

2010 OLYMPIC WINTER GAMES JEUX OLYMPIQUES D'HIVER 2010

Family and Friends Presentation
Présentation aux parents et amis

Bobsleigh/Skeleton
August 5, 2009 / 5 août 2009



OBJECTIVES - OBJECTIFS



- To provide the latest information on the COC Family and Friends Program, on the Canadian Olympic Houses (Vancouver & Whistler) and on the CSC Pacific Billet Program
- To learn from past Olympic experience from our guest speakers:
 - On how to prepare for the Games for Family members in order to minimize the distraction on the athlete
 - On how to assist athletes to manage Family and Friends
- To answer to all of your question



Vancouver Games by the numbers...



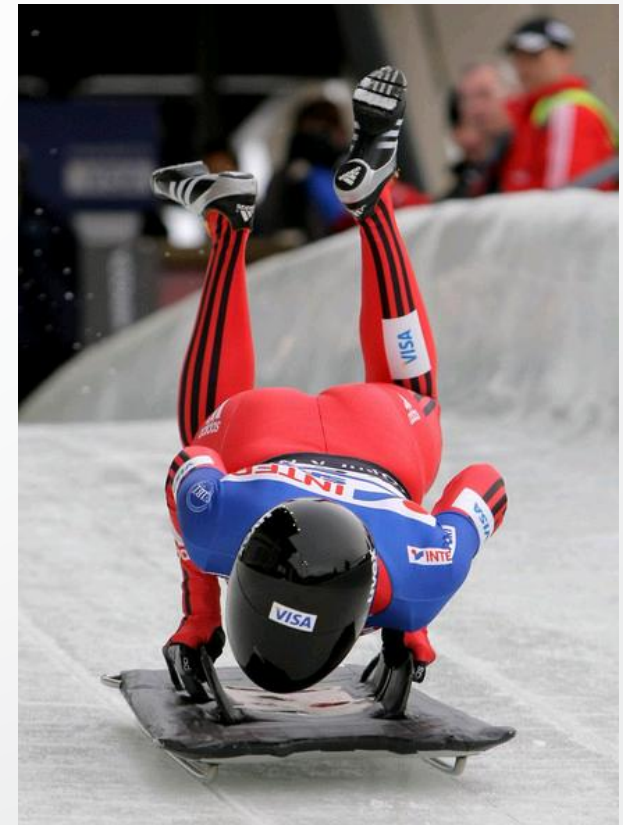
- Games Date : February 12 (Opening Ceremony) to 28 (Closing Ceremony)
- Olympic athletes and officials : 5,500
- Participating countries : 80+
- Discipline : 15
- Competition venue : 9
- Medals event : 86
- TV viewers : 3 billions
- Accredited media : 10,000
- Games volunteers : 25,000
- Canadian Team size : Approximately 210 Athletes and 300 Team Leaders, Team Managers, Sport Support Staff and Mission Team Staff



Competition dates...



- Skeleton : February 18 to 19 (day 7-8)
- Bobsleigh : February 20-27 (day 9-16)
 - 20-21 Men-Two men
 - 23-24 Women- Two men
 - 26-27 Men-Four men





Whistler Sliding Centre

Whistler

Whistler Creekside



Olympic Village Whistler



Whistler Olympic Park





Family & Friends Program

Programme parents et amis

COC pre-Games services:



- **Family and Friends Vancouver 2010 Information Line**
 - Toll free: 1-888-865-3371
 - From Montreal, please dial: 514-875-9593
 - From Vancouver, please dial: 604-678-2556
 - Our hours of operation are 9:00 a.m. to 5:00 p.m. Eastern Standard Time Monday to Friday.
- **Four dedicated Family and Friends Officers to assist athletes' families and friends**
 - Bianelle Legros COH Vancouver
 - Bruce Deacon COH Vancouver
 - Jason Arseneault COH Whistler
 - Marie-Eve Marleau COH Whistler

COC pre-Games services (cont'd):



- **Games Preparation and Media Tips document**
 - COC has drawn on the experience from active and retired Olympians, coaches, support team members and family members with previous Olympic Games experiences
 - Designed to assist family and friends of potential Canadian Olympic Team members as they prepare for the upcoming Vancouver 2010 Olympic Winter Games.
 - Forward by Nathalie Lambert, 2010 Canada Olympic team Chef de Mission
 - Family and Friends Officers contact infos
 - Useful links
 - Olympic Checklist and On-Site planning Tools
 - From the Athletes' Perspective (what they want, what they need and what they hope for)
 - Media Presence before/at the Olympic Games
 - To be provided to the Bobsleigh/Skeleton NSF very soon



"I wanted my family to be there for me. Not at home watching, but I wanted them to experience the Olympics with me at the Games. My family played a huge role in my international success and when it was all over they were the first people that I wanted to put my gold medal around. It was important to have them at the Games. Meeting up with them after the win was bigger and better than standing on the blue line listening to the anthem. It was a magical moment for me to see how proud they were.

