPCs will be assigned wheelchair accessible rooms at their Delegation Registration Meeting. When townhomes are included in an NPC's allotment, the NPC will receive an adequate number of ground-level units for its wheelchair users.

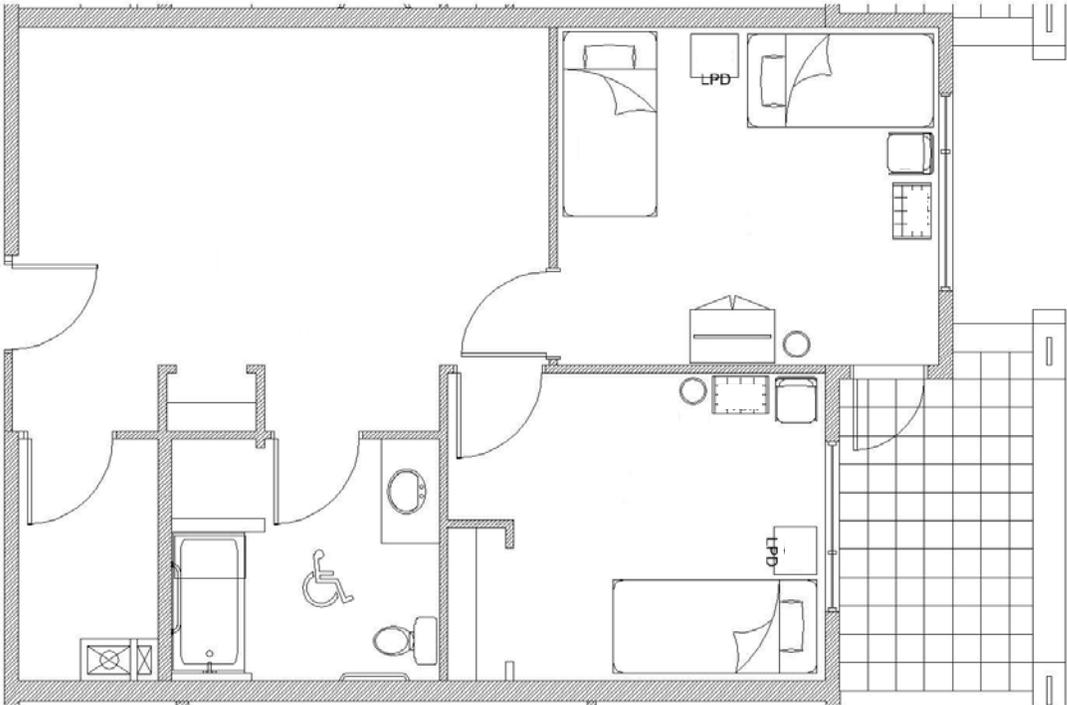
The flooring in most units will consist of a mix of carpet, wood and tiles.

In the Paralympic Village Whistler, typical examples of housing will include:

- Townhome-style housing units with two levels, three to six double-occupancy bedrooms, and a ratio of bathrooms to residents which meets or exceeds the IPC guidelines of maximum four residents per bathroom or maximum three wheelchair users per bathroom.
- Apartment-style units with one or two double-occupancy bedrooms and a ratio of bathrooms to residents which meets or exceeds the IPC guidelines of maximum four residents per bathroom or maximum three wheelchair users per bathroom.



Typical Accessible Townhome



Typical Accessible Apartment

### 5.3.2 Bedroom Furnishings

Each bedroom will be furnished with the following:

<b>Athletes and NPC team officials Bedroom Furnishings</b>	<b>Double Occupancy</b>
Bed with mattress (200 cm)	2
Folding chair	1
Closet or wardrobe	yes
Clothes hangers	10
Shelves	6
Drying rack	1
Nightstand	1 or 2, depending on room layout
Desk lamp	2
Locking drawer	2
Waste basket	1
Window coverings	yes

Lower bed frames (height from the floor to the top of the mattress: 53 cm) will be placed in all accessible bedrooms.

#### *Chef de Mission's Bedroom*

Each delegation, regardless of its size, will be provided with a single occupancy bedroom within its housing allotment for the use of the Chef de Mission. Each Chef de Mission room will be equipped with the following:

<b>Chef de Mission Bedroom Furnishings</b>	<b>Single Occupancy</b>
Bed with mattress (200 cm)	1
Folding chair	1
Closet or wardrobe space	yes
Clothes hangers	5
Shelves	3
Drying rack	1
Nightstand	1
Desk lamp	1
Locking drawer	1
Waste basket	1
Window coverings	yes
26" television with Paralympic feed*	1
Telephone (Paralympic Network)*	1
Small Refrigerator*	1 in Chef's bedroom if delegation size is 1 to 10 or 1 in Chef's office if delegation size is 11 or more

\*these items are included in the VANOC-provided administrative furnishings table in section 5.3.3.

### 5.3.3 NPC Administrative and Medical Spaces

NPCs will be eligible for administrative and medical space based on their delegation size. These spaces will be located within the NPC housing units or in adjacent structures.

The total allocation of NPC administrative and medical space across both Villages is as follows:

<b>NPC Dedicated Administrative and Medical Space</b>				
<b>Delegation Size</b>	<b>Chef de Mission Office</b>	<b>Team Office</b>	<b>Meeting Room</b>	<b>Medical Space</b>
1-10	Combined with Chef de Mission bedroom	Dedicated workstation in the business centre	Bookable	Bookable
11-25	1 (8 m <sup>2</sup> )	1 (12 m <sup>2</sup> )	Bookable	1 (10m <sup>2</sup> )
26-50	1 (8 m <sup>2</sup> )	1 (12 m <sup>2</sup> )	1 (15 m <sup>2</sup> )	1 (20m <sup>2</sup> )
51-100	1 (8 m <sup>2</sup> )	1 (12 m <sup>2</sup> )	1 (15 m <sup>2</sup> )	1 (30m <sup>2</sup> )
101+	1 (8 m <sup>2</sup> )	1 (12 m <sup>2</sup> )	1 (15 m <sup>2</sup> )	1 (40m <sup>2</sup> )

Delegation size is determined by the total number of accredited athletes and NPC team officials (Aa, Ab, Ac, Ao, Am, As) according to the IPC NPC Delegation Quota Formula.

### VANOC-Provided Administrative Furnishings

Each delegation will receive, free of charge, an allocation of furniture, fixtures and equipment in the NPC's administrative spaces according to the size of their delegation.

The total standard allocation of administrative furniture, fixtures and equipment is described below.

Administrative Furnishings	Quantity per Delegation Size Category				
	1-10	11-25	26-50	51-100	101 +
Cork board		1	1	2	2
Dry erase board		1	1	1	1
Small bookcase (3-shelf)		1	1	1	2
Large bookcase (4-shelf)					1
Small file cabinet (2-drawer)	1	1	1	2	2
Large file cabinet (4-drawer)				1	4
Large storage cabinet		1	2	3	4
Small storage cabinet		1	2	2	2
Folding chair	5	7	14	34	40
Office chair with arms	2	2	2	4	5
Coat stand	2	2	2	8	9
Desk	2	2	2	4	5
Electric kettle	1	2	2	2	2
Small folding table (120x75 cm)	1	3	3	3	7
Large folding table (180x75 cm)				2	2
Desk lamp	2	2	3	4	5
Small refrigerator*	1	1	1	1	1
Office supply kit	1	1	1	1	2
Waste basket	2	2	4	8	9
Multi-function office printer (fax, printer, copier)	1	1	1	1	1
Info2010 with printer				1	1
Paralympic mobile phone: CDMA cellular	2	2	2	2	2
Personal computer with internet connection	1	1	1	1	1
Telephone (Paralympic network, see section 18.2)*	2	2	2	2	2
26" television with Paralympic feed*	1	2	2	2	2

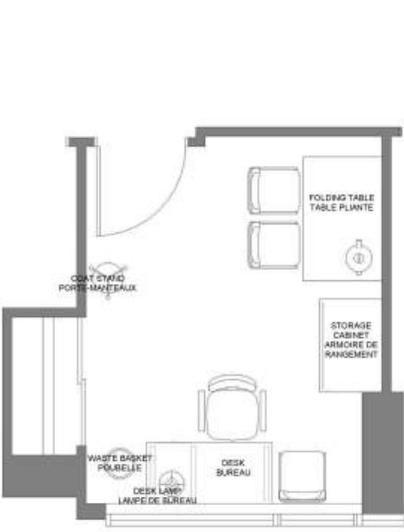
Delegation size is determined by the total number of accredited athletes and NPC team officials (Aa, Ab, Ac, Ao, Am, As) according to the IPC NPC Delegation Quota Formula.

\*the refrigerator, telephone and television provided in the Chefs de Mission bedroom/office are included in this list.

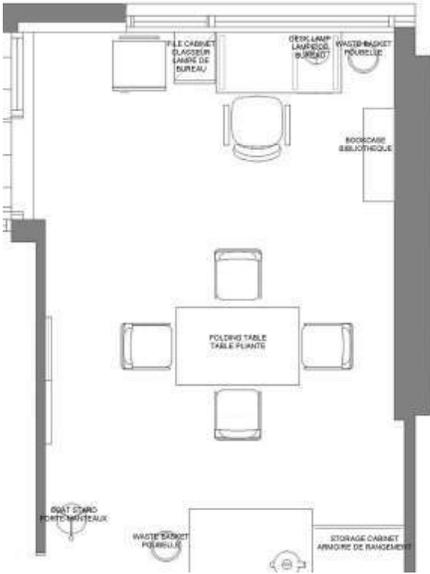
Printers installed as part of the NPC allotment will include the initial toner cartridge and 1,000 sheets of 8.5” x 11” (216 mm x 279 mm) paper. Supplementary toner cartridges may be ordered through the Rate Card system.

*Diagrams of Sample Administrative Spaces Layout*

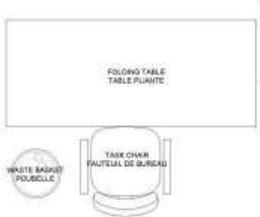
The diagrams below are examples of typical NPC office spaces. Each NPC’s actual allotment is determined by its delegation size. The furnishings indicated in the diagrams below represent typical furnishing of these spaces and should not be used for planning purposes.



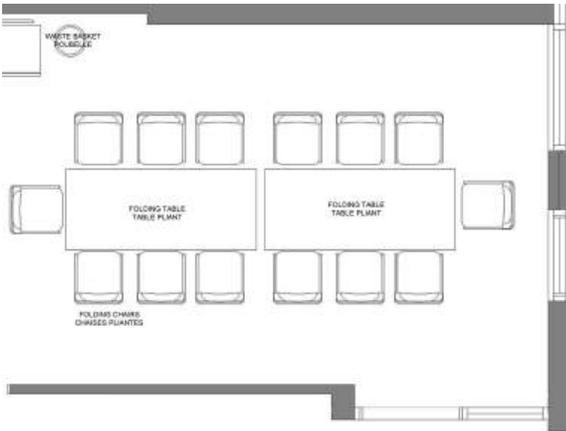
Typical Chef de Mission Office



Typical Team Office



Typical NPC Dedicated Workstation



Typical Team Meeting Room

### *Bookable Meeting Rooms*

NPCs can book rooms through any Resident Centre or NPC Services Centre Front Desk.

### *NPC Business Centres*

Located adjacent to the NPC Services Centre in each Village, the business centres are a shared administrative resource primarily for the NPCs that will not have dedicated administrative space in that Village. The business centres will be equipped with shared personal computers and printers, fax and copy machines, telephones, internet connection and Info2010 stations.

NPC business centres are open 24 hours per day.

### *NPC Dedicated Workstations*

NPCs with a total delegation size of ten persons or fewer will not be provided their own dedicated administrative space in the Villages. Instead, they will be allocated their own dedicated workstations in shared administrative space near the NPC Services Centres.

Workstations will consist of a work desk, phone, computer with internet access and printer access. Each workstation will also have a lockable two-drawer file cabinet. An office supply kit will be provided with each workstation. There will also be some common-use office tools.

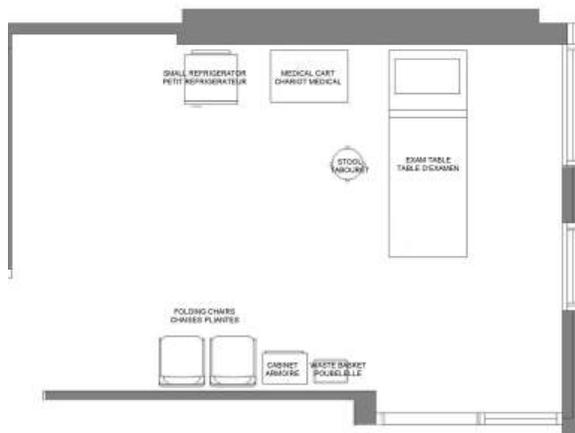
NPCs will have access to their dedicated workstations 24 hours per day.

*VANOC-Provided Medical Furnishings*

The furnishings and their quantities listed below are specific to medical spaces (doctors' offices, examination/treatment rooms, therapy rooms). The quantities will be distributed across each NPC's allocated medical rooms according to delegation size. Other useful guest items (for example, blanket and pillows) can be requested from the Resident Centres.

Medical Furnishings	Quantity per Delegation Size				
	1-10	11-25	26-50	51-100	101+
Biohazard waste/sharps receptacle		1	1	2	2
Drug cabinet		1	1	2	2
Examination lamp		1	2	4	4
Exam/massage table		1	2	4	4
Exam table paper		1	2	4	4
Ice container	1	1	1	2	2
Small refrigerator			1	2	2
Medical cart		1	2	4	4
Stool		1	2	4	4
Ice supply (nearby)	yes	yes	yes	yes	yes
Towel supply (nearby)	yes	yes	yes	yes	yes
Washbasin (nearby)		yes	yes	yes	yes

Delegation size is determined by the total number of accredited athletes and NPC team officials (Aa, Ab, Ac, Ao, Am, As) according to the IPC NPC Delegation Quota Formula.



Typical Medical Space Layout

*Bookable Medical Rooms*

NPCs may book medical rooms inside each Village's Polyclinic. NPCs that do not have dedicated medical rooms of their own will receive priority. Bookings can be arranged through the Polyclinic reception or through a Resident Centre.

### 5.3.4 NPC Storage and Workshop Spaces

#### *NPC Storage*

Secure storage space will be provided, free of charge, to NPCs in each Village where they reside. The size of the storage space will be determined by the number of athletes the NPC has in that Village. NPC dedicated storage spaces will be lockable, lit and, wherever possible, in close vicinity to the NPC's accommodations and offices. The location of these spaces will be determined during the Village allotment process. Please see section 2.5 for more details on shipment and receipt of freight at the Paralympic Villages.

#### *NPC Workshops*

In both the Vancouver and Whistler Villages, NPCs will have space for minor sport equipment maintenance and repair. All workshops will have ventilation and are equipped with lighting and electricity.

Sport equipment maintenance and repairs are prohibited inside residential units.

#### *Bookable Workshops*

In Paralympic Village Whistler, NPCs with six or fewer athletes will have priority access to bookable workshop spaces located near the NPC Services Centre.

#### *Workshop and Storage Spaces Tables*

<b>Workshop and storage space – Paralympic Village Whistler</b>							
<b>Number of athletes in Paralympic Village Whistler</b>	1 - 3	4 - 6	7 - 15	16 - 25	26 - 35	36 - 50	51+
<b>Storage m<sup>2</sup></b>	3	6	18	24	30	36	42
<b>Workshop space</b>	bookable		included in space above				
Whistler Village workshop space is intended for minor repairs and maintenance. All storage space allotted is separate from living space. Additional storage space may be available inside some residences.							

<b>Workshop and storage space – Paralympic Village Vancouver</b>			
<b>Number of athletes in Paralympic Village Vancouver</b>	5 or fewer	6 - 15	16 - 20
<b>Storage m<sup>2</sup></b>	18	24	30
<b>Workshop space</b>	included in space above		
Vancouver Village workshop space is intended only for minor repairs and maintenance. Hot work is prohibited (e.g. waxing, power grinding, soldering, welding). Smoke in these areas will activate the smoke alarm system and will mobilize emergency services.			

### Electrical Power Standards

Each bedroom and office will include a minimum of two double-plug electrical outlets which operate on 120-volt alternating current (120V/AC) — the power standard for all equipment supplied by VANOC.

Below are images of the North American power plug and outlet types in the Paralympic Villages:



Outlet



Plugs

Delegations bringing electronics or appliances should also bring any required adapters or converters.

### 5.3.5 IPSF and IPC Officials Housing

As agreed with the IPC, a number of IPSF and IPC officials will be housed in distinct areas in the Residential Zone of each Paralympic Village. These officials will also have a designated dining area within the Main Dining Hall separate from the athletes and NPC team officials.

## 5.4 Residential Zone Services and Facilities

### 5.4.1 The Service One Concept of Customer Service

VANOC is committed to providing a high level of customer service to NPCs residing in the Paralympic Villages. The *Service One* concept for service delivery allows the residents to access most Village services in one stop at the Resident Centres, with one phone call, or with one contact with our resident services staff. VANOC staff is dedicated to serving the needs of individual NPCs using the *Service One* approach. Each Resident Centre's staff will become familiar with the preferences of the particular NPCs they serve, in order to provide faster, customized service.

### 5.4.2 Resident Centres

Resident Centres will be located throughout each Paralympic Village Residential Zone and will be operated by resident hosts. Each Resident Centre will serve approximately 250 residents and will operate from 07:00 to 23:00. In each Village, one location, the Resident Centre Headquarters, will operate 24 hours daily. Each NPC will be given the telephone number to their assigned Resident Centre. Calls will be answered by resident hosts in the order they are received. After 23:00, calls will be automatically routed to the 24-hour Resident Centre.

Residents will have overnight access to the TV lounge and wireless internet at some of the Resident Centres.

Each Resident Centre will have the following:

- Info2010 terminal and printer
- computer with internet access
- wireless internet access
- television
- lounge area

NPCs should contact their Resident Centre for these services:

Service	Description
Village information	Information on Village services and directions to requested locations.
Lockout assistance	Assistance when resident has lost or misplaced their key. Key replacement cost is \$25.
Towel exchange	One for one exchange of used towels.
Laundry assistance	Provision of laundry soap, and loan of irons and ironing boards for use at laundry facilities only.
Response to various resident requests	Assistance for a variety of requests such as housekeeping, building maintenance, technology, Rate Card and logistical support. When necessary, representatives from these functions will be sent to fulfil requests. Resident hosts will track each request until resolution. The Chef de Mission or finance proxy must be present to approve work that has a cost to the NPC.

### 5.4.3 Resident Centre Headquarters Services

Each Village will operate one Resident Centre Headquarters, adjacent to the daily arrivals entry and the Main Dining Hall. In addition to the services provided at the other Resident Centres, the Resident Centre Headquarters will provide the following:

- 24 hour service by resident hosts
- Meal coupons and other catering services available for purchase with Visa or cash
- Management and storage of all Village lost and found items
- Dry cleaning/tailoring pick up/drop off services for a fee
- Long distance phone calling cards available for purchase using Visa or cash.

### 5.4.4 Laundry Services

- Self-serve washers and dryers will be available free of charge throughout the Residential Zone of each Paralympic Village.
- In the Paralympic Village Vancouver, laundry machines are at the Resident Centres.
- In the Paralympic Village Whistler, laundry machines are located in separate facilities, laundry centres, throughout the Village Residential Zone and open 24 hours.
- Laundry soap will be available free of charge at laundry centres in Whistler and at Resident Centres in Vancouver.
- Staff will be available at all locations between 07:00-23:00, and 24 hours in select locations.

### 5.4.5 Housekeeping Services

#### *Daily:*

- waste/recycling bins emptied
- beds made in each room
- bathrooms cleaned
- toilet paper and other resident amenities replenished

#### *Every two days:*

- towels replaced (towels may also be exchanged at a Resident Centre when desired)

#### *Every four days:*

- sheets changed
- rooms dusted/vacuumed (if needed)

NPC personnel may exchange dirty linen for clean linen free of charge at any Resident Centre. Additional room cleaning or linen changes on-demand can be arranged through any Resident Centre. These additional services are subject to a \$40 linen change fee (to cover contractor costs), payable by Visa at any Resident Centre. Notice is required by midnight, prior to the day the service is desired. All efforts will be made to accommodate requests received after this time, but service is not guaranteed.

Daily waste removal and scheduled cleaning will be provided for the NPC administrative, medical and workshop spaces.

Each room will have a Do Not Disturb hanger. If the hanger is attached to a resident's door, housekeeping will return once before 16:00 to check whether it has been removed. If the hanger has not been removed, housekeeping services will not be provided for that day.

### 5.4.6 Coca-Cola Complimentary Beverages

Coca-Cola devices will provide access to free Coca-Cola beverages from distribution machines throughout each Village and at other Vancouver 2010 venues. Each NPC will receive a quantity of Coca-Cola devices equal to the number of all accredited athletes and NPC team officials (Aa, Ab, Ac, Ao, Am and As) at the Delegation Registration Meeting. These devices will be distributed at the DRM.

### 5.4.7 Ice Supply

Ice will be delivered daily to Resident Centres. Ice storage containers will be provided to each NPC delegation (the number of containers will depend on delegation size according to the medical furnishings chart). NPCs will be able to pick up ice at the Resident Centre closest to the NPC's allotment, as well as from the laundry centres in Whistler.

### 5.4.8 Waste Management

NPC cooperation will be essential in ensuring the successful management of separate disposal streams for general waste, medical waste and recyclable materials — plastic and paper in particular. NPCs will be encouraged to divide waste into the appropriate containers. Containers for the separate waste streams will be provided in the common areas of residences.

Special containers and bags for medical waste will be provided in all NPC medical spaces. For safety reasons, it will be important that medical waste be disposed of only in the special containers provided, and strictly in accordance with procedures established by VANOC, which will be communicated at the DRM. As soon as containers are filled, medical personnel must close them for removal by housekeeping staff.

### 5.4.9 Maintenance

NPC staff members should contact their Resident Centre for all needs related to the maintenance of equipment and furniture and/or for technical support related to utilities (for example, power and plumbing).

### 5.4.10 Logistical Support

#### *In-Village Logistics Support*

In each Village, VANOC will provide the necessary resources, free of charge, to receive NPC freight in the Logistics compound, unload the delivery vehicle and transfer NPC freight from the Logistics compound to the NPC's allocated storage space.

NPCs are responsible for the transfer of freight from their storage space to their office and residential areas. VANOC's logistics resources are limited. VANOC may provide, free of charge, additional logistics support based on availability and advance booking through the Logistics desk. The Pacific Group will have stand-by and bookable services available on site on a user-pay basis. Rates for these services are available at [www.pcb.ca/shipto2010](http://www.pcb.ca/shipto2010) (password: shipto2010).

#### *Village to Village and Venue Deliveries*

From March 5 to March 24, VANOC Logistics will transfer single pallet loads or smaller between Villages and venues. This service is intended to assist NPCs with the transfer small scale items such as boxes, sport equipment and supplies, etc.

VANOC Logistics will transfer NPC materials using the utmost care and control. This will be done with the ultimate goal of having all materials arrive in good condition, at the correct time, and at the correct venue. Purolator Courier Ltd. will support the operation of inter-venue transfers with their fleet of cargo vans and box trucks.

NPCs can obtain assistance with inter-venue transfers from the Logistics desk at the NPC Services Centre in each Paralympic Village. NPCs with inter-venue freight requirements larger than a single pallet load may arrange services on a user-pay basis at the Logistics desk.

See section 2 for freight arrival.

### 5.4.11 Food Services

#### *Dining Privileges with Accreditation*

Athletes and NPC team officials (Aa, Ab, Ac, Ao, Am and As accreditation categories) will have unlimited access to the Villages' Main Dining Halls.

#### *Meal Coupons for Guests*

Guest meal coupons cost \$25 for one entry per person. They may be purchased at the Resident Centre Headquarters using cash or Visa. Guest meal coupons are transferable and can be used in either Paralympic Village at any time or any day during the Villages opening period.

A Chef de Mission or a finance proxy may also obtain guest meal coupons at the NPC Services Centres Front Desk. Purchases of these coupons will be tracked on the NPC's finance account up to a pre-determined dollar amount. No cash or Visa transactions will take place at the NPC Services Centres Front Desk.

#### *Main Dining Halls and Menus*

The Main Dining Hall is near the daily arrivals entry in the Residential Zone of each Paralympic Village. The dining halls will be open 24 hours a day from March 6, 2010 to March 24, 2010.

The Main Dining Hall mealtimes are as follows:

Breakfast	05:30 to 10:00
Lunch	10:00 to 16:00
Dinner	16:00 to 00:00 (midnight)
Overnight	00:00 to 05:30

The menus in both Villages will be identical and will rotate every seven days. Each Main Dining Hall will have a nutritional information station. The station will include an online database (<http://sodexo.webnutrient.com/2010/Login.aspx>, password: 2010) where all menu items will be listed with their corresponding nutritional information, including the categories: vegan, lacto-vegetarian, allergies (seafood, nuts/peanuts, gluten/wheat, and lactose/dairy) and spicy food. Nutritional content documentation will also be available at each food station.

Each Main Dining Hall will have the following food stations:

- Continental Cuisine and The Grill: beef, lamb, fish and chicken on a rotating basis, and a range of side dishes (potatoes, rice, vegetables)
- Pizza and Pasta: fresh-baked pizza and pasta with a variety of toppings and sauces
- Asian Station: meats and/or vegetables prepared in a wok, noodles and rice
- Deli and Salad: Assorted sliced meats, cheeses, fresh fruits, breads, salads, gourmet condiments, pre-made sandwiches and sweets
- Halal: foods prepared according to Islamic Law
- Beverages: cold and hot selections.

At the Paralympic Village Vancouver, several dinner menu items will be available beyond midnight. Although it will be available to all athletes and NPC team officials, this late night dinner service has been designed to accommodate ice sledge hockey teams returning after late evening games.

A full-service McDonald's Restaurant will be in each Paralympic Village to serve its traditional menu as well as fruit smoothies and specialty coffees.

To maintain the health, safety and cleanliness of the Paralympic Villages, residents and guests may not remove food from the Main Dining Hall. Exceptions are one beverage, one piece of whole fruit, one ice cream or a McDonald's Restaurant product that is in the process of being eaten.

### *Special Dietary Requests*

Athletes and NPC team officials who require kosher meals will be able to request this service. The meals will be prepared by an off-site supplier.

Village residents may obtain a Special Meal Request form at a Resident Centre or from the Main Dining Hall. Completed forms must be submitted to the Main Dining Hall at least 72 hours in advance of each requested meal.

### *Remote Meals for Medical Reasons*

A meal and bottled drink can be brought out of the Main Dining Hall to an athlete or NPC team official if the person is:

1. Being held in an NPC medical area or the Polyclinic for treatment, or
2. Confined to a residence within the Paralympic Village for medical reasons.

NPC and VANOC medical practitioners can request this service by completing a Remote Meal Request form. Forms will be available at the NPC Services Centres Front Desk. One form must be submitted per athlete per meal – multiple requests may not be submitted on a single form.

### *Food Deliveries to the Paralympic Villages*

Village residents may bring take-out meals into the Village from outside restaurants. However, non-accredited persons delivering fast foods such as pizzas will not be able to access or approach Village entry points. Villages will not receive these deliveries.

## **5.4.12 Residential Zone Facilities**

The Paralympic Villages will offer entertainment programming designed for the athletes and available to all residents. Residents may listen to live and recorded music, and enjoy performances, dancing and other activities.

### *Village Living Room*

The Living Room in each Village will provide an intimate gathering place where athletes and NPC team officials can relax, watch television and socialize. Performances by musicians/singers will take place in the Village Living Room. These performances will be for small audiences and relatively quiet.

Wireless internet will also be available in the Village Living Room.

The Village Living Room will operate from 08:00 to 22:00.

### *Fitness Centres*

The fitness centre in each Paralympic Village will offer residents a place to exercise. Modern fitness and weight training equipment will be available, as well as space for stretching.

The Fitness Centre will be open 24 hours.

The 2010 Fitness Facilities Guide, which lists non-VANOC fitness facilities in the Vancouver and Whistler areas, is posted on SNOW. A copy will also be available at the NPC Services Centre Front Desk.

### *DVD Lounges*

Residents will be able to choose from a library of DVDs for viewing in lounges located in the Residential Zones of both Villages. The DVD lounges will operate from 10:00 to 23:00.

### *Acer PC Lounges*

There will be two Acer PC lounges in each Village Residential Zone. These lounges will provide computers, printers, internet access, and user assistance to athletes and NPC team officials. These lounges will be available from 12:00 noon on March 6 until 12:00 noon on March 24 during the following hours:

- Acer Lounge 1: 24 Hours
- Acer Lounge 2: 08:00 – 00:00

An additional Acer PC lounge will be located in the Village Plaza Zone of the Paralympic Village Whistler, and will be available from 09:00 to 21:00.

Wireless internet access will be available in the Acer PC lounges.

Two additional computers with screen reading software will be available in the Paralympic Village Whistler for the use of athletes and NPC team officials with visual impairment.

### *Internet Access Points*

Each Resident Centre will have one computer with internet access, and there will be additional internet access points in each Village Plaza.

There will also be a limited number of wireless internet access points in various common areas in each Village, including: the Village Café, Resident Centres, Village Living Room and Acer PC lounges. In Whistler, the laundry centres will also have wireless internet access.

No usernames or passwords will be needed in order to access wireless internet through these 'hot spots' in the Paralympic Villages.

### *Games Centres*

Located in the heart of the Residential Zones of both Villages, these centres will have video games, table games and other popular games.

- Paralympic Village Vancouver hours: 08:00 – 22:00
- Paralympic Village Whistler hours: 10:00 – 22:00

### *Phone Lounge*

These lounges will be provided for making long distance calls. Telephone Centre staff will be available to provide assistance if required.

The phone lounges will be staffed from 08:00 to 21:00 and open to residents 24 hours.

### *Multi-Faith Centres*

VANOC will provide a place for worship and meditation in each Village. Each Village's multi-faith centre will have separate rooms that may be used for formal religious services and ceremonies as well as for individual meditation and counselling. All faiths will be welcome, although planning and resources will be focused on five major faiths: Buddhism, Christianity, Hinduism, Islam and Judaism. Other faiths may apply to the multi-faith centre to book meeting rooms. In addition to the centre's regular hours of operation, representatives from a variety of faiths will be available to athletes by phone 24 hours a day. A religious services directory will be available to residents identifying places of worship close to the Villages.

The multi-faith centre will be open from 08:00 to 20:00.

### *Bookable Meeting and Celebration Rooms*

Each Village will offer a small number of bookable rooms for NPCs to hold meetings, gatherings or celebrations that cannot be accommodated in their dedicated spaces. NPCs can book rooms through any Resident Centre or at the NPC Services Centre Front Desk. Room sizes will vary in capacity from 12 to 120 people. Associated services such as technology, media and catering are available by prior arrangement. A catalogue of rooms and services are available at any Resident Centre and NPC Services Centre Front Desk.

To ensure availability for all NPCs, meeting rooms can only be booked 48 hours in advance.

### *Mobility Equipment Repair Services*

Each Village Residential Zone will include a Mobility Equipment Repair Services Centre which will provide orthotic, prosthetic and wheelchair repair to residents at no charge. These facilities will be open from 8:00 to 20:00 from March 6 to 23.

### *Bookable Workshops*

In Paralympic Village Whistler, NPCs with six or fewer athletes will have priority access to bookable workshop spaces located near the NPC Services Centre.

