

Guernsey



NatWest International  
Island Games XIX

# Volunteer handbook



INSPIRING  

---

ISLANDERS

# Welcome

Wayne Bulpitt, Director of Volunteering



On behalf of the organising committee, we're so glad you're here! Without the support and dedication of volunteers like you, hosting the NatWest International Island Games would not be possible. You are our island's greatest ambassadors; we sincerely appreciate your crucial role in making Guernsey 2023 happen.

The Games will promote excellence in sport and foster Guernsey values such as friendliness, warm hospitality, community spirit, a passion for physical activity and a dedication to hard work. As we put the finishing touches to getting our island ready, this will be our chance to show other nations everything that makes our island amazing.

This small handbook is to help you be safe, well-prepared and professional in your role. We also want you to have fun and enjoy your volunteering experience. So get your best smiles on and cheering words of encouragement at the ready.

Together we will put on the best ever Island Games and help make a lifetime of memories for everyone. I am certain you will come away from this experience with a great sense of accomplishment.

**Happy volunteering!**

# Contents

	<b>Page</b>
About the Games	4
That Island Games feeling	5
Guernsey 2023 in numbers	6
The member islands	7
Hello	8
Sports and venues	9
Parking and active travel	12
MyImpact app	12
Emergency Services	14
Games Medical Centre	15
Situational awareness	16
Health and safety	18
Defibrillators	20
General information and policies	21
Code of Conduct	22
Disability, accessibility and inclusion	23
Social media	24
Safeguarding young people	25
Lost property	25
Personal property	25
Food and drink	26
Volunteer uniform	26
Accreditation	27
Opening and closing ceremonies	27
Meet the mascot	28
Resources and links	29
Useful contacts	29
Your notes	30
Programme	34

# About the Games

Once every two years, athletes from across the globe — from Scandinavia to the Mediterranean, the North Atlantic to the Caribbean — come together to compete in the NatWest International Island Games.

It all started in 1985, when the Isle of Man hosted a sporting festival called the 'Inter-Island Games'. The national media dubbed it the 'Small Islands Mini Olympics'. There were 15 islands (including Guernsey), eight different sports, and 700 athletes.



The festival was deemed such a success that it was agreed it should continue every other year. Guernsey picked up the baton and hosted the next Games in 1987.

Since then, the Games has travelled around the world and has become hugely important to the islands' sporting communities. Governments have also realised what a positive impact sport can have on a small community.

The rules state that the host island can choose between 12 and 14 sports from a list of 18. To compete in the Games, you must have been born in a member island or have lived on the island for 12 months prior to the Games.

Applicant islands must be surrounded by sea water, and the resident population must not exceed 125,000 residents at the time of application.

Guernsey is delighted to be the first member island to host the Games three times and looks forward to welcoming everyone back to the Bailiwick in July 2023.

# That Island Games Feeling...

What is it about the Island Games that makes them so special? There are lots of reasons. They are known as the 'friendly Games' because it's not just about elite competition, they remind us that there's a social joy to sport. Thousands of people get the chance to explore new places and cultures and form lasting friendships.

Athletes no longer have to look to their respective mainlands to compete at international level, they have the opportunity to represent their own community and raise the profile of even the smallest island.

And is there something about being an islander shaped by the surrounding sea that gives a resilience and a strong sense of pride? It helps the Games' competitors train hard and reach for gold.

And don't forget the buzz it brings. Soon it will be over to you, the volunteers, to help create that fun, friendly, excited atmosphere.