That said... I think the expectation that your parents have on how much they will get to see you are a little bit skewed. I think parents should know that it is very important that the athlete knows they are there, but they should expect time with the athlete during their competition to be limited. Make their own plans around the Olympic Games and respect the athlete's mission to do whatever is possible to win the gold. There will be a lot of time together for the celebration."

Section III – From the Athletes' Perspective (cont'd)

Minimize:

Distractions: A steady stream of communication (questions, notes of support, requests for time) can be exhausting and can distract an athlete's focus.

Please don't act as Sport Psych/Coach: Words of advice for mental state, technical suggestions, critiques of officiating/judging are not helpful.

Frequent inquiries regarding results and qualification: Minimize frequent questions related to Olympic Games qualification status, like "have you qualified yet", "when are you going to qualify". Develop an understanding of the qualification process and key dates. NSF websites are a good source of this type of information. Sport is unpredictable and there are no guarantees! That's why it's so fascinating to watch!

Family and friends providing media with too much info: An athlete may be careful about sharing state of mind, injury status, etc. Family and friends are welcome to discuss their own situations but avoid providing 'insight' into the athlete's situation.

They don't want to worry about you: The better you are prepared and indicate that you are content and independently capable, the more they can relax and perform.

Ticket demands: Athletes have no access to tickets. Some National Sport Federations will have secured tickets. Inquiries should be coordinated through the Team Leader or other designated NSF person. The COC's Family and Friends Officers can provide guidance and direction. Please note that the Canadian Olympic Committee does not have access to or sell tickets.

COC pre-Games services (cont'd):



- **Assistance with the on-line registration system for the COH Access Database via the COC's website**
 - Active at the beginning of October
 - www.olympic.ca
- **Family and Friends Orientation Sessions across Canada**
 - Across Canada Tour: Québec, Montréal, Toronto, Calgary and Vancouver
 - Calgary, mid October (TBC)
 - Private shopping night at the host Hbc stores; Orientation Session attendees will receive a special night-of discount.