## **5.5 IPC Athletes Council Election Voting**

Athletes participating at the Vancouver 2010 Paralympic Winter Games will be eligible to elect athlete representatives to the IPC Athletes Council. Voting stations will be conveniently located in each Village Main Dining Hall. Staff from the IPC Athletes Council will manage these elections and be available to address the questions of the athletes.

## 5.6 NPC Services Centres

The NPC Services Centres will be located in the Residential Zone of each Paralympic Village and are designed to centralize and facilitate communication and services between VANOC and each NPC. Trained staff will be available to provide information and coordinate issue resolution.

The VANOC NPC Relations, NPC Assistants Program, and NPC Communications offices, as well as the IPC's NPC Delegation Relations office, will be located within the NPC Services Centres. In addition, service desks by specific VANOC departments will offer specialized information to NPCs.

Service desks represented within each NPC Services Centre are:

- NPC Services Front Desk
- Arrivals and Departures Desk
- Transportation Desk
- Sport Information Desk
- Logistics / Customs and Freight Forwarding Desk
- Rate Card and Telecom Services Desk
- Radio Frequency Desk
- IPC Uniform Inspection Desk

### 5.6.1 Hours of Operation

Villages pre-opening period	March 5, 2010	08:00 to 20:00
Villages opening period	March 6–March 23, 2010	07:00 to 23:00
Villages closing	March 24, 2010	07:00 to 12:00

#### *Operations During the Pre-Opening Period*

The NPC Services Centres will be fully operational during the pre-opening period, but with reduced hours of operation on March 5 as indicated above.

#### *Services During Off-Hours*

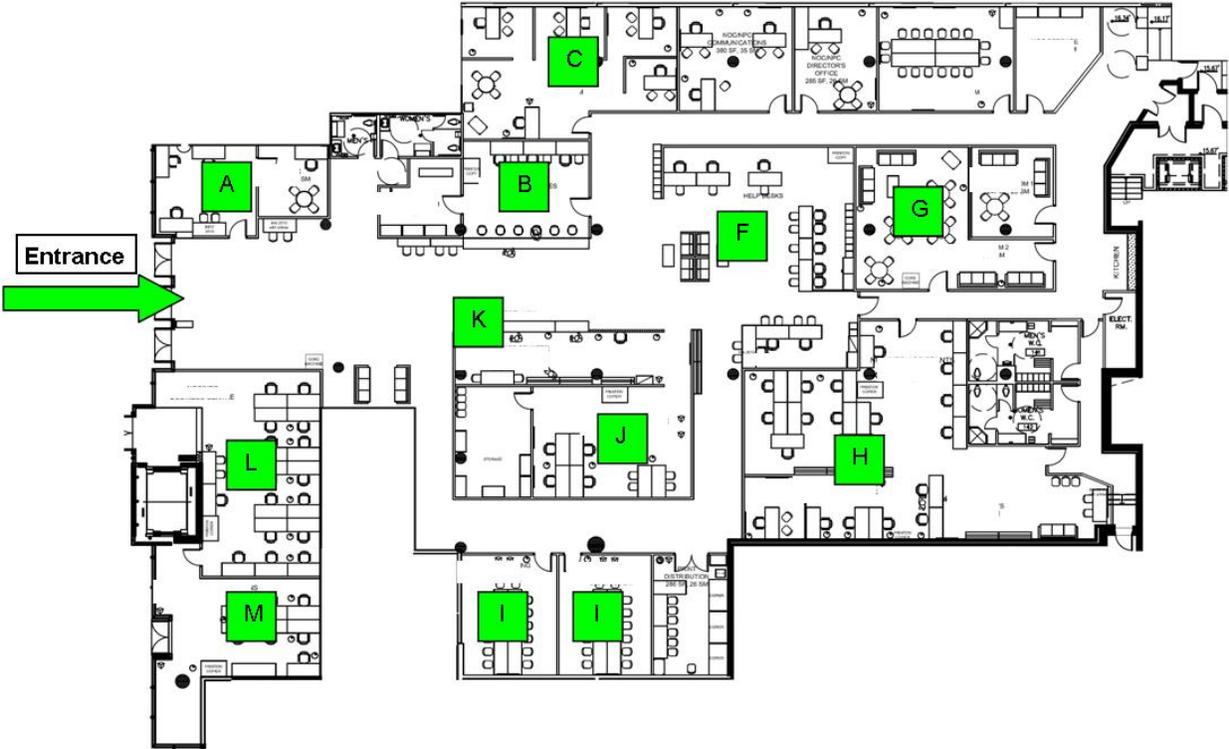
In the case of urgent matters during the off-hour emergencies (23:00 to 07:00), NPCs may call the regular NPC Services Centre Front Desk telephone number to reach the NPC Services night duty staff.

5.6.2 NPC Services Centre Diagram – Whistler



- A - IPC NPC Delegation Relations Office
- B - Rate Card and Telecom Services
- C - NPC Relations Office
- D - NPC Communications Office
- E - NPC Director's Office
- F - Functional Area Help Desks
- G - Break Room
- H - NPC Assistants Workroom
- I - Bookable Meeting Room
- J - NPC Services Centre Management Office
- K - NPC Services Centre Front Desk
- L - NPC Business Centre
- M - NPC Dedicated Workstations

5.6.3 NPC Services Centre Diagram – Vancouver



- A - IPC NPC Delegation Relations Office
- B - Rate Card and Telecom Services
- C - NPC Relations Office
- F - Functional Area Help Desks
- G - Break Room
- H - NPC Assistants Workroom
- I - Bookable Meeting Room
- J - NPC Services Centre Management Office
- K - NPC Services Centre Front Desk
- L - NPC Business Centre
- M - NPC Dedicated Workstations

#### 5.6.4 NPC Relations

Both before and during the Games, the NPC Relations team members will be responsible for working with the NPCs to ensure issue resolution.

Following the completion of Delegation Registration Meetings, NPC Relations staff members will move to the NPC Services Centre in one of the two Paralympic Villages. The pre-Games dedicated NPC Relations representative who worked with an NPC until the NPC's DRM may be based in a different Paralympic Village than the NPC or its Chef de Mission.

NPCs that require the assistance of NPC Relations staff should first contact the NPC Relations office in the Paralympic Village of residence. The NPC Relations staff assigned to this office will support all NPCs accommodated in that Paralympic Village. Pre-Games dedicated NPC Relations representatives will still respond to issues that cannot be resolved by other VANOC staff operating inside the Paralympic Villages, or to issues affecting the entire delegation of an NPC across the two Paralympic Villages.

<b>NPC Relations Team Paralympic Village Vancouver</b>	<b>NPC Relations Team Paralympic Village Whistler</b>
Andre Bourgeois - Manager Anthony Purcell - Deputy Manager Mark Heilig - Deputy Manager	Myriam Berry - Senior Manager, NPC Services Lambis Konstantinidis - Manager Danny Buntain - Deputy Manager Amy Barnett - Deputy Manager Francesca Lamberto - Deputy Manager Sari Rimpilainen - Deputy Manager

#### 5.6.5 Chef de Mission Proxy

The Chefs de Mission can delegate authority for some of the activities performed at the NPC Services Centres. During the Delegation Registration Meeting, proxy cards will be issued for a number of designees to be selected among the delegation members and the NPC Assistants. NPC proxies with proper accreditation will be authorized to conduct business on behalf of their Chef de Mission through a proxy card, which will specify the extent of the authorization for certain tasks.

Unlike designated delegation members, NPC Assistants may not be appointed to handle financial transactions or perform Village departure inspection of inventory on behalf of their Chef de Mission.

Proxy types are as follows:

- Finance – the holder can make financial transactions such as buying meal coupons, etc.).
- Mail – the holder may collect NPC's mail at the NPC Services Centre Front Desk.
- Ticketing – the holder may pick up complimentary sport and victory ceremonies tickets at the NPC Services Centre Front Desk.

Additional proxy cards may be requested after the DRM at the NPC Services Centre by the Chef de Mission only.

### 5.6.6 Service Desks

The following service desks are in each NPC Services Centre:

#### *NPC Services Centre Front Desk*

- General information and issue resolution
- Mail and information distribution
- Deposit of mail and small packages for Village to Village delivery
- Reservation of bookable meeting rooms
- Meal coupon sales on NPC account (no cash transactions)
- Distribution of complimentary sport tickets
- Medal pouch and diploma distribution
- Translation services (for a fee)
- Catering orders

#### *Arrivals and Departures Desk*

- Arrivals and departures scheduling, information and issue resolution
- Issue resolution for misplaced or delayed baggage
- Information and coordination of flight departure check-in at the Villages

#### *Transportation Desk*

- Schedule and service information
- Distribution and collection of NPC dedicated vehicle keys and VAPPs (Paralympic Village Vancouver only)
- Rate Card VAPP distribution (Paralympic Village Vancouver only)
- T3 vehicle reservation
- Public transportation information
- Issue resolution

#### *Sport Information Desk*

- General sport information
- Competition and training information
- Distribution of start lists
- Results
- Weather updates
- Classification information
- Distribution of Team Captains Manuals

*Logistics / Customs and Freight Forwarding Desk*

- Facilitation of receipt, storage, delivery and shipping of NPC freight
- Customs brokerage and freight forwarding services
- Scheduling of inter-venue (including Village to Village and Village to venues) transfer of NPC freight of single pallet loads or smaller
- Scheduling the transfer of NPC freight to the Logistics compound and loading onto the pick-up vehicle for departures from the Village
- Booking of freight concierge services provided by Pacific Group (material handling, labour, packing, etc. for a fee)
- Tracking inbound Games freight to facilitate customs clearance
- Scheduling the unloading and transfer of arriving NPC freight to the allocated storage space

*Rate Card and Telecom Services*

- Rate Card customer service
- Check-in/check-out of Rate Card items
- Delivery of portable Rate Card items
- Games-time orders and payment
- Telecommunications in-person customer service
- Self-serve kiosk for purchases of calling cards

*Radio Frequency Desk*

- Inspection of NPC radios and wireless devices to ensure compliance with frequency registration
- Frequency assignments
- Validation and coding of wireless devices for each venue
- Radio frequencies information and issue resolution

**5.6.7 IPC Offices in the NPC Services Centre***IPC NPC Delegation Relations Office*

The IPC will have NPC Delegation Relations offices located in the NPC Services Centres of the Paralympic Villages in Whistler and Vancouver. The NPC Delegation Relations offices will be the IPC's point of contact for NPC delegation inquiries and issues. The offices also serve the following functions:

- Team uniform inspection appointments
- Collection of flag bearer nominations
- Liaison with IPSFs

*Team Uniform Inspection Office*

Inspection of marks on NPC uniforms will take place at the Paralympic Village Whistler only, and will be managed by IPC Marketing. Inspections will take place from March 6 to 12. See section 17.2.2 for team uniform inspection procedures.

### 5.6.8 Mail Deliveries

The mailboxes at NPC Services Centre Front Desk serve as the central distribution area for NPC mail. This includes mail delivered by Canada Post and mail delivered via VANOC's Village to Village shuttle.

All mail sent to NPCs in the Paralympic Villages should be addressed in the following way:

<b>Paralympic Village Vancouver</b>	<b>Paralympic Village Whistler</b>
Recipient name NPC name Paralympic Village Vancouver 2010 Athletes Way Vancouver BC V5Y 0A8 CANADA	Recipient name NPC name Paralympic Village Whistler 2010 Legacy Way Whistler BC V0N 2T0 CANADA

Mail addressed to Village residents will be available at NPC Services Centres for pick-up by the Chef de Mission or proxy.

#### *Village to Village Mail Service*

To deliver mail and small packages between the Villages, NPCs will be able to use the Village to Village mail service. Mail will be collected twice per day at the NPC Services Centres and transferred to the other Village where it will be available for pickup from the NPC mailbox in the NPC Services Centre.

Mail will be transferred at 9:30 and 16:30 daily from both Villages. Village to Village mail should be addressed appropriately (as identified above) and will be distributed through the NPC Services Centre Front Desk mailboxes.

#### *Courier Deliveries to Paralympic Villages*

Packages sent to the Paralympic Villages by courier should be addressed as follows:

<b>Paralympic Village Vancouver</b>	<b>Paralympic Village Whistler</b>
Recipient Name c/o NPC Services Centre Manager NPC name Paralympic Village Vancouver 2010 Athletes Way Vancouver BC V5Y 0A8 CANADA	Recipient name c/o NPC Services Centre Manager NPC name Paralympic Village Whistler 2010 Legacy Way Whistler BC V0N 2T0 CANADA

Any NPC expecting to receive courier packages in the Paralympic Villages will have to provide authorization for the NPC Services Centre manager to receive packages at the NPC Services Centre Front Desk on their behalf. NPCs can get the authorization form at the NPC Services Centre Front Desk.

The NPC Services Centres staff will place a notification card in the NPC's mailbox, indicating that a courier package is available for pick up.

NPCs who do not wish to provide such authorization for the NPC Services Center manager to sign for courier packages on their behalf will receive notification that a courier package is being held at the courier's warehouse location for pick-up.

C.O.D deliveries (cash on delivery) will not be accepted at the Paralympic Village. C.O.D. deliveries will be returned to the courier's warehouse for pick-up by the NPC. The courier may leave a pick-up card for the NPC, which will be placed in the NPC mailbox in the NPC Services Centre.

### 5.6.9 Distribution of Gift Bags

VANOC will present gift bags to all athletes and NPC team officials accredited in the A category (Aa, Ab, Ac, Am, Ao, As). During the DRM, Chefs de Mission will determine a time and location within each Paralympic Village where gift bags should be delivered by VANOC (e.g., NPC offices, Chef de Mission office, etc.), as well as the individual who will receive the bags. After the delivery, the NPC will be responsible for further distribution to individual delegation members.

### 5.6.10 Distribution of Sport and Victory Ceremony Complimentary Tickets

NPCs may pick up complimentary tickets as follows:

Paralympic Village Vancouver	Ice sledge hockey gold and bronze medal game complimentary tickets for different-discipline athletes and NPC team officials
Paralympic Village Whistler	Whistler Medals Plaza victory ceremony tickets for non-accredited NPC guests; NPCs with medalists will also be able to pick up their corresponding complimentary tickets for Whistler Medals Plaza victory ceremonies

The request and distribution processes for these complimentary tickets are described in detail in section 7.

### 5.6.11 Distribution of Paralympic Medal Pouches, Diplomas, Participation Certificates and Participation Medals

VANOC will provide Paralympic medalists with a pouch which will hold their medal. Athletes placing from first to eighth place will also receive a personalized diploma. Athletes' medal pouches and diplomas will be available for pick-up at the NPC Services Centre Front Desk.

VANOC will also distribute participation medals and certificates for all accredited athletes and NPC team officials (Aa, Ab, Ac, Ao, Am and As). Participation medals will be distributed to NPCs in each Village. Participation certificates will be delivered to NPCs in one Village of their choice at a time and location agreed to at the DRM.

### 5.6.12 Meal Coupons for the Paralympic Villages Dining Halls

Guest meal coupons cost \$25 for one entry per person. They may be purchased at the Resident Centre Headquarters using cash or Visa. Guest meal coupons are transferable and can be used in either Paralympic Village at any time or any day during the Villages opening period.

A Chef de Mission or a finance proxy may also obtain guest meal coupons at the NPC Services Centres Front Desk. Purchases of these coupons will be tracked on the NPC's finance account up to a pre-determined dollar amount. The limit will be confirmed to each NPC during the DRM.

If an NPC wishes to return meal coupons, VANOC will provide reimbursement under the following conditions:

- Meal coupons may only be returned to the NPC Services Centre Front Desk in either Village.
- The number of returned coupons may not exceed the total combined number of coupons that have been charged to the NPC finance account at NPC Services Centre Front Desk in both Villages. The maximum number of returned coupons does not include the number of coupons purchased at the Resident Centre Headquarters.
- The full purchase value of the returned coupons will be deducted from the NPC's finance account – there will be no cash refunds.
- Any returns must be completed no later than at the time of the NPC check-out.

### 5.6.13 Meeting Room Scheduling

Meeting rooms throughout the Villages may be booked by phone call or in person at the Resident Centres and NPC Services Front Desk no earlier than 48 hours in advance of a meeting. NPCs will not be permitted to reserve exclusive use of these spaces for extended periods throughout the Games. Meeting rooms should be reserved 24 hours in advance to ensure availability.

### 5.6.14 Catering orders

Requests for catering in the Villages can be made by filling out a Catering Request form available at Resident Centres and the NPC Services Centres. Catering requests must be made a minimum of 48 hours in advance, or 72 hours in advance for events hosting over 100 people. Copies of the available menus, services, prices and catering policies will be available at the NPC Services Front Desk. For special catering services such as lunches or dinners in the Villages, the NPC will be able to schedule an appointment with a Food and Beverage representative through the NPC Services Centre Front Desk.

### 5.6.15 Translation Services

The NPC Services Centre Front Desk can provide NPCs with a list of VANOC-approved for-hire translation agencies, and facilitate translation requests.

### 5.6.16 NPC Business Centres

Located adjacent to the NPC Services Centre in each Village, the NPC business centres are a shared administrative resource primarily for the NPCs who will not have a dedicated administrative space in that Village. The business centres will be equipped with shared personal computers and printers, fax and copy machines, telephones, internet connection and Info2010 stations.

NPC business centres are open 24 hours per day.

### 5.6.17 NPC Dedicated Workstations

NPCs with a total delegation size of ten persons or fewer will not be provided their own dedicated administrative space in the Villages. Instead, they will be allocated their own dedicated workstations in shared administrative space near the NPC Services Centres.

Workstations will consist of a work desk, computer with internet access and printer access. Each workstation will also have a lockable two-drawer file cabinet. An office supply kit will be provided with each workstation. There will also be some common-use office tools.

NPCs will have access to their dedicated workstations 24 hours per day.

## 5.7 Chefs de Mission Meetings

Chefs de Mission meetings will be the principal forum for VANOC and NPCs to exchange information and raise issues related to Games-time operations.

The first meeting will take place on March 8 and will take place every other day starting at 07:30. All meetings will last approximately one hour.

NPC Services will schedule additional meetings if necessary.

Meetings will be conducted in the Chefs de Mission Meeting Hall at the Paralympic Village Whistler. Chefs de Mission operating in Vancouver will be able to see and hear the meetings in the Chefs de Mission Meeting Hall in the Paralympic Village Vancouver.

Because space in the Chefs de Mission Meeting Hall in Whistler will be limited, no more than two NPC representatives from each NPC may attend Chefs de Mission meetings in Whistler Village.

Following each meeting, and on the same day, NPC Services will distribute a report to NPCs describing how VANOC has resolved issues raised during the meeting.

### 5.7.1 Communications to NPCs

NPC Services will send official communications to the NPCs by email, using the email addresses provided by the NPC at their Delegation Registration Meeting. Paper copies of these email messages will be distributed in the mailboxes at the NPC Services Centre, and the

messages will also be posted on SNOW. At the DRM, each NPC will be able to advise VANOC if they do not wish to receive paper copies of VANOC's email messages.

In its direct communications to the NPC, VANOC will always use the mobile phone number provided by the NPC at the DRM. This can be the number of the VANOC-provided mobile phone or any other preferred by the NPC. However, in case of urgent mass communications, VANOC can send brief text messages only to the VANOC-provided phones and to mobile phones for which a roaming agreement exists with Bell Canada. NPCs should keep this in mind when deciding how to allocate the phones within their delegation.

## 5.8 Medical Services in the Paralympic Villages

### 5.8.1 Polyclinic Operating Dates and Scope of Services

The Polyclinics in both Paralympic Villages will operate with full services between 07:00 and 23:00 from March 6, 2010 to March 22, 2010, inclusive. First aid and emergency services will be available overnight from 23:00 – 07:00. Emergency and essential services will be provided during the Villages pre-opening (March 5) and after the Closing Ceremony (March 22 to March 24). Additional services may be coordinated on a case-by-case basis during this time.

There will be 24-hour ambulance coverage in both Villages from March 5 2010 to March 24, 2010, inclusive.

POLYCLINIC SERVICES IN BOTH PARALYMPIC VILLAGES		
SERVICES	HOURS OF OPERATION	
<b>Emergency Medicine and Trauma Services</b>		
Emergency Medicine	24 hours	
Trauma Services	24 hours (Whistler Village Mobile Medical Unit Only)	
<b>Sports Medicine and Therapy Services</b>		
Sports Medicine	07:00 – 23:00	
Physiotherapy	07:00 – 23:00	
Massage Therapy	07:00 – 23:00	
Chiropractic	07:00 – 23:00	
Athletic Therapy	07:00 – 23:00	
Acupuncture	By appointment	
<b>Outpatient Services</b>		
Dental	07:00 – 23:00	On-Call 23:00 – 07:00
Eye	07:00 – 23:00	
Orthopedics	On-Call	
<b>On Call Services</b>		
Cardiology		
Dermatology		
ENT (Otolaryngology)		
Gastroenterology		
General Surgery		
Internal Medicine		
Neurology		
Neurosurgery		
Nutrition		
Gynecology		
Ophthalmology		
Orthotics		
Plastics and Hand Surgery		

POLYCLINIC SERVICES IN BOTH PARALYMPIC VILLAGES		
SERVICES	HOURS OF OPERATION	
Podiatry		
Psychiatry		
Psychology		
<b>Other Services</b>		
Diagnostic Imaging - X-ray - MRI - CT scan - Ultrasound	07:00 – 23:00	On-Call 23:00 – 07:00 For emergencies only
Diagnostic Medical Laboratory	07:00 – 23:00	On-Call 23:00 – 07:00 For emergencies only
Pharmacy	07:00 – 23:00	On-Call 23:00 – 07:00 For emergencies only
Public Health	07:00 – 23:00	
Regeneration and Recovery Centre	07:00 – 23:00	

A Mobile Medical Unit will support the Paralympic Village Whistler Polyclinic Trauma Service in the event of a life, limb or organ threatened event, a mass casualty incident, or in case Whistler is cut off from Lower Mainland hospitals by land and air and normal rapid transport is not possible. The Mobile Medical Unit will only be used if evacuation to Vancouver General Hospital is not possible.

### 5.8.2 Bookable Medical Rooms

There are bookable rooms available in the Village Polyclinics. These rooms may be used by NPC medical personnel to perform assessments, treatments and minor procedures. These rooms can be accessed by calling the Polyclinic or by going to the Polyclinic reception desk.

### 5.8.3 Therapy Services

All members of VANOC's therapy team have extensive experience and specialization in the treatment of athletes and sports-related conditions. Further information regarding the qualifications and scope of practice of these services are available upon request.

Paralympic Family members wishing to access therapy services through VANOC can book an appointment by phone or in person at the Polyclinic reception desk. Patients are encouraged to book in advance, but walk-in patients will be seen as soon as a therapist is available.

The following equipment is available at each of the Paralympic Village Polyclinics:

<b>Exercise Equipment Available</b>
1 Treadmill
2 Upright Bikes
1 Recumbent Bike
1 Arm Ergometer
1 Cable System
1 Shuttle MVP (leg press machine)
Various balance boards, exercise balls, medicine balls, trampolines, rebounders and weights
<b>Electro-physical Agents Available</b>
NMES (Neuromuscular Electrical Stimulation)
TENS (Transcutaneous Electrical Nerve Stimulation)
Ultrasound
IFC (Interferential)/HVPC (High Voltage) /Russian Current
LLLT (Low Level Laser Therapy)
ESWT / RSWT (Shock Wave Therapy)
Short Wave Diathermy
<b>Other</b>
1 Hot Whirlpool
1 Cold Whirlpool
Cold Compression Systems
Cryo Therapy Systems
Vibration Therapy Systems
Hot Packs
IMS
Deep Muscle Stimulator
Iontophoresis

### 5.8.4 Regeneration and Recovery Centre

Regeneration and recovery will be a new service offered to athletes during the Vancouver 2010 Paralympic Winter Games. A Regeneration and Recovery Centre will be located within the fitness centres of each Paralympic Village and managed by the VANOC therapy team. Each centre will consist of one hot and one cold four to six-person whirlpool, four stationary bikes, four massage tables, and a stretch area with stretch cords and foam rollers. This space may be

reserved for use by teams or individuals by phone or in person at the polyclinic reception desk. NPCs can also book the services of VANOC sport massage therapists, physiotherapists or chiropractors to assist with their athletes in this area. Please note that this area is for performance and recovery strategies for healthy athletes. All injured athletes should be treated at the polyclinic therapy clinic where appropriate equipment and supplies are available.

### 5.8.5 Mobile First Aid Services

Mobile first-aid services will be available 24-hours a day throughout each Village, including in the Village Plaza, and can be accessed by calling the Polyclinic directly or by notifying any VANOC staff in the Village.

### 5.8.6 Language Services

Interpretation will be provided in the Polyclinic by language services personnel or by a telephone service accessible through VANOC staff.

## 5.9 Village Plaza

The Village Plaza (formerly known as the International Zone) will be the common gathering area in each Paralympic Village, with recreation and leisure, retail and other facilities for residents and guests.

### 5.9.1 Village Café

The Village Café will provide a comfortable and relaxed atmosphere where residents can socialize with their guests and enjoy coffee, light food and snacks, beverages, music and television. There will be wireless internet access in the Village Café. Special entertainment and other events will also be offered.

### 5.9.2 Retail Services

A variety of retail services will be provided in each Village Plaza. Payment will be accepted in cash or by Visa. With the exception of the courier services, all retail services will operate daily from 09:00 to 21:00. Hours will be reduced during the Village pre-opening and closing periods. Services will include:

#### *Bank*

The Royal Bank of Canada (RBC) will operate a bank in each Village. The banks will provide general banking services including currency exchange, national and international transaction services, cashing of traveller cheques, safety deposit boxes and account services. Please note that cash withdrawals will only be possible through the Visa automated teller machine.

#### *Visa Automated Teller Machine*

A 24-hour automated teller machine (ATM) will be located in each Village Plaza. These machines will accept Visa only.

### *Post Office*

Post office is located in the Village store and will provide sales and services for outgoing domestic and international mail and packages as well as postal information.

### *Village Store*

The Village store will offer a variety of items including hygiene and household products, snacks and beverages, first aid supplies, floral products, Vancouver 2010 merchandise, hair supplies, gifts and newspapers.

### *Tourism Information Centres*

Trained agents will operate a tourist information centre in each Village. Residents and guests will be able to obtain details about the Village, the Vancouver 2010 Paralympic Winter Games, sport and cultural events, public and commercial transportation, the Host City, host communities and the region.

### *Courier Services*

Purolator will provide courier sales and services for outbound priority mail and packages to domestic and international destinations for a cost. Their offices will be located in the Village Plaza.

Purolator courier services will be available from 8:00 to 12:00.

### *Hair Salon Services*

No hair salon services will be provided inside the Paralympic Villages. Instead, Village residents will be able to get hair salon services at discounted rates at locations close to the Paralympic Villages. VANOC will provide coupons to the residents for use at the designated hair salons in order to receive a discount of 15 to 25 percent. These coupons will be distributed at the NPC Services Centres and Resident Centres.

## **5.9.3 Team Welcome Ceremonies**

The Team Welcome Ceremonies (TWC) will take place in the Village Plaza of the Paralympic Village Whistler from March 8 to 11, 2010, between 10:00 and 19:00 (the last ceremony will start at 18:00).

There will be a maximum of eight team welcome ceremonies per day. Each ceremony will welcome up to three NPCs.

Each ceremony will last between 20 and 30 minutes and will include:

- A welcome video
- A brief welcome speech by the Paralympic Village Mayor
- Raising of the IPC flag and playing of the IPC anthem
- A gift exchange between the Village Mayor and the Chef de Mission (or pre-determined NPC representative) for each delegation
- Raising of each participating NPC's flag and playing of national anthem
- An interactive entertainment and ceremonial component

The Team Welcome Ceremonies will be broadcast live to a screen at the main stage in the Paralympic Village Vancouver Plaza.

At the DRM, VANOC will confirm the following with the NPC:

- NPC's scheduled TWC date and time
- The total number of delegation members who will participate
- The number of delegation members who will use the Village shuttle to travel to the TWC Plaza in Paralympic Village Whistler. This will help VANOC with bus scheduling.
- The dignitaries who will attend
- Instruction on when and where in the Paralympic Village Whistler to meet the NPC Assistants who will coordinate transfer and marshalling to the TWC area

On the day of their TWC, each NPC will be able to request up to 40 additional guest passes for the Paralympic Village Whistler.

#### 5.9.4 Protocol Office

A Protocol office will be located in the Village Plaza near the main entrance of each Paralympic Village and will operate daily from March 6 to 21, between 9:00 and 17:00. The offices handle Paralympic Village protocol issues and operate as welcome points for all accredited dignitaries visiting the Paralympic Villages. Each Protocol office will facilitate the distribution of guest passes for dignitaries for the respective Paralympic Village and organize Paralympic Village protocol tours. Guest passes for dignitaries will be distributed by the Protocol office in each Paralympic Village from March 6 to 20. No guest passes will be issued for the days of the Opening and Closing Ceremonies.

See section 5.2.4 for NPC guest passes for dignitaries.

#### 5.10 Other Village Services and Policies

##### 5.10.1 Paralympic Village Internal Shuttles

The Village shuttle routes are indicated on the Village transportation maps in the appendix.

###### *Paralympic Village Vancouver*

The internal Village shuttle will operate on a regular basis from March 5 to 11, and on an on-call basis from March 12 to 24. The shuttle is accessible, and will connect the Welcome Centre with the Residential Zone.

To request the shuttle, residents may call any Resident Centre.

###### *Paralympic Village Whistler*

An accessible resident shuttle will operate on a loop inside the Residential Zone.

A shuttle will also operate from the Welcome Centre to Village entries as follows:

- 09:00 to 21:00 between the Welcome Centre and the Village Plaza entry for guests and residents
- 21:00 to 09:00 between the Welcome Centre and the daily entry at the transportation mall for residents only

Workforce members, including NPC Assistants, will be transported from the Welcome Centre to the assigned workforce entry in a dedicated shuttle.

Between March 6 and 24 accredited athletes and NPC team officials may choose to walk between the Welcome Centre and Village Plaza on the Valley Trail. For traffic safety reasons, this option is available from 09:00-20:00 only.

### 5.10.2 Language Services

From March 6 to 24, 2010, a limited number of VANOC volunteers will be available in the Paralympic Villages to provide interpretation services in person as follows:

Village	Languages	Hours
Paralympic Village Vancouver	French, German, Japanese, Korean	9:00 to 17:00
Paralympic Village Whistler	French, German, Italian, Russian	9:00 to 17:00

VANOC staff in the Villages will be able to access this language service if they are having difficulty communicating with a Village resident or guest. If an NPC wants to request language assistance in advance (for example for a reception in the Paralympic Village), they should contact the NPC Services Centre Front Desk. If a language volunteer is not available, and if appropriate, VANOC will provide language assistance through a 24-hour over-the-phone service.

### 5.10.3 Non-Smoking Policy

In accordance with IPC policy, the Paralympic Village will be a non-smoking venue. It will be forbidden to smoke in any building in the Paralympic Village. Limited outdoor smoking areas, located at least three metres from building doorways, will be clearly marked. No tobacco products will be sold or distributed within the Villages.

### 5.10.4 Alcohol Policy

VANOC or its suppliers will not sell or serve alcoholic beverages inside the Paralympic Villages.

### 5.10.5 Law Enforcement — Public Safety Services

Police officers will be available in the Paralympic Villages to assist residents and guests with any concerns and questions while also providing direct, dedicated service.

### 5.10.6 Ambulance and Fire Services

Ambulances and fire service vehicles will have direct, expedited access to all areas of the Village when required.

### **5.10.7 Evacuation Procedure Information**

Chefs de Mission will be provided with site evacuation plans at each NPC's Delegation Registration Meeting.

