

## TO2015 Volunteer Program FAQs

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### How can I volunteer for the TORONTO 2015 Pan Am/Parapan Am Games?

Recruitment for our Games-time volunteer program begins April 7, 2014. You will need to complete an online application form at that time.

### Can I volunteer now?

Yes. There are many ways to get involved now. We need volunteers to help with community outreach activities, planning, transportation and logistics, uniform distribution, accreditation and volunteer selection and training. Or if conferences and special events are more up your alley, we need volunteers for those areas, too! The [TORONTO 2015](http://toronto2015.org) website is your go-to place for volunteer opportunities starting now. Check back often as we'll be updating our opportunities regularly.

### What types of Games-time volunteer roles are there?

To deliver an event the size and scope of the TORONTO 2015 Games, we are assembling a team of 20,000+ volunteers. Some positions require specialized skills and work experience, while others simply require a desire to roll up your sleeves and pitch in.

Some volunteers will have the opportunity to interact with athletes and spectators in our venues, while others will work behind the scenes in transportation, medical and anti-doping, information technology, press operations, communications, protocol services, accreditation and workforce services. Information on our various departments will be available beginning summer 2014.

### What is my time commitment for volunteering?

In many cases, Pan Am Games volunteers will contribute 12 shifts over 18 Games-time operating days between July 10 and 26, 2015. Parapan Am Games volunteers will, in most cases, contribute six shifts over eight Games-time operating days (August 7–15, 2015). When selecting volunteers, preference will be given to those who are able to volunteer for both Games.

### What are the language requirements to volunteer?

All volunteers must have a basic working knowledge of English. To support our athletes and visitors, we are also looking for volunteers who speak French, Spanish or Portuguese and other selected languages. Our other language level definitions are as follows:

Oral Level	Oral Proficiency	Definition
4	Mother tongue	Reflect the cultural standards of the country where the language is spoken. Use of the language and ability to function are excellent in all situations.
3	Fluent	Can use sophisticated language and vocabulary in everyday exchanges in a variety of situations.
2	Conversational / Basic Working Knowledge	Can maintain simple face-to-face conversations on familiar topics. Is comfortable with social interactions with native speakers.

1	Basic	Is familiar with basic formalities, (hello, thank you, etc.) and can describe people and places. Can ask and answer simple questions.
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### What can I expect as a volunteer?

Volunteering at the TORONTO 2015 Games will be an incredibly rewarding experience that you'll look back on with pride. This will be your chance to showcase the Greater Golden Horseshoe region, develop meaningful friendships with fellow volunteers, gain valuable skills and experience, and engage and inspire your community.

Games-time volunteers will be provided with:

- A comprehensive training program.
- An opportunity for a volunteer certificate.
- An official Pan Am/Parapan Am Games uniform.
- Refreshments and meals based on shift duration.
- Games-time access to public transit with accreditation.
- Invitations to special volunteer recognition events.

### Do I need previous volunteer experience?

First time volunteering? No problem!

Whether or not you have previous volunteer experience, you should still feel confident about applying to be a TO2015 volunteer. Our aim is to leave a lasting legacy of skilled and trained volunteers across the Greater Golden Horseshoe region. If you're inspired to contribute to the overall success of the Games, we encourage you to review our [volunteer criteria](#) and [apply now](#).

### What is TO2015 looking for in a volunteer?

Are you friendly, approachable and reliable, and do you genuinely enjoy working with others? Are you passionate and excited about the Games? If you answered **yes**, then please visit our [volunteer criteria](#) page to learn more about the requirements to apply for a Games-time volunteer role.

### Where will volunteers be assigned?

Volunteers will be assigned roles across the Greater Golden Horseshoe region, at competition and non-competition venues and facilities. Non-competition venues, like the Athletes' Village, are crucial to the Games but no actual sport event takes place there.

When completing the application form, you have the opportunity to identify your preferred geographic area.

### What are the TORONTO 2015 venues and where are they?

A full list of the TORONTO 2015 venues, as well as a map of their locations, can be found on the [venues](#) page of our website.

### Will volunteers receive training?

Yes. We will offer a comprehensive training program for all our volunteers, regardless of their experience and skills. Our goal is to ensure every volunteer is fully prepared and ready to fulfill their Games-time role. Volunteers will be required to attend a minimum of three training sessions, which will vary in length according to your role.

**I can't access the volunteer portal. What should I do?**

If you require assistance in logging in to the portal, please [contact](#) the TORONTO 2015 Volunteer Call Centre.

**Can I access the volunteer portal using a smartphone or tablet?**

The volunteer portal is accessible on tablets and smartphones. However, for an optimal user experience, we do not recommend completing the volunteer application form on your smartphone due to its screen size and the amount of information required.

**What are functional areas?**

Functional areas are the departments responsible for specific operational requirements, such as transportation, logistics, technology, etc. Most functional areas require volunteers to support their needs. A complete list of TO2015 functional areas will be available online beginning summer 2014.

**I'm interested in volunteering, but I'm concerned about receiving too many emails. What should I do?**

We will only send you emails that contain specific and relevant information regarding your volunteer application and journey.

**I'm applying for a Games-time volunteer role, but I'd like to see some events too. Can I purchase tickets?**

Yes, you can purchase tickets if you are assigned a Games-time volunteer role. To help us make these Games the best ever, we're asking everyone involved to treat their Games-time role as their priority. While we will make every effort to accommodate your event dates, we are unable to guarantee that your shift will not interfere with the event you want to attend.