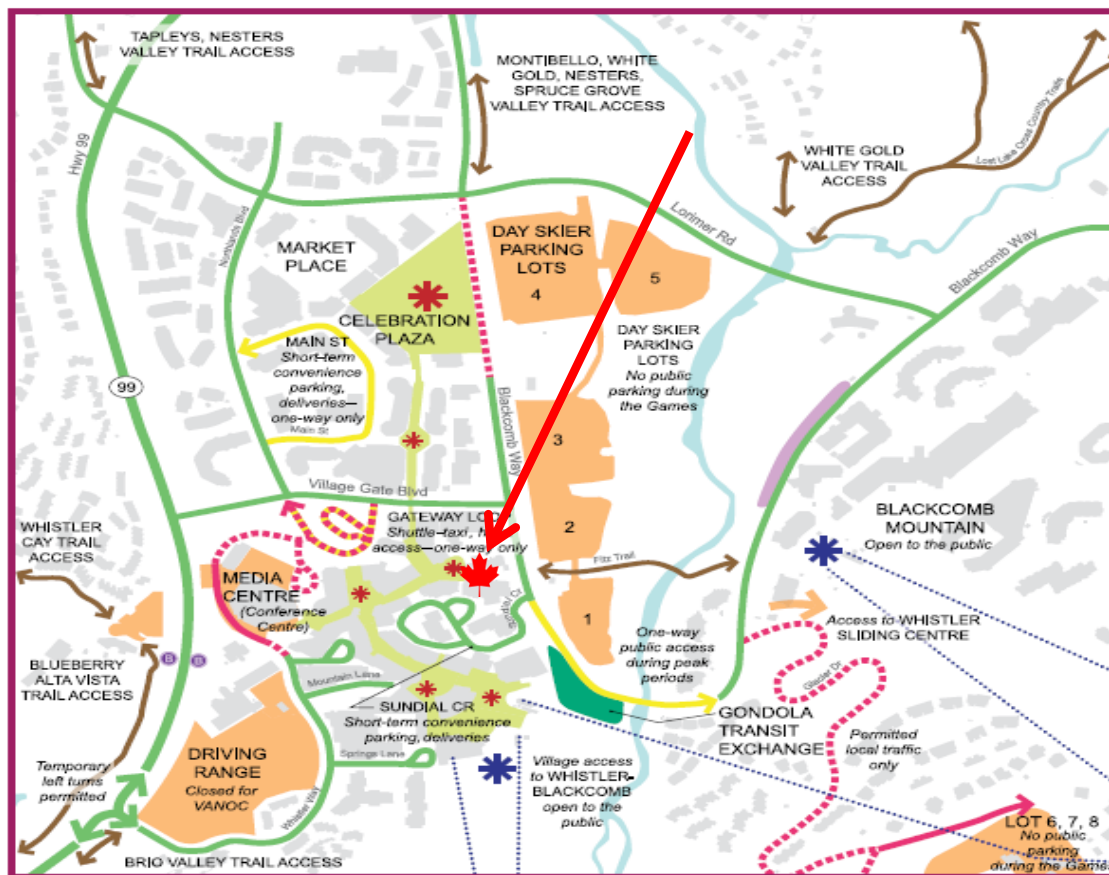
Canada Olympic House

Maison Olympique du Canada

Canada Olympic House / Maison Olympique du Canada



- Whistler Library (TBC)
- Open Throughout Games
- Feb 12-28 (10am- 11pm)



COC at-Games services:



Canada Olympic Houses Vancouver and Whistler are the physical locations for the delivery of the COC's Family and Friends Program

- Four devoted Family Liaison Officers
- Numéro de téléphone locale pour information immédiate
- The *Hbc Family and Friends Welcome Package*.
- Sponsor gifting and sampling.
- Victory Podium Celebration
- **Ressources and General Information**
- **Hospitality Services**
- **Special events**
- **Access and Accreditation**



Resources and General Information:

- COH Service Centres.
- Up to date Olympic Games results.
- Current and next day competition schedules for Canadian Athletes.
- Olympic Venue Maps.
- Ticket information.
- Information on the Cities of Vancouver and Whistler: city maps, public transportation, transit, attractions.



Hospitality Services

- A light meal service will be provided at the Canada Olympic Houses.
- Snacks and beverages will also be available throughout the day.
- Media Centre and Internet Lounges.
- Comfortable Lounge Areas with TV viewing sections featuring extensive Olympic coverage.
- Athlete Medal Receptions.
- Special sponsor, government, national sport federation and partner events.



Special Events:

- COC- Hosted Events: Throughout the Olympic Winter Games, the Canadian Olympic Committee (COC) will host a number of special events at the Canada Olympic Houses (COH). They will be open to those individuals with access to the COHs. (ex. : Opening Ceremonies Celebration)
- Family and Friends Events: The COC will be hosting a couple of special events specifically for Family and Friends (access is limited to family and friends).



Access and Accreditation (COH)

- Les maisons Olympique du Canada (MOC) sont des endroits privés qui nécessiteront une accréditation pour y entrer.
- Individuals requesting access to the COHs will be asked to pre-register via the COH Access Database (located on the COC website).
- To have access to the COHs:
 - Have been issued a VANOC Accreditation by the COC AND be registered on ZEUS (Canadian Olympians, etc.)
 - Those individuals without a VANOC Accreditation and/or registered on ZEUS, must have applied for access through the COH Access Database.
- Please visit : www.olympic.ca
- Active by mid-October

COC - Contact Information



Manager Canada Olympic Houses - Vancouver and Whistler

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Family and Friends Officers

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Family and Friends Vancouver 2010 Information Line

Toll free: 1-888-865-3371



CSC Pacific Billet Program

Programme de famille d'accueil du

CNM Pacifique

CSC Pacific Billet Program



- Provide complimentary Games-time accommodation for key athlete and coach support team members in the Greater Vancouver area only (February 10 to March 1, 2010)
- Eligibility
 - Athlete - Relative or critical member of an eligible athlete's support team
 - Coach - Immediate Family members (husband, spouse, partners, children)
- Maximum de 4 invités par athlètes ou entraîneurs
- Maximum 8 nights per Guest

CSC Pacific Billet Program (cont'd)



- Official Guest Application and Athlete/Coach Referral process:
Now to October 15
- Registration web site : www.cscpacific.ca
 - Click on the “Billet program”
- Information : billet@cscpacific.ca
- Veronica Brenner, CSC Pacific Billet Program Manager

The deadline to submit Guest Application Forms and Athlete and Coach Referral Forms is October 15, 2009.



QUESTIONS?





MERCI – THANK YOU

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