# Guernsey 2023 in numbers

To give you an idea of the scale of this event, here are some statistics:

**1200+**  
volunteers

**2194**  
athletes

**24**  
islands

**6**  
days of  
competition

**14**  
sports

**25**  
venues

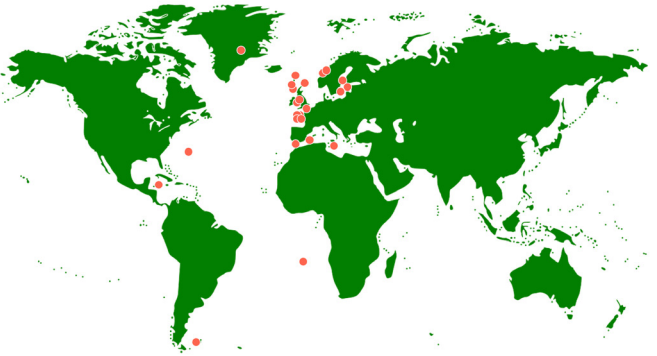
**205**  
events

**218**  
medal  
ceremonies

**522**  
gold  
medals

**1628** medals in total

# The member Islands



Åland



Hitra



Alderney



Isle of Man



Bermuda



Isle of Wight



Cayman Islands



Jersey



Falkland Islands



Menorca



Faroe Islands



Saaremaa



Froya



Saint Helena



Gibraltar



Sark



Gotland



Shetland Islands



Gozo



Western Islands



Greenland



Ynys Mon



Guernsey

# Hello

Sport is the universal language of the Island Games, but here's how to say 'hello' in the different languages of the member islands:

<b>Åland Islands</b>	Hallå	(Swedish)
<b>Alderney</b>	Hello	(English)
<b>Bermuda</b>	Hello	(English)
<b>Cayman Islands</b>	Hello	(English)
<b>Falkland Islands</b>	Hello	(English)
<b>Faroe Islands</b>	Hej	(Danish)
<b>Frøya</b>	Hallo	(Bokmål)
<b>Gibraltar</b>	Hello	(English)
<b>Gotland</b>	Hallå	(Swedish)
<b>Gozo</b>	Bongu	(Maltese)
<b>Greenland</b>	Ally	(Greenlandic)
<b>Guernsey</b>	Hello	(English)
<b>Hitra</b>	Hallo	(Norwegian)
<b>Isle of Man</b>	Hello	(English)
<b>Isle of Wight</b>	Hello	(English)
<b>Jersey</b>	Hello	(English)
<b>Menorca</b>	Hola	(Spanish)
<b>Orkney</b>	Halò	(Scottish Gaelic)
<b>Saaremaa</b>	Tere	(Estonian)
<b>St Helena</b>	Hello	(English)
<b>Sark</b>	Hello	(English)
<b>Shetland Islands</b>	Hello	(English)
<b>Western Isles</b>	Halò	(Scottish Gaelic)
<b>Ynys Mon</b>	Helo	(Welsh)



# Sports and venues



Rovers AC, Port Soif Lane, Vale, GY6 8AQ

**What3words** duplicate.really.softball

**Bus routes** 41, 91, 92

**Website** [www.bowmenofguernsey.co.uk](http://www.bowmenofguernsey.co.uk)

---



Footes Lane, St Peter Port

**What3words** fest.cherry.bleached

**Bus routes** 51, 52

**Website** [guernseyathletics.org.gg](http://guernseyathletics.org.gg)

---



Rohais Badminton Hall, St Peter Port, GY1 2LZ

**What3words** populates.solved.elevating

**Bus routes** 41, 42, 51, 52

**Website** [badminton.org.gg](http://badminton.org.gg)

---



Venue 1: Beau Sejour Leisure Centre

**What3words** quirky.caked.random

**Bus routes** 31, 32

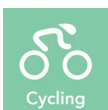
Venue 2: St Sampson's High School, Baubigny Road, St Sampson, GY2 4DA

