

Prince George 2022 BC Summer Games Communications Matrix for Sports

THIS SIDE OF THE CHART IS FOR LOGISTICAL ISSUES THAT ARISE AT THE GAMES.

Each venue will have a Games phone, usually located at the Games Information Station (staffed by Games Hosts).

A **Games Communications Directory (CD)** will be available. The Games Information Centre can also be called to assist with identifying numbers/individuals to contact **250-564-5422**.

Facility Items

- Room/site access
- Something missing/ not working

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- Each venue is assigned a Venue Manager who will be on site (hours depend on site)
- If they are not on site, refer to the CD for contact info

Supplies

- Water Replenishment
- Missing dietary meals
- Team skipping a meal

- Did not arrive

Lunches

Transportation

- Buses late/no show
- Booking Shuttle
- Transportation for Officials

Safety (non-emergency)

- Disruption
- Public Interaction

Competition Delay

 Major delay due to weather or other issue

Venue Manager | Venue Manager

- Each venue is
 assigned a Venue
 Manager who will be
 on site (hours depend
 on site)
 - If they are not on site, refer to the CD for contact info

Food Did Not Arrive/Missing Meals

Wait at least 15 mins. after time on schedule

1. Games Host

- Speak with the Hosts at your venue to call the Food Venue
- 2. Food Services
- If the issue cannot be resolved by the Host, call Food Services (Off-Site Meals) – refer to CD.

Wait at least 15 mins. after time on schedule

Show

Buses Late/ No

 Call Transportation/ Bus Dispatch refer to CD

Coach Wants to Book a Shuttle

Call Shuttle Dispatch.
 Refer to Request
 Form for details

Transportation for Officials

- Officials can access the Games Courtesy Car System. Refer to CD and contact the Courtesy Car or Shuttle System Dispatch.

Access Control

- Access Control Volunteers will be at each venue. If the volunteer cannot resolve, they will contact Security Operations.
- If there is no Access Control Volunteer on site, contact the Security Operations for assistance/ direction. Refer to CD.

Sport Directorate

- If there is a need to postpone competition significantly due to weather or other issue, contact the Director of Sport (refer to CD).
- The Director of Sport will contact BC Games Society staff and they will connect with the respective Directorates to ensure meals, transportation, medical coverage, etc. are in place.
- BC Games Society staff will coordinate with the PSO Rep for the sport.

If these issues cannot be resolved as noted above, contact: Kyler Nurmsoo, BC Games Society staff

With any of these items, if it cannot be resolved as noted above, contact: Venue Management Chair (Sport) – see CD

Team Skipping a Meal

1. Food Venue

 If a team decides to skip a meal (i.e. dinner) the coach should call Food Services (food venue – see CD)

With any of these items, if it cannot be resolved as noted above, contact: Competitions Chair or Director of Sport – see CD

Leaving Accommodation or the Games early – the BC Games Release Form to be completed and collected by the PSO Rep and provided to BC Games staff. Where the participant was on a flight, the PSO Rep will contact Kyler Nurmsoo, BC Games Society staff so that the flight manifest can be updated.



Communications Matrix for Sports

THIS SIDE OF THE CHART
OUTLINES THE MANAGEMENT OF
A CRISIS, INCIDENTS,
BEHAVIOURAL ISSUES,
INFRACTIONS/ TRANSGRESSIONS
OF THE CODE OF CONDUCTS,
RULES. ETC.

Issue	Who Manages
Field of Play	• PSO
Protests	
Non-Field of Play	 Sport Jury
Protests (eligibility,	 BC Summer
change in draws) *	Games Jury
Infractions	BC Games
Transgressions of	Society utilizing
Code of Conduct,	the Discipline
Behavioural/	Process
Discipline Issues *	
Safety Issues/	 BC Games
Participant	Society utilizing
Missing *	the Crisis
	Communications
	Plan

^{*} PSOs will be included in the process that involves their participants

Infractions/Transgressions of Code of Conduct, Behavioural, and/or Discipline Issues

The BC Games Society has set-up a BC Games Intake Line where participants and volunteers can report infractions/ transgressions of the Code of Conduct, policies, or make a complaint, etc.

Should a situation arise, PSO Reps should contact BC Games staff immediately. If BC Games staff cannot be reached, immediately contact the BC Games Intake Line: 236-601-1721.