### **5.10.8 Lost and Found**

All found items and reports of lost items within the Village should be delivered to a Resident Centre. VANOC will transfer all items found within the Village to the Resident Centre Headquarters where they will be stored and managed. Positive identification will be required to claim lost and found items. Please see section 20 for more information on lost and found procedures.

## 6 Transportation

### 6.1 Paralympic Lane

There is an eight kilometre Paralympic Lane available in the north-bound direction of Highway 99, starting at the intersection of Function Junction and Highway 99 (in front of the Paralympic Village Whistler entrance) up to the intersection of Highway 99 and Lorimer Road (Whistler Resort). This lane facilitates access to Whistler Creekside and Whistler Medals Plaza. All vehicles with a VAPP will be authorized to use the Paralympic Lane.

### 6.2 NPC Dedicated Vehicles

The GMC Acadia cross-over utility vehicle (CUV) will be the NPC dedicated vehicle provided by VANOC. Each NPC will be provided a number of dedicated vehicles based on the size of its delegation for the use of its Chef de Mission and delegation.

Delegation Size	Total NPC-Dedicated Vehicles
5 or fewer	1
6 to 20	2
21 to 40	3
41 to 60	5
61 to 80	6
81 to 100	8
101 to 140	9

Delegation size is calculated as the total of all accredited athletes and NPC team officials (Aa, Ab, Ac, Ao, Am, As) according to the IPC NPC Delegation Quota Formula.

After the Delegation Registration Meeting is complete, NPCs will go to the Transportation desk in the NPC Services Centre in the Paralympic Village Vancouver to get the keys for their dedicated vehicles. Once receiving the keys, NPC dedicated vehicles are managed directly by the NPC.

Dedicated vehicles must be returned to the Paralympic Village Vancouver prior to the delegation's departure and no later than 12:00 noon on March 24, 2010. The keys must be returned to the Transportation desk in the NPC Services Centre at Paralympic Village Vancouver.

#### 6.2.1 NPC Dedicated Vehicles Features

OnStar in-vehicle GPS safety and security system created to provide:

- GPS with directions and connections plan, including turn-by-turn navigation
- 24-hour access to expertly trained advisors (English language only)
- Emergency assistance

Each vehicle will have:

- Insurance for vehicle and occupants
- Petro-Canada fuel card, addresses and maps of the fuel stations in the Vancouver and Whistler areas.
- First aid kit
- Snow brush/scrapper
- Vehicle information kit

The vehicle information kit is a complete user guide for drivers of VANOC vehicles and consists of:

- Map books of the Vancouver and Whistler areas
- Competition and non-competition venue maps showing entry, exit, load zone and parking information
- Emergency contact information
- User manuals for the vehicle, communications equipment and Global Positioning System (GPS)
- Driver policies and procedures

### 6.2.2 Use of NPC Dedicated Vehicles

NPC dedicated vehicles are intended for travel between the training and competition venues, the Paralympic Villages, and other meetings and/or events. Vehicles should not be taken outside the Paralympic Territory (see map in appendix).

### 6.2.3 Eligibility to Drive

NPC assistants and accredited NPC delegation members that have met the criteria below are eligible to drive NPC dedicated vehicles:

- they must be at least 21 years old
- they must carry a valid driver's license from the driver's own country

The Motor Vehicle Act of British Columbia exempts non-resident drivers from having a BC driver's license for three months, provided they have a driver's license valid in their own country.

VANOC advises that delegation members should have an International Driving Permit (IDP) to act as a translation of the driver's license. IDPs are issued by national/territorial automobile associations.

In addition, to drive a VANOC vehicle, all drivers must provide/complete the documentation listed below. These documents should be submitted to the Paralympic Villages NPC Services Centre Transportation desk at the time of vehicle collection or at any time before driving the vehicle:

- Photocopies of the drivers' license
- Signed VANOC/GM Driver Agreement Form (available on SNOW)

### 6.3 Team Sport Vehicles

VANOC will provide additional dedicated vehicles to NPCs with ice sledge hockey and/or wheelchair curling teams.

As part of the TA system, each wheelchair curling team and each ice sledge hockey team will have the dedicated use of one accessible, transit-style bus and two drivers to transfer the team between the Paralympic Village Vancouver and the official competition and training venue. This includes service for arrivals and departures, as team buses are permitted to access YVR Airport.



Each bus will have either a ramp or a lift and will accommodate up to six passengers in their wheelchairs.

For dedicated team buses that require a second driver shift, shift changes will take place at the Paralympic Village Vancouver. The dedicated team buses will have to return to the Paralympic Village Vancouver within ten hours of initial departure to ensure sufficient time for the driver shift change.

#### *Non-Sport Related Use of Dedicated Team Vehicles*

Dedicated team buses can be used within the Paralympic Territory only and for a maximum of 10 hours a day, which corresponds to the maximum length of a driver shift. An additional driver can be scheduled to meet the team's additional requirements. This driver should be booked 24 hours in advance at the Transportation desk in the NPC Services Centre in the Paralympic Village Vancouver.

#### *Additional Details - Ice Sledge Hockey Team Vehicles*

Team buses will wait for the teams at each session and will be managed by an accredited member of the team or by the designated ice sledge hockey team host who will be in direct contact with the bus driver and the team.

The ice sledge hockey transportation service will be available until the end of the second driver's shift on the second day after the team's last game.

Each NPC with ice sledge hockey team will also receive one 7-passenger vehicle for use by its ice sledge hockey team.

It is the team's responsibility to inform the team host about where they want to go, and when.

#### *Additional Details – Wheelchair Curling Team Vehicles*

Dedicated team buses will wait for the teams at each session and will be managed by an accredited member of the team who will be in direct contact with the bus driver.

It is the team's responsibility to inform the Transportation desk in the NPC Services Centre about where they want to go, and when.

### **6.4 Rate Card Vehicle Pick-up and Return**

Rate Card vehicles can be picked up from the Rate Card office at the Main Commissioning and Decommissioning Centre (MCDC) at 16280 Portside Road in Richmond, BC.

To get to the MCDC, NPCs can take the Canada Line rapid train transit from the 'Olympic Village' station, approximately 550 metres from the western end of the Paralympic Village Vancouver perimeter, to Lansdowne Station. VANOC will operate a shuttle service from Lansdowne Station directly to the MCDC from March 5 to March 12, 2010 during the hours of 07:00 and 19:00 daily.

NPC Assistants may pick-up the Rate Card vehicles on the NPC's behalf if they bring the following documents with them to the MCDC:

1. a copy of the rental agreement(s) signed by the Chef de Mission
2. clear, legible photocopies of the drivers licenses for all drivers of the vehicle(s)
3. the driver agreement form signed by each driver of the vehicle(s), if not already supplied to the Transportation desk at the NPC Services Centre

The NPC Assistant would need to perform the vehicle inspection with a VANOC Rate Card team member and receive a copy of the Vehicle Inspection Form. Once the NPC Assistant picks up the vehicle, the NPC will be responsible for the vehicle's condition.

NPCs must return their Rate Card vehicles to MCDC no later than March 24, 2010. If needed, a shuttle will link the MCDC to Lansdowne Station (a stop on the Canada Line which connects to YVR).

## 6.5 Motor Vehicle Insurance

All motor vehicles supplied by VANOC, including Rate Card and NPC dedicated vehicles, will be provided with adequate vehicle insurance. Vehicle insurance coverage, provided by the Insurance Corporation of British Columbia (ICBC) will cover the cost of damage to a VANOC vehicle. In case of an “at-fault” incident, as determined by ICBC, where the driver of the VANOC vehicle is found to be responsible for the damage to the vehicle they are driving or another vehicle, the driver will be liable for the insurance deductible amount of \$300 CAD per incident.

All traffic or parking violations incurred on a VANOC vehicle will be the responsibility of the driver.

At each change of driver, VANOC recommends that a vehicle Sign In/Sign Out form be completed. This passes the responsibility for any damage or parking violations to the current driver. Failure to do this will leave responsibility with the previous driver or the NPC. Sign In/Sign Out forms will be supplied in each vehicle and additional copies are available at the Transportation desks in both Villages.

Insurance for personal effects and baggage will not be included.

The VANOC-provided insurance covers only persons who have been registered as drivers with VANOC. Each NPC must provide the following for all persons who will be driving NPC dedicated vehicles and Rate Card vehicles:

- Photocopies of the drivers' license
- Signed VANOC/GM Driver Agreement Form (available on SNOW)

## 6.6 Accessible Vehicle Pool

A pool of accessible vehicles will be available for any NPC to use on a first-come, first- served basis. These mini-bus style vehicles have a lift and can be configured in several ways for additional flexibility.

Possible configurations:

- 4 wheelchairs + 3 seats + driver
- 3 wheelchairs + 5 seats + driver
- 2 wheelchairs + 6 seats + driver

A vehicle from this pool must be booked a minimum of 24 hours in advance at the Transportation desk in the NPC Services Centre.

## 6.7 Vehicle Access and/or Parking Permits (VAPPs)

Each NPC dedicated vehicle will be provided an All-Venues VAPP granting access to all competition and training venues, as well as to both Paralympic Villages.

Rate Card VAPPs can be picked up at the Transportation desk in the Paralympic Village Vancouver NPC Services Centre.

They are transferable to any vehicle with a maximum capacity for seven passengers.

### 6.7.1 Lost, Damaged or Stolen VAPPs

VANOC will not replace lost or damaged VAPPs. Lost/damaged/stolen VAPPs will be cancelled in the system.

If a VAPP is found, it should be returned to the Transportation desk in the NPC Services Centre in either Village.

### 6.7.2 VAPP Table

Paralympic Winter Games Clients	Permit Colour	Access Code	Parking Code	Client Group
NPC Presidents and Secretaries General (T2)	Grey	∞	P2	T1/T2
NPC Dedicated Vehicles (all competition venues and both Villages)	Blue	AVL	P3	NPC
Wheelchair Curling Team Buses	Blue	HIL	P3	NPC
Ice Sledge Hockey Team Buses	Blue	UBC	SYS	NPC
Ice Sledge Hockey Teams (additional 7-passenger vehicle)	Blue	UBC	P3	NPC
Rate Card Whistler Venues VAPP	Blue	WHS	P3	NPC
Rate Card City Venues VAPP	Blue	CTY	P3	NPC
Rate Card All Venues VAPP* (all competition venues and both Villages)	Blue	AVL	P3	NPC

\*In the Rate Card catalogue, this VAPP is listed with the code ACT. During the Games, this VAPP will have the code AVL.

### 6.7.3 Team Sport Vehicle VAPPs

#### *Ice Sledge Hockey*

The ice sledge hockey team buses and 7-passenger vehicles will be provided with a VAPP for the ice sledge hockey competition and training venue, UBC Thunderbird Arena, as well as for the Paralympic Village Vancouver.

#### *Wheelchair Curling*

Wheelchair Curling buses will be provided with a VAPP for the Vancouver Paralympic Centre, and for the Paralympic Village Vancouver.

### 6.7.4 Parking at the Whistler Media Centre

VAPPs do not include parking at the WMC.

NPCs can request parking at the Whistler Media Centre (for media related purposes only) in one of the following ways:

- At the Transportation desk in the NPC Services Centre in either Paralympic Village
- Through Venue Press Operations representatives at the competition venues
- At the Whistler Media Centre

### 6.7.5 Parking at Paralympic Family Hotel

Due to parking limitations at the Paralympic Family Hotel, Hilton Whistler Resort and Spa, parking is not available for NPC dedicated vehicles.

### 6.8 Athletes and NPC Team Officials' Transportation (TA)

The dedicated Athletes and NPC Team Officials' Transportation System (TA) provides scheduled service between both Paralympic Villages beginning on March 6 and ending March 23, 2010. Transportation to the official training and competition venues starts on the first day of training or competition at the venue. Start and end dates for this service vary by venue.

The transportation malls at each Paralympic Village serve as transportation hubs for all athletes and NPC team officials staying at or connecting through the Paralympic Villages. The Paralympic Village Vancouver is the transportation hub for all Vancouver venues, while the Paralympic Village Whistler serves as the hub for Whistler venues.

Each Paralympic Village has a direct transportation link to the following venues:

From	To
Paralympic Village Vancouver	Paralympic Village Whistler UBC Thunderbird Arena Vancouver Paralympic Centre
Paralympic Village Whistler	Paralympic Village Vancouver Whistler Creekside Whistler Medals Plaza Whistler Paralympic Park

Athletes and NPC team officials are strongly encouraged to take advantage of the TA transportation system because TA vehicles have priority access and optimal drop-off zones at the venues. The TA system is for accredited athletes and NPC team officials only. To support an NPC's operations, NPC Assistants may also ride in a TA system vehicle.

Official TA schedules will be available at the Transportation desk in the NPC Services Centre as well as on Info2010 terminals.

#### 6.8.1 TA System Vehicles

A combination of the following types of vehicles will service the Villages and the competition and training venues:

- large, highway coach buses equipped with a lift and able to accommodate 12 wheelchair users remaining in their chairs,
- minibuses equipped with a lift and able to accommodate two to four wheelchair users remaining in their chairs, and
- public transit-style buses able to accommodate two to six wheelchair users.

### 6.8.2 TA System Load Zones

At the Paralympic Villages, the TA system load zones will be located at the transportation mall.

At the venues, the TA system load zones will be located as close as possible to the athlete compound entry points. TA system supervisors and load zone attendants will manage bus operations at venues.

For information on TA load zones at venues for spectating athletes, please see the Transportation desk at the NPC Services Centre.

The TA load zones for the arrivals and departures buses at the Paralympic Villages will be at the Welcome Centres.

### 6.8.3 TA System Bus Operations

TA buses will depart on schedule. If a bus becomes full before the scheduled departure time, the bus will depart for the venue ahead of schedule. Another bus will still leave at the scheduled time.

Transportation services will be adjusted in response to changes in training and competition session times.

### 6.8.4 Village to Village TA Service

A shuttle service connecting the Vancouver and Whistler Villages will operate from the transportation malls at each Village.

Dates	Hours of Service	Frequency
March 6 to 11, 2010	24 hours	120 minutes (service begins at 14:00 on March 6)
March 12, 2010	Reduced hours	Information will be available at the Transportation desk
March 13 to 20, 2010	24 hours	120 minutes
March 21, 2010	Reduced hours	Information will be available at the Transportation desk
March 22 to 23, 2010	24 hours	120 minutes
March 23, 2010	Service concludes at midnight	120 minutes

## 6.8.5 TA from Villages to Competition and Training Venues

### City Venues

Competition Venues			
From Paralympic Village Vancouver to:	Sport - Discipline	Distance	Travel Time by Bus
		(km)	(h:mm)
Vancouver Paralympic Centre	Wheelchair Curling	3.7	0:20
UBC Thunderbird Arena	Ice Sledge Hockey	12	0:50

Non-Competition Venues			
From Paralympic Village Vancouver to:	Sport - Discipline	Distance	Travel Time
		(km)	(h:mm)
Vancouver International Airport	-	13	0:50
BC Place	Opening Ceremony	1.6	0:20
Paralympic Village Whistler	-	117	2:35
International Broadcast Centre	Broadcast Centre	3.5	0:25
Whistler Medals Plaza	Closing Ceremony	125	2:55

Note: Travel times do not include passenger load/unload times.

### Mountain Venues

Competition Venues			
From Paralympic Village Whistler to:	Sport - Discipline	Distance	Travel Time
		(km)	(h:mm)
Whistler Creekside	Alpine Skiing	4.1	0:20
Whistler Paralympic Park	Biathlon / Cross-Country Skiing	15	0:45

Non-Competition Venues			
From Paralympic Village Whistler to:	Sport - Discipline	Distance	Travel Time
		(km)	(h:mm)
Whistler Medals Plaza	Victory Ceremonies	8.2	0:25
BC Place	Opening Ceremony	115	2:35
Paralympic Village Vancouver	-	117	2:35
Vancouver International Airport	-	128	3:05

Note: Travel times do not include passenger load/unload times.

### 6.8.6 Wax Facilities Access

#### *Wax Technician Transportation Service - Whistler Paralympic Park*

In addition to the regular TA services, a shuttle for wax technicians will operate from the Paralympic Village Whistler to Whistler Paralympic Park. Schedules will be available at the Transportation desk in the NPC Services Centre.

#### *Whistler Creekside*

The wax spaces at Whistler Creekside are located on level 1 of the multi-level parkade. Access to the wax cabins is 24-hours daily. NPC dedicated vehicle parking will be on level 1 of the parkade. NPC vehicles with an AVL or WHS NPC VAPP will be able to access the wax cabins on level 1 for pick up, drop off or parking.

Outside of TA operating hours, wax technicians can reach Whistler Creekside by taking BC Transit service directly from the Welcome Centre at the Paralympic Village Whistler.

### 6.8.7 Spectating Athletes Transportation

Spectating athletes and NPC team officials will have various transportation options, depending on the venue they want to reach.

#### *Vancouver Venues*

Ice sledge hockey and wheelchair curling teams are able to use their dedicated team buses to travel to the events held at the UBC Thunderbird Arena or Vancouver Paralympic Centre.

A dedicated transportation service will be provided for spectating athletes and team officials from the Paralympic Village Vancouver to UBC Thunderbird Arena or Vancouver Paralympic Centre. NPCs should advise the Transportation desk of the number of wheelchair users that will require this service 24 hours in advance.

Spectating athletes and NPC team officials who travel from Whistler should take the Village to Village shuttle and then connect to the dedicated spectating athlete transportation service to UBC Thunderbird Arena or Vancouver Paralympic Centre.

#### *Whistler Venues*

A dedicated transportation service will be provided for spectating athletes and team officials from the Paralympic Village Whistler to Whistler Creekside. NPCs should advise the Transportation desk of the number of wheelchair users that will require this service 24 hours in advance.

Spectating athletes and NPC team officials will share the TA transportation with competing/training athletes and NPC team officials to Whistler Paralympic Park. NPCs should advise the Transportation desk of the number of wheelchair users that will require this service 24 hours in advance.

VANOC Transportation will prioritize passenger access as follows:

1. Competing athletes
2. NPC team officials accompanying competing athletes
3. Training athletes

4. NPC team officials accompanying training athletes
5. Spectating athletes

Athletes and NPC team officials can reach the Whistler Medals Plaza by taking BC Transit service directly from the Welcome Centre at the Paralympic Village Whistler.

### 6.8.8 International Broadcast Centre / Whistler Media Centre

No TA transportation will be provided to these venues.

## 6.9 T3 Transportation System

T3 car services are available for all official T3 destinations within the Vancouver city area and for all official destinations within the Whistler area. Individual T3 vehicles will not be permitted to travel between Whistler and Vancouver. A separate bus system (T4P) will transport persons accredited in certain categories between Whistler and Vancouver. For information about the T4P system, please go to section 6.10.

### 6.9.1 NPC Delegation Members Eligible for T3

All T1, T2 and T3 accredited persons are eligible to use the T3 system, including:

- NPC President, Secretary General and their accompanying guests
- Head of State/Government/ministers responsible for sport or other prominent government officials and accompanying guests
- NPC Chefs de Mission, Deputy Chefs de Mission and Paralympic Attaché

### 6.9.2 T3 Service Guidelines

- No reservation is required for T3 car departures from on-demand venues: Paralympic Family Hotel, Paralympic Villages, competition venues during competition days, Whistler Medals Plaza during Victory Ceremonies and the International Broadcast Centre. T3 vehicles will be staged and ready for departure from T3 load zones for the use of T1, T2 and T3 accredited clients.
- Venues requiring a reservation are listed in the T3 Car Official Destination List included in the appendix.
- For T3 service within Whistler and Vancouver, it is recommended that reservations be placed four hours in advance in order to ensure prompt and reliable service.
- Service is for one-way travel.

### 6.9.3 T3 Call Centre

Operating period:	March 1–24
Operating hours:	24 hours per day
To make a reservation:	Tel. +1 604 403 5555
	Or in person at any Transportation desk

#### 6.9.4 T3 Car Dates and Hours of Service

Service	Location	Dates of Operation	Hours of Operation
T3	Whistler	March 1 - 5	07:30-19:30
		March 6 - 21	07:00-21:00, extended to 22:00 for Whistler Medals Plaza after victory ceremonies
		March 22 - 24	07:30-19:30
	Vancouver	March 1 - 5	07:30-19:30
		March 6 - 21	07:00-23:00
			23:00-07:00 (by reservation only)
		March 22 - 24	07:30-19:30

#### 6.9.5 Shuttles from T3 Load Zone at Whistler Creekside

Upon arrival at Whistler Creekside, T3 clients will take an accessible accredited shuttle from the T3 load zone to the Paralympic Family lounge and seating area. Travel time for this shuttle will be approximately 13 minutes.

T3 clients with accessibility requirements will be able to utilize the T3 accessible load zone located adjacent to the T1/T2 accessible load zone, close to the accredited entrance at the venue.

#### 6.10 T4P Transportation System

The T4P is an enhanced bus system that serves the Paralympic Family, the media and TP accredited clients including NPC Transferable Guests.

The T4P will operate from March 6 to 21, 2010 and will connect Vancouver and Whistler, as well as all Paralympic venues within the two areas. The bus schedule will reflect the needs of both the Paralympic Family and the media, taking into account the competition schedule and the Venue Media Centres' operational hours.

### 6.10.1 T4P Lines

Below is an overview of the T4P lines available. For more details, please refer to the Transportation desks.

#### *T4P City and Mountain Connector (Vancouver - Whistler)*

This line will connect the Paralympic Family Hotel/Whistler Media Centre to the International Broadcast Centre (IBC) and UBC Thunderbird Arena on a loop.

Paralympic Family guests staying at the Paralympic Family Hotel (PFH) and who wish to go to Vancouver Paralympic Centre or any other city destination can use the T4P bus, disembark at IBC and from there take a T3 car, which will be available on-demand.

The northbound City and Mountain Connector will, upon request, make stops at Whistler Creekside and Whistler Paralympic Park.

T4P transportation services between Vancouver and Whistler will be provided in accessible motor coaches that can each carry two wheelchair users.

To ensure the appropriate vehicle is available, the T3 clients who use a wheelchair should reserve transportation between Vancouver and Whistler six hours in advance.

#### *T4P City Loop*

The T4P City Loop operates in both directions between the International Broadcast Centre, UBC Thunderbird Arena and Vancouver Paralympic Centre on a 30 minute frequency.

The City Loop is operated with transit buses that can carry two wheelchair users.

#### *T4P Mountain Loop*

The T4P Mountain Loop operates in both directions between the Whistler Media Centre, Whistler Creekside and Whistler Paralympic Park on a 30 minute frequency.

The Mountain Loop is operated with motor coaches

#### *T4P IBC-Sheraton*

The T4P IBC-Sheraton bus operates directly between the International Broadcast Centre and the Sheraton Vancouver Wall Centre on a 30 minute frequency.

### 6.10.2 Shuttles from T4P Load Zones at Competition Venues

#### *Whistler Creekside*

Paralympic Family clients using the T4P City and Mountain Connector on the northbound route from Vancouver can request a stop at Whistler Creekside.

The T4P Load Zone is located on London Lane at the base of Whistler Creekside. T4P clients will take an accessible accredited shuttle to the accredited entrance close to the Paralympic Family lounge and seating area.

### *Whistler Paralympic Park*

Paralympic Family clients using the T4P City and Mountain Connector on the northbound route from Vancouver can request a stop at the road leading into Whistler Paralympic Park (WOP). This stop is located in the lower parking lots of WOP. From this stop, Paralympic Family clients will take a courtesy shuttle that will then transfer all clients to the venue entry. Once inside the venue, an accredited shuttle will take them to the biathlon / cross-country skiing stadium. The drop-off at the stadium is located approximately 100m to the Paralympic Family lounge and seating area.

When leaving Whistler Paralympic Park, T4P clients who wish to return to Vancouver will first have to go to the Paralympic Family Hotel with T3 cars or the Whistler Media Centre via the T4P Mountain Loop. From either of these places, clients can take the T4P City and Mountain Connector to Vancouver.

### *WOP Shuttle Services Summary*

<b>WOP Courtesy Shuttle (Lower Parking Lot to Venue Entrance)</b>	
Operating Period	March 13 – 21
Travel Time	20 minutes (including loading/unloading)
Frequency	10 minutes
<b>WOP Accredited Shuttle (Venue Entrance to Biathlon/Cross-Country Skiing Stadium)</b>	
Operating Period	March 6 – 21
Travel Time	9 minutes (including loading/unloading)
Frequency	6 minutes

## **6.11 Public Transportation**

Holders of validated PIAC accreditation will be able to travel on the public transportation system in Vancouver and Whistler free of charge during Games time.

The following Vancouver and Whistler cab operators have wheelchair-accessible vehicles in their fleets. A wheelchair-accessible vehicle is available upon request.

<b>Vancouver</b>	<b>Whistler</b>
<b>Black Top &amp; Checker Cabs</b> 604-683-4567 Toll Free: 1-800-494-1111	<b>Resort Cabs</b> 604-938-1515
<b>MacLure's Cabs</b> 604-683-6666	
<b>Vancouver Taxi</b> 604-871-1111 Toll Free: 1800-871-8294	
<b>Yellow Cab</b> 604-681-1111 Toll Free: 1-800-898-8294	

### 6.11.1 Public Transportation from/to Vancouver International Airport

The Canada Line rapid transit connects downtown Vancouver, Richmond city centre and Vancouver International Airport (YVR).

The SkyLynx bus service provides both pre-booked and on-demand transportation to Whistler. Ticket and service counters are located at both the domestic and international arrivals areas of the airport. For more information and on-line booking, please visit: [www.pacificcoach.com/SkyLynx](http://www.pacificcoach.com/SkyLynx).

### 6.11.2 Vancouver

Updated information on public transportation in Vancouver is available at <http://www.vancouver2010.com/paralympic-games/spectator-guide/transportation/getting-around-metro-vancouver/>.

Greater Vancouver's TransLink operates a system of buses, commuter rail (West Coast Express), automated rapid-transit lines (SkyTrain), and a ferry (SeaBus) which links Vancouver to North Vancouver across Burrard Inlet.

Two SkyTrain stations are located close to the Paralympic Village Vancouver. The Main Street/Science World station is less than 500 m from the Village Plaza. The new Olympic Village Station is approximately 500 m from the Welcome Centre. The Canada Line connects with the existing Expo and Millennium SkyTrain lines, West Coast Express and SeaBus. Passengers will be able to travel on the Canada Line from downtown Vancouver's Waterfront Station to the Olympic Village Station in five minutes, and to the YVR-Airport Station in approximately 25 minutes.

Public transportation within the city of Vancouver is included in Vancouver 2010 event ticket prices, and ticket-holders will be able to ride on local public transportation by presenting a ticket for an event on that day.

The entire public transportation system in Greater Vancouver is fully accessible to persons with a disability.

### 6.11.3 Whistler

Updated information on public transportation in Whistler is available at <http://www.vancouver2010.com/paralympic-games/spectator-guide/transportation/getting-around-whistler/>.

In Whistler Resort, public transportation is provided by the Whistler and Valley Express (WAVE) transit bus system. The bus routes include service between Whistler Resort and the Paralympic venues. There will also be a regional transportation service between Whistler and the communities of Pemberton and Squamish. The WAVE system is accessible to persons with a disability and can also accommodate skis and snowboard gear.

Public transportation within the Whistler area will be included in Vancouver 2010 event ticket prices, and ticket holders will be able to ride on the WAVE by presenting a ticket valid for an event on that day.

## 7 Venue Access and Ticketing

### 7.1 Access Codes and Symbols

The accreditation zones are secure and orderly areas reserved only for accredited persons who have access to the corresponding zones in which they perform their Games-time functions.

Accreditation zones inside the competition venues are:

Access code	Accessible areas
BLUE	Competition areas (field of play), administrative and operational areas
RED	Administrative and operational areas
2	Athlete preparation areas
4	Press areas
5	Broadcast areas
6	Paralympic Family areas

There is also a White Zone area at the competition venues where accredited persons may circulate. The above-mentioned access rights grant access to the White Zone areas.

Zones and symbols inside the Village are:

R	Residential Zone of the Paralympic Village
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The Paralympic Village code automatically grants access to the Paralympic Village Plaza (formerly known as International Zone). Zone R grants access to the Residential Zone and the Paralympic Village Plaza.

Zone access privileges are assigned to each accredited person in accordance with the permanent but minimum requirements in order to perform his/her roles and function.

Although included in this zones list, some particular areas inside the venue can be considered and managed as restricted areas (for example, field of play and doping control stations). The accreditation card itself does not grant access to these areas. A supplemental access device may be required (for example, an armband).

## 7.2 Accreditation Categories and Access Entitlements

Category	Population	Venue Access	Zone Access	Transport
NPC	Presidents and Secretaries General of NPCs with participating athletes	All sport venues Paralympic Villages IBC/WMC/PFH	All, R	T-2
NPC**	Accompanying guest (one guest for each)	All sport venues Paralympic Villages IBC/WMC/PFH	4, 6, R, RED	T-3
NPC	Sovereign or Head of State and Head of Government Sport Minister Other Prominent Government Official for NPCs with participating athletes (max. three)	All sport venues PFH	6, WHITE	T-3
NPC**	Accompanying guest (one guest for each)	All sport venues PFH	6, WHITE	T-3
NPC	Entourage of Sovereign or Head of State and Head of Government (max two)	All sport venues (no PEA) PFH	6, WHITE	T-3
NPC	Ambassador/Consul General (only when one of the above dignitaries is attending the Games)	All sport venues (no PEA) PFH	6, WHITE	T-3
NPC	Transferable guest card (one plus one per 5 athletes)	All sport venues (no PEA) PFH	6, WHITE	T-P
Aa	Paralympic athletes	Own sport venue(s) Paralympic Villages	2, R, BLUE	T-A
Ab	Non-competing competition participants	Own sport venue(s) Paralympic Villages	2, R, BLUE	T-A
Ac	NPC Chefs de Mission and Deputy Chefs de Mission	All sport venues Paralympic Villages IBC/WMC/PFH	All, R	T-1 T-3
Ac	Paralympic Attachés	All sport venues Paralympic Villages IBC/WMC/PFH	2, 4, 6, R, BLUE	T-3

Category	Population	Venue Access	Zone Access	Transport
Ao	Coaches Technical personnel Administrative personnel	Own sport venue(s) Paralympic Villages	2, R, BLUE	T-A
Ao	Press Attachés	Own sport venue(s) Paralympic Villages IBC/WMC	2, 4, 5, R, BLUE	T-A
Am	Medical personnel	Own sport venue(s) Paralympic Villages	2, R, BLUE	T-A
As	Additional Officials	Own sport venue(s) Paralympic Villages	2, R, BLUE	T-A

### 7.3 Prime Events Access

As approved by the IPC, the ice sledge hockey gold medal game at the Vancouver 2010 Paralympic Games will have Prime Events Access (PEA) status due to seating limitations.

Accredited individuals in the following categories are not eligible to access prime events by accreditation only:

- NPC category: Entourage of accredited Sovereign, Head of State and Head of Government, Ambassador/Consul General
- NPC category: NPC Transferable Guests
- U category: NPC Upgrade Cards

The individuals indicated above will be able to access the prime events with a ticket. They do not need to show their accreditation in addition to the ticket.

### 7.4 Access to Competition Venues

#### 7.4.1 Athletes and NPC Team Officials Access

Athletes and NPC team officials can access their discipline's venues with validated accreditation.

*Athletes and NPC team officials: competition venues for their own discipline*

All athletes and NPC team officials will have access with their accreditation to their own discipline's venue to watch the competitions from the athlete stand. Same-discipline athletes and NPC team officials will access the seating in the athlete stand on a first-come first-serve basis. If the athlete stand at the outdoor venues is full, the athlete and NPC team officials will still be able to watch the events from the standing general spectators' area.