**What3words** granting.posting.meekness

**Bus routes** 13, 21, P2

**Website** [guernseybasketball.co.uk](http://guernseybasketball.co.uk)

---



## Cycling Time Trials and Road Races

Styx Community Centre, Route des Longfrie, St Pierre du Bois, GY7 9RZ

**What3words** contend.supplemental.establishing

**Bus routes** 61, 71, 93, 94

## Mountain Bike Criteriums

Delancey Park, St Sampson

**What3words** travel.taxi.apple

**Bus routes** 11, 12, 13, 91, 92

## Mountain Bike Cross Country

L'Ancrese

**What3words** watchtower.sakes.renovation

**Bus routes** 11

## Road Criterium

Town seafront

**What3words** guardian.hinted.watches

**Bus routes** All (central bus terminus)

**Website** [www.gvc.gg](http://www.gvc.gg)



Venue 1: Corbet Field, Vale Recreation AC, Grand Fort Road, St Sampson, GY2 4FG

**What3words** gallery.leggy.cheerily

**Bus routes** 13, 21, P2

Venue 2: Northfield, Northerners AC, Grand Fort Road, St Sampson, GY2 4F

**What3words** yapped.retrial.affronts

**Bus routes** 13, 21, P2

Venue 3: Track Cycling Ground, St Sampson, GY2 4BB

**What3words** affair.guarded.iceberg

**Bus routes** 11, 12, 13, 21, 91, 92

Venue 4: Blanche Pierre Lane, St Martin's Athletic Club, Blanche Pierre Lane, St Martin, GY4 6SA

**What3words** economic.welfare.unanimously

**Bus routes** 81, 91, 92, 93, 94, 95

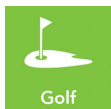
Venue 5: College Field, La Petite Marche, St Peter Port, GY1

**What3words** tremble.radical.bullseye

**Bus routes** 60, 61, 71, 81

**Website** [www.guernseyfa.com](http://www.guernseyfa.com)

---



L'Ancrese Golf Club, Vale, GY3 5BY

**What3words** constituent.coupler.light

**Bus routes** 12, 13, 91, 92

**Website** [www.lancresegolfclub.com](http://www.lancresegolfclub.com)

Royal Guernsey Golf Club, Vale, GY3 5BY

**What3words** recommit.denying.contour

**Bus routes** 12, 13, 91, 92

**Website** [www.royalguernseygolfclub.com](http://www.royalguernseygolfclub.com)

---



Guernsey Indoor Bowls Centre, Hougue du Pommier, Vale, GY6 88D

**What3words** opened.ramped.meals

**Bus routes** 41, 42

**Website** [www.giba.org.gg](http://www.giba.org.gg)

---



Guernsey Yacht Club, Castle Emplacement, St Peter Port, GY1 1AU

**What3words** unveils.massing.damage

**Bus routes** All (central bus terminus)

**Website** [www.gyc.org.gg](http://www.gyc.org.gg)



Shooting

### Pistol

Chouet, Mont Cuet Road, Vale, GY3 5AT

**What3words** clocked.mounts.crinkle

**Bus routes** 91, 92, 95

### Fullbore

Fort Le Marchant, L'Anresse Common, La Fontenelle, Vale

**What3words** predominant.twilight.brochure

**Bus routes** 11, 91, 92, 95

### Clay Sport

Portinfer, Guernsey Clay Target Shooting Club, Route Des Pecqueries, Vale

**What3words** cuddles.hyphen.scrap

**Bus routes** 41, 91, 92

### Rifle

Aztech Soccer Arena, Hougue du Pommier, Vale

**What3words** brightness.pediment.valuation

**Bus routes** 41, 42

### Clay

Mont Herault, Saint Pierre du Bois, GY8

**What3words** ambushes.hankies.presented

**Bus routes** 91, 92, 93, 94



Swimming

Beau Sejour Leisure Centre, Amherst, St Peter Port, GY1 2DL

**What3words** quirky.caked.random

**Bus routes** 31, 32

**Website** [www.swimguernsey.org](http://www.swimguernsey.org)



Table Tennis

Guernsey Table Tennis Centre, Hougue du Pommier, Vale, GY6 8DB

**What3words** disposing.baths.efficiently

**Bus routes** 41, 42

**Website** [www.gtta.org.uk](http://www.gtta.org.uk)



Tennis

Guernsey Tennis Club, Route de Longcamps, St Sampson, GY2 4UQ

**What3words** sectors.quells.extracting

**Bus routes** 31, 32

**Website** [guernseytennisclub.com](http://guernseytennisclub.com)



Triathlon

Individual: Fort Grey, Torteval

**What3words** lending.showed.dossier

**Bus routes** 61, 91, 92, 93, 94

Relay: Town seafront

**What3words** guardian.hinted.watches

**Bus routes:** All (central bus terminus)

**Website** [www.guernseytriathlon.com](http://www.guernseytriathlon.com)

# Parking and active travel

Parking is very limited on site unless you are a blue badge holder. Many of the public car parks are being suspended during the Games week to facilitate the events. On top of that, there will be some road closures and traffic congestion is expected. Therefore, if possible, we are encouraging volunteers to travel to work by foot, bike or public transport.