**If my volunteer application is successful, will I be entitled to free or discounted tickets?**

Our aim is to make tickets for the Games as accessible as possible to everyone. While you won't be entitled to any free or discounted tickets if you're successful with your application, you will be involved in a once-in-a-lifetime opportunity and able to participate in special recognition events.

**I've heard that OSAP relief is available to students who volunteer at the Games. How do I get more information on this?**

For more information on the program, please visit the [OSAP website](#).

**I want to be in the Ceremonies. How do I apply for a volunteer performer role?**

Recruitment planning for Opening and Closing Ceremony volunteer performers is still under development. This includes opportunities for children and youth under 16 years of age. We anticipate that information will be available from summer 2014 and a separate recruitment process will take place at that time. Please continue to monitor our website as it is your best resource for up-to-date information about the Games.

**I want to be a part of the torch relay. How do I apply for those volunteer roles?**

Details on the torch relay will be available beginning summer 2014. Please continue visiting our website to learn more about how you can be part of this historic journey.

**What documentation do I need to complete the application form?**

In order to complete the volunteer application form, please have **one** of the following documents on hand:

- Valid passport
- Driver's license (recommended if available to drive)
- Ontario health card (with photo)
- Certificate of Indian Status (with photo)
- Canadian permanent resident card (with photo)
- NEXUS card (Canada/USA only)
- USA passport card
- Birth certificate (for Canadian applicants 16 years of age only)

**Will accommodation be provided for volunteers?**

Unfortunately, accommodation will **not** be provided for volunteers. All applicants are responsible for their own accommodation. We will make a concerted effort to assign volunteer roles near an applicant's stated geographic area of interest, wherever possible. Learn more about our venues and the Games footprint please visit [www.toronto2015.org/venues](http://www.toronto2015.org/venues). For information on accommodation options in the Toronto area, please visit [Ontario Tourism](http://Ontario Tourism) website.

**How easy will it be to get around at Games time?**

Access to public transportation will be provided for accredited TO2015 volunteers, in Toronto and the Greater Golden Horseshoe region. Full details will be available from spring 2015.

We encourage volunteers to use public transportation whenever possible during the Games as parking at some venues may be limited.

**Will TO2015 pay for my travel?**

Unfortunately, travel will **not** be provided for volunteers. Volunteers living abroad or in other parts of Canada will be responsible for the cost of their travel to/from Toronto and the Greater Golden Horseshoe region.

**What volunteer opportunities are available for youth?**

We are currently working with a number of community sport organizations and teams to identify and fill roles for youth, such as ball boys/girls (ages 12–16). Sport organizations or teams interested in discussing these (limited) volunteer opportunities, are welcome to email [sportparticipant@toronto2015.org](mailto:sportparticipant@toronto2015.org) for more information.

Additional opportunities, such as volunteer performers for Opening and Closing Ceremonies, are still being developed. We anticipate this information will be available in summer 2014 and a separate recruitment process will take place at that time. Please continue to monitor our website as it is your best resource for up-to-date information about the Games.

**I would like to volunteer with my spouse/friend/child as it is easier for us to get to our venues/shifts together. Is this possible?**

Due to the size and scale of our volunteer program, it's not possible to facilitate requests for individuals to be assigned to the same role and/or venue.

All roles are assigned based on skills, experience and location preference, as well as our own requirements.

**Can I apply to volunteer if I do not live in Canada?**

While we welcome all applicants who meet our basic requirements, an objective of the volunteer program is build a social legacy of volunteerism in Ontario. As such, preference will be given to local applicants. That said, TO2015 recognizes that some international volunteers may be required to support specific roles and/or visitors to Ontario.

**What is required to operate a TO2015 vehicle at Games-time?**

If you're offered a Games-time role which involves operating an official TO2015 vehicle, please read our terms and conditions for driving a vehicle. The following will also apply:

- You must hold a valid driver's license.
- You must be a minimum of 21 years of age by March 1, 2015.
- You must have a clean driving record (no major driving offenses or multiple minor offenses, such as speeding tickets, within the last five years).
- You must have a good geographical knowledge of the Greater Toronto Area.
- You must be comfortable operating a vehicle on 400-series highways and in busy downtown traffic conditions.

**What accessibility support is available for volunteers?**

TO2015 is committed to delivering an inclusive and diverse Games. When requested, TO2015 volunteers will receive accessibility support throughout their volunteer journey. This means ensuring that everyone who secures a volunteer role will receive the support to allow them to fully participate.

The volunteer application form asks applicants to identify any accessibility requirements they may have. Call Centre staff are trained to assist volunteers with completing the online application and are equipped with TTY devices.

TO2015 is also planning for accessible facilities and venues at Games time.

**Can I volunteer if I require a support worker to assist me with performing my Games-time volunteer role?**

Yes. Volunteers may engage the services of a support worker to facilitate their full participation at the Games. Volunteers are responsible for determining when they require the assistance of a support worker such as during interviews, training and Games-time shifts. Volunteers are also responsible for arranging for their own support worker to be present at those times.

Both volunteers and support workers must complete the volunteer application form and clear a security background check to be accredited and granted access to facilities.

Support workers will also receive a TO2015 volunteer uniform and meals, depending on shift duration.

**Can I bring my service animal to venues to assist me with performing my Games-time volunteer role?**

Yes. All venues and facilities will be accessible to service animals. The volunteer application form provides applicants the opportunity to indicate any accessibility requirements they may have.