### *Athletes and NPC team officials: competition venues for other disciplines*

At all outdoor venues, different-discipline athletes and NPC team officials will be able to access the spectators' standing areas with their accreditation only. No additional ticket will be required.

At all indoor venues, different-discipline athletes and NPC team officials will be able to access athlete stands using only their accreditation (no additional ticket required) with the exception of ice sledge hockey bronze and gold medal games on March 19 and 20. For these games, different-discipline athletes and NPC team officials will need accreditation and a complimentary ticket in order to access their seats, which will be in a separate area from the athlete stand.

### **7.4.2 Complimentary Ticket Requests for Different-Discipline Athletes and NPC Team Officials**

Chefs de Mission may request complimentary tickets for the ice sledge hockey gold and bronze medal games using the ticket request form included in the DRM binder. The form must be submitted to the NPC Services Centre Front Desk by 11:00 on March 18. At 23:00 on March 18, VANOC will notify via email each requesting NPC of its ticket allocation. Each of these tickets will be assigned to a specific seat in the general spectating areas. NPCs will be able to pick up their tickets from the NPC Services Centre at the Paralympic Village Vancouver between 07:00 and 12:00 on March 19. Only the Chef de Mission or designee with a ticketing proxy card will be able to pick up the tickets. VANOC will reallocate to other NPCs any tickets that have not been picked up by 12:00.

### **7.4.3 Tickets for Purchase by NPCs for Non-Accredited Spectators – Wheelchair Curling and Ice Sledge Hockey Playoff Games**

All NPCs with wheelchair curling and/or ice sledge hockey team will be able to buy a limited number of additional tickets for their team's games each time their team advances to the next round. These tickets can be used by non-accredited spectators. VANOC has reserved the following number of tickets that each of these NPCs can buy:

Ice Sledge Hockey: 100 tickets per game

Curling: 25 tickets per game

#### *Ticket Orders*

VANOC's Ticketing department will manage the order and pick-up process for these tickets. NPCs with ice sledge hockey and/or wheelchair curling teams interested in ordering these tickets must submit the completed ticket request form to NPC Services by January 31, 2010. On this form, the NPC will have to indicate the number of tickets it wants to buy for each of its teams' playoff games, and provide a Visa credit card number to VANOC.

If the NPC's team advances to the next round, the credit card will be charged automatically. NPCs will only be charged for the total number of tickets they indicate on the order form. If the NPC's team does not advance, the pre-order will be void and the credit card will not be charged.

### *Ticket Pick Up*

On the order form, NPCs will have to name of up to two representatives who will be authorized to pick up the tickets. In order to pick up the tickets, these representatives will have to show their accreditation or photo identification.

The NPC's representatives will be able to pick up tickets for playoff games beginning at 9:00 am the morning after the previous round is completed. Tickets will be available for pick up at either Paralympic ticket office at UBC Thunderbird Arena or Vancouver Paralympic Centre, as indicated by the NPC on the order form.

#### **7.4.4 Vancouver 2010 Event Ticket Purchases at Games-Time**

During the Paralympic Games, NPCs will be able to purchase any available Vancouver 2010 event tickets online ([www.vancouver2010.com/paralympic-games/tickets/tickets/](http://www.vancouver2010.com/paralympic-games/tickets/tickets/)), by telephone (1.800.TICKETS), and at Vancouver 2010 ticket box offices. Acceptable means of payment include cash or Visa.

Vancouver 2010 ticket box offices are located at the competition venues, at Robson Square in Vancouver and at Whistler Medals Plaza. There are no ticket box offices at the Paralympic Villages. The box offices closest to the Paralympic Villages are Whistler Creekside (Whistler) and Robson Square (Vancouver).

#### **7.5 Access to Victory Ceremonies at Whistler Medals Plaza**

##### **7.5.1 Athletes, NPC Team Officials and Paralympic Family Access**

All accredited athletes and NPC team officials and Paralympic Family members will have free access to the victory ceremonies with their accreditation. These individuals will be able to view the victory ceremonies from a designated area at Whistler Medals Plaza.

##### **7.5.2 Tickets for Non-Accredited NPC Guests**

Using the victory ceremony ticket request form included in the DRM binder, Chefs de Mission may request a limited number of tickets to victory ceremonies at the Whistler Medals Plaza for their non-accredited guests. Requests for these tickets must be submitted in person at the NPC Services Centre Front Desk in the Paralympic Village Whistler by 19:00 the day before the victory ceremony. NPCs will be informed of their allocation by email by 23:00. On the day of the ceremony, these tickets will be available for pickup until 17:30 from the NPC Services Centre Front Desk in the Paralympic Village Whistler. This ticket request and allocation process will be separate from, and will not affect, the allocation of tickets to NPCs with medalists described below.

##### **7.5.3 Allocation of Tickets to NPCs with Medalists**

In addition to any complimentary tickets allocated as described above, NPCs will also receive complimentary tickets to victory ceremonies at Whistler Medals Plaza in which their athlete(s)

and guide(s) will receive medals. These tickets are for non-accredited guests. VANOC will calculate the number of tickets to be distributed to the medaling NPCs as follows:

- 6 tickets to each NPC receiving at least one medal
- 2 tickets for each additional medal received by the NPC
- 2 tickets for each medaling athlete and 2 for each medaling guide to be distributed by the NPC

These complimentary tickets will be available for pick-up at the NPC Services Centre Front Desk in the Paralympic Village Whistler, from 16:00 until 17:30.

If the date of a medal presentation changes due to competition delay or postponement, the distribution process described above will not apply. NPC Services will work with the NPCs to provide as many of tickets as possible, but cannot guarantee that the NPC will receive as many tickets as through the regular process.

## 8 International Dignitary Program

VANOC's International Dignitary Program (IDP) coordinates services for dignitaries accredited in the NPC category, their accompanying guests and entourage.

### 8.1 International Dignitaries

As detailed in the *IPC Accreditation and Sport Entries at the Paralympic Winter Games Users' Guide* (March 2009), VANOC recognizes the following title-holders as a basis for issuing accreditation:

- Sovereign or Head of State (Head of State applies to both Sovereigns and Presidents);
- Head of Government;
- Minister responsible for sport (also referred to as Sport Minister);
- Other prominent government official (at Ministerial or State Secretary level).

The maximum number of dignitaries who can be accredited in these categories is three.

The Head of a Diplomatic or Consular Mission is entitled to accreditation when the Head of State, Head of Government or minister responsible for sport is present and duly accredited, and if requested by the NPC.

### 8.2 Visit Officers and the Protocol Operations Centre

VANOC assigns visit officers to accredited Heads of State or Government. These visit officers will help with arrival and departure arrangements as well as program coordination for their dignitaries.

Visit officers are coordinated by the Protocol Operations Centre (POC) located a short distance (1 km) from the Sheraton Vancouver Wall Centre Hotel:

#### *Protocol Operations Centre (POC)*

Coal Harbour Community Centre  
480 Broughton Street, Vancouver

Telephone numbers will be provided to the NPCs at the DRM.

Foreign Affairs and International Trade Canada, the Royal Canadian Mounted Police (RCMP), other federal government services, local protocol partners and VANOC will be represented at the POC.

Ministers responsible for sport and other prominent government officials can contact the POC for questions related to ticketing information, transportation and departure arrangements, etc.

Any dignitary-related questions can be addressed to [protocol@vancouver2010.com](mailto:protocol@vancouver2010.com).

### 8.3 Accredited Dignitary Arrivals and Departures

For general information on arrivals and departures, please refer to sections 4 and 21.

Arrivals and departures services for dignitaries are based on information received from NPCs (and from the authorities responsible for arranging the travel details of dignitaries). NPCs should send all dignitary arrival and departure information, and any changes, to the VANOC Protocol team at [protocol@vancouver2010.com](mailto:protocol@vancouver2010.com).

Upon arrival, Heads of State and Heads of Government will be met at the aircraft, either on the tarmac or at the gate, depending on their mode of transportation (official government aircraft, scheduled commercial airliner). NPCs should work with the dignitary's visit officer and the POC if they want to meet their dignitary guests at the airport. At YVR, VANOC representatives will be available to assist with baggage, document clearance and accreditation, if required.

For Sovereigns, Heads of State and Heads of Government, the RCMP will lead the motorcade travelling to and from Vancouver International Airport, and will limit the number of vehicles in the convoy. For arrivals and departures, entourage can travel with their dignitary or in the second vehicle with a VAPP. Any other vehicles that the RCMP permits to join this convoy will require a VAPP with access to YVR. Please see the transportation section below for details on vehicles, VAPPs and related policies.

Upon arrival, other accredited dignitaries such as ministers responsible for sport and other prominent government officials will be directed to a load zone where they will be shuttled by bus to the Hilton Whistler Resort and Spa Paralympic Family Hotel. From there, if necessary, they will be able to connect to other destinations within Whistler served by the T3 transportation system.

Transportation service will also be offered to the Sheraton Wall Centre Hotel in Vancouver, or any other official hotels located within Vancouver (as listed on the T3 Car Official Destination List in the appendix).

Members of entourage arriving or departing separately from their dignitary principal, as well as heads of diplomatic mission, are responsible for their own transportation arrangements from and to the airport.

### 8.4 Transportation

International dignitaries accredited in the NPC category are entitled to T3 transportation services according to IPC guidelines. Accredited members of entourage and heads of mission have access to complimentary public transportation (TP).

Vehicles carrying dignitaries will require VAPPs to access Paralympic venues.

For the transport of each Head of State or Head of Government, the Government of Canada/RCMP will provide a minivan and a RCMP driver, from the time of arrival to the time of departure from Vancouver. This vehicle will receive a VAPP (P1 Yellow).

A second VAPP (P1 Yellow) is available for one additional vehicle (not provided by VANOC) travelling in the convoy of the accredited Head of State or Government. This second vehicle can be provided by:

- the country's Consulate;
- one of VANOC's government partners; or
- a car provided by the NPC.

Arrangements will be finalized between the NPC and VANOC Protocol once the Head of State or Government's arrival and departure dates, mode of transportation and entourage size are confirmed. The second VAPP will be issued by VANOC Protocol only for the duration of his or her stay and in consultation with the RCMP. The following VANOC policy will apply:

- drivers will need accreditation,
- the owners of the second vehicle will accept the visit officer as passenger,
- the second vehicle will be used only as part of the RCMP-led motorcade and to carry members of entourage appropriately accredited for the venue they are travelling to,
- the VAPP will remain in possession of the visit officer.

## 8.5 PIAC Validation

Dignitaries, their accompanying guests and entourage holding PIACs must present the passport indicated by the NPC in the accreditation application form to complete the accreditation validation process.

By presenting a copy of the dignitary's passport, the NPC Chef de Mission or designee can validate the PIAC on behalf of the Head of State and the Head of Government and his or her accompanying guest at the Paralympic Family Accreditation Centre of the Hilton Whistler Resort and Spa. Accreditation operations will begin on March 5 at this location.

All international dignitaries can validate their PIAC either at the Paralympic Family Accreditation Centre or, beginning March 3, at the Vancouver International Airport Accreditation Centre.

## 8.6 Accommodation

The hotels designated for NPC dignitaries are the Hilton Whistler Resort & Spa and the Sheraton Vancouver Wall Centre. Please go to section 9 for address and contact information for these hotels.

Accreditation will not be required to enter these hotels, though certain security procedures may be implemented. A staffed service desk and a T3 pick-up and drop-off area will be available at the above hotels. The desk will have scheduling and ticketing information (competition events, Cultural Olympiad, social program) as well as direct access to the POC. For the opening hours of these information desks, please refer to section 9.2.

The above hotels are on VANOC's T3 transportation network. Accredited ministers responsible for sport and other prominent government officials not staying at one of these hotels will have to make their own arrangements to access the T3 transportation network.

For departures from the Hilton Whistler Resort & Spa to other T3 destination in Whistler, T3 reservations are not required. However, at the Sheraton Wall Centre in Vancouver, T3 reservations are required to go to other T3 destinations in Vancouver. For more details on T3 and T4P operations, please see sections 6.9 and 6.10, and the T3 Car Official Destination list in the appendix.

## 8.7 Opening and Closing Ceremonies

Accredited Heads of State and Government, ministers responsible for sport and other prominent government officials will receive complimentary tickets to the Ceremonies for themselves and their accompanying guest. Their tickets will be available at the Paralympic Information desk of the Hilton Whistler Resort & Spa and may be picked up by the NPC President, Secretary General or Chef de Mission's designee.

All Heads of State or Government, ministers responsible for sport and other prominent government officials, as well as their accompanying guests (one per dignitary) will be seated together in a stand near the IPC Presidential Box.

## 8.8 Venue Access and Ticketing

Dignitaries require a guest pass to access the Paralympic Villages. For information on Paralympic Villages guest passes for dignitaries, please see section 5.2.4.

### *Prime Event Access*

Heads of State or Government, ministers responsible for sport and other prominent government officials, as well as their accompanying guests, have access to prime events with their accreditation.

Accredited entourage of Heads of State and Heads of Government (including Heads of Diplomatic or Consular Mission) must purchase tickets for Opening and Closing Ceremonies as well as for prime events at any public ticket sales outlet. Such tickets do not allow access to the Paralympic Family lounges and Paralympic Family stands. Please note that VANOC will not be issuing complimentary tickets for prime events or ceremonies.

## 9 Paralympic Family Hotels

### 9.1 Designated Hotels

#### *Hilton Whistler Resort & Spa*

The official Paralympic Family Hotel (PFH) is the Hilton Whistler Resort & Spa.

4050 Whistler Way  
Whistler, BC V0N 1B4  
Telephone: +1 604 932 1982  
Fax: +1 604 966 5093  
[www.hiltonwhistler.com](http://www.hiltonwhistler.com)

The following IPC offices will be located within the Hilton Whistler Resort & Spa:

- IPC President Office
- IPC CEO Office
- IPC Secretariat
- IPC Protocol & Guest Services Office
- Games Co-ordination Office
- Observers' Programme Office

#### *Sheraton Vancouver Wall Centre*

The satellite Paralympic Family Hotel (PFH) in Vancouver is the Sheraton Vancouver Wall Centre. While this hotel is one of the official T3 destinations, only limited hours of Paralympic service will be provided, as described below. No Info2010 terminals will be available. Please note that Opening and Closing Ceremonies tickets will be distributed at the Hilton Whistler Resort & Spa only.

1088 Burrard Street  
Vancouver, BC V6Z 2R9  
Telephone: +1 604 331 1000  
Fax: +1 604 893 7200  
[www.sheratonvancouver.com](http://www.sheratonvancouver.com)

## 9.2 VANOC Services at the Paralympic Family Hotels

A Paralympic Information desk will be located in the lobby of the Hilton Whistler Resort and Spa hotel and the Sheraton Wall Centre.

This desk will provide information on VANOC secretariat services, as well as Paralympic Games and Transportation related information.

	<b>Location</b>	<b>Dates</b>	<b>Hours</b>
<b>Paralympic Information</b> <ul style="list-style-type: none"> <li>information about competition schedules and results</li> <li>guest passes for the Paralympic Villages</li> <li>information of general interest to the Paralympic Family Hotel residents</li> </ul>	Hilton Whistler Resort & Spa	March 7 – 22	07:00 – 19:00
	Sheraton Wall Centre, South Tower, Third Level	March 10 – 22	07:00 – 13:00 16:00 – 20:00
<b>Transportation Information</b> <ul style="list-style-type: none"> <li>schedule and service information, maps and transportation guidance</li> <li>T3 reservation assistance</li> <li>transportation issues resolution</li> <li>Paralympic Family dedicated vehicle issues resolution</li> <li>arrivals and departures information</li> </ul>	Hilton Whistler Resort & Spa	March 5 – 23	07:00 – 23:00
	Sheraton Wall Centre, South Tower, Third Level	March 10 – 22	07:00 – 13:00 16:00 – 20:00

## **10 Services for NPC Presidents and Secretaries General**

### **10.1 Arrival of NPC Presidents and Secretaries General**

Upon arrival at Vancouver International Airport, NPC Presidents and Secretaries General will be met at the aircraft gate by a VANOC Protocol manager or designee. They will be escorted to the baggage claim and transportation.

NPC Presidents and Secretaries General will be able to validate their accreditation cards at the airport upon arrival, or at the Paralympic Family Accreditation Centre at the Hilton Whistler Resort & Spa hotel. Transportation service will be provided from the airport to the Hilton Whistler Resort & Spa hotel, Sheraton Wall Centre Vancouver or one of the Paralympic Villages.

### **10.2 Transportation Services**

A Transportation Information desk will be located in the Paralympic Family lounge at all competition venues and at the Paralympic Village Vancouver and Paralympic Village Whistler.

#### **10.2.1 T2 – Shared Vehicles and Drivers**

Each NPC will receive one dedicated vehicle and one volunteer Paralympic Family Assistant/driver (PFA) to share between the President and the Secretary General. PFA shifts will be eight to 10 hours in length, and in each seven-day period, every PFA will require at least one day of rest. On the PFA's rest day, VANOC will provide another PFA. The car, mobile phone and PFA/driver will be assigned to the client throughout the Games. T2 vehicles may travel to all destinations as requested within the Paralympic territory.

#### **10.2.2 Activation of Paralympic Family Assistant T2 Service**

The Paralympic Family Assistant (PFA) and the T2 service will be activated within 24 hours of the NPC President / Secretary General's arrival. Activation can take place at the Hilton Whistler Resort & Spa, or at the hotel in Vancouver or Whistler in which the NPC President / Secretary General is staying.

NPCs using hotels other than Hilton Whistler Resort & Spa as the accommodation for their President and/or Secretary General will be responsible for the cost of parking the T2 vehicles at these hotels.

The Presidents or Secretaries General will have the option to self-drive the VANOC vehicle and/or choose not to have a PFA during the Games. If self-driving, the NPC President or Secretary General will have to first sign and submit to the Transportation desk a VANOC vehicle use agreement, as well as a photocopy of the driver's license.

Parking at the Hilton Whistler Resort & Spa is provided to NPC Presidents and Secretaries General T2 vehicles only. Parking is not available at the Sheraton Wall Centre.

### 10.2.3 T3

For information on the T3 system, please refer to section 6.9.

### 10.2.4 Transportation – Opening and Closing Ceremonies

#### *Opening Ceremony Transportation*

The Opening Ceremony of the 2010 Paralympic Winter Games will be held at BC Place Stadium on March 12, 2010. NPC Presidents and Secretaries General residing in Whistler will be transported by bus from the Hilton Whistler Resort & Spa to BC Place Stadium.

For the return journey to Whistler, NPC Presidents and Secretaries General will board the bus at the same location where they were dropped off at BC Place Stadium.

NPC Presidents and Secretaries General residing in Vancouver will be transported by bus from the Sheraton Wall Centre to BC Place Stadium.

For the return journey to the Sheraton Wall Centre, guests will board the bus in the same location where they were dropped off at BC Place Stadium.

Please note that T2 vehicles will not be permitted to drive to BC Place Stadium or Whistler Medals Plaza, and that T3 services will stop at 15:00.

#### *Closing Ceremony Transportation*

The Closing Ceremony of the 2010 Paralympic Winter Games will be held at the Whistler Celebration Plaza on March 21, 2010. NPC Presidents and Secretaries General residing in Whistler will walk from their respective hotels to the Whistler Celebration Plaza. Street access will be restricted and vehicles will not be able to drive to the Whistler Celebration Plaza.

NPC Presidents and Secretaries General residing in Vancouver will be transported by bus from the Sheraton Wall Centre to Whistler. The bus will unload at the Hilton Whistler Resort & Spa, and guests will then walk along the Village Stroll to the Whistler Celebration Plaza.

For the return journey to Vancouver, guests will board the bus at the Hilton Whistler Resort & Spa for transportation to the Sheraton Wall Centre.

### 10.3 Opening and Closing Ceremonies Tickets

Complimentary tickets for the Opening and Closing Ceremonies for NPC Presidents, Secretaries General and their accredited accompanying guests will be distributed from the Paralympic Information desk at the Hilton Whistler Resort & Spa only. These tickets can be picked up by the NPC President, Secretary General, Chef de Mission or a designee. To pick up the tickets, the individual must present his/her PIAC and sign for the tickets.

*Complimentary Ticket Distribution*

Opening Ceremony: 12:00 – 19:00 (March 10 – 11) 08:00 – 12:00 (March 12)	Closing Ceremony: 12:00 – 19:00 (March 19 – 20) 08:00 – 12:00 (March 21)
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**11 Sport****11.1 Training at the Paralympic Competition and Training Venues**

Athletes will be able to train at the Paralympic competition and training venues. Training schedules were prepared in advance by VANOC and the International Paralympic Sport Federations (IPSFs). NPCs will be able to access Paralympic competition and training venues for general and official athlete training according to the dates and times indicated on the tables in the appendix.

The most current athlete training schedule will also be available on Info2010, as of March 6, 2010.

Please note the following:

- athletes and NPC team officials can access their discipline's venues with validated accreditation
- all scheduled training sessions are open to the accredited media with the exception of alpine skiing, where only the official training is open to accredited media

Games-time training can be further divided into general and official training as described below.

**11.1.1 General Training**

- General training (also referred to in some disciplines as “free training”) sessions take place on the competition and/or training field of play;
- The format and program of the training session during general training is at the discretion of the athletes and/or their NPC team officials;
- The general training sessions are scheduled by competition management well in advance of the Paralympic Games;
- For ice sledge hockey, teams may request schedule changes at the Sport Information desk at UBC Thunderbird Arena, through their team host, or with the competition manager;
- No changes to wheelchair curling training on March 12; training sessions available at the end of each day of round robin competition (March 13-18) are optional for teams to sign up for;
- For individual disciplines, participation in a training session is optional and at the discretion of the athletes and/or their NPC team officials;
- Alpine skiing will be the only discipline for which athletes must sign up for general training. Team leaders will be able to sign up for training at the team captains' meetings and at the Sport Information desk.

### 11.1.2 Official Training

- Official training sessions replicate competition conditions and only take place on the competition field of play, which is set up as it will be for the corresponding event;
- The official training sessions are scheduled by the International Paralympic Sport Federations (IPSFs) prior to the Games and are included in the training schedule published by VANOC's Sport department;
- Training session format is defined by the IPSFs, and training times are determined by the IPSFs in cooperation with VANOC for each athlete/team (i.e., the schedule is pre-determined and not flexible);
- For timed disciplines, the timing, scoring and results systems are operational and the ITOs are usually present to observe or oversee training.

#### *Athlete Training Schedule*

	Discipline	Venue	Training Period	Official Training	Competition
<b>Mountain Venues</b>	Alpine skiing	Whistler Creekside	March 7 - 21	March 10 - 12	March 13 - 21
	Biathlon	Whistler Paralympic Park	March 6 - 16	March 12 - 16	March 13 - 17
	Cross-country skiing	Whistler Paralympic Park	March 6 - 21	March 12 - 21	March 14 - 21
<b>City Venues</b>	Wheelchair Curling	Vancouver Paralympic Centre	March 12 (not including optional sessions from Mar 13-18)	N/A	March 13 - 20
	Ice sledge hockey	UBC -Ice Sheet A	March 6 - 15	N/A	March 13 - 20
	Ice sledge hockey	UBC -Ice Sheet B	March 6 - 19	N/A	See UBC 'A'

### 11.1.3 Training After the End of Competition

For ice sledge hockey and wheelchair curling, athletes' access to training at Paralympic competition and training venues will end after their competition dates. For the other disciplines, post-competition training will be possible as follows:

Alpine Skiing	<ul style="list-style-type: none"> <li>• General training for all athletes, even if their event has concluded, until March 21.</li> </ul>
Biathlon	<ul style="list-style-type: none"> <li>• General training for all athletes within the established training sessions. There will be no range training sessions (shooting) after competition on March 17.</li> </ul>
Cross-Country Skiing	<ul style="list-style-type: none"> <li>• General training for all athletes within the established training sessions.</li> </ul>

## 11.2 Athlete Substitution

After entries close on February 26, 2010, athlete substitutions will only be considered for an NPC under extraordinary circumstances. The substitute athlete must have met the conditions of

the qualification criteria as outlined for the respective sport and have submitted a completed application for accreditation and signed IPC Eligibility Code Form by the deadline of December 1, 2009. Substitutions may only be made for an athlete who withdraws due to injury, illness or other extraordinary circumstances. Absolutely no substitutions will be permitted after the official NPC sport entries sign-off conducted at the DRM. For substitution prior to an NPC's DRM, an Official Substitution Request Form must be completed by the NPC. Official Substitution Request Forms will be available to all NPCs after February 26, 2010. Regardless of the situation, all substitutions are subject to final review and approval by the IPC.

### 11.3 Competition Venue Services

#### 11.3.1 Venue Language Services

VANOC will provide volunteer interpretation services at competition venues. Key locations for language services will include the mixed zone, doping control stations, team captains' meetings, medical stations, and the field of play. Language services will be provided as follows:

Venue	Languages
UBC Thunderbird Arena	Czech, French, German, Italian, Japanese, Korean
Vancouver Paralympic Centre	French, Japanese, Korean
Whistler Creekside	French, German, Italian
Whistler Paralympic Park	French, German, Italian, Russian

NPCs that require language services should advise VANOC staff, who will contact the volunteer interpreters. If a volunteer interpreter for the requested language is available, he/she will assist in person. If a volunteer is not available, and if appropriate, VANOC will provide language assistance through a 24-hour telephone service.

#### 11.3.2 Mobility Equipment Repair Services

There will be a Mobility Equipment Repair Centre within the athlete preparation area at each competition venue. During scheduled training sessions and competitions, technicians at these facilities will provide prosthetic, wheelchair, ice sledge hockey sleds and sit ski repair services to athletes and NPC team officials at no charge. The repair services at each venue will be specific to the mobility equipment used by the athletes who compete at that venue.

## 12 Classification

### 12.1 Classification Evaluation Period (March 7 to 10, 2010)

All athletes with R status are required to arrive at the Vancouver 2010 Paralympic Winter Games in time to be available for the classification evaluation period of March 7 to 10, 2010. Specific IPSF- designated classification assessment times are pre-scheduled through VANOC and published in the classification evaluation schedule. It is the responsibility of each NPC (through its Chef de Mission) to ensure that athletes on the classification evaluation schedule are available and present at the designated time and location.

Athlete classification, with the exception of classification for athletes with a visual impairment, will take place at the respective competition venues. Athletes with a visual impairment who must present themselves for classification will report to the Whistler Paralympic Village Polyclinic.

In accordance with Section 8 of the Vancouver 2010 Paralympic Classification Guide, athletes that have not been subject to international classification before the date of Final Entry (February 26, 2010) will not be eligible to compete at the Vancouver 2010 Paralympic Games, apart from exceptions granted by the IPC Governing Board.

<b>Sport</b>	<b>Classification Evaluation Locations</b>	<b>Classification Information Locations</b>
Alpine Skiing (LW only)	Whistler Creekside	Whistler Creekside - race office
Alpine Skiing (B1-3 only)	Whistler Paralympic Village Polyclinic	Whistler Paralympic Village - Sport Information Desk
Biathlon and Cross-Country Skiing (LW only)	Whistler Paralympic Park	Whistler Paralympic Park - race office
Biathlon and Cross-Country Skiing (B1-3 only)	Whistler Paralympic Village Polyclinic	Whistler Paralympic Village - Sport Information Desk
Ice Sledge Hockey	UBC Thunderbird Arena	UBC Thunderbird Arena - Sport Information Desk
Wheelchair Curling	Vancouver Paralympic Centre	Vancouver Paralympic Centre - Sport Information Desk
Classification evaluation results and overview sheets will be available at both Sport Information desks in the Paralympic Villages in Vancouver and Whistler from March 7 to March 21, 2010.		

Classification evaluation will be conducted in daily sessions at the above locations. NPCs are advised to allow approximately 30 to 60 minutes for each athlete's classification evaluation. With the exception of an interpreter, no more than one representative authorized by the respective NPC Chef de Mission will be allowed to accompany an athlete to any evaluation or, if applicable, re-evaluation session.

VANOC will deliver daily classification results to NPCs through the Sport Information desk of the NPC Services Centre in each Paralympic Village, within the following deadlines:

Date	Session	Time	Classification Evaluation Results
March 7 to 10, 2010	Evaluation session I	08:30–12:30	14:30
	Evaluation session II	14:30–18:30	20:30

March 10, 2010 is the final day for resolution of protests related to the classification evaluation period (see the Vancouver 2010 Paralympic Classification Guide, section 7 Classification Protests).

All NPCs will be provided with a detailed overview of the classification evaluations list on March 11, 2010 by 09:00 through the Sport Information desk in the Paralympic Villages.

## 12.2 Classification Evaluation Schedule

The preliminary classification evaluation schedule will be distributed to NPCs by e-mail and published on SNOW — VANOC's Extranet for NPCs — by January 29, 2010. Changes to the classification evaluation schedule may occur due to some athletes' attendance in pre-Games IPSF-sanctioned classification opportunities after January 29, 2010. An updated classification evaluation schedule will be distributed to NPCs on March 1, 2010 by e-mail and published on SNOW.

All athletes listed in the classification evaluation schedule must present themselves for classification on the specified date, location and time. Appropriate classification equipment, attire and documentation are required by each athlete. Failure to present for classification in a timely manner, or without required equipment and attire, will be viewed as a failure to comply with the IPC Classification Code and an athlete may be deemed ineligible to compete.

## 12.3 Classification Competition Period (March 13 to 21, 2010)

In sports where athletes with R status are subject to observation in competition, the classification panel (chief classifier and classifiers) will observe the athlete during first appearance.

Following the completion of the event in which the athlete makes their first appearance, the chief classifier of the relevant IPSF will be required to confirm the athlete sport class within 15 minutes.

More details are available in the Vancouver 2010 Paralympic Classification Guide.

## 13 Ceremonies

### 13.1 Opening Ceremony

The Vancouver 2010 Paralympic Winter Games Opening Ceremony will be held at BC Place on March 12, 2010 from 18:00 to 20:00. The pre-show will begin at 17:00. The Parade of Athletes will start at 18:10.

#### 13.1.1 Marching Eligibility and Tickets

All athletes, guides and NPC team officials accredited in “A” category (Aa, Ab, Ac, Ao, Am and As) are eligible to march in the Parade of Athletes during the Opening Ceremony. Each participant in the Parade will need to wear their accreditation at all times. Parade passes will not be used for the Parade of Athletes at the Closing Ceremony.

During the DRM and when applicable, NPCs will be asked to confirm the number of marching participants from their delegation for the Opening Ceremony.

A small number of tickets will be available for those athletes who wish to attend the Ceremony but choose not to be in the Parade. These tickets will be valid only with accompanying accreditation. Requests for non-parading athlete Opening Ceremony tickets should be made at the DRM.

#### 13.1.2 Flag Bearer Nomination

During the DRM, the NPCs will receive a form to nominate their flag bearer. The flag bearer must be an athlete, and the NPC must specify whether he/she is a wheelchair user or not. The form must be returned to the IPC NPC Delegations Relations Office in the NPC Services Centre no later than 10:00am, March 11.

#### 13.1.3 Transportation

Athletes and NPC team officials will be transported by bus from each Paralympic Village directly to a load zone next to the staging area, BC Place – Level 1. NPCs will not be allowed to drive their own vehicles to the Ceremony, and must use the transport provided from the Villages.

Accreditation will be checked at the Paralympic Villages prior to boarding the buses, as well as at the staging area.