The good news is that the buses will be free during the Games week, except the late-night Friday and Saturday services. We highly recommend downloading the free buses.gg app (look for a red square with the Guernsey flag inside). This gives you live bus times, journey planning and detailed route maps for the whole island. The really cool thing is that when you're waiting for a bus, you can even see where it is on the map thanks to the magic of GPS trackers.

Depending on your role, it might be possible to sign up for shifts that are closer to your home.

Further information about our active travel plan will be released closer to the Games.

## My Impact app

Technology is playing an increasingly important role in the voluntary sector, and Guernsey 2023 is no exception. We've ditched antiquated paper-based systems and we're using an app called MyImpact to communicate with, support and manage the 1,200 plus volunteers.

If you haven't downloaded the free MyImpact app yet, we highly



recommend doing so (just search for MyImpact wherever you get your apps from and look out for the yellow and green square icon). All volunteers are already set up with an account. Your username is the name you used when you originally set up your account. If you've forgotten your password, it's easy to do a reset. If you have forgotten your username, please email [volunteer@guernsey2023.gg](mailto:volunteer@guernsey2023.gg) and they can help you.

The website version of My Impact is at [app.betterimpact.com](http://app.betterimpact.com).

Some sports and volunteer teams will be using the app to allow for a system of self sign-up to shifts. The sports are using different approaches, but don't worry, you will be notified about what your system is. Volunteers are asked to do a minimum of four six-hour shifts. If you can do more, that's great.

Though usage of the app was slow initially, 93% of volunteers who attended the first training sessions used the app to update their profiles, access information and register attendance. However, don't panic if you're a non-techie because we certainly don't want to alienate anyone. Rest assured that other forms of communication can still be used.

One legacy of the NatWest International Island Games is to share best practices in the recruitment, induction, training, support, and leadership of its volunteer workforce. In this way those inspired to volunteer for the first time or after a long break are more likely to be interested in continuing to volunteer in a variety of roles.

Whilst we're on the subject of apps, don't forget to follow our social media pages:

-  [www.facebook.com/guernsey2023](https://www.facebook.com/guernsey2023)
-  [www.instagram.com/guernsey.2023](https://www.instagram.com/guernsey.2023)
-  [twitter.com/Guernsey\\_2023](https://twitter.com/Guernsey_2023)



# Emergency Services

## **Police**

Throughout the Games week, the Guernsey Police and Guernsey Civil Protection volunteers will be helping to maintain public safety and prevent disorder, so that the events can run smoothly. Dedicated Police Constables and Police Sergeants from Guernsey and the Isle of Man have been specifically seconded to the Games to give a high-visibility presence. They will be on uniformed patrol around the various events between 9am and 10pm daily.

Behind the scenes, additional supervisors – Police Inspectors and senior commanders for the Fire and Ambulance – will be linked in with the Island Games Committee control room and other emergency services via JESCC.

If you require the help of the Police or Civil Protection officers and you can't see them nearby, contact JESCC on:

**01481 22222** for routine/non-urgent calls

**999** for urgent/emergency calls

State that you are an Island Games volunteer, give your exact location, followed by details of the situation in front of you. One of the benefits of having officers solely ring-fenced for the Games is that response times are anticipated to be prompt. JESCC is staffed 24/7.

## **Ambulance & Rescue Guernsey and the St John Ambulance**

The Ambulance Service is planning an increased level of resilience during the Games week. The St John Ambulance has recruited extra volunteers to be present at events.

