



# Toronto 2019

## Counting down to NCCWMA 2019 July 18-21, 2019!

We are building a wonderful and supportive community of volunteers and we are so appreciative. Thank you to our volunteers who have attended training over the past two weeks. We were happy to meet many more of you this weekend. Thank you also to volunteers who have registered for jobs and shifts. We couldn't do this without you.

**There are still some volunteers who have not signed up for Jobs/Shifts Please dont leave this until the last minute. We need you!**

This week's newsletter contains information on training, registering for shifts, making changes to your schedule, and a few phrases to help you warmly welcome our visitors in French and Spanish.

We are pleased to report that jobs are filling up, but we are still looking for volunteers interested in meeting, greeting, and supporting 1106 athletes and supporters representing 32 countries from across North America, Central America and the Caribbean.

Volunteers can choose an area that interests them, but many more volunteers are required to help with water distribution, security, and equipment transport (must have a valid G license, we provide the vehicle).

For this newsletter, we asked our Security Coordinator '**Why volunteer for Security?**' Here's what he told us:

*The role of Security is critical in holding a successful event and we hope you will seriously consider volunteering for this important role. Many people will view the title Security and think, 'not for me' because the very word conjures up visions of people in uniform, telling people what not to do.*

*But that is not the role at all. Security at NCC2019 is all about helping people: helping athletes get to where they need to be to compete, helping people reunite with lost family members, ensuring athletes personal belongings are safe and secure while they are competing and so on.*

*It's a people role, not an authoritarian role. So if you have a friendly and personable demeanour, a polite and approachable manner combined with a commitment to deliver a high level of customer service, please consider Security, it may be just the role for you.*

If you have a friend or family member who might like to join our team of over 250 volunteers, please ask them to contact [susan@wmatoronto2020.com](mailto:susan@wmatoronto2020.com).

## **LAST CALL! Volunteer Training!**

If you have not attended Volunteer Training and you are interested in Field of Play, Event Support Services, or Accreditation, please register for training on Wednesday, July 10 6-9 pm or Saturday, July 13, 2-5 pm. Please note the locations below.

**Wednesday, July 10, 6pm - 9pm, Toronto Track and Field Centre, York University**

**Saturday, July 13, 2pm - 5pm, Varsity Stadium (Blue and White Room), University of Toronto**

Choose a Session and Register Today using this link: <https://worldmastersassociation.volunteerlocal.com/volunteer/>

Still not sure how to register for training? Send an email to at [susan@wmatoronto2020.com](mailto:susan@wmatoronto2020.com).

## **How to Register for Volunteer Jobs and Shifts in Three Easy Steps**

1. Visit: <https://worldmastersassociation.volunteerlocal.com/volunteer/>
2. Click on the link that says "NCC2019 Jobs and Shifts Sign up Page".

3. You will see the jobs listed by type of job, date, time and location. Please choose a job, then choose the venue and shift for that job.

Upon successful completion, you will receive a confirmation email confirming your job and shift choice.

**Please ensure:**

- you do not register for more than one job at the same time. You may sign up for consecutive shifts that overlap (morning to afternoon) as long as you choose the same job at the same location.
- you choose a location that you can get to. Toronto Track and Field Centre is at York University and is accessible by taking the TTC to Pioneer Subway Station. Varsity Stadium is at University of Toronto, and is minutes from St. George Subway Station (Bedford exit) at 299 Bloor Street West. Tommy Thompson Park is on the Leslie Street Spit and is a short walk from the Pape bus.

## **How to Check your Shifts and Make Changes**

You can change your shift selection up until 48 hours before your shift starts. Here is how you do it.

1. Visit: <https://worldmastersassociation.volunteerlocal.com/volunteer/>
2. After the first paragraph you will see “Choose your shifts below. Already signed up?”. Click on “[Click here to check your status.](#)”
3. You will be asked to submit your email address and first name to receive a link to your profile.

## **Scenes from Volunteer Training, June 23**



Volunteers receive a uniform tee shirt and bag at volunteer training.



Volunteers receiving their tee shirts.



Anthony Biggar, Athletics Ontario, with Field of Play volunteers take a break from training.

## **The Volunteer Handbook**

Please read your Handbook before your first shift. Your volunteer handbook contains maps, information on how to wear your uniform, descriptions of events and activities, and more.

You can find your Handbook on our

Volunteer portal: <https://worldmastersassociation.volunteerlocal.com/volunteer/>

## **Hola! Bonjour! And more!**

Athletes at NCCWMA 2019 are coming from 32 countries across North America, Central America, and the Caribbean. Many of you speak Spanish or French and we appreciate this.

For volunteers who do not know how to speak French or Spanish, one of our volunteers has kindly shared some phrases with us. This is just a small sample. To learn more, visit our volunteer portal.

ENGLISH	FRENCH (Polite // Familiar) USE POLITE version unless you know the person really well or are speaking to children	SPANISH (Polite // Familiar) USE POLITE version unless you know the person really well or are speaking to children
Hello Sir(s), Madam (sing, pl.), Miss(es)	Bonjour Monsieur, Messieurs, Madame, Mesdames, Mademoiselle(s)	Hola Señor(es), Señora(s), Señorita(s)
Good Morning, Afternoon, Evening	Bonjour, Bon Apres Midi, Bonsoir	Buenos Días, Buenas Tardes, Buenas Noches
What's your name?	Comment vous appelez-vous ? // Comment t'appelles-tu ?	¿Como se llama? // ¿Como te llamas?
My Name is	Je m'appelle...	Me llamo
How are you?	Comment allez-vous ? // Comment vas-tu ? ça va ?	¿Como ésta? // ¿Como éstas?
Well Thanks ... and you?	Bien Merci ... Et vous // tu ?	Bien Gracias ... ¿y Usted // Tu?
Welcome to Toronto	Bienvenu à Toronto	Bienvenido(s) a Toron
Where do you come from?	D'où venez-vous ?	¿De dónde vienen?

## UPDATE! Race Walk and Run Event

**It's official.** Due to flooding on Toronto Island, the 10k Race Walk and Run events have been moved to Tommy Thompson Park, at the foot of Leslie Street on the Leslie Street Spit. Please consider signing up for our new Thursday July 18, 7am – 12pm shift. *You do not need to attend a training session to work this shift.*

**Cant find the shift?** Look under Field of Play.... Tommy Thompson Park Volunteers who signed up for **Non-Stadia Lead Volunteer training** will be notified very shortly of their training date at the new site.



And finally, Tourism Toronto will be working with us at our Welcome Centre. They will be providing a colourful backdrop, maps, and tourist information. There will be a representative available to answer questions

and provide support. Make sure you stop by! Tourism Toronto has asked us to share a link to their new video, just released.

<https://www.youtube.com/watch?v=0S5CfkYf3Gk&t=2s>

Let them know what you think and share with other volunteers, supporters, and visitors.

For more information on Tourism Toronto, including accommodations, restaurants, and day trips from Toronto,

visit: <https://www.seetorontonow.com/>

**Still have questions? Have a friend who is interested in volunteering? We have positions available. Send your questions and comments to [susan@wmatoronto2020.com](mailto:susan@wmatoronto2020.com).**

Yours in Sport,  
Susan Stone

Manager, Volunteer Services