Travel from the Paralympic Village Whistler to BC Place in Vancouver is planned to take 2.5 hours. Delegations will travel in bus convoys departing in five waves. Each of these transit buses will have a capacity of five wheelchairs spaces. Travel from the Paralympic Village Vancouver will take 10 minutes, and will be in four waves of bus convoys. The table below lists arrival and departure times for the transfer process:

Phase	Whistler Village	Vancouver Village
Departure from Paralympic Village	13:40 – 15:00	16:20 – 17:20
Arrival at Staging Area (BC Place – Level 1)	16:10 – 17:30	16:30 – 17:30
Ceremony Pre-Show	17:00	
Ceremony Start Time	18:00	
Athlete Parade	18:10 – 18:40	
Early Bus Departure from BC Place	19:15	
Ceremony End Time	20:00	
Departure from BC Place	20:30	20:25
Return at Paralympic Village for Early Departures from BC Place	21:45	19:25
Return at Paralympic Village	23:00 – 00:20	20:35 – 21:35

Each NPC will receive detailed information on their delegation's departure time from the Villages on March 10, 2010.

Non-parading athletes with Opening Ceremony tickets will travel in the last convoy departing from each of the Villages. Upon arrival at the staging areas at BC Place they will be escorted to their seats in BC Place.

After the Parade of Athletes, there will be an early departure service available to take athletes and NPC team officials directly to either Village. VANOC staff will escort to the load zone those athletes and NPC team officials leaving on the early departure bus system. The early departure buses will leave at 19:15.

At the conclusion of the Opening Ceremony, athletes and NPC team officials, including non-parading athletes, will leave through either the East airlock (for those returning to Whistler) or West airlock (for those returning to Vancouver) on Level 1. Athletes and NPC team officials will get on the buses, which will depart in waves as soon as the buses in each wave are full. Buses will not be assigned to specific delegations.

If rain is forecast, VANOC will provide disposable rain capes (rain ponchos) to NPCs. All athletes and NPC team officials participating in the Opening Ceremony will be able to wear these capes in case of rainy weather during transfer on/off the buses, and when moving from the staging area to BC Place. VANOC will distribute capes to NPCs prior to departure from the Paralympic Villages. Upon arrival at BC Place, VANOC will collect all capes, as the athletes and NPC team officials will no longer need them indoors for the ceremony. If required, in case of bad weather, VANOC will distribute new rain capes to athletes and NPC team officials at BC Place after the end of the Ceremony.

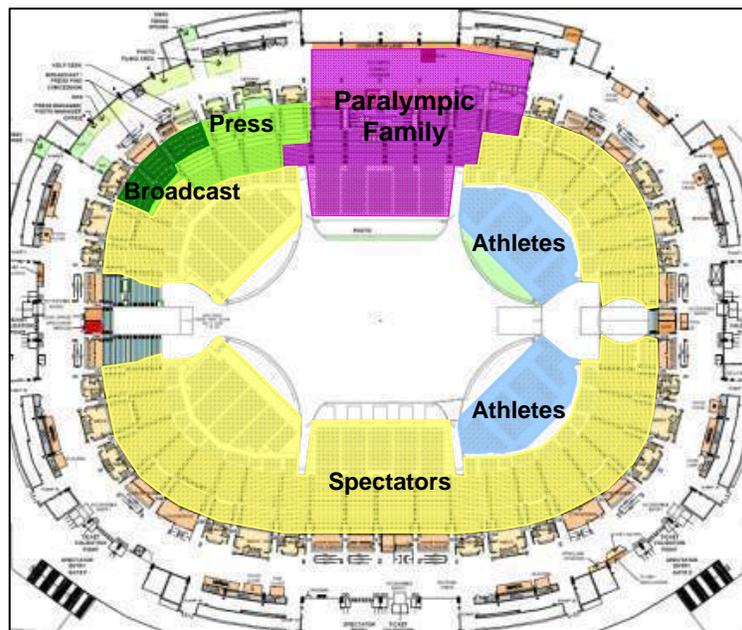
### 13.1.4 Staging and Parade of Athletes

Once delegations arrive at BC Place through the East airlock (athletes/NPC team officials coming from Whistler) and West airlock (athletes/NPC team officials coming from Vancouver), they will be directed to a designated meeting area for their delegation. Snacks and bottled water, as well as accessible washroom facilities, will be available.

At the appropriate time, VANOC staff will arrange the delegations in parading order and direct them to the Parade entry point. Marching order will be in accordance with the IPC guidelines and using the English alphabet starting with A and proceeding alphabetically with the host nation Canada entering the stadium last.

Each NPC will nominate a flag bearer. The IPC will collect the flag bearers' names. Nominees will receive a brightly coloured tag which will identify them as the flag bearer. Flag bearers will be able to stay with their delegations during the staging process. VANOC staff will brief the flag bearers on their role in the Ceremony. At this time, a technician will attach a flag holder to the wheelchairs of flag bearers who use wheelchairs.

After the Parade of Athletes, athletes and NPC team officials will be seated together by delegation in the lower seating section on the East side of the stadium for the remainder of the Ceremony. Athletes and NPC team officials wishing to travel back to the Villages on the early departure service will be prompted to leave at the designated time.



**Accredited Seating Areas for Opening Ceremony**

### 13.1.5 Food Services

VANOC will deliver the following food and beverage services for athletes and NPC team officials participating in the Opening Ceremony:

- Athletes and NPC team officials will be encouraged to eat lunch at the Villages prior to the departure.
- Bottled water and snacks will be available to all athletes and NPC team officials in the staging area at BC Place on Level 1. Bottled water will also be provided in the athletes' seating area during the Opening Ceremony.
- Athletes and NPC team officials returning to Whistler after the Opening Ceremony will be offered one boxed meal on the bus when leaving BC Place:

Boxed Meal 1	Boxed Meal 2
Grilled chicken breast, bean salad, orzo salad, chocolate brownie, fruit, dinner roll	Tabouleh salad, chick pea salad, lentil salad, romaine lettuce, vegetables, olives, pita, dessert, fruit

- The dining halls at both Paralympic Villages will be prepared to provide service for larger numbers of athletes and NPC team officials before departure and upon return to the Villages.

### 13.2 Closing Ceremony

The Closing Ceremony will be held at Whistler Medals Plaza on March 21, 2010 beginning at 19:00 and ending at approximately 20:30.

The athletes and NPC team officials will be transported to the Whistler Media Centre where they will begin the Parade of Athletes along the Whistler Village Stroll to the Closing Ceremony venue at the Whistler Medals Plaza.

Description	Time
Gates Open	16:00
Preshow	18:00
Ceremony Start	19:00
Athlete Parade Start (First Athlete)	18:58
Athlete Parade Start (Last Athlete)	19:08
First Athlete Enters Whistler Medals Plaza	19:10
Last Athlete Enters Whistler Medals Plaza	19:22
Ceremony End	20:30

### 13.2.1 Parade Participation Eligibility

All “A” accredited athletes and NPC team officials are eligible to participate in the Parade of Athletes. Each participant in the Parade will need to wear their accreditation at all times. Parade passes will not be used for the Parade of Athletes at the Closing Ceremony.

NPCs will be asked at the DRM to provide the number of Parade participants from their delegation for the Closing Ceremony. The information will be confirmed a few days prior to the Ceremony.

Accreditation will be checked at the Paralympic Villages prior to boarding the buses, at the staging area and at the entrance of Whistler Medals Plaza.

### 13.2.2 Transportation

Athletes and NPC team officials will be transported by bus from the Paralympic Village Whistler directly to the Whistler Media Centre. NPCs will not be allowed to drive their own vehicles to the Ceremony and must use the transport provided from the Village.

The Closing Ceremony athlete transportation plan consists of four separate segments:

#### *Paralympic Village Vancouver – Paralympic Village Whistler*

- Sunday March 21
- Departures 13:00-14:00

#### *Paralympic Village Whistler – Whistler Media Centre*

- Four waves of parading athletes
- First departure (flag bearers) from Paralympic Village Whistler at 17:35.

#### *Whistler Medals Plaza – Paralympic Village Whistler*

- After the Closing Ceremony, athletes will be transported from the Whistler Medals Plaza directly to Paralympic Village Whistler.
- All buses depart from lot 4 at the Whistler Medals Plaza.

#### *Return to Paralympic Village Vancouver*

- Based on NPC information about the number of athletes returning to Paralympic Village Vancouver after the Ceremony, VANOC will confirm whether these athletes will be transported directly from the Whistler Medals Plaza or via the Paralympic Village Whistler.

Each NPC will receive detailed information about its delegation departure time from the Villages a few days prior to Closing Ceremony.

Non-parading athletes will be transported from Paralympic Village Whistler directly to Whistler Medals Plaza.

### 13.2.3 Staging and Parade of Athletes

When the athletes arrive at Whistler Media Centre, they will be directed to the outdoor staging area. Bottled water and hand warmers along with washroom facilities will be available.

The flag bearers will be directed to the interior of the Whistler Media Centre to be briefed and paired up with the placard bearers assigned to each delegation. At this time, a technician will attach a flag holder to the wheelchairs of flag bearers who use wheelchairs. Flag and placard bearers will be escorted to the front of the Parade for the start time of 18:58.

As the Parade of Athletes begins, athletes will parade along the Whistler Village Stroll in rows of four. Low barricades will mark the route from the staging area to the Whistler Medals Plaza, ensuring that the Parade is uninterrupted.

The Parade from the Whistler Media Centre to the Whistler Medals Plaza will take approximately 10 to 12 minutes, a distance of about 450m downhill. When the athletes arrive at Whistler Medals Plaza and while they are taking their seats, there will be live entertainment on the stage.

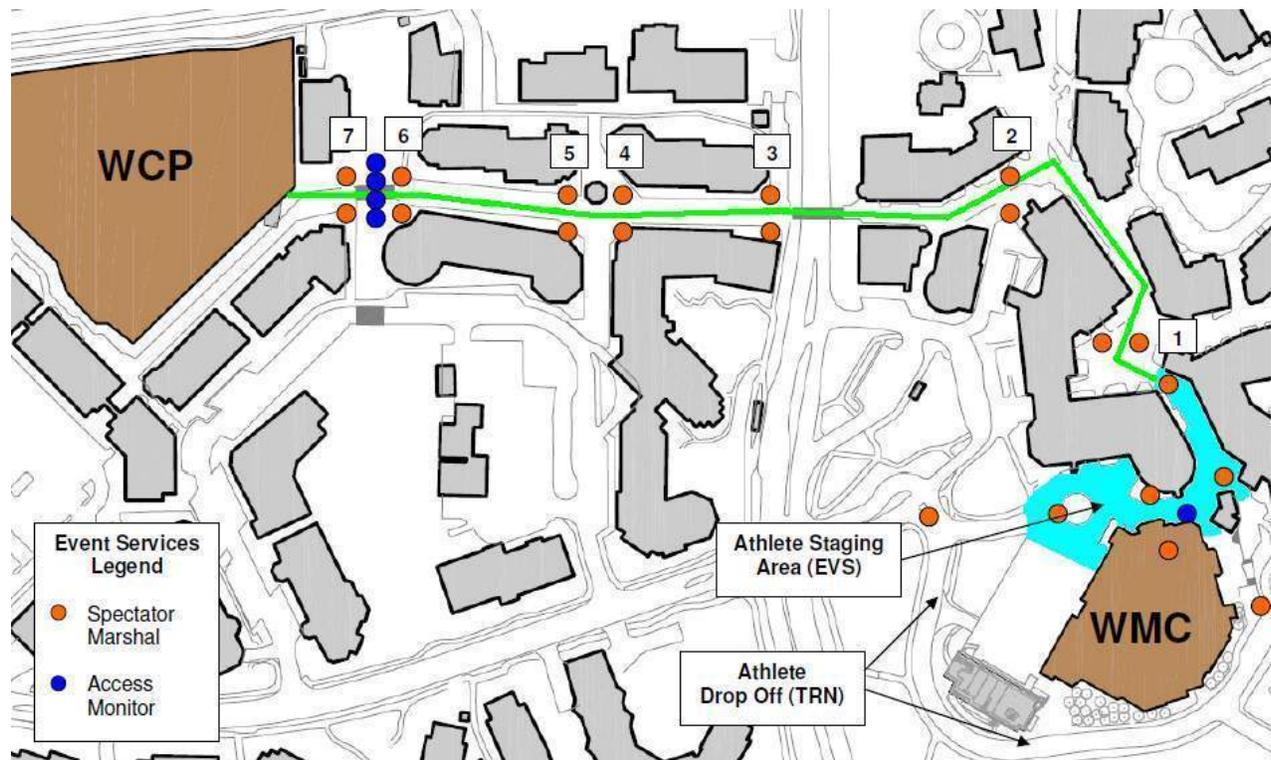


Diagram of the staging area at Whistler Media Centre (WMC) and Parade of Athletes route to the Closing Ceremony venue at Whistler Medals Plaza (WCP).

### 13.2.4 Food Services

VANOC will deliver the following food and beverage services for athletes and NPC team officials participating in the Closing Ceremony:

- Athletes and NPC team officials will be encouraged to eat lunch at the Village prior to the departure.
- Athletes and NPC team officials returning from Whistler Medals Plaza directly to Vancouver after the Closing Ceremony will be offered one boxed meal on the bus:

Boxed Meal 1	Boxed Meal 2
Roasted salmon, rice, grilled asparagus, dinner roll, fruit	Lo mein noodles, cucumber salad, green beans, dinner rolls, fruit

### 13.3 Flower and Victory Ceremonies

Please refer to the *Vancouver 2010 Paralympic Winter Games Victory Ceremonies Schedule* and *Vancouver 2010 Paralympic Winter Games Competition Schedule* for complete information on dates, times and locations of flower and victory ceremonies.

#### 13.3.1 Flower Ceremonies

Flower ceremonies will take place at the Whistler Creekside and Whistler Paralympic Park competition venues immediately following the completion of medal events between March 13 to 18. The flower ceremonies will feature the presentation of a floral bouquet to each medalist, but will not include the presentation of medals, raising of flags or playing of the gold medalist's national anthem.

#### 13.3.2 In-Venue Victory Ceremonies

From March 19 to 21, victory ceremonies for alpine skiing, biathlon and cross-country skiing events will occur in-venue immediately following the medal session. Victory ceremonies for wheelchair curling and ice sledge hockey will be held at the corresponding competition venue.

At a victory ceremony held in venue, the medalists will receive a floral bouquet and a medal, the flags of the medalists will be raised, and the gold medalist's national anthem will be played.

#### 13.3.3 Photo Opportunity

At Whistler Creekside and Whistler Paralympic Park, a separate photo opportunity will follow immediately after the flower ceremonies from March 12 to 21.

### 13.3.4 Nightly Victory Ceremonies at Whistler Medals Plaza

Victory ceremonies for all Whistler-based events which will not be held at the competition venue will take place nightly at Whistler Medals Plaza from March 13 to 18.

During the medal presentation portion of the nightly victory ceremonies, the medalists will receive a floral bouquet and a medal. The flags of the medalists will be raised, and the gold medalist's national anthem will be played in his/her honour.

#### *Timeline*

16:30 - Gates open  
 18:00 - Entertainment component  
 19:00 - Medal presentations  
 19:30 - Concert

Please see the information about the complimentary tickets for NPCs with medalling athletes in section 7.5.3.

### 13.3.5 Medalist Transfer

The athletes and guides receiving their medals at Whistler Medals Plaza will be transferred from the competition venue to Whistler Medals Plaza as follows:

1. At the Competition Venue
  - A VANOC victory ceremonies representative will be introduced to each medalist / medaling team outside the doping control station at the competition venue
  - The VANOC representative will brief the medalist / team about the victory ceremony transfer process, and also provide this information in written form
2. Transportation to Whistler Medals Plaza
  - Each medalist/ medalling team will be assigned a dedicated vehicle (accessible if required) driven by a VANOC victory ceremonies representative
  - Each medalist/ medalling team will be able to bring one NPC representative in the vehicle. This NPC representative must have accreditation, plus a supplementary pass provided by the victory ceremonies representative.
  - If the competition ends close to the victory ceremony start time (19:00), the medalists will be transported directly to Whistler Medals Plaza
  - If the competition ends long before victory ceremony start time, the medalists will be driven by a dedicated VANOC victory ceremonies vehicle to the Paralympic Village Whistler or private residence. In these cases, the VANOC representative will arrange a time to pick up the medalists at the Paralympic Village or private residence and transport them to the victory ceremony.
  - The plan for medalists from Whistler Paralympic Park who cannot complete the doping control process at the venue in sufficient time before a victory ceremony at the Whistler Medals Plaza is described in section 15.2.

### 3. At Whistler Medals Plaza

- The medalists will be dropped off at a designated entrance and escorted to the green room by their VANOC victory ceremonies representative.
- VANOC will control access to the green room. Other than VANOC and IPC staff, only the medalist(s) and the NPC representative will have access to the green room. The NPC representative will be responsible for the medalist's uniform compliance with IPC guidelines.
- Before and after the medal ceremony, the NPC Chef de Mission, Press Attaché and two guests will have access to medalists in an area next to the green room. VANOC ceremonies staff and the medalist's VANOC representative will manage the access to this area.
- In the green room, VANOC representatives will explain the ceremony process to the medalists.
- Medalists will be given an invitation for the medalist and his/her guest to have dinner, enjoy entertainment and celebrate with other Paralympic Family members at the Paralympic Hospitality Centre for that evening. See below for additional information.
- At a designated time, the medalists will be brought to the stage to receive their medals.
- After receiving their medals, the medalists will be escorted through the mixed zone by VANOC representatives.
- After passing through the mixed zone, medalists will be taken to a designated area inside the venue where they will be able to meet family and friends.
- After meeting family and friends, medalists will have the following options:
  - a) Medalist and NPC representative return immediately to the Paralympic Village Whistler or residence with the VANOC representative and vehicle.
  - b) Medalist and NPC representative stay for the concert and then return to the Paralympic Village Whistler or residence with the VANOC representative and vehicle.
  - c) Medalist and NPC representative are taken by the VANOC representative and vehicle to another location within reasonable distance of the victory ceremony venue.
  - d) Medalist confirms to the VANOC representative that victory ceremony transport service is no longer needed. (If not confirmed earlier in the transfer process.)

#### 13.3.6 Paralympic Hospitality Centre (PHC)

Paralympic medalists and their guest are invited to celebrate their achievements with fellow Paralympic Family members at the Paralympic Hospitality Centre on the evening of their medal ceremony. The Paralympic Hospitality Centre is located in the centre of Whistler resort in Skiers Plaza. The Paralympic Hospitality Centre will serve food, beverage and offer entertainment on a nightly basis between March 13 and 21, 2010. Medalists should present their invitation at the PHC for entrance to the Centre. Medalists and their guest who chose to spend the evening at the PHC may need to make their own arrangements for transportation back to the Paralympic Village Whistler.

## 14 Medical Services

### 14.1 Games-Time Medical Services

#### 14.1.1 Medical Headquarters

The VANOC Medical Services Program will be coordinated through the medical headquarters located within the Paralympic Village Vancouver Polyclinic. This centre will be in operation 24 hours a day from March 5, 2010 to March 24, 2010 inclusive. The headquarters will maintain a constant network of communication with all official Paralympic venues. NPC-related medical issues that are not immediately resolved, or are in the process of being resolved, at a venue should be reported directly to Medical Headquarters by phone. This will ensure that the relevant VANOC personnel is notified and that prompt attention is given to the issue.

#### 14.1.2 Medical Services in the Venues

Medical facilities and services will be provided at competition, training and official non-competition venues. Athlete and spectator medical stations will be stocked with appropriate equipment, supplies and medications, and will be staffed by experienced medical and paramedical personnel.

##### *Athlete Medical Stations*

Athlete medical stations will provide emergency, primary care and sports medicine services to ill or injured athletes, NPC team officials and other accredited persons at competition and training venues from one hour prior to one hour after the conclusion of training or competition.

##### *Field-of-Play Response*

Athletes injured on the field of play during scheduled training or competition will be evaluated on-site. If required, the athlete will be evacuated from the field of play and transported to the athlete medical station, Village Polyclinic, or hospital. Field-of-play response varies by sport and will abide by the corresponding International Paralympic Sport Federation (IPSF) and IPC rules.

##### *Therapy Services in the Venues*

Therapists will be available at all Vancouver competition venues to assist with athletes care. Ice, taping, bracing and other therapy supplies will be available at all competition venues. A limited quantity of electrotherapy equipment will also be available at the Vancouver competition venues. Due to limited space at the Whistler venues, teams are encouraged to complete all therapy treatment at the Paralympic Village Whistler.

##### *Spectator Medical Stations*

The stations will provide first aid and emergency medical care services to spectators, including spectating athletes and NPC team officials and other Paralympic Family members, as well as workforce. These stations will be staffed by physicians, nurses and first-aid providers from the time the gates open until the time the gates are closed and all spectators have cleared the venue.

### *Mobile Medical Teams*

As part of the spectator medical team, there will be first-aid providers moving throughout the venue and monitoring the spectator pathways and stands. They will be equipped with a radio. Anyone witnessing a medical incident should contact the nearest VANOC employee. They will ensure that a medical response is initiated.

### *Opening, Closing and Victory Ceremonies*

Medical services will be available to all ceremonies attendees and participants, including athletes, NPC team officials and Paralympic Family members, through the following:

- Athlete medical stations
- Spectator medical stations
- Mobile medical teams at the athlete and performer staging areas and in spectator areas
- Ambulances stationed at the ceremonies venues

### *Non-Competition Venues*

Medical services will also be provided at the Paralympic Family Hotel, International Broadcast Centre, Whistler Media Centre, and at the Vancouver International Airport.

## **14.1.3 Medical Transportation**

VANOC Medical Services and BC Ambulance Service will coordinate all medical transportation. Ambulances, staffed by paramedics, will be stationed at competition and non-competition venues during medical services operational hours. Whistler venues will be supported by a critical care transport helicopter. Patients will be transported from the venue to the Village Polyclinic or the most appropriate Vancouver Coastal Health facility, as required.

## **14.1.4 Hospitals**

If medical treatment is required which cannot be provided at the venues or Village Polyclinics, athletes, NPC team officials and other Paralympic Family members will be transferred by ambulance or critical care helicopter to the designated Paralympic Family Hospital (Vancouver General Hospital - VGH).

Although VGH is the designated Paralympic Family Hospital, patients will be transferred or referred to the most appropriate facility within the network of Vancouver Coastal Health (VCH) facilities. This will be determined by a number of factors, such as distance from venue, resources of facility, type and severity of injury or illness.

Facilities within the VCH network include:

Health Care Facility	Address	Services
Vancouver General Hospital (Designated Paralympic Family Hospital)	855 West 12th Avenue Vancouver, BC, V5Z 1M9 (604)-875-4111	24-hour emergency department, heliport, major trauma centre, specialized and tertiary care services.
St. Paul's Hospital (Designated Spectator Hospital)	1081 Burrard Street Vancouver, BC, V6Z 1Y6 (604)-682-2344	24-hour emergency department specialized and tertiary care services.
Whistler Health Care Centre	4380 Lorimer Road Whistler, BC, V0N 1B4 (604)-932-4911	Urgent care centre, emergency room 08:00-22:00

A full listing of the health care facilities will be available through the Polyclinics.

#### *Notification of Hospital Admission*

Hospital admissions originating from a venue or a Polyclinic will be coordinated by the VANOC medical staff. When a delegation member's hospital admission is not coordinated by VANOC, NPCs must notify VANOC medical headquarters as soon as possible by phone. All NPC and Paralympic Family members who go independently to a hospital are required to advise the hospital staff of their Paralympic accreditation status. This will ensure that the athlete or NPC team official will not be billed for the hospital visit, and that VANOC is aware and able to provide follow-up care as needed.

### **14.1.5 Access to Medical Services Outside of VANOC Venues**

#### *Emergency Services*

Emergency (Ambulance) services can be accessed by dialing 9-1-1.

Language interpretation is available for people who can only speak in a language other than English. In such cases, when calling 9-1-1 they should say 'police', 'fire' or 'ambulance' in English, and the English word for the language they do speak. This will speed up the process.

Athletes and NPC team officials electing to stay outside the Paralympic Villages should notify BCAS (British Columbia Ambulance Service) of their accreditation status when accessing ambulance services to ensure transport to Vancouver General Hospital.

#### *Health Information*

Free non-emergency information, including consulting a nurse or a pharmacist, may be accessed by dialing HealthLink BC at 8-1-1, or by consulting their website at [www.healthlinkbc.ca](http://www.healthlinkbc.ca).

## 14.2 NPC Health Care

### 14.2.1 Medical Practitioner Declaration Form

Only physicians identified on an NPC's Medical Practitioner Declaration Form will be authorized to provide medical care to members of their own delegation while in British Columbia. Physicians may, under certain conditions, provide medical care to members of other delegations (see section 14.2.3). They will be able to access VANOC facilities at venues and at the Paralympic Village Polyclinics, with visiting privileges at the Paralympic Family Hospital and at other Vancouver Coastal Health hospitals and facilities.

### 14.2.2 Access and Privileges

Registered NPC team physicians will have the following privileges:

- Can request therapy treatments at the Paralympic Village Polyclinics
- Can request diagnostic imaging and laboratory tests at the Paralympic Village Polyclinics
- Can write prescriptions for members of their own delegation, to be filled at the Paralympic Village Polyclinics' pharmacies

Registered NPC team physicians may be able to accompany patients who are members of the same NPC delegation, or members of the IPC or IPSF from the same country, to the Paralympic Village Polyclinics or Paralympic Family Hospital. In such cases, NPC team physicians will be able to perform the following visiting functions with the consent of the patient and the attending physician:

- Review the patient's clinical record
- Discuss the examination and treatment of the patient with the attending physician

Registered NPC team physicians will not be able to order hospitalization and diagnostic procedures, direct medical treatment or prescribe medications at hospitals since hospitals are outside the Paralympic theatre.

#### *Return-to-Play Decisions*

VANOC medical staff will be available to advise on an athlete's ability to return to play for cases that are urgent or emergent in nature. This advice will be given in discussion with the athlete's team physician and the athlete.

#### *Malpractice/Liability*

VANOC assumes no responsibility for any health care provided to NPC team members by NPC health care personnel. VANOC will not provide any malpractice or liability insurance for NPC health care personnel. It is the responsibility of each NPC to ensure their health care staff's malpractice/liability insurance is in place.

#### *Importation of Medical Devices and Pharmaceutical Products*

NPCs must apply to Health Canada to import medical devices and pharmaceutical products at least sixty days before these goods enter Canada. An application should have been completed for each shipment of medical products, whether shipped as freight or carried in person. Please note that any controlled substances which Health Canada allows the NPC to bring into Canada cannot be shipped as freight (as it is unlawful to do so). Such controlled substances must be

carried by the authorized person, who must also carry the exemption letter issued by Health Canada.

#### *Distribution of Medical Material to NPC Medical Teams*

The following will be distributed to each NPC at their Delegation Registration Meeting for use by their Chief Medical Officer (CMO):

- Physician's individualized name and number stamp
- Pharmacy requisition forms
- Laboratory requisition forms
- Imaging requisition forms
- Specialist consultation requisition forms
- Therapy requisition forms
- Relevant medical services contact information and telephone numbers
- Additional information for CMO

#### **14.2.3 Sharing Agreement**

NPC health care personnel must adhere to VANOC-defined restrictions that include treatment of the NPC's own delegation members only. NPC team physicians may treat members of other specified delegations if there is agreement in writing by both NPCs, submitted in advance to VANOC NPC Services. During Games-time, agreements should be submitted to the VANOC Medical Headquarters at the Paralympic Village Vancouver Polyclinic, or to the Paralympic Village Whistler Polyclinic.

#### **14.2.4 VANOC-Provided Medical Furnishings**

NPCs will be provided with medical furnishings according to the size of their delegation. Please see Villages section 5.3.3.

#### *Ice*

Ice will be delivered daily to Resident Centres. Ice storage containers will be provided to each NPC delegation (the number of containers will depend on delegation size according to the medical furnishings chart). NPCs will be able to pick up ice at the Resident Centre closest to the NPC's allotment, as well as from laundry centres in Whistler.

#### *Towels*

An initial allotment of towels will be provided to each delegation's medical space. Used towels can be exchanged for clean towels by returning them to a Resident Centre.

### **14.3 Public Health**

Public Health services provided throughout the Games regions will include, but will not be limited to:

- Environmental health protection (such as food, water, and air monitoring and inspection)
- Communicable disease control
- Disease surveillance
- Health emergency management

Public Health information will be communicated to the IPC Medical & Scientific Department on a daily basis.

### **14.3.1 H1N1 (Swine Flu)**

During the Games, VANOC will provide pH1N1 vaccines at the Paralympic Village Polyclinics to athletes and NPC team officials who request these.

It will be very important for NPC medical staff to report to the Polyclinic any suspected cases of influenza-like illnesses among their delegation.

## **14.4 Insurance**

### **14.4.1 Paralympic Family Medical Insurance**

A medical insurance program covering ambulance transport, Polyclinic and hospital services will be provided at no charge to accredited Paralympic Family members, including NPC, NPC\*\*, Aa, Ab, Ac, Ao, Am and As categories. Coverage will apply from March 6, 2010 to March 24, 2010, inclusive, and will include treatment for acute illnesses and injuries, or acute exacerbations of pre-existing illnesses or injuries. Treatment of stable, pre-existing conditions is not covered. VANOC is not responsible for the medical insurance of NPC delegation members outside the period defined above, or for the medical insurance of non-accredited NPC delegation members.

### **14.4.2 Private Health Insurance**

NPCs should obtain private medical insurance for cases not covered by VANOC's Paralympic Family medical insurance program, and should consult an insurance professional for advice on medical insurance prior to traveling to Canada.

VANOC strongly recommends that all non-accredited persons (who are also non Canadian residents) attending the Games obtain sufficient travel medical insurance coverage.

### **14.4.3 Repatriation Insurance**

VANOC will provide repatriation insurance to all persons accredited in the following categories: NPC, NPC\*\*, Aa, Ab, Ac, Ao, Am and As. This insurance will provide for free air travel home with accompanying medical specialists, as required. In the event of death, repatriation insurance will cover the cost of transporting the body home. The dates of repatriation insurance coverage coincide with the coverage period described above. Arrangements will be coordinated by VANOC.

## 15 Anti-Doping

The Vancouver 2010 Games will have the most sophisticated and comprehensive anti-doping program in the history of the Paralympic Winter Games. Up to 425 tests will be carried out during the Games, a significant increase from the 300 that were carried out in Torino in 2006. Testing will take place any time and anywhere from the opening of the Paralympic Villages on March 6, 2010 to the Closing Ceremony on March 21, 2010. In cooperation with the World Anti-Doping Agency (WADA), test planning will incorporate anti-doping intelligence and focus on targeting specific high-risk groups of athletes. The WADA-accredited doping control laboratory at the Richmond Olympic Oval will analyze all urine and blood samples.

All NPCs, athletes and athlete support personnel, including medical practitioners, should review and be familiar with the IPC Anti-Doping Code and Technical Procedures for Doping Control prior to coming to Vancouver. These documents were distributed to NPCs in autumn 2009, and are available on the IPC website under Paralympic Games – Vancouver 2010, as well as on SNOW.

It is advisable that all athletes receive education sessions prior to departing for the Games. An anti-doping presentation, as well as other Games-time anti-doping resources, has been distributed to NPCs, and is available on SNOW and at [www.vancouver2010.com/paralympic\\_dopingcontrol](http://www.vancouver2010.com/paralympic_dopingcontrol). It is also recommended that NPCs work closely with their national anti-doping organization to ensure athletes are tested regularly out-of-competition prior to the Games.