The best way to support the Ambulance Service during an incident is to:

- stay calm
- stay with the patient

- send someone to meet the ambulance
- keep access routes clear
- offer assistance, but don't get offended if the crew get on with it

## Fire & Rescue

Guernsey Fire & Rescue is located at the Town Arsenal. Here is their advice on what to do if there is a fire: "If possible, call 999 immediately. Keep the public at a safe distance from any fire-related incident, keep the roads clear for emergency response vehicles, be aware of the wind direction and keep everyone away from the smoke."

## Games Medical Centre

In order to manage any medical requirements during the week, a dedicated Island Games Medical Centre will be situated in the **Ron Short Centre at Beau Sejour**. This can be used by all accredited team members.

- The Centre will be supported by a team of doctors, nurses, sports medicine specialists, physiotherapists and other musculoskeletal experts
- It will be open from 8am until 6pm (possibly later depending on the schedule)
- Outreach clinics and treatment areas at venues will also be available. These will be supported by a team from UCLan (University of Central Lancashire)
- In an emergency injured people should be sent to A&E. If it is not an emergency then they can come to the Medical Centre
- If anyone needs GP type appointments then they should come to the Medical Centre and not go to the GP Practices
- Treatment will be free in the Medical Centre but people may have to pay for drugs or other items such as crutches

# Situational awareness

Guernsey Police and Guernsey Civil Protection have issued the following guidelines on what to do in the following situations:

## a) **Overcrowding**

- Be aware of the venue capacity and monitor whether the venue appears to be overcrowded
- Consider where the fire exits, entry and egress points are
- If the venue does become overcrowded, prevent further people from entering and advise them that it is at full capacity
- Report the situation to the Island Games Committee Control Room
- If on site, inform Police Officers/Civil Protection personnel
- Help officers to disperse people from the venue if this is deemed necessary

## b) **A member of the public not complying with instructions/conflict**

- Listen to the person's concerns
- Use empathetic communication to try to reason with them, keep your body language neutral, consider your personal space and ensure you are not getting too close
- Consider moving other people away from the individual
- If on site, inform Civil Protection personnel/ Police Officers. If they are not nearby, call JESCC (01481 222222 if passive, 999 if violent/urgent) and request officers to attend
- Remain calm with the individual until officers arrive; if the person walks off, make a note of their description and their direction
- If the person becomes violent to others, DO NOT seek to intervene unless there is a significant immediate concern for the safety/welfare of others

## c) **Missing child/vulnerable adult**

- Remain calm and approachable, and provide assistance



- Obtain as much detail as you can about the missing person - name, date of birth, description, clothing, last known location, address, telephone number
- Notify Civil Protection/Police officer if nearby, or call JESCC on 222222
- Notify the Island Games Committee Control Room
- Request volunteers to actively look for the missing person
- Team Leader to fill out an incident report form when the situation is resolved

**d) Found child/vulnerable adult**

- Obtain as much as detail as you can from the person who has presented themselves as lost
- Facilitate a tannoy (if available) at the venue, asking for the family member or carer to come forward
- The found person should be accompanied by two people or a security-checked steward, until they are reunited with a family member or carer
- Notify Civil Protection/Police officer if nearby
- If there's no tannoy, notify the Island Games Committee Control Room
- Request volunteers to actively look for family member/carer
- If Civil Protection/Police are not nearby, call JESCC on 222222
- Team Leader to fill out an incident report form when the situation is resolved

# Health and safety

The health, safety and wellbeing of everyone connected to the Games is the absolute top priority of the organisers. This encompasses athletes, spectators, volunteers and members of the public going about their day. There are some volunteer roles that are more focused on health and safety, but it should be stressed that this issue is everyone's responsibility. In other words, the responsibility does not just lie on the marshals' shoulders. Be alert at all times to detect potential hazards.

## **See it, say it, sorted**

It is vital that all incidents, issues, concerns and near-hits (misses) are reported to your Team Leader immediately. An incident report form must also be filled out. Without intervention, a near-hit could later be the scene of something more serious. Trust your instincts and have the confidence to speak up.

If you can resolve an issue safely on your own (for example, moving items blocking an emergency exit), please do so.

