

Canadian Sport Centre Pacific

Billet Program Host Briefing

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Outline

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- Past Programs
- Petro-Canada Canadian Athlete Family Program
- Olympic Qualification and Guest Confirmation
- Host Responsibilities
- Transportation
- Games-time Support & Expectations
- Let the Games Begin
- Endings
- How to Get Involved



Program Objectives

- Reduce athlete, coach, family and support team stress prior to the Games
- Minimize athlete and coach distractions to enhance Canadian team performance in 2010
- Allow the team's biggest supporters to share in their athlete or coach's Olympic experience and provide pre- and post-competition emotional support
- Provide local families with a unique Games experience



DENNY MORRISON
Speed Skating



Hosting Programs at Past Games





Petro-Canada Canadian Athlete Family Program

- Some athlete family members will have access to this program
- Includes four nights accommodation and event tickets for two family members
- Their “wave” may fall in the middle of their desired travel dates
<http://family.iwilldreambig.ca/faqs-about-the-cafp.html>




Olympic Qualification and Guest Confirmation

- Most teams will be named in late January
- Most guests will be unsure of their plans until that time
- Your guests may notify you if their athlete has not qualified (most coaches have already qualified)
- We will also advise you when this occurs
- Hosts have the opportunity to offer accommodation to unqualified athlete/coach's guests




Host Responsibilities

- Arrivals and Departures
 - Arrival Information
 - YVR parking pass
 - CSC Pacific welcome signs
- Feeding your Guests
 - Self-serve breakfast
 - Additional meals
- House Rules



Guest Pick Up - YVR

International Arrivals

Welcome Statues at the International and US Arrivals
Public Greeting



Domestic Arrivals

Information Booth by the Domestic Arrivals baggage carousels





Host Responsibilities Transportation



WARREN TANNER
Freestyle Ski - Moguls

PHOTO: Mike Rowlands, CIBC

- Help guest find best route, drop off at major transit points
- Resources:
 - <http://travelsmart2010.ca> for up-to-date Games travel information
 - <http://www.translink.bc.ca> for public transit information in Vancouver
 - <http://www.vancouver2010.com> for Olympic Bus Network information

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Host Responsibilities Transportation

CSC Pacific Billet Program

Host Name:	Phone Number:
Address:	Other Info:

- Wallet Cards
 - For guests to have host contact information at all times
 - Available today
 - Also available on the Resource webpage

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5 Things to Remember About Transportation

- There is NO spectator parking at any Olympic venue.
- Public transportation is accessible to all and is the quickest, most reliable way to go. Access to public transit is included with the Olympic ticket for the day of the event
- Give yourself plenty of time to reach your venue.
- Cypress Mountain and Whistler venues can only be reached on the Olympic bus network (OBN) if you're coming from Metro Vancouver.
- Olympic Lanes will be marked and are for accredited vehicles only

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Attending Events

- Plan ahead, give lots of time to get around
- No public parking at any venue, do not drive
- City Venues (Vancouver/Richmond) open two (2) hours prior to the event
- Mountain Venues (Cypress/Whistler) open three (3) hours prior to the event
- Spectators may have to walk 1 – 2km from the bus drop-off to the venue entrance

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Public Transit

- Tickets to Olympic/Paralympic events allow the holder to use public transit on the day of the ticketed event
- For one-time trips, make sure you have coins!
- Transit passes for the whole games, can be purchased at FareDealers (i.e. 7-11, Shoppers Drug Mart etc.)
 - Concession (children) - \$53
 - One Zone Adult - \$110
 - Two Zone Adult - \$149
 - Three Zone Adult - \$204



Games Venues

Use these warnings and plan your route. Failure to do so may result in inconvenience. Please prepare on the event dates.

How to get there on Transit


CANADA HOCKEY PLACE


GETTING HERE

By Rapid Transit
Take the Expo Line Millennium Line to Stadium-Chinatown Station
or Canada Line to Vancouver City Centre Station.
Other destinations near transit stations include: shopping at Asian Village, Chinatown Market, Vancouver Boardwalk, Westshore or Grandville stations, then walking along the pedestrian corridors.

By Bus
Many street routes serve downtown Vancouver. From various points in Metro Vancouver (see translink.ca), cross-parkway, downtown, use the pedestrian corridors to walk to the venue.


By Bicycle
Access the nearby seawall from Quebec Street, Carill Gateway, Adair, Shiloh, Central Valley Greenway or the Cambie Street Bridge.
Bike parking is located under the north end of the Cambie Street Bridge, near Andy Livingstone Park, Union Street at Quebec Street, and at the parkade of Cambie Street and Pender Street.





Public Transit

Route planning tool – www.translink.bc.ca



Olympic Bus Network

- Transportation to Olympic/Paralympic events at Cypress or Whistler
- Tickets purchased through VANOC (www.vancouver2010.com)
- Travel times: 3 hours to Whistler / 1 hour to Cypress

Cypress Mountain	Whistler Olympic Park	Whistler Creekside	Whistler Sliding Centre
- Capilano University - Simon Fraser University - Lonsdale Quay*	- Burnaby BC Institute of Technology (BCIT) - Lonsdale Quay*	- Langara College - Lonsdale Quay*	- Burnaby BC Institute of Technology (BCIT) - Lonsdale Quay*

*Drop-off Only, No Parking

Traveling to Whistler – Non Olympic Event

- For sightseeing, skiing/snowboarding, and pleasure trips
- More information and reservations at www.ridebooker.com
- Private coach to Whistler - \$70 round trip
- Pick ups:
 - Downtown: multiple hotels, Granville Skytrain Station
 - North Vancouver: Staples at Capilano Road and Marine Drive
 - Horseshoe Bay: Ferry Terminal

Games-time Support

- Andree-Anne will be available 24/7 by phone, and in person at Canada Olympic House (noon-6pm daily)
- **Hotline number: 778.317.8672** included in your Host Handbook



PHOTO: Chris McVey

What to Expect

- Other information and tips in your Host Handbook
- Download the COC tips document at http://media.olympic.ca/files/programs/COC_PREPLANandTIPSDocument_FINAL_EN.pdf

Canada Olympic House



- Hospitality hub for athletes, coaches, and their friends and family
- Location for COC Friends & Family Program
- Access & Accreditation
- Location: The Bay Downtown

Let the Games Begin



STEVE OMISCH,
Freestyle Ski - Aerials

PHOTO: Mike Robinson, USA

- Confidentiality
- “Bigness of the Games”
- What to expect
 - Transportation times
 - Daily schedule
 - Stress/emotions

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Let the Games Begin




DREW NELSON
Snowboard cross

PHOTO: Courtesy of Canada Snowboard

- Interacting with your guests
 - Neighbours/Family members
 - Keeping guests occupied and stress free
 - Asking how it went
 - Downtime/Quiet time
 - Respecting personal space
 - Meeting the athlete/coach

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Endings



KELLY WENDERBEEK
Alpine Ski

PHOTO: ADAP/SPORTS

- Staying in touch
- Post-Games Survey

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Getting in the Spirit



- Get to know your athlete/coach and their sport (www.ctvolympics.ca)
- Paint the Town Red
- Red Mittens
- Torch Relay
- Celebration Sites
- Cultural Olympiad
- www.vancouver2010.com

Have Fun!

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