### 15.1 Transportation following the completion of doping control

Three transportation options will be available for athletes once they have completed doping control, depending on the circumstances at the particular venue:

- Athlete transportation systems (TA) connecting the competition venue to the Villages.
- Dedicated vehicles of the athlete's NPC.
- If the TA system is no longer operating from the venue, and no NPC dedicated vehicles are available, the doping control station manager can arrange the T3 transportation system for the athlete's return to the appropriate Village.

### 15.2 Transportation for medalists in Whistler who have not completed doping control

Medalists will not be prevented from attending their medal ceremony due to doping control procedures. For medalists who cannot complete the doping control process at the venue in sufficient time before a victory ceremony at the Whistler Medals Plaza the same evening:

- A VANOC vehicle dedicated to medalist transfer will transport the medalist directly to the medals plaza. For Whistler Paralympic Park, this transportation will be accompanied by a motorhome vehicle where doping control can be completed en route if necessary.
- During this procedure, the medalist will be accompanied by a doping control officer or chaperone.
- Doping control will then be completed in the doping control station at the Whistler Medals Plaza. If they wish to remain with the athlete, the athlete's anti-doping representative will be

required to travel to the medals plaza along with the athlete. Each medalist will also be able to have one NPC representative in addition to the anti-doping representative during this process.

### 15.3 Interpreters during the doping control process

VANOC has arranged for interpretation services to be provided during the doping control process throughout the Games. If an interpreter is not available, the doping control process will still proceed in accordance with the IPC Anti-Doping Code ([http://www.paralympic.org/export/sites/default/IPC/Reference\\_Documents/2008\\_11\\_IPC\\_Anti-Doping\\_Code.pdf](http://www.paralympic.org/export/sites/default/IPC/Reference_Documents/2008_11_IPC_Anti-Doping_Code.pdf)).

## 16 Press Services and Facilities

### 16.1 Venue Media Centres

VANOC Press Operations will operate four Venue Media Centres during the Paralympic Winter Games:

- UBC Thunderbird Arena
- Vancouver Paralympic Centre
- Whistler Creekside
- Whistler Paralympic Park

In addition, Press Operations staff will be available each evening at the Whistler Media Centre in conjunction with the nightly Victory Ceremonies.

#### 16.1.1 Venue Media Centre Guest Passes

Only accredited press personnel have access to the Venue Media Centres (VMC).

People without the required accreditation can request temporary access to the VMCs at UBC Thunderbird Arena, Whistler Creekside or the Whistler Media Centre. A person accredited in E (E, EP and ENR) category must sponsor any applicant for a guest pass and requests must be submitted at least one day in advance to the help desks at UBC Thunderbird Arena or Whistler Media Centre.

All guest passes are valid only for the day of issue and provide access to the requested VMC only.

Guest passes are not transferable.

### 16.1.2 Press Conference Room Operations at Venues

Medal winners will attend the post-competition press conference. Coaches and/or other athletes may also attend, as circumstances dictate. Press conferences will begin approximately 30 minutes after the competition ends, or as soon as all athletes are present.

Consecutive interpretation at each press conference will be available as follows:

Venue	Languages
UBC Thunderbird Arena	Czech, French, German, Italian, Japanese, Korean
Vancouver Paralympic Centre	French, Japanese, Korean
Whistler Creekside	French, German, Italian
Whistler Paralympic Park	French, German, Russian

### 16.2 International Broadcast Centre (IBC)

The International Broadcast Centre (IBC) is the headquarters for the Paralympic radio and television production of the 2010 Paralympic Winter Games, serving as the primary base of operations for Olympic Broadcasting Services Vancouver (OBSV) and rights-holding broadcaster (RHB) personnel. All television and radio signals for Paralympic coverage pass through the IBC under the direction of OBSV.

Located on the downtown waterfront, the IBC is housed in the west building of the Vancouver Convention Centre.

### 16.3 IBC Guest Pass Office

The Guest Pass Office provides passes for people who have a legitimate reason to visit the IBC. A rights-holding broadcaster team leader must sponsor all guests including accredited personnel who do not have the IBC code on their accreditation pass as well as unaccredited persons.

Rights-holding broadcasters hosting a visit must submit a completed Guest Pass Application Form to the Guest Pass Office at least 24 hours before the requested date of access. IBC Guest Pass Application Forms are available in the IBC Guest Pass Office.

### 16.4 Whistler Media Centre

The Whistler Media Centre (WMC) is located in the Whistler Conference Centre, in the heart of Whistler's town centre. This location houses the Mountain Broadcast Centre (MBC) with approximately 3,000 square metres of broadcast space.

The Whistler Media Centre is open 24 hours a day during the Games with limited services available from 0:00 to 06:00.

The IPC Media Office will be located at WMC. IPC staff will be available onsite from 8:00 to 22:00 (or later, depending on competitions, medal ceremonies and other activities).

### 16.4.1 Press Operations at the Whistler Media Centre

Press and photo work areas at the WMC can be accessed at any time the venue is open. However, at the time of the nightly Paralympic Victory Ceremonies, Press Operations staff will be at the nearby Whistler Medals Plaza to provide journalists and photographers with opportunities to file stories and photos from a location close to the site of the ceremonies.

Press Operations staff hours at the WMC:

March 6 to 11	17:00 to 20:00
During the Games	17:00 to 01:00

### 16.4.2 Whistler Media Centre Guest Pass Office

#### *For rights-holding broadcasters*

The Guest Pass Office provides passes for people who have a legitimate reason to visit the WMC. A rights-holding broadcaster team leader must sponsor any guests including accredited personnel who do not have the WMC code on their accreditation pass as well as unaccredited persons.

Rights-holding broadcasters hosting a visit must forward a completed Guest Pass Application Form to the Guest Pass Office at least 24 hours before the requested date of access. WMC Guest Pass Application Forms are available at the WMC Guest Pass desk.

#### *For accredited press*

The Guest Pass Office at the WMC (for press) is open from 17:00 – 20:00.

## 16.5 IPC Media Operations

The Main IPC Media Office will be based at the Whistler Media Centre. Telephone numbers will be available during the Games.

#### *IPC Media Staff*

IPC Media & Communications Senior Manager - Steffi Klein  
e-mail: [steffi.klein@paralympic.org](mailto:steffi.klein@paralympic.org)

IPC Broadcasting & New Media Co-ordinator – Eva Werthmann  
e-mail: [eva.werthmann@paralympic.org](mailto:eva.werthmann@paralympic.org)

IPC Marketing & Communications Co-ordinator – Carolin Jansen  
e-mail: [carolin.jansen@paralympic.org](mailto:carolin.jansen@paralympic.org)

IPC Editorial Services Co-ordinator – Jeff Wolfshohl  
e-mail: [jeff.wolfshohl@paralympic.org](mailto:jeff.wolfshohl@paralympic.org)

General media inquiries during Games time should be submitted to [ipc.media@paralympic.org](mailto:ipc.media@paralympic.org).

## 16.6 Mixed Zone Operations

The mixed zone provides an opportunity for the press to conduct brief, informal interviews with athletes immediately after they compete. Athletes must pass through the mixed zone as they leave the field of play, but are not required to stop and talk to the media.

The order of interviewers within the mixed zone is determined by the IPC:

1. Rights-holding broadcasters: live interviews
2. Rights-holding broadcasters: ENG interviews
3. IPC-recognized world news agencies and the Paralympic News Service
4. Press: press and photographers, non-rights-holding broadcasters (without recording equipment)

Paralympic News Service flash quote reporters operate from the mixed zone without interfering with the priority order for interviews.

NPC press attachés may accompany athletes through the press mixed zone only, but may not interfere with the priority order for interviews.

## 17 Brand Protection

### 17.1 Clean Venue Obligations

To ensure that the *clean venue* objectives are met and the Paralympic Games are focused on sport, messaging in Paralympic venues will be carefully managed. This mandate is intended to:

- Ensure the priority of sport
- Preserve the unique nature of the Games
- Protect the exclusive right of Paralympic Marketing Partners
- Protect the intellectual property of the Paralympic Movement

With these objectives in mind, NPCs are asked to be mindful of the following guidelines and policies.

### 17.2 Field of Play

#### 17.2.1 Prohibited Items on Field of Play

NPC delegation members often receive items of clothing or other items that include commercial marks. NPCs are reminded that such commercially branded items are not allowed onto the Field of Play.

## 17.2.2 Uniforms

Each NPC is responsible for ensuring all items worn or used by its delegation during all aspects of the Games (training, competition, parade, medal ceremonies and press conferences) comply with the *IPC Manufacturer Identification Guidelines for the Vancouver 2010 Paralympic Winter Games* and related regulations. Any infringement upon the regulations identified for the particular articles will result in these articles being removed, covered, or other action may be taken as deemed appropriate by VANOC and/or the IPC.

NPCs may use the VANOC emblem and/or wordmark on their delegation's uniforms on a limited basis:

Type of Clothing	VANOC Mark/s Available
Non-Competition Clothing (Opening, Closing, Team Welcome, Flower and Victory Ceremonies) and Casual Wear	Emblem and/or wordmark may appear
Competition and Training Clothing	Wordmark only may appear

Additional details on the use of the VANOC emblems and wordmark are included in VANOC's *Vancouver 2010 Games Marks Usage Guidelines for NPCs*, which are posted on SNOW.

### *Team Uniform Inspection*

Team uniform inspection before the Paralympic Games is mandatory for all teams. NPCs are encouraged to submit their proposed uniform concepts to the IPC for review at <http://www.paralympic.org/pidas>. During the Games, the IPC will operate a Uniform Inspection office in the NPC Services Centre of the Paralympic Village Whistler. NPCs are required to make an appointment to have their uniform inspected. Appointments for team uniform inspections should be arranged through the IPC NPC Delegation Relations Office in the NPC Services Centre of the Whistler Paralympic Village. During the appointment, each NPC is expected to supply for review examples of all uniform items (formal, casual, competition and victory ceremonies) being worn by the delegation during the Paralympic Games. IPC Marketing will review the items submitted and provide advice and counsel to each team regarding IPC Guidelines. Please keep in mind, it is ultimately the collective responsibility of the NPCs and all accredited persons to remain in compliance with the rules at all times. These rules apply within the Village and within all competition and non competition venues.

The IPC will inspect the ice sledge hockey and wheelchair curling team uniforms at the respective competition venues.

## 17.2.3 Victory Ceremonies and Press Interview Areas

Athletes may not bring any item of equipment to a medals award ceremony or to interviews, unless moving through a mixed zone used as an exit from the competition area. Exceptions include items worn by athletes, such as ski boots, which are permitted in all interview areas.

No equipment brought or transported inside the mixed zone can be marked deliberately or excessively for advertising purposes.

### 17.2.4 Parading Athletes and NPC Team Officials

Participants in Opening and Closing Ceremonies may under no circumstances display any form of publicity or propaganda – commercial, political or otherwise – on any item worn, or in any other manner that is visible on camera. Participants may not use cameras or hand-held video recorders during the parade. The use of mobile phones by marching athletes and NPC team officials during Ceremonies is strictly prohibited.

### 17.3 NPC Vehicles

NPCs are strongly encouraged to use VANOC sponsor General Motors (GM) vehicles during the Vancouver 2010 Paralympic Winter Games.

### 17.4 Promotional Activities of the NPCs and their Sponsors

NPCs should remind their sponsors and Authorized Ticket Resellers (ATR) that they do not have marketing rights in Canada, unless they are also sponsors of the Vancouver 2010 Paralympic Winter Games. NPCs must ensure that their sponsors and ATRs will operate within IPC and VANOC-agreed terms.

### 17.5 Hospitality Houses

During the Vancouver 2010 Paralympic Winter Games, VANOC's Commercial Rights Management team will monitor the commercial activities of NPC Hospitality Houses.

An NPC hospitality house that is open to the public and focuses on the Paralympic experience cannot endorse NPC sponsors. However, an NPC hospitality house that focuses on the Paralympic experience but is not public facing, may showcase their sponsors.

Paralympic Experience	Public Facing	NPC Sponsors
Yes	Yes	No
Yes	No	Yes

#### Legend

- Paralympic Experience - has a significant focus on Paralympic experiential elements which could include use of terminology, Paralympic marks, athlete appearances, Paralympic broadcast, etc.
- NPC Sponsors - recognition of NPC sponsors, or use of NPC sponsor product in association with the house, either within the venue or in any associated communications or promotional materials
- Public Facing - open to the public, or promoted to the public

All exterior signage and/or other promotional initiatives by an NPC must be compliant with local bylaw and permitting processes. For more information visit [www.vancouver.ca](http://www.vancouver.ca), [www.whistler.ca](http://www.whistler.ca).

## 17.6 Give-away Items

The commercially-branded give-away items of NPCs and their sponsors must not be designed or used in a way that will make them highly visible inside the Paralympic venues.

# 18 Technology

## 18.1 CATV

The Paralympic CATV (closed circuit television) Network will provide live broadcasts from each competition venue in MPEG2-compressed high definition (HDTV) video and associated audio. Broadcasts from press conferences at the International Broadcast Centre and Whistler Media Centre, 'beauty cam' feed from scenic areas in Vancouver and Whistler, and a selection of commercial channels will also be available on CATV.

During the Games, the Paralympic CATV Network will be available at all competition venues, and the Paralympic Villages, International Broadcast Centre, Whistler Media Centre and BC Place.

In addition to the commercial channels available through CATV, a wider selection of channels will be available on the televisions in the DVD lounges in the Paralympic Villages.

The Paralympic CATV Network and compatible television sets are available through Rate Card.

## 18.2 Paralympic Telephone Network

The Paralympic telephone network, often referred to as the five-digit network, will connect all Paralympic competition and non-competition venues. VANOC will provide each NPC with two Paralympic network telephone lines, which include all wiring and a telephone handset. Standard handset telephones will use digital lines. Requests for additional Paralympic network lines during Games-time can be made at the Rate Card desk. Note that requests for additional Paralympic network lines can only be accommodated if the necessary infrastructure is in place at the desired location.

Phone calls made within the Paralympic network are free of charge. Direct-dialled calls from a Paralympic telephone network phone to anywhere in Canada and the United States (including Alaska and Hawaii) are also free of charge (subject to restrictions on excessive use) from March 5 to March 24, 2010. Calls to destinations outside of Canada and the United States are subject to the long distance calling rates listed in the Bell Canada Call Rates table at the end of the Manual.

### 18.2.1 Mobile Phone Service

Bell will provide mobile telephone coverage throughout the Games venues and surrounding areas. A total of 45 new cellular towers have been added to Bell's cellular network to assure coverage during the 2010 Paralympic Winter Games. This includes expected 100 percent coverage on the Sea to Sky Highway between Vancouver and Whistler.

### *VANOC-provided Mobile Phones*

At the DRM, VANOC will provide each NPC with two Samsung VICE mobile phones for use by the Chef de Mission and their designee. For more information on the device and its features, please visit <http://www.samsung.com/vice>.

### *Rate Card Mobile Phones*

The VANOC mobile phone services available through Rate Card include a Samsung handset and competitive long distance calling rates.

All mobile phone service providers in North America, including Bell, charge for airtime (length of the phone call) on their mobile phones. The same airtime charges apply for calls placed from the mobile phone, as well as calls received on the mobile phone.

Bell will charge for local airtime at \$0.30/minute (rates are subject to change prior to start of the Games). For long distance calling, both airtime and long distance charges apply.

Direct-dialled long distance calls are charged by Bell at \$0.40/minute for Canada/US, and \$2.00/minute for other destinations. Long distance calls made with a Bell pre-paid long distance calling card have much lower rates. These cards will be available through the Rate Card desk during Games-time. Rates for the Bell Prepaid Long Distance calling card can be found online at <http://prepaid.bell.ca>.

Rate Card will offer two payment options for mobile phones:

- Pre-paid long distance calling card.
- Usage charges will be invoiced to the customer post-Games. A usage deposit will be required at time of order.

## **18.2.2 Using Non-VANOC Mobile Phones**

Please note that VANOC's mobile telephone service operates on a CDMA network. Some mobile telephone service providers use different networks (for example, GSM) and VANOC cannot guarantee their cellular coverage within competition and non-competition venues.

NPCs using their own mobile telephones outside their country of origin must have the roaming service activated by their home mobile telephone service supplier. In addition, a roaming agreement must exist between this mobile telephone service supplier and Bell Canada or other providers. The mobile telephone service provider will apply the relevant roaming charges.

## **18.3 Internet**

VANOC will provide internet access at all competition and training venues, the Paralympic Villages, International Broadcast Centre and Whistler Media Centre. The Paralympic Family hotel will also have internet access; however, this access will be provided by the hotel and not by VANOC.

### 18.3.1 Internet Access in the Paralympic Villages

NPCs will receive one NET Zone internet connection jack and a NET Zone account free of charge.

Complimentary wireless internet access will be provided in designated areas in the Paralympic Village Vancouver and Paralympic Village Whistler including:

- Resident Centres
- Village internet lounges
- Internet kiosks

### 18.3.2 NET Zone

NPCs will also be able to access the internet by purchasing NET Zone accounts through the Rate Card. Users will be asked for their NET Zone username and password when they open a web browser (such as Internet Explorer, Firefox) on a computer connected to a NET Zone port within Vancouver 2010 competition and non-competition venues, including Paralympic Villages. Once they have logged in, the internet session will remain active until the computer is disconnected or the NET Zone account expires (for time-limited passes). Each NET Zone account may only be accessed by one user at a time.

Remote Info2010 can be accessed through an active NetZone internet session at <http://rinfo.vancouver2010.com>. Please note that Remote Info2010 will not be available at the wireless hot spots.

NET Zone ports will be installed at designated locations in all Paralympic venues. These ports will be available on a first-come, first-served basis to anyone with a NET Zone account. For an additional fee, designated NET Zone ports can also be installed in any location where an NPC has dedicated space. These NET Zone reserved access points are available through the Rate Card.

NPCs may also purchase a NET Zone connection which will enable the creation of a virtual private network (VPN) through which NPCs can connect to their own servers. This service, called NET Zone static IP, will only be available to those NPCs having ordered dedicated NET Zone ports in their administrative spaces. Requests during Games-time for additional NET Zone connections can be made at the Rate Card desk. Note that requests can only be accommodated if the necessary infrastructure is in place at the desired location.

### 18.3.3 NPC Wireless Networks

Individuals who wish to use mobile phones, laptops or personal digital assistants (PDAs) at the venues may connect to the Paralympic wireless network. However, users of these devices will not be permitted to install their own wireless routers within any of the Vancouver 2010 competition venues. VANOC will only authorize the use of private wireless routers within the Paralympic Villages.

NPCs may operate their own wireless (WIFI) internet networks at the Paralympic Villages under the following conditions:

- NPCs will require a wired NET Zone internet connection to operate their WIFI router.
- NPCs must only operate their wireless networks within the 5 GHz wireless frequency spectrum on the 802.11a/b/g/n networking standard to avoid interference with VANOC systems.
- NPCs using their own WIFI routers must submit the private wireless router access form, which is available on <http://spectrum.vancouver2010.com>. There will be no fee for NPCs to obtain their own frequency.
- Upon receipt of the form, VANOC will assign wireless network names (SSID) and channels of operation to NPCs through the spectrum website.

## 18.4 Radio Frequencies

### 18.4.1 Spectrum Management

NPCs that required the use of radio frequency (RF) devices (for example, two-way radios) had to register their equipment with VANOC before December 11, 2009. After this deadline, NPCs must email their request to register equipment to [spectrum@vancouver2010.com](mailto:spectrum@vancouver2010.com).

### 18.4.2 Equipment Authorization

To minimize interference during the Games, VANOC controls which radio frequency (RF) equipment can enter the venues. Prior to entering a competition venue, NPC RF equipment must be authorized by VANOC. Upon arrival in Vancouver or Whistler, NPCs should take RF equipment to the Radio Frequency desk in the NPC Services Centre of either Paralympic Village.

The Radio Frequency desk team will examine the RF equipment to ensure that it matches the specifications outlined in the Industry Canada radio license. After testing is completed, the RF equipment will get a colour-coded label indicating that it is permitted in a particular venue.

Equipment authorization can be made at the following locations:

- NPC Services Centre, Paralympic Village Vancouver (March 6 - 21);
- NPC Services Centre, Paralympic Village Whistler (March 6 - 21)

VANOC and Industry Canada will not have the ability to reprogram radios. The NPC will have to obtain radios and programming through radio suppliers in Vancouver.

Reports of interference within the venue should be made to the VANOC Technology Help desk at the venue.

Please avoid unauthorized use of spectrum. Should Industry Canada or VANOC trace an interference source to unauthorized RF equipment, they will be able to enforce a range of penalties.

The VANOC spectrum management team will work with the NPCs if a frequency change is required after frequency submission. VANOC will not charge the RF user a fee for this service. However, due to the demand for wireless spectrum, availability will be limited.

## 19 Security

The Vancouver 2010 Integrated Security Unit (V2010-ISU) is responsible for securing the Vancouver 2010 Olympic and Paralympic Winter Games. The unit is led by the Royal Canadian Mounted Police (RCMP) and brings together members from all police departments involved in the Games.

Working in partnership with the V2010-ISU, the Integrated Public Safety is a program within Emergency Management British Columbia which brings together representatives of the main public safety agencies (fire, ambulance and emergency management) who are responsible for their emergency response and recovery operations during Games time.

### 19.1 Venue Security

All competition venues will have the following:

- Layered security perimeter around venues comprised of security rings and surveillance zones.
- A combination of Permit Check Points (PCP) and Security Check Points (SCP) to prevent access of unauthorized vehicles.
- Physical security systems, including a fenced perimeter and law enforcement patrols.
- Dedicated entry points for athletes and team NPC team officials planned for each competition venue to ensure smooth and seamless entry and exit procedures.

The venues for the Paralympic Opening and Closing Ceremonies will feature access control and screening procedures enforced on all pedestrians, vehicles and deliveries.

### 19.2 Security at the Paralympic Villages

A number of additional security measures will be taken at both Paralympic Villages to ensure a safe and secure environment and comfortable stay for the athletes and NPC team officials.

- Double-fenced perimeter
- 100% magnetometer and x-ray screening on all accredited pedestrians
- Background check of all Paralympic Village guests
- Special arrangements for storage, handling and transportation of biathlon rifles and ammunition

Security arrangements will not be provided at the accommodation for athletes and NPC team officials not residing in the Paralympic Villages.

### 19.3 Prohibited Items

Items that are considered prohibited at the Vancouver Paralympic Winter Games venues and Paralympic Villages include:

- Ammunitions
- Criminally prohibited weapons
- Knives and sharp objects
- Explosive substances
- Firearms, replica firearms, toy guns
- Pepper spray
- Liquids and gels\*

\*Exceptions will apply for some beverages, liquids or gels required for a specific sporting activity, sufficient quantities for single day use of hand sanitizer, sun screen, lip balm, etc.

Residents of the Paralympic Villages will be permitted to bring sealed bottles of all beverages into the Paralympic Villages through the screening areas.

Non-criminal prohibited items that are reasonably required for specific Games-related activities (i.e. specific sport equipment, contractors' tools, items used by Paralympic classifiers, etc.) will be admitted in the Paralympic venues at designated accredited entry points.

### 19.4 Restricted Items and Actions

A list of restricted items and actions is available at [www.vancouver2010.com/paralympic-games/spectator-guide/at-the-games/entering-the-venue/](http://www.vancouver2010.com/paralympic-games/spectator-guide/at-the-games/entering-the-venue/).

### 19.5 Security at Dignitary Accommodations

The Royal Canadian Mounted Police will establish command posts at VANOC-designated hotels housing Internationally Protected Persons (IPP) during the Games. These police command posts will be in operation 24 hours, 7 days a week during the Games. The level of federal protection provided to an individual dignitary is primarily based on the threat assessment.

### 19.6 In-Transit Security

Particular emphasis will be put on the security of athletes and NPC team officials when they are using VANOC transportation between Paralympic venues and Paralympic Villages. A combination of security measures including police presence on identified routes and GPS on vehicles will be in place.

### 19.7 Request for Emergency Assistance

Within venues, police, fire and medical personnel will be always available for athletes and team NPC team officials who need assistance.

Call 9-1-1 for police, fire or medical emergencies when immediate action is required. The 9-1-1 service is always available within the venue and should be used if following another method will cause a delay.

Useful 9-1-1 tips:

- Advise the call taker if you require fire, police, or ambulance
- Know your location
- Be prepared to answer questions
- Do not program 9-1-1 into any telephone. Speed dials can lead to accidental 9-1-1 calls.
- Interpretation services: a 24-hour interpretation service is available in more than 170 languages. For non-English speakers, knowing key words in English like *police*, *fire*, *ambulance* and the language they speak (i.e. *Cantonese*) will help speed up the process.

## 19.8 Disability Awareness Training

To encourage respectful treatment of all participants and guarantee smooth screening operations at pedestrian and vehicles access points, all security forces involved with the Games will have to undergo a mandatory Disability Awareness course as part of the training.

## 19.9 Security Communications

The Security Integration Command Centre (which consists of V2010-ISU and VANOC Security Integration staff) is responsible for the coordination and release of security and public safety information updates.

Security communications to NPCs will include daily Games-related security information bulletins to NPC security liaisons and security updates during Chefs de Mission meetings as required.

### *Emergency Communications by V2010-ISU*

At the DRM, VANOC will collect or re-confirm the name and telephone number of the person in the NPC who will be the security liaison with V2010-ISU. In case of any emergencies and threats affecting the NPC, V2010-ISU will communicate directly with the NPC security liaison and it will be his/her responsibility to provide the relevant information to the Chef de Mission.

### *Urgent Communications by NPC Services*

To support V2010-ISU's emergency communications, or in the unlikely event of a major disruption to Games operations (such as transportation, public health, venues, Villages, ceremonies), NPC Services may send urgent communications to the NPCs in Vancouver, Whistler, or both locations. Depending on the situation, this will be done by phone or text message (SMS). See section 5.7.1.

## 20 Lost and Found Procedures

### 20.1 Paralympic Villages

All found items and reports of lost items in a Paralympic Village should be delivered to a Resident Centre. VANOC will transfer all lost and found items to the Resident Centre headquarters where they will be stored and managed. An identification document will need to be presented to claim a found item.

### 20.2 Transportation – TA, T1/2/3 Systems

System	Contact
TA	Items found on TA system vehicles will be brought to the Resident Centre Headquarters at the Paralympic Villages. If the item is identified to belong to an NPC, the Resident Centre will call the NPC office to advise of the found item.
T1/T2	Contact the driver directly, or go to a Paralympic Information desk at a Paralympic Family Hotel
T3	T3 call centre phone number: 604.403.5555

### 20.3 Competition and Training Venues – Blue Zone

Items that are lost and found in the blue zones (competition, administrative and operational areas) will be managed at the following locations:

Discipline	Venue – Location
Alpine Skiing	Whistler Creekside Base – Workforce Check-in
Nordic Skiing	Whistler Paralympic Park – Race Office inside the Cross-Country Skiing Technical Building
Wheelchair Curling	Vancouver Paralympic Centre – Sport Information Desk
Ice Sledge Hockey	UBC Thunderbird Arena – Sport Information Desk

### 20.4 Spectator Zones

Spectators should inquire about lost items at an information booth at the venue. Lost items will be kept at the venue until the end of the day.

If not claimed at the venue, items found in spectator zones at competition and non-competition venues will be brought to:

#### *Vancouver 2010 Lost and Found Claims Centre*

450 West Broadway, Suite 100  
Vancouver  
1.778.328.1111

## 20.5 Public Transportation Systems

### *Translink*

Phone: 604.682.7887

Email: [lost\\_property@translink.bc.ca](mailto:lost_property@translink.bc.ca)

Website: <http://www.translink.ca/en/Utilities/Customer-Service-Contact-Us/Lost-and-Found.aspx>).

### *BC Transit*

Phone: 604.938.0388

Website: [http://www.bctransit.com/regions/whi/transitplus/lost\\_found.cfm](http://www.bctransit.com/regions/whi/transitplus/lost_found.cfm)

## 21 Departures

### 21.1 Departure Inspection of Inventory

During the Games, the NPC will confirm with VANOC the date and time of the departure inspection of inventory in each Paralympic Village of residence. During the departure inventory inspection, VANOC staff will compare the condition of the space and inventory with the documents signed by the NPC upon arrival, and determine if anything is damaged or missing. NPCs must be present during the departure inventory inspection for Rate Card items. However, NPCs may choose to let VANOC complete the inspection of all other spaces and property without the NPC being present. In this case, VANOC will need the NPC's signed consent.

VANOC may assess charges for damaged or missing items (including keys), non-standard cleaning (e.g. cleaning the smell and damage from smoking in the rooms), or removal of abandoned items. NPCs are expected to pay VANOC for all damages before departure.

Disputes may be brought to VANOC through NPC Services.

### 21.2 Freight Load-out Period

During the load-out period, NPC freight can be picked up in the most efficient manner without disrupting venue operations. NPCs are requested to remove their freight (including containers) from the Paralympic Villages during the NPC load-out period, March 22 - 24, 2010.

During the load-out period, the Paralympic Villages will remain in lockdown. NPC freight may be removed from the Paralympic Villages during this time, subject to the requirements described in the section on the Paralympic Games operational period.

During the load-out period, VANOC will provide its Logistics resources, free of charge, to move NPC freight from their allocated storage spaces in the Villages to the Logistics compound at each Village for pick up by their freight forwarder. This service should be requested and booked through the Logistics desk approximately 72 hours in advance of the scheduled load-out time. NPCs should also make advance arrangements if they wish to use Pacific Group for the packing and shipping of their freight, on a user-pay basis.

### 21.3 Departures from the Paralympic Villages

Vancouver International Airport is the official port of departure for NPC delegations. VANOC will arrange departure transportation through March 24, 2010 from the two Paralympic Villages directly to the airport on dates and times based on departure information provided by NPCs.

All delegation departure information must be supplied a minimum of 48 hours in advance to Arrivals and Departures desk at the NPC Services Centre to ensure efficient departure service.

#### 21.3.1 Departures Transportation Services – Summary

From Paralympic Village Vancouver (VVL) and Paralympic Village Whistler (WVL) to YVR:

Date	Service Level
March 5 - 24	VVL to YVR – Direct Service (every 60 minutes)
	WVL to YVR – Direct Service (every 60 minutes)

When required, VANOC Transportation will provide additional departures capacity and frequency based on the information provided in advance by NPCs.

#### 21.3.2 Flight Departure Check-in at the Paralympic Village Whistler

To facilitate the departures and minimize the waiting times of NPC delegations at the YVR during the peak departure day, flight check-in will be available at Paralympic Village Whistler. NPC delegations will be able to check in on March 21 (dates are subject to change based on airline and NPC departure schedules). Departing athletes and NPC team officials will have the opportunity to use full airline check-in services for flights within Canada, to the United States and other international destinations.

To date, Air Canada has confirmed their participation in the Village flight departure check-in process. Other airlines may be added if NPCs express interest. Inquiries can be made at the Arrivals and Departures desk in the NPC Services Centres.

NPCs participating in the flight departure check-in at the Paralympic Village Whistler must schedule their flight check-in time at the Arrivals and Departures desk in the NPC Services Centres well in advance.

Whenever possible, departing NPC athletes and team officials will check-in at the Village between 20 and 24 hours prior to their flight departure time. The latest flight check-in time at the Village will be eight hours before the flight departure (nine hours for departures to US destinations).

During the check-in, boarding cards will be issued. Baggage and sport equipment will be transported by the airlines in sealed trucks from the Paralympic Village Whistler to the airport for processing directly into the airport baggage system. Athletes and NPC team officials will travel to the airport with their carry-on bags and boarding cards directly to the pre-boarding security screening and to the departure gate area.