## **Emergency procedures**

If you are based at a sports venue you will be told the emergency procedure for your venue. Make sure you know what to do if a fire breaks out. Make sure you know where the emergency exits are. If you are unsure about the emergency regulations for your venue, please ask. Familiarise yourself with the location of the defibrillator in case someone goes into cardiac arrest.

## **Right to refuse**

You have the right to refuse to perform a task if you believe there is a risk of harm or potential for an accident. Remember that all health and safety concerns must be reported immediately to your Team Leader.

## **Marshalling management plans**

The marshals make up the largest group of volunteers, with a workforce of around 400. The individual efforts and attitudes of the marshals will have a strong bearing on achieving safe conditions.

Marshalling management plans for each sport and being drawn up and will be distributed to teams. If you are a marshal, please ensure that you have read your sport's marshalling management plan.

### **Road closures**

There has been a huge awareness campaign around the short temporary road closures required for the cycling, triathlon and half-marathon events. Approximately 6,000 leaflets were delivered by volunteers to homes and businesses along the routes. The campaign has been run across social media and mainstream media. Signs will go up on the affected roads in the weeks prior to the Games. Short of shouting about it through letterboxes or employing an aircraft to tow a banner through the sky, there is not much more that can be done to raise awareness.

Pedestrian access will be maintained at all times, but during a closure it will be illegal for vehicles to be driven on the route. There is a lot of goodwill surrounding the Games so we are not expecting problems, but it is important to be vigilant.

If you become aware of a traffic management issue, report it to Civil Protection personnel/police officers at the scene. If they are not nearby, report it to the Island Games control room.

### **Personal wellbeing**

Do not come to your shift if you are feeling unwell. If you have Covid-19, please stay away from the Games. If you can't make your shift, your Team Leader needs to be informed asap so that the gap can be filled with someone else.

Take care when lifting and carrying. Contribute to a safe workplace by not leaving items lying round, keep work areas and gangways clear and tidy. Do not use any equipment or machinery which you have not been trained to use.

Stay hydrated! The weather could get hot, so bring a reusable water bottle and find out where to fill it. Hopefully, it will be sunny, so if you're working outside don't forget to apply sunscreen.

# Defibrillators

Many of you have now been trained by the Cardiac Action Group on how to use a defibrillator. Every Games venue has at least one of these life-saving pieces of equipment. They are straightforward to use and have clear instructions on them. If you're based at a venue, please ensure you know the location of your nearest defibrillator. The following maps show the location of the public access defibrillators that are dotted around the island.

Make sure you also download the Public Access Defibrillator (PAD) sites app - search for 'PAD Guernsey' on iPhone and 'Defib Locator' on Android.

**WHERE TO FIND THE 24 HOUR PUBLIC ACCESS DEFIBRILLATOR (PAD) SITES**

**FIND THE PUBLIC ACCESS DEFIBRILLATORS**

**KEY:**  
 PUBLIC ACCESS (24 hr access)  
 INTERNAL LIMITED ACCESS (not 24 hr access)

**SAVE A LIFE TODAY!**  
 Support the Guernsey Cardiac Action Group to make donations.  
 Small fundraising events: call 07781 120530 or visit www.cag.org.gg

**PUBLIC ACCESS DEFIBRILLATORS ARE FULLY SUPPORTED BY THE ST. JOHN COLLEGE AND AMALGAM CLINICS.**

**Download our Defib Locator App!**  
 Search for 'PAD Guernsey' (available on the App Store) or 'Defib Locator' (available on Google Play)

**HAVE YOU GOT A DEFIBRILLATOR?**  
 Register if you are not trained.  
 For more information about PADs and Internal AEDs, contact the Cardiac Action Group.