### 21.3.3 Standard and Online Flight Check-in

Athletes and NPC team officials who do not participate in the departure flight check-in at the Paralympic Village Whistler will check in for their flight according to the standard procedure at the Vancouver International Airport.

Athletes and NPC team officials may also check-in online through their airline carrier's website. Once at the airport, athletes and NPC team officials who have used this service will go to their airline's baggage drop area to have their bags tagged and accepted before continuing through pre-boarding security screening and to the departure gate area.

## 22 Tables and Maps

- Key Dates for NPCs in 2010
- Paralympic Sport Program
- Competition Schedule
- Victory Ceremonies Schedule
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- Venue Distances
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## KEY DATES FOR NPCS IN 2010

DATE	ACTIVITY	TOPIC
<b>2010</b>		
January 4 to 22 January 4 to 24	Load in period for freight containers to the Paralympic Village Whistler Load in period for freight containers to the Paralympic Village Vancouver	Logistics
January 7 to 15	Pre-Delegation Registration Meetings (Pre-DRMs)	Pre-DRMs
January 8	Initial Arrival and Departure information submission deadline	Arrivals and Departures
January 12 to April 21	Paralympic Identity and Accreditation Cards (PIAC) are valid as entry visa into Canada	Accreditation
January 15	Paralympic Identity and Accreditation Cards (PIAC) distributed to NPC's	Accreditation
January 31	VANOC's first support grant payment (60%) to NPC's	Support Grants
February 26	Paralympic Sport Entry Deadline	Sport
February 27	Deadline for NPC's to submit Sport Entry Confirmation reports to VANOC	Sport
March 3	Olympic Villages Closing	Paralympic Villages
March 3 to 6	Villages transition period from Olympic to Paralympic Operations	Paralympic Villages
March 4 to 7	Delegation Registration Meetings (DRMs) in Paralympic Village Vancouver	DRMs
March 5	Paralympic Villages Pre-opening	Paralympic Villages
March 6	Paralympic Villages Opening (12:00 noon)	Paralympic Villages
March 7 to 10	Classification evaluation period	Sport
March 12	Opening Ceremony of the X Paralympic Winter Games	Opening Ceremony
March 12 to 21	The X Paralympic Winter Games	X Paralympic Winter Games
March 21	Closing Ceremony of the X Paralympic Winter Games	Closing Ceremony
March 22 to 24	NPC freight load out period	Logistics
March 24	Paralympic Villages Closing	Paralympic Villages
May 31	VANOC's final payment (40%) to NPC's (based on the final team size and subject to deductions due to any outstanding payments)	Support Grants

## PARALYMPIC SPORT PROGRAM

SPORT	EVENTS AND SPORT CLASSES	
Alpine skiing (30 events)	men's downhill	standing, sitting, visually impaired
	men's super-G	
	men's giant slalom	
	men's slalom	
	men's super combined (downhill and slalom)	
	women's downhill	
	women's super-G	
	women's giant slalom	
	women's slalom	
	women's super combined (downhill and slalom)	
Biathlon (12 events)	men's pursuit	standing, sitting, visually impaired
	men's 12.5 km	
	women's pursuit	sitting
	women's 10 km	
	women's 12.5 km	
Cross-country skiing (20 events)	men's relay 1 x 4 km + 2 x 5 km relay	all
	men's 1 km sprint	standing, sitting, visually impaired
	men's 10 km classic	
	men's 15 km	sitting
	men's 20 km free	standing, visually impaired
	women's 3 x 2.5 km relay	all
	women's 1 km sprint	standing, sitting, visually impaired
	women's 5 km classic	
	women's 10 km	sitting
women's 15 km free	standing, visually impaired	
Ice sledge hockey (1 event)	men's tournament (8 teams)	
Wheelchair curling (1 event)	mixed team tournament (10 teams)	
<b>5 PARALYMPIC SPORTS</b>	<b>64 TOTAL PARALYMPIC MEDAL EVENTS</b>	

# VANCOUVER 2010 PARALYMPIC WINTER GAMES COMPETITION SCHEDULE v9

DAY 1: Opening Ceremony 18:00 BC Place  
 DAY 10: Closing Ceremony 19:00 Whistler Medals Plaza

	MARCH 2010	12 FRI DAY 1	13 SAT DAY 2	14 SUN DAY 3*	15 MON DAY 4	16 TUES DAY 5	17 WED DAY 6	18 THURS DAY 7	19 FRI DAY 8	20 SAT DAY 9	21 SUN DAY 10
WHISTLER VENUES	ALPINE SKIING Whistler Creekside		ALPINE SKIING M/W Downhill Standing <sup>2</sup> Sitting <sup>2</sup> Visually Impaired <sup>2</sup> 11:30-14:00 ▲	ALPINE SKIING M/W Super-G Standing <sup>2</sup> 11:30-13:30 ▲	ALPINE SKIING M/W Super-G Sitting <sup>2</sup> Visually Impaired <sup>2</sup> 11:30-13:30 ▲	ALPINE SKIING M/W Super Combined Standing <sup>2</sup> Sitting <sup>2</sup> Visually Impaired <sup>2</sup> 9:30-11:30 13:00-15:00 ▲		ALPINE SKIING M/W Giant Slalom Standing <sup>2</sup> 10:00-12:00 13:00-15:00 ▲	ALPINE SKIING M/W Giant Slalom Sitting <sup>2</sup> Visually Impaired <sup>2</sup> 10:00-12:00 13:00-15:00 ●	ALPINE SKIING M/W Slalom Standing <sup>2</sup> 10:00-12:00 13:00-15:00 ●	ALPINE SKIING M/W Slalom Sitting <sup>2</sup> Visually Impaired <sup>2</sup> 10:00-12:00 13:00-15:00 ●
	BIATHLON CROSS-COUNTRY SKIING Whistler Paralympic Park		BIATHLON M/W 2.4 km Pursuit Sitting <sup>2</sup> M/W 3 km Pursuit Standing <sup>2</sup> Visually Impaired <sup>2</sup> 10:00-12:00 12:00-14:00 ▲	CROSS-COUNTRY SKIING M 15 km Sitting <sup>1</sup> 10:00-11:15 ▲ W 10 km Sitting <sup>1</sup> 12:00-13:15 ▲	CROSS-COUNTRY SKIING M 20 km Free Standing <sup>1</sup> Visually Impaired <sup>1</sup> 10:00-12:00 ▲ W 15 km Free Standing <sup>1</sup> Visually Impaired <sup>1</sup> 12:00-14:00 ▲		BIATHLON M 12.5 km / W 10 km Sitting <sup>2</sup> 10:00-11:00 ▲ M/W 12.5 km Standing <sup>2</sup> Visually Impaired <sup>2</sup> 12:00-14:15 ▲	CROSS-COUNTRY SKIING M 10 km Classic W 5 km Classic Standing <sup>2</sup> Visually Impaired <sup>2</sup> 10:00-11:00 ▲ M 10 km / W 5 km Sitting <sup>2</sup> 12:00-13:00 ▲		CROSS-COUNTRY SKIING W 3x2.5 km Relay All Classes <sup>1</sup> 10:00-10:30 ● M 1x4 km + 2x5 km Relay All Classes <sup>1</sup> 12:00-13:00 ●	CROSS-COUNTRY SKIING M/W 1 km Sprint Standing <sup>2</sup> Sitting <sup>2</sup> Visually Impaired <sup>2</sup> 10:00-12:00 12:00-13:45 ●
CITY VENUES	ICE SLEDGE HOCKEY (EIGHT-TEAM TOURNAMENT) UBC Thunderbird Arena		ICE SLEDGE HOCKEY 10:00-12:00 CAN - ITA 13:30-15:30 NOR - SWE 17:00-19:00 USA - KOR 20:30-22:30 JPN - CZE	ICE SLEDGE HOCKEY 10:00-12:00 ITA - NOR 13:30-15:30 CAN - SWE 17:00-19:00 CZE - USA 20:30-22:30 JPN - KOR		ICE SLEDGE HOCKEY 10:00-12:00 KOR - CZE 13:30-15:30 SWE - ITA 17:00-19:00 USA - JPN 20:30-22:30 NOR - CAN	ICE SLEDGE HOCKEY Playoffs 5th-8th 12:00-14:00 19:00-21:00	ICE SLEDGE HOCKEY Semifinals 12:00-14:00 19:00-21:00	ICE SLEDGE HOCKEY 7th-8th Game 12:00-14:00 5th-6th Game 15:30-17:30 Bronze Medal 19:00-21:00	ICE SLEDGE HOCKEY Gold Medal 12:00-14:30 ● Bronze medal awarded at gold medal game	
	WHEELCHAIR CURLING (MIXED TEN-TEAM TOURNAMENT) Vancouver Paralympic Centre		WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING Tiebreakers 9:00-12:00 14:30-17:30 20:00-23:00	WHEELCHAIR CURLING Semifinal 10:00-13:00 Bronze & Gold Medal Games 15:30-18:30 ●	

LEGEND
M MEN
W WOMEN
● IN-VENUE VICTORY CEREMONY**
▲ SAME DAY VICTORY CEREMONY***

<sup>1,2</sup> The number denotes the number of medal events within the session.  
 Scheduling of sledge hockey teams in playoff and semifinal games are determined by the tournament directorate following the preliminary tournament.  
 \*Day 3: Daylight savings occurs – clocks move ahead 1 hour.  
 \*\*In-venue Victory Ceremonies are not included in session time.  
 \*\*\*Victory Ceremonies are held at Whistler Medals Plaza and start at 19:00

All information in this schedule is subject to change.



# VANCOUVER 2010 PARALYMPIC WINTER GAMES VICTORY CEREMONIES SCHEDULE v3

	MARCH 2010	12 FRI DAY 1	13 SAT DAY 2	14 SUN DAY 3*	15 MON DAY 4	16 TUES DAY 5	17 WED DAY 6	18 THURS DAY 7	19 FRI DAY 8	20 SAT DAY 9	21 SUN DAY 10	
<b>CEREMONY SITES</b>	WHISTLER MEDALS PLAZA Whistler	OPENING CEREMONY (BC PLACE) 18:00	ALPINE SKIING M/W Downhill▲ Standing <sup>2</sup> Sitting <sup>2</sup> Visually Impaired <sup>2</sup>  BIATHLON M/W Pursuit▲ Standing <sup>2</sup> Sitting <sup>2</sup> Visually Impaired <sup>2</sup>	ALPINE SKIING M/W Super-G▲ Standing <sup>2</sup>  CROSS-COUNTRY SKIING M 15 km Free▲ Sitting <sup>1</sup> W 10 km Free▲ Sitting <sup>1</sup>	ALPINE SKIING M/W Super-G▲ Sitting <sup>2</sup> Visually Impaired <sup>2</sup>  CROSS-COUNTRY SKIING M 20 km Free▲ Standing <sup>1</sup> Visually Impaired <sup>1</sup> W 15 km Free▲ Standing <sup>1</sup> Visually Impaired <sup>1</sup>	ALPINE SKIING M/W Super Combined▲ Standing <sup>2</sup> Sitting <sup>2</sup> Visually Impaired <sup>2</sup>	BIATHLON M 12.5 km ▲ Standing <sup>1</sup> Sitting <sup>1</sup> Visually Impaired <sup>1</sup> W 12.5 km ▲ Standing <sup>1</sup> Visually Impaired <sup>1</sup> W 10 km ▲ Sitting <sup>1</sup>	ALPINE SKIING M/W Giant Slalom▲ Standing <sup>2</sup>  CROSS-COUNTRY SKIING M 10 km Classic▲ Standing <sup>1</sup> Sitting <sup>1</sup> Visually Impaired <sup>1</sup> W 5 km Classic▲ Standing <sup>1</sup> Sitting <sup>1</sup>			CLOSING CEREMONY 19:00	
	<b>WHISTLER VENUES</b>	ALPINE SKIING Whistler Creekside	ALPINE SKIING M/W Downhill* Standing <sup>2</sup> Sitting <sup>2</sup> Visually Impaired <sup>2</sup>	ALPINE SKIING M/W Super-G* Standing <sup>2</sup>	ALPINE SKIING M/W Super-G* Sitting <sup>2</sup> Visually Impaired <sup>2</sup>	ALPINE SKIING M/W Super Combined* Standing <sup>2</sup> Sitting <sup>2</sup> Visually Impaired <sup>2</sup>			ALPINE SKIING M/W Giant Slalom* Standing <sup>2</sup>	ALPINE SKIING M/W Giant Slalom● Sitting <sup>2</sup> Visually Impaired <sup>2</sup>	ALPINE SKIING M/W Slalom● Standing <sup>2</sup>	ALPINE SKIING M/W Slalom● Sitting <sup>2</sup> Visually Impaired <sup>2</sup>
	BIATHLON CROSS-COUNTRY SKIING Whistler Paralympic Park		BIATHLON M/W Pursuit* Standing <sup>2</sup> Sitting <sup>2</sup> Visually Impaired <sup>2</sup>	CROSS-COUNTRY SKIING M 15 km Free* Sitting <sup>1</sup> W 10 km Free* Sitting <sup>1</sup>	CROSS-COUNTRY SKIING M 20 km Free* Standing <sup>1</sup> Visually Impaired <sup>1</sup> W 15 km Free* Standing <sup>1</sup> Visually Impaired <sup>1</sup>		BIATHLON M 12.5 km* Standing <sup>1</sup> Sitting <sup>1</sup> Visually Impaired <sup>1</sup> W 12.5 km* Standing <sup>1</sup> Visually Impaired <sup>1</sup> W 10 km* Sitting <sup>1</sup>	CROSS-COUNTRY SKIING M 10 km Classic* Standing <sup>1</sup> Sitting <sup>1</sup> Visually Impaired <sup>1</sup> W 5 km Classic* Standing <sup>1</sup> Sitting <sup>1</sup> Visually Impaired <sup>1</sup>			CROSS-COUNTRY SKIING W 3x2.5 km Relay● All Classes <sup>1</sup> M 1x4 km + 2x5 km Relay● All Classes <sup>1</sup>	CROSS-COUNTRY SKIING M/W 1 km Sprint● Standing <sup>2</sup> Sitting <sup>2</sup> Visually Impaired <sup>2</sup>
<b>CITY VENUES</b>	ICE SLEDGE HOCKEY (EIGHT-TEAM TOURNAMENT) UBC Thunderbird Arena									ICE SLEDGE HOCKEY Gold Medal● (Bronze medal awarded at gold medal game)		
WHEELCHAIR CURLING (MIXED TEN-TEAM TOURNAMENT) Vancouver Paralympic Centre										WHEELCHAIR CURLING Bronze & Gold Game●		

**LEGEND**

● In-venue Victory Ceremony	M/W Men/Women
▲ Victory Ceremony for same day event	* In-venue Flower Ceremony

<sup>1</sup> The number denotes the number of medal events within the session  
Day 3: Daylight savings occurs — clocks move ahead 1 hour  
All information in this schedule is subject to change.





**WHISTLER PARALYMPIC PARK - CROSS-COUNTRY SKIING STADIUM**

**BIATHLON**

**Draft Training Schedule - As of December 2009 (Competition Schedule 9.0)**

**This document is for internal planning purposes only.**

	7:00	7:30	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00	18:30	19:00	19:30	20:00	20:30	21:00	21:30	22:00	22:30	23:00											
Saturday March 6											Free Training Sit-ski; Standing; Visually Impaired 12:00-16:00																																	
Sunday March 7					Free Training Sit-ski; Standing; Visually Impaired 9:00-16:00																																							
Monday March 8					Free Training Sit-ski; Standing; Visually Impaired: 9:00-16:00 Range Open: 10:00-14:00																																							
Tuesday March 9					Free Training Sit-ski; Standing; Visually Impaired: 9:00-16:00 Range Open: 10:00-14:00																																							
Wednesday March 10					Free Training Sit-ski; Standing; Visually Impaired: 9:00-16:00 Range Open: 10:00-14:00																																							
Thursday March 11					Free Training Sit-ski; Standing; Visually Impaired: 9:00-16:00 Range Open: 10:00-14:00																																							
Friday March 12			Official Training Sit-ski; Standing; Visually Impaired: 8:00-14:00 Range Open: 8:30-14:00																																									
Saturday March 13			Course Open 8:00	Range Zeroing / Testing 8:45-9:45	MW 2.4 km Pursuit - S MW 3 km Pursuit - ST, V 10:00-12:00				MW 2.4 km Pursuit - S MW 3 km Pursuit - ST, V 12:00-14:00																																			
Sunday March 14*															Free Training Range Open: 14:00-16:00																													
Monday March 15															Free Training Range Open: 14:30-16:00																													
Tuesday March 16			Course Open 8:00	Range Zeroing / Testing 8:45-9:45	Official Training Sit-ski; Standing; Visually Impaired: 8:00-16:00 Range Open: 10:00-14:00																																							
Wednesday March 17			Course Open 8:00	Range Zeroing / Testing 8:45-9:45	M 12.5 km/W 10 km - S 10:00-11:00	Range Zeroing / Testing 11:15-11:45	MW 12.5 km ST, V 12:00-14:15																																					
Thursday March 18																																												
Friday March 19																																												
Saturday March 20																																												
Sunday March 21																																												

The Paralympic Villages officially open on Saturday March 6th. Training times are subject to change.  
 March 14: Daylight savings occurs - clocks move ahead 1 hour.

Competition

Official Training

Training

ST	Standing
S	Sitting
V	Visually impaired







## COMPETITION VENUE AND PARALYMPIC VILLAGE ELEVATIONS

LOCATION	SPORT	EVENT	START HIGH ELEVATION	FINISH LOW ELEVATION
<b>WHISTLER (675 METRES)</b>				
Whistler Creekside	alpine skiing	m / w slalom m / w giant slalom m / w super-g m / w downhill m / w super combined	start 979 m start 1,178 m start 1,341 m start 1,428 m start 1,341 / 979 m	finish 802 m finish 802 m finish 818 m finish 818 m finish 818 / 802 m
Whistler Paralympic Park	biathlon and cross-country skiing	men's and women's	high point 910 m	low point 850 m
Paralympic Village Whistler				612 m
<b>VANCOUVER (48 METRES)</b>				
UBC Thunderbird Arena	ice sledge hockey	men's		90 m
Vancouver Paralympic Centre	wheelchair curling	mixed		74 m
Paralympic Village Vancouver				5 m

## VENUE DISTANCES IN KILOMETRES

	Paralympic Village Whistler	Paralympic Village Vancouver	Vancouver Paralympic Centre	UBC Thunderbird Arena	Whistler Creekside	Whistler Paralympic Park	International Broadcast Centre	Whistler Media Centre	Vancouver International Airport	BC Place	Whistler Medals Plaza
Paralympic Village Whistler	—	117	119	125	4.1	15	114	8.3	128	115	8.2
Paralympic Village Vancouver	117	—	3.7	12	120	117	3	124	13	1.6	124
Vancouver Paralympic Centre	119	3.7	—	12	123	120	6.1	127	10	4.7	127
UBC Thunderbird Arena	125	12	12	—	129	126	12	132	17	13	133
Whistler Creekside	4.1	120	123	129	—	18.3	118	4.4	131	119	4.3
Whistler Paralympic Park	15	117	120	126	18.3	—	114	25	128	116	23
International Broadcast Centre	114	3	6.1	12	118	114	—	123	15	1.9	121
Whistler Media Centre	8.3	124	127	132	4.4	25	123	—	135	123	0.1
Vancouver International Airport	128	13	10	17	131	128	15	135	—	14	135
BC Place	115	1.6	4.7	13	119	116	1.9	123	14	—	123
Whistler Medals Plaza	8.2	124	127	133	4.3	23	121	0.1	135	123	—

## Travel Times from Paralympic Villages

FROM	VVL	Paralympic Village - Vancouver	
			by bus*
TO	HIL	Vancouver Paralympic Centre	0:20
	IBC	International Broadcast Centre	0:25
	UBC	UBC Thunderbird Arena	0:50
	YVR	Vancouver International Airport	0:50
	WVL	Paralympic Village - Whistler	2:35

FROM	WVL	Paralympic Village - Whistler	
			by bus*
TO	WCP	Whistler Medals Plaza	0:25
	WCR	Whistler Creekside	0:20
	WOP	Whistler Paralympic Park	0:45
	VVL	Paralympic Village - Vancouver	2:35
	YVR	Vancouver International Airport	3:05

\* includes boarding and security clearance times



# vancouver 2010

PARALYMPIC GAMES | JEUX PARALYMPIQUES

VANCOUVER, BC, CANADA  
VANCOUVER, C.-B., CANADA



BRITISH COLUMBIA  
COLOMBIE-BRITANNIQUE

- Whistler
- Vancouver

Victoria ●

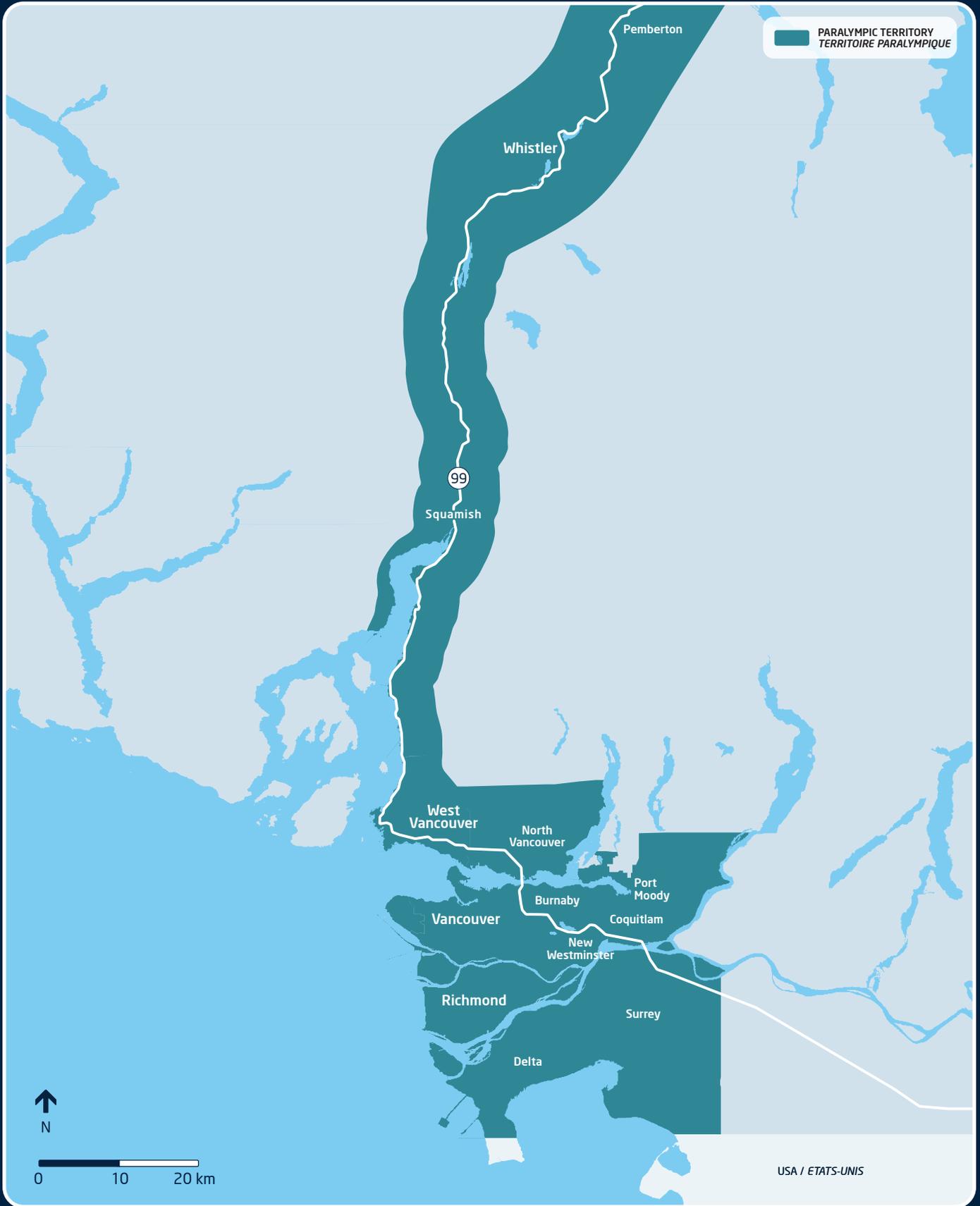


USA  
ÉTATS-UNIS



**vancouver 2010**  
PARALYMPIC GAMES | JEUX PARALYMPIQUES  
TM/MC

**PARALYMPIC TERRITORY**  
**TERRITOIRE PARALYMPIQUE**





# vancouver 2010

PARALYMPIC GAMES | JEUX PARALYMPIQUES

SEA TO SKY  
SEA TO SKY



Whistler Paralympic Park  
Parc paralympique de Whistler



Whistler

Whistler  
Creekside



Squamish

Howe Sound

99

West  
Vancouver

English Bay

IBC



Vancouver



Richmond



HWY 1



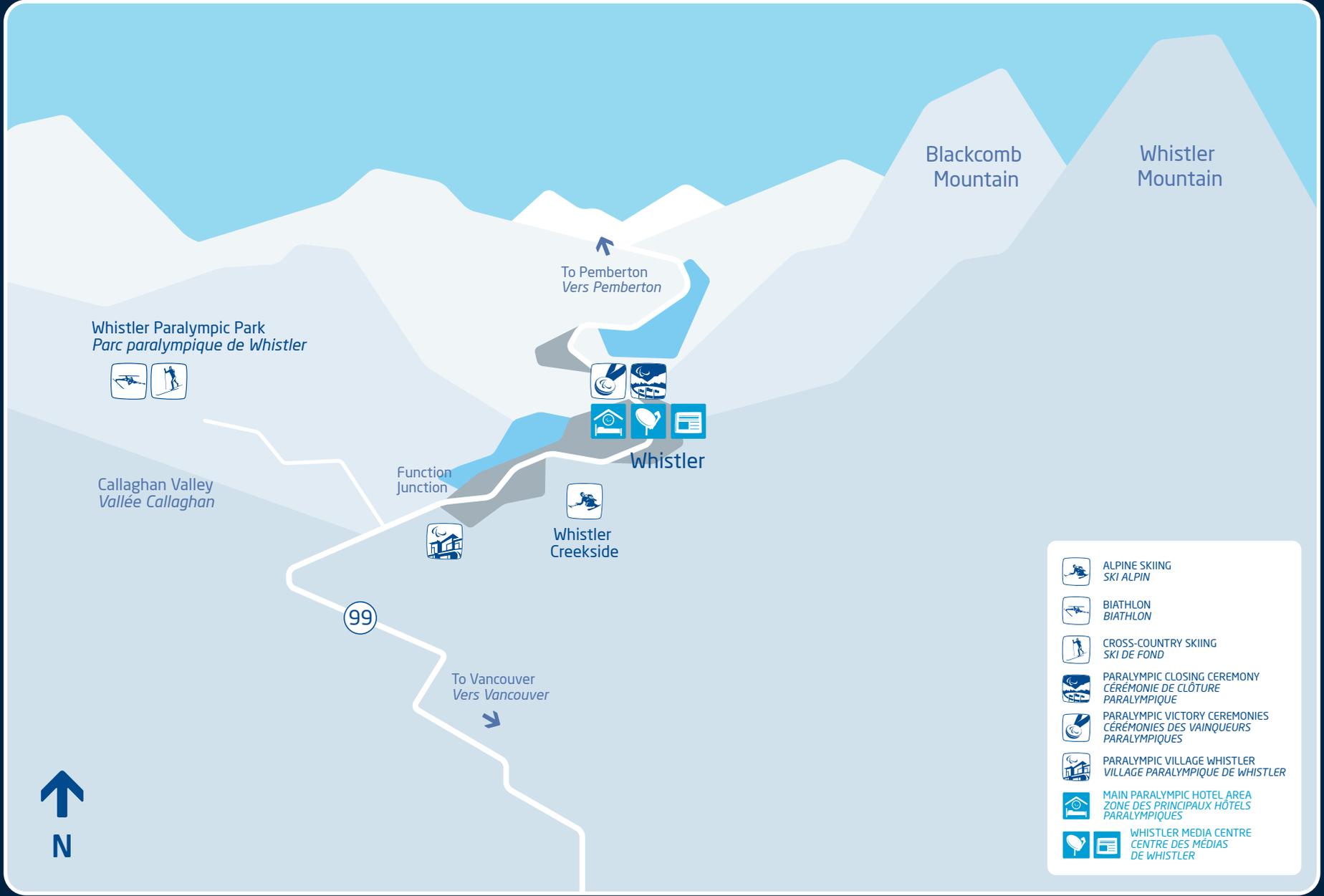
- ALPINE SKIING  
SKI ALPIN
- BIATHLON  
BIATHLON
- CROSS-COUNTRY SKIING  
SKI DE FOND
- ICE SLEDGE HOCKEY  
HOCKEY SUR LUGE
- WHEELCHAIR CURLING  
CURLING EN FAUTEUIL ROULANT
  
- PARALYMPIC OPENING CEREMONY  
CÉRÉMONIE D'OUVERTURE  
PARALYMPIQUE
- PARALYMPIC CLOSING CEREMONY  
CÉRÉMONIE DE CLÔTURE  
PARALYMPIQUE
- PARALYMPIC VICTORY CEREMONIES  
CÉRÉMONIES DES VAINQUEURS  
PARALYMPIQUES
- PARALYMPIC VILLAGE VANCOUVER  
VILLAGE PARALYMPIQUE DE VANCOUVER
- PARALYMPIC VILLAGE WHISTLER  
VILLAGE PARALYMPIQUE DE WHISTLER
  
- AIRPORT  
AÉROPORT
- IBC  
INTERNATIONAL BROADCAST CENTRE  
CENTRE INTERNATIONAL DE RADIO ET  
DE TÉLÉVISION
- MAIN PARALYMPIC HOTEL AREA  
ZONE DES PRINCIPAUX HÔTELS  
PARALYMPIQUES
- WHISTLER MEDIA CENTRE  
CENTRE DES MÉDIAS DE WHISTLER



# vancouver 2010

PARALYMPIC GAMES | JEUX PARALYMPIQUES

## WHISTLER VENUES SITES DE WHISTLER



-  ALPINE SKIING  
SKI ALPIN
-  BIATHLON  
BIATHLON
-  CROSS-COUNTRY SKIING  
SKI DE FOND
-  PARALYMPIC CLOSING CEREMONY  
CÉRÉMONIE DE CLÔTURE  
PARALYMPIQUE
-  PARALYMPIC VICTORY CEREMONIES  
CÉRÉMONIES DES VAINQUEURS  
PARALYMPIQUES
-  PARALYMPIC VILLAGE WHISTLER  
VILLAGE PARALYMPIQUE DE WHISTLER
-  MAIN PARALYMPIC HOTEL AREA  
ZONE DES PRINCIPAUX HÔTELS  
PARALYMPIQUES
-  WHISTLER MEDIA CENTRE  
CENTRE DES MÉDIAS  
DE WHISTLER



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PARALYMPIC GAMES | JEUX PARALYMPIQUES

METRO VANCOUVER  
RÉGION MÉTROPOLITAINE DE VANCOUVER





# vancouver 2010

PARALYMPIC GAMES | JEUX PARALYMPIQUES

## DOWNTOWN VANCOUVER CENTRE-VILLE DE VANCOUVER

-  ICE SLEDGE HOCKEY  
HOCKEY SUR LUGE
-  WHEELCHAIR CURLING  
CURLING EN FAUTEUIL ROULANT
-  PARALYMPIC OPENING CEREMONY  
CÉRÉMONIE D'OUVERTURE PARALYMPIQUE
-  PARALYMPIC VICTORY CEREMONIES  
CÉRÉMONIES DES VAINQUEURS PARALYMPIQUES
-  PARALYMPIC VILLAGE VANCOUVER  
VILLAGE PARALYMPIQUE DE VANCOUVER