**WHERE TO FIND THE INTERNAL LIMITED ACCESS DEFIBRILLATORS AND 24 HR PUBLIC ACCESS DEFIBRILLATOR (PAD) SITES IN ST PETER PORT**

**FIND THE PUBLIC ACCESS DEFIBRILLATORS**

**INTERNAL LIMITED ACCESS DEFIBRILLATORS**  
 (not all registered AED's are listed below)

1. Ambulance Station
2. Amberst School
3. Beau-Scour, Amberst
4. Boots the Chemist, High Street
5. BUPA Wellness, Francis House
6. Ciro's Local, Royal Terrace, Glatigny Esplanade
7. Croasey's, High Street Shop (Lingerie Department)
8. Fire Station, Town Arsenal
9. Guille - Altes Library, Market Square
10. Heritage Hall, Le Marchant
11. Police Station, Hospital Lane
12. Process Elizabeth Hospital, Le Visquageux, St Andrew
13. St Charles Frossard House, Charcoterie
14. Social Security, Wheadon House
15. Tourist Information Centre, North Esplanade

**24 HR PUBLIC ACCESS DEFIBRILLATORS**

1. Church Square
2. Cio-Op Local Market Stone
3. Inter Island Quay
4. La Vallette Bathing Pools
5. St James Concert Hall

**KEY:**  
 PUBLIC ACCESS (24 hr access)  
 INTERNAL LIMITED ACCESS (not 24 hr access)

**your HANDS can save a loved ONE'S LIFE**

**HAVE YOU GOT A DEFIBRILLATOR?**  
 Register if you are not trained.  
 For more information about Internal AED's contact the Cardiac Action Group.

**Download our Defib Locator App!**  
 Search for 'PAD Guernsey' (available on the App Store) or 'Defib Locator' (available on Google Play)

**HAVE YOU GOT A DEFIBRILLATOR?**  
 Register if you are not trained.  
 For more information about PADs and Internal AEDs, contact the Cardiac Action Group.

LET  
 US  
 FIND  
 YOU  
 AND  
 PAD

Visit <https://cag.org.gg/>

# General information and policies

As integral members of the 2023 team, volunteers are expected to:

- represent the Games in a professional manner at all times
- abide by the Code of Conduct (set out in the MyImpact app in the drop-down menu under 'files')
- exercise excellent timekeeping
- maintain a positive and enthusiastic attitude
- treat others with respect, courtesy, fairness and empathy
- act with impartiality towards the 24 competing islands. It is natural that you will want to support the Guernsey athletes, but as a volunteer you are representing the Organising Committee, and therefore must be non-partisan whilst on shift
- exercise sound judgment in decision-making and maintain confidentiality
- ask questions to ensure that you understand a role/task before accepting it
- carry out your role efficiently, effectively, and to the best of your abilities, asking for help when needed
- participate in the training offered in order to familiarise yourself with the Games and with your duties
- ensure your physical and emotional safety and that of your fellow Games volunteers, participants, and guests while carrying out your assigned duties
- not use obscenities, derogatory or discriminatory language or tell inappropriate jokes
- not express any negative comments or perspectives about the Games while on duty, in uniform or while volunteering
- not be under the influence of, or affected by, illegal drugs, controlled substances or alcohol during volunteer shifts
- promptly report any potential, perceived or actual wrongdoings and violations of the Code of Conduct

In return, you can expect the following:

- to have a safe, supportive and healthy environment
- to be treated respectfully, fairly and equitably as part of the team
- to have access to information about the Games, its history, policies, and purpose
- to know that your personal information will be kept confidential
- to receive guidance and training for your specific role
- to receive encouragement and recognition for giving your time and expertise
- event organisation and management experience, as well as useful customer relations and customer service skills and experience

Your welfare is very important to the organisers. If you don't feel comfortable in your role or if you have a complaint about another volunteer, please let us know and it will be dealt with confidentially. Speak to your Team Leader, or email [volunteer@guernsey2023.gg](mailto:volunteer@guernsey2023.gg)

## Code of Conduct

This explains in detail the standards of behaviour that Guernsey 2023 expects from you, and it identifies your rights and responsibilities as a volunteer. The Code of Conduct is set out in the MyImpact app (under 'Files' in the drop-down menu).

Compliance with the Code of Conduct is regarded as a minimum-quality standard which you should work to. If, at any point, you are unsure whether a decision you are about to make will breach the Code of Conduct, please refer up to your Team Leader.

# Disability, accessibility and inclusion

Our aim is to host an accessible Games that appeals to everyone. You will be meeting people from all over the globe and from all walks of life. We want to provide facilities and environments where individuals feel welcome, represented, valued, able to participate, and safe. To quote Ellie Jones, the CEO of Liberate the Guernsey charity that supports the LGBTQ+ community: "diversity and inclusion just simply means treating everyone who is different to you equally, and with fairness and respect."

In Guernsey, there are approximately 13,000 islanders with disabilities, and around 4,000 unpaid carers. Visible disabilities may be easy to recognise but bear in mind that there are also invisible disabilities and impairments to be aware of. For instance, it is estimated that one in six people in the Bailiwick has a hearing impairment, and one in sixty has a brain injury.

Here are some top tips to ensure that we can provide excellent customer service.

- Remember, person first, not the disability. Ask and listen – ask if you can help and then listen and respect what they say. Speak directly to the person with the disability, not their companion, assistant, or sign language interpreter.
- When interacting with people in wheelchairs: don't hang or lean on a wheelchair. Always ask and wait for consent before touching a wheelchair. Do not automatically assist the individual without permission. It is ok to offer assistance, and if the offer is not accepted, respect that request. Do not assume that using a wheelchair is a struggle. Wheelchairs are a means of freedom to fully engage in life. Place yourself at eye level with the person when possible.
- Don't ask questions about a person's disability unless it is brought up by the individual. However, don't be afraid to ask questions when you are unsure of what to do.

- When interacting with visually impaired people: identify yourself and anyone else who is with you when speaking.
- When interacting with people who are hard of hearing or deaf, get in their line of sight and wave your hand if you need to attract their attention.
- When interacting with people who have verbal communication challenges, be patient and wait for the person to finish their thoughts. Don't finish someone's sentence for them.
- The words we use are powerful. In order to maintain a positive environment for all, it is important that all abilities, pronouns, identities, and cultures are respected.

During the Games week, Liberate is hosting a Pride House on The Streat inside the Market buildings in Town. It will be a safe space for LGBTQ+ athletes, team members and fans to watch the Games. There will also be a daily Gay Games in the Market, informative talks about LGBTQ+ people in sport, and a whole host of evening events for everyone to enjoy.

## Social media

As a member of the Guernsey2023 workforce, we fully understand that you may be eager to use social media channels to share your experience of working at the Games. Social media is a very useful tool for raising awareness and spreading the good vibes. However, please do take care and be aware that occasionally posts can become misconstrued. The full guidelines regarding social media are detailed in the Code of Conduct.

Asking athletes or VIPs for photos or autographs is not permitted during rostered work hours or whilst in uniform. These activities can be disruptive. At the after-party, there will be opportunities to make such approaches, but remember to be polite and discreet.



# Safeguarding young people and vulnerable adults

'Safeguarding' refers to the measures that protect the health, wellbeing and human rights of individuals, allowing people (especially children and vulnerable adults) to live free from abuse.

As part of the volunteer team, we all have a responsibility to ensure that everyone involved with the Games is safeguarded as much as possible. Not only that, but you need to be aware of how to protect yourself and the rest of your team from being put in difficult situations, or situations where you might be vulnerable yourself.

The simple rule is that if you spot something that doesn't feel 'right' – for example, an adult acting suspiciously, or someone taking photos of something or someone when you feel they shouldn't be – then inform your Team Leader immediately.

## Lost property

Any items found should be handed into your team leader.

## Personal property

You should note that there will be no supervised storage space at your venue. Therefore, you are advised not to bring expensive items into work, including laptops, cameras, handbags etc.

# Food and drink

You are entitled to a free sandwich if you are working across the lunchtime (midday – 2pm) on a shift lasting at least six hours. A vegan option will be available. We are currently working out the sandwich logistics, and this might involve asking volunteers to order through the MyImpact app.

Some venues will have catering vans where you can buy food and drink. Please bring in your own snacks if you anticipate that you will get hungry but be aware that there will be no refrigeration or heating facilities. Please make sure you fill up your water bottle.

Your welfare is important to us, so if you ever feel over-fatigued, please let your Team Leader know asap.

# Volunteer uniform

All volunteers are provided with a Guernsey 2023 