-  AIRPORT  
AÉROPORT
-  INTERNATIONAL BROADCAST CENTRE  
CENTRE INTERNATIONAL DE RADIO ET DE TÉLÉVISION



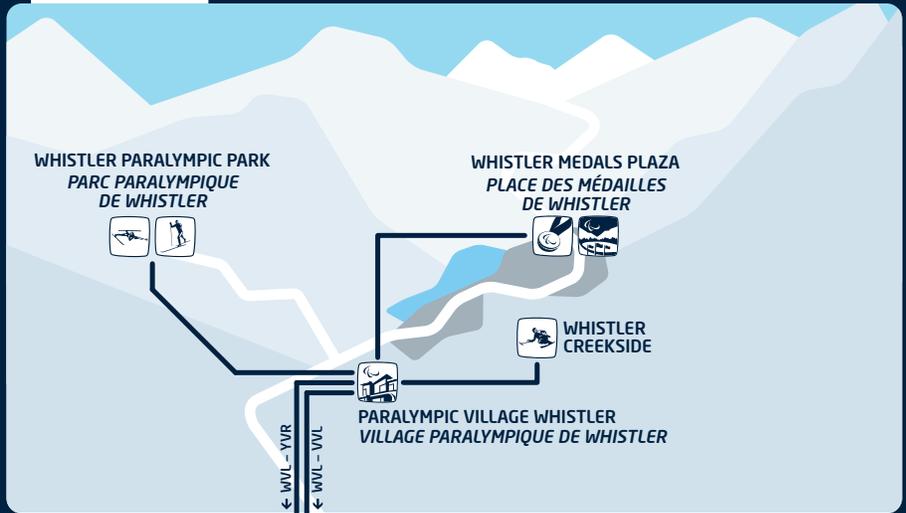


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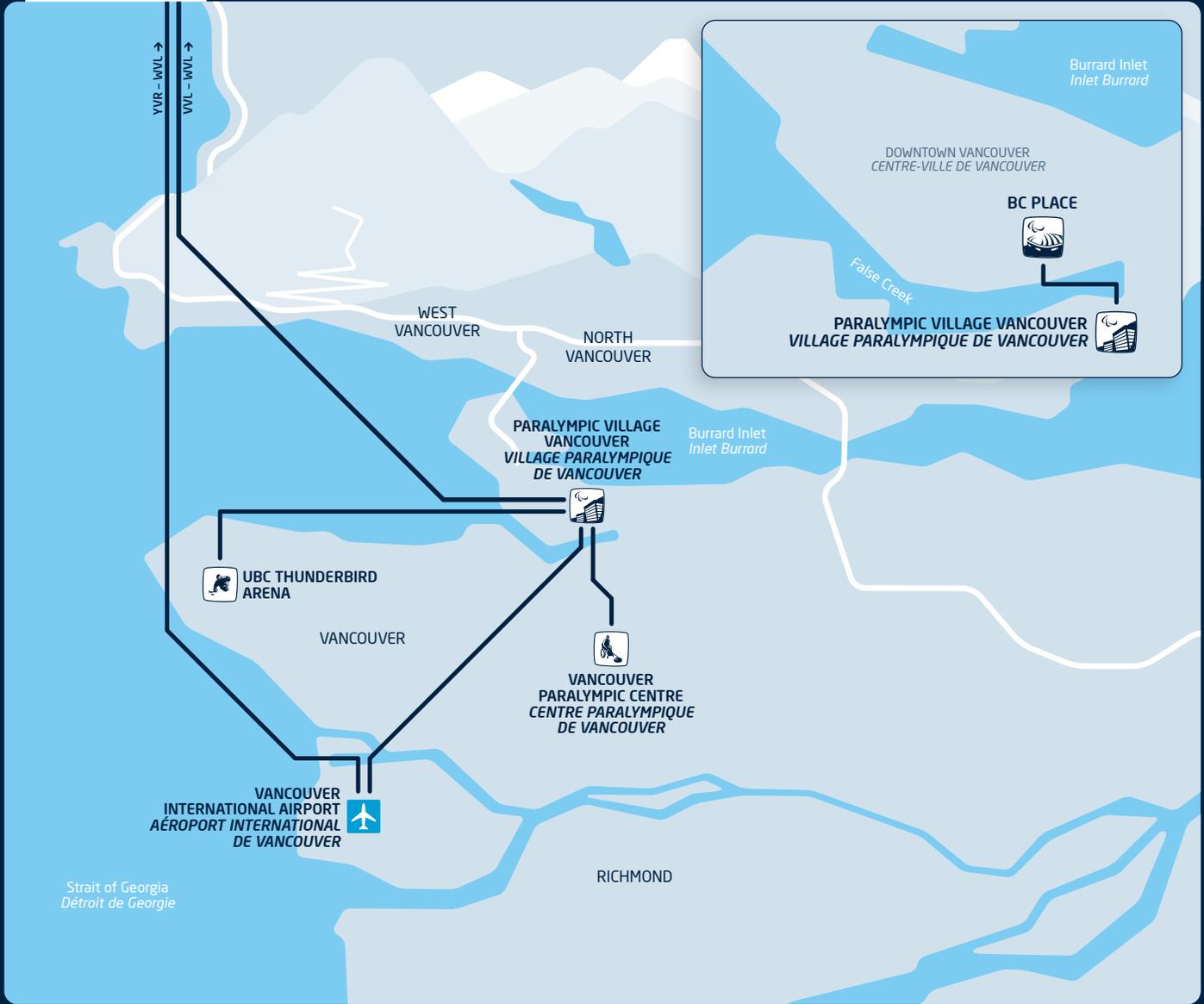
PARALYMPIC GAMES | JEUX PARALYMPIQUES

## TRANSPORTATION SYSTEM / ATHLETES AND TEAM OFFICIALS SYSTÈME DE TRANSPORT / ATHLÈTES ET OFFICIELS D'ÉQUIPE

### WHISTLER



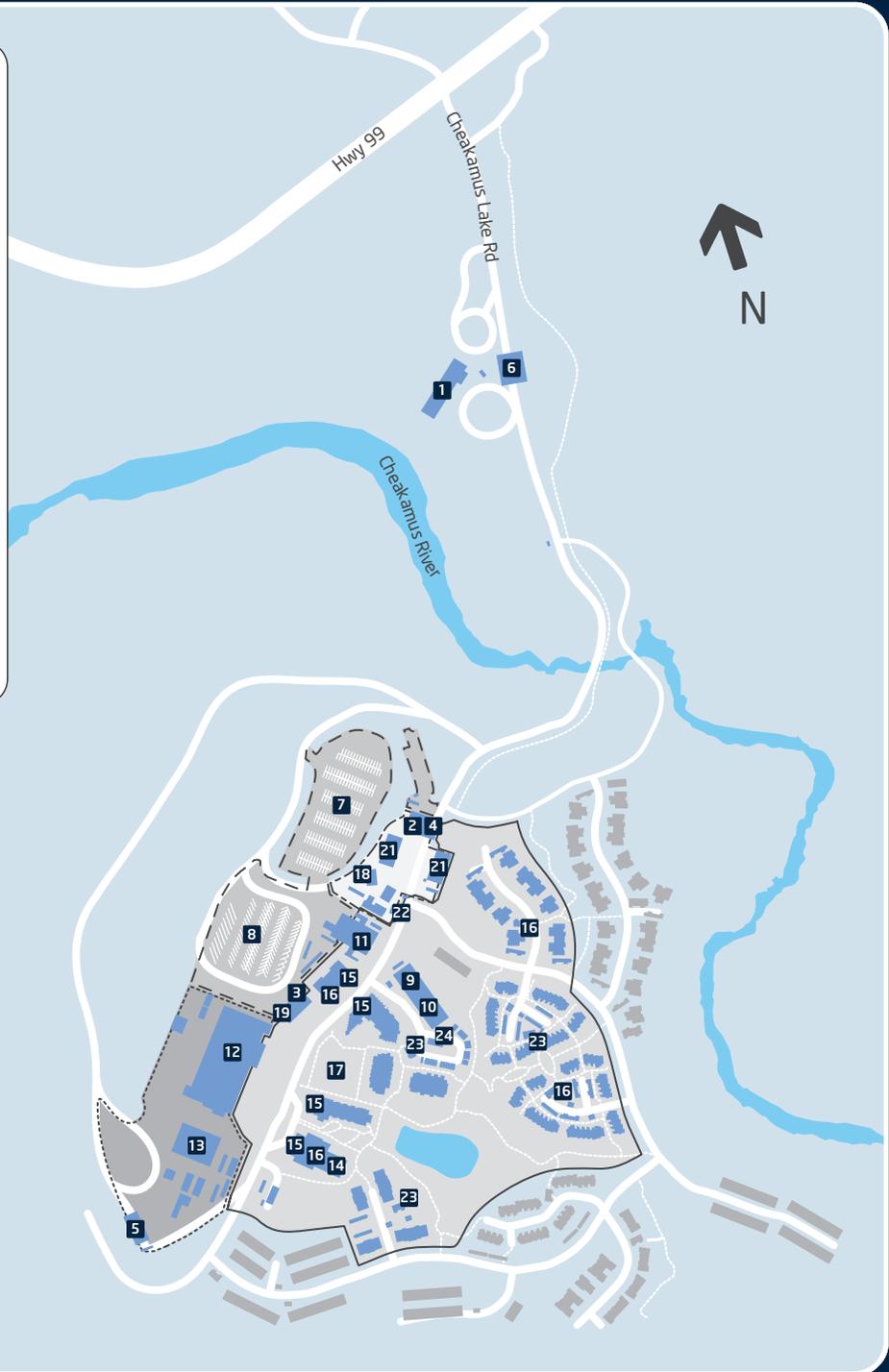
### VANCOUVER





- 1 Welcome Centre
- 2 Guest Pass Centre
- 3 Daily Entry
- 4 Plaza Entry
- 5 Workforce Entry
- 6 Vehicle Screening Area
- 7 NPC Dedicated Vehicle Parking
- 8 Transportation Mall
- 9 NPC Services Centre
- 10 Chefs de Mission Meeting Hall
- 11 Polyclinic
- 12 Main Dining Hall
- 13 Support Operations Compound
- 14 Fitness Centre
- 15 Recreation Area
- 16 Resident Centres
- 17 Parkland
- 18 Team Welcome Ceremony Stage
- 19 Rifle Storage Centre
- 21 Retail Mall
- 22 Zone Control Point
- 23 Laundry Centre
- 24 Mobility Equipment Repair Services

- Operations Zone
- Residential Zone
- Transportation Zone
- Village Plaza



# Venue Transport Operations Map - WVL - NPC

Paralympic

Last Updated: Jan 04, 2009

- Parking**
- Dignitaries
- Paralympic Family (T1, T2)
- NPC
- Broadcaster
- Press and Operational
- Venue / Client Specific
- Transportation Features**
- Load Zone
- Accessible Load Zone
- Vehicle Screening Area
- Permit Check Point
- Traffic Control Point
- Security Check Point
- Public Transit Stops
- Skytrain Stations
- Restricted Traffic Perimeter
- Venue Fenceline
- Traffic Flows**
- NPC Vehicle Access
- Restricted Access
- Residential Shuttle
- Media & Guests (9am - 9pm only) Shuttle
- Athletes & Officials (9pm - 9am only) Shuttle
- Workforce / NPC Overflow Parking Shuttle
- Venue Features**
- Accredited Entry
- Spectator Entry
- Load Zone Codes**
- TP** Public Transport
- TA** Athletes/Team Officials Service
- TA SPEC** Spectating Athletes/Team Officials Service
- OPS** Access with VAPP Only
- T4P** Paralympic Family / Media / Accredited TP

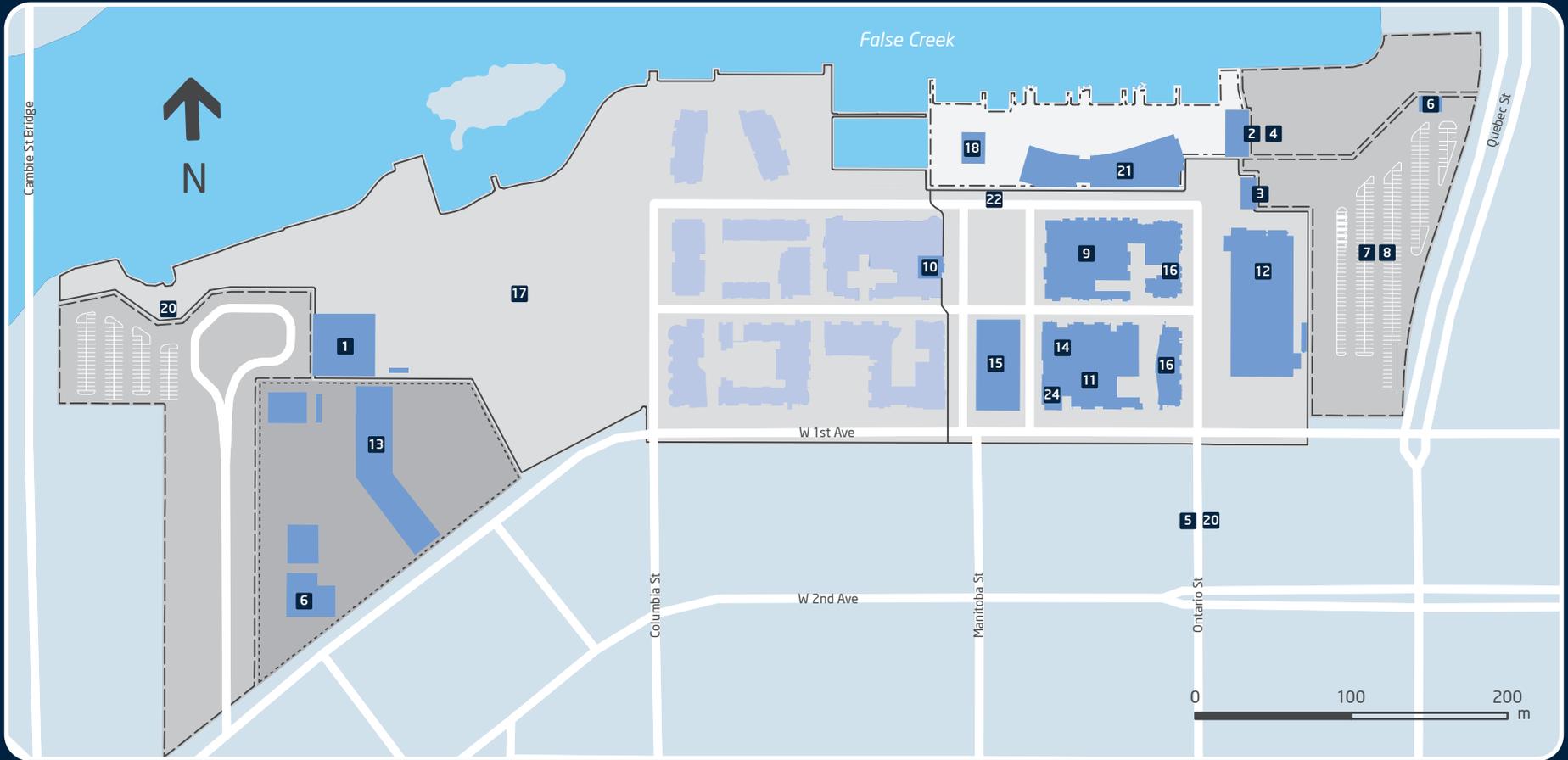




# vancouver 2010

PARALYMPIC GAMES | JEUX PARALYMPIQUES

## PARALYMPIC VILLAGE VANCOUVER

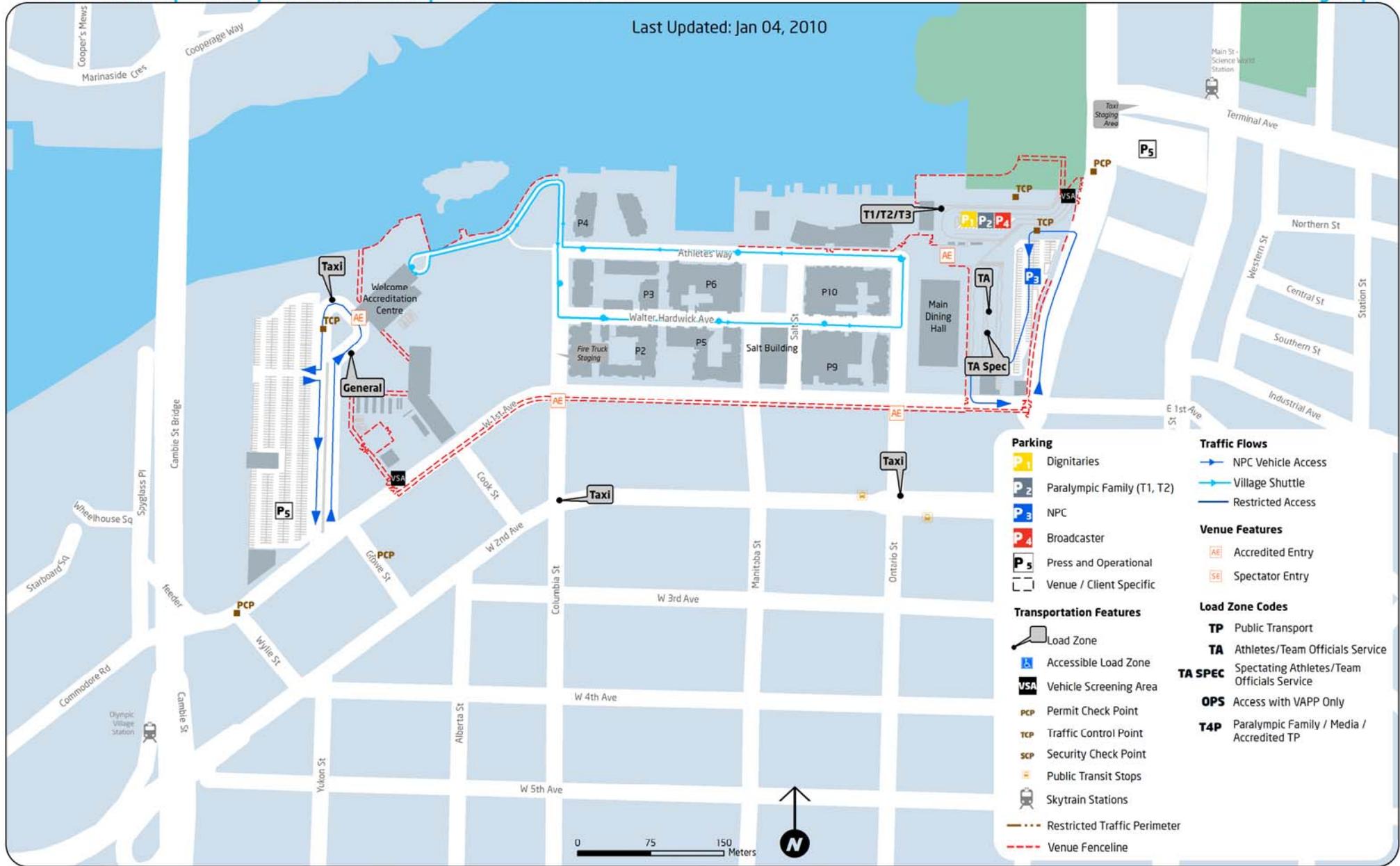


- |   |  |                     |
|---|--|---------------------|
| <b>1</b> Welcome Centre                 | <b>12</b> Main Dining Hall                   | Operations Zone     |
| <b>2</b> Guest Pass Centre              | <b>13</b> Support Operations Compound        | Residential Zone    |
| <b>3</b> Daily Entry                    | <b>14</b> Fitness Centre                     | Transportation Zone |
| <b>4</b> Plaza Entry                    | <b>15</b> The Living Room                    | Village Plaza       |
| <b>5</b> Workforce Entry                | <b>16</b> Resident Centres                   |                     |
| <b>6</b> Vehicle Screening Area         | <b>17</b> Parkland                           |                     |
| <b>7</b> NPC Dedicated Vehicle Parking  | <b>18</b> Plaza Main Stage                   |                     |
| <b>8</b> Transport Mall                 | <b>20</b> Additional Entry for Residents     |                     |
| <b>9</b> NPC Services Centre            | <b>21</b> Retail Mall                        |                     |
| <b>10</b> Chefs de Mission Meeting Hall | <b>22</b> Zone Control Point                 |                     |
| <b>11</b> Polyclinic                    | <b>24</b> Mobility Equipment Repair Services |                     |

# Venue Transport Operations Map - VVL - NPC

Paralympic

Last Updated: Jan 04, 2010



- |                                |   |
|--------------------------------|---|
| <b>Parking</b>                 | <b>Traffic Flows</b>                                      |
| Dignitaries                    | NPC Vehicle Access  |
| Paralympic Family (T1, T2)     | Village Shuttle   |
| NPC                            | Restricted Access   |
| Broadcaster                    | <b>Venue Features</b>                                     |
| Press and Operational          | Accredited Entry  |
| Venue / Client Specific        | Spectator Entry   |
| <b>Transportation Features</b> | <b>Load Zone Codes</b>                                    |
| Load Zone                      | <b>TP</b> Public Transport                                |
| Accessible Load Zone           | <b>TA</b> Athletes/Team Officials Service                 |
| Vehicle Screening Area         | <b>TA SPEC</b> Spectating Athletes/Team Officials Service |
| Permit Check Point             | <b>OPS</b> Access with VAPP Only                          |
| Traffic Control Point          | <b>T4P</b> Paralympic Family / Media / Accredited TP      |
| Security Check Point           |   |
| Public Transit Stops           |   |
| Skytrain Stations              |   |
| Restricted Traffic Perimeter   |   |
| Venue Fenceline                |   |

### Paralympic T3 Car Official Destination List

	Venue	City	Address	Reservation Required? (YES/NO)	Area
Competition Venues	UBC Thunderbird Arena (UBC)	Vancouver	6606 Thunderbird Blvd	<b>NO - Except outside of competition hours</b>	City
	Vancouver Paralympic Centre (HIL)	Vancouver	4575 Clancy Loranger Way		City
	Whistler Creekside (WCR)	Whistler	2295 Nordic Drive		Mnt
	Whistler Paralympic Park (WOP)	Whistler	5 Callaghan Valley Road		Mnt
Non-Competition Venues	Doping Control Laboratory (DCL)	Richmond	#160 - 6111 River Road	<b>YES</b>	City
	International Broadcast Centre (IBC)	Vancouver	1055 Canada Place	<b>NO</b>	City
	Paralympic Village Vancouver (VVL)	Vancouver	2010 - 1 Athletes Way	<b>NO</b>	City
	VANOC Headquarters (VHQ)	Vancouver	3585 Graveley St.	<b>YES</b>	City
	Vancouver International Airport (YVR)	Richmond	3211 Grant McConachie Way	<b>YES</b>	City
	Paralympic Family Hotel (PFH) Hilton Whistler Resort & Spa	Whistler	4050 Whistler Way	<b>NO</b>	Mnt
	Paralympic Village Whistler (WVL)	Whistler	2010 Legacy Way	<b>NO</b>	Mnt
	Squamish Lil'Wat Cultural Centre	Whistler	4584 Blackcomb Way	<b>YES</b>	Mnt
	Whistler Medals Plaza (WCP)	Whistler	Lot 4 Blackcomb Way	<b>NO</b>	Mnt
	Whistler Media Centre (WMC)	Whistler	4010 Whistler Way	<b>YES</b>	Mnt
Official Hotels	Hampton Inn & Suites Vancouver	Vancouver	111 Robson Street	<b>YES</b>	City
	Holiday Inn Vancouver Centre	Vancouver	711 West Broadway	<b>YES</b>	City
	Sheraton Wall Centre	Vancouver	1088 Burrard St.	<b>YES</b>	City
	Aava Whistler	Whistler	4005 Whistler Way	<b>YES</b>	Mnt
	Crystal Lodge	Whistler	4154 Village Green	<b>YES</b>	Mnt
	Holiday Inn SunSpree Whistler	Whistler	4295 Blackcomb Way	<b>YES</b>	Mnt
	Listel Whistler Hotel	Whistler	4121 Village Green	<b>YES</b>	Mnt
	Stoney Creek Resort Properties	Whistler	4355 Northlands Blvd.	<b>YES</b>	Mnt

#### Notes

- 1) At Competition Venues, T3 service is on-demand from one hour before competition start time to one hour after competition end time. These service hours align with the hours of the Paralympic Family Lounges.
- 2) At the Paralympic Village Vancouver (VVL) and Paralympic Village Whistler (WVL), T3 service is on-demand between 09:00 - 21:00.
- 3) At the Paralympic Family Hotel (PFH), T3 service is on-demand between 07:00 - 21:00.
- 4) At the Whistler Medals Plaza (WCP), T3 service is on-demand on Victory Ceremony days between 18:30 - 22:00.
- 5) At the International Broadcast Centre (IBC), T3 service is on-demand to align with the T4P arrival times between 07:00–23:00.
- 6) Reservations are required outside of the operational times listed, and if booked four hours in advanced are guaranteed.

## Bell Canada Call Rates — Paralympic Telephone Network

ZONE	REGION	RATE/ MINUTE
Local Call Rate (including all of Canada and the United States)	No charge; included in Paralympic network phone service	\$0.00
International Zone I Rate	Market dependent — subject to change. Current Zone I: Australia, Austria, Belgium, Christmas/Cocos, Denmark, Finland, France, Germany, Hong Kong, Ireland, Italy, Japan, Liechtenstein, Luxembourg, Monaco, Netherlands, New Zealand, Norway, Sweden, Switzerland, United Kingdom	\$0.10
International Zone II Rate	Market Dependent — subject to change. Current Zone II: Algeria, Andorra, Bahamas, Bermuda, Brazil, Cayman Islands, Chile, China, Colombia, Estonia, Greece, Hungary, Iceland, Israel, Palestine, Poland, Portugal, Puerto Rico, San Marino, Singapore, South Africa, South Korea, Spain, Chinese Taipei, Ukraine, Vatican City, Venezuela	\$0.30
International Zone III Rate	Market Dependent — subject to change. Current Zone III: Aruba, Bangladesh, Barbados, Barbuda, Bolivia, Bosnia Herzegovina, Brunei, Costa Rica, Croatia, Cyprus, Czech Republic, Dominica, Dominican Republic, Faroe Islands, Falkland Islands, French Antilles, Guadeloupe, Guam, Honduras, India, Jamaica, Liberia, Libya, Malawi, Malaysia, Malta, Martinique, Mexico, Moldova, Montenegro, Morocco, Netherlands Antilles, Nevis Island, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Russia, Serbia, Slovakia, Slovenia, Sri Lanka, St. Kitts, St. Lucia, St. Pierre and Miquelon, St. Vincent and the Grenadines, Thailand, Trinidad/Tobago, Turkey, United Arab Emirates, US Virgin Islands, Zimbabwe	\$0.75
International Zone IV Rate	Market Dependent — subject to change. Current Zone IV: Albania, Anguilla, Antarctica, Antigua, Argentina, Armenia, Azerbaijan, Bahrain, Belarus, Bulgaria, Belize, Bhutan, Botswana, Bulgaria, Burkina Faso, Cameroon, Cape Verde Island, Comoros, Egypt, El Salvador, Ethiopia, French Guiana, Gabon, Gambia, Georgia, Ghana, Gibraltar, Grenada, Guatemala, Guinea, Haiti, Indonesia, Iran, Jordan, Kazakhstan, Kenya, Kuwait, Latvia, Lebanon, Lesotho, Lithuania, Macao, F.Y.R. Macedonia, Madagascar, Mayotte Island, Montserrat, Namibia, Nepal, Nicaragua, Niger, Nigeria, Norfolk Island, Pakistan, Qatar, Reunion Island, Romania, Saudi Arabia, Senegal Republic, Sudan, Swaziland, Tajikistan, Tanzania, Tunisia, Turks and Caicos Islands, Uganda, Uruguay, Zambia	\$1.00
International Zone V Rate	Market Dependent — subject to change. Current Zone V: American Samoa, Benin, Central Africa Republic, Congo, Cook Islands, Dem. Rep. of Congo, Djibouti, Ecuador, Equatorial Guinea, Eritrea, Fiji Islands, French Polynesia, Greenland, Iraq, Kyrgyzstan, Maldives, Mauritania, Mauritius, Micronesia, Midway Island, New Caledonia, Niue Island, Principe, Rwanda, Sao Tome, Seychelles, Sierra Leone, St. Helena, Suriname, Syria, Togo, Tonga, Turkmenistan, Tuvalu Islands, Uzbekistan, Vanuatu, Vietnam, West Samoa, Yemen	\$1.50
International Zone VI	Market Dependent — subject to change. Current Zone VI: Angola, British Virgin Islands, Burundi, Cambodia, Chad Republic, Cuba, Guyana, Ivory Coast, Kiribati, Laos, Mali, Mongolia, Mozambique, Nauru, North Korea, Northern Mariana Islands, Palau, Solomon Islands	\$2.00
International Zone VII	Market Dependent — subject to change. Current Zone VII: Ascension Islands, Marshall Islands, Myanmar (Burma), Oman, Somalia, Thuraya, Tokelau	\$2.50
Other	Market Dependent — subject to change. East Timor (\$3.50), Guinea Bissau (\$4.00), Wake Island (\$4.00), Wallis/Futuna (\$4.00), Afghanistan (\$8.30), Global Mobile Satellite System (\$15.00), Inmarsat (\$15.00), Iridium (\$15.00)	

## ***Special acknowledgement to the VANOC NPC Services team***

Through your commitment and dedication, you have made an invaluable contribution to the success of the Vancouver 2010 Paralympic Winter Games and to the experience of athletes and officials from all over the world. Your spirit of teamwork and excellence has been inspiring. Thank you for being a part of this extraordinary journey!

With much appreciation,

Andreja McQuarrie  
Director, NOC and NPC Services

Amy Barnett	Coordinator, NOC Relations
Chrissy Benz	Assistant Manager, NPC Assistants Program
Myriam Berry	Senior Manager, NOC and NPC Services
Sarah Blizzard	Administrative Assistant
Andre Bourgeois	Manager, NOC Relations
Andrius Budrikis	Coordinator, NPC Assistants Program
Danny Buntain	Coordinator, NPC Relations
Pat Carlson	Volunteer Host, NPC Visits
Jacqueline Cavill	Coordinator, NPC Assistants Program
Steve Duck	Volunteer Host, NPC Visits
Mark Heilig	Coordinator, NOC Relations
Tautvydas Jokubauskas	Coordinator, NOC Relations
Margie Knox	Volunteer Host, NPC Visits
Lambis Konstantinidis	Manager, NPC Relations
Francesca Lamberto	Coordinator, NOC Relations
Jill Lange	Manager, Delegation Registration Meetings
Tony Lyttle	Volunteer Host, NPC Visits
Jane Macintyre	Volunteer, NPC Assistants Program
Patrick Okens	Manager, NPC Communications and Projects
Faye Parlow	Manager, NPC Services Centres
Anthony Purcell	Coordinator, NPC Relations
Emily Pyenson	Coordinator, NPC Assistants Program
Valerie Ramsey	Volunteer Host, NPC Visits
Simone Ramsauer	Assistant Manager, NPC Services Centres
Sari Rimpilainen	Coordinator, NOC Relations
Andy van Ruyven	Volunteer Host, NPC Visits
Jill Würflinger	Manager, NPC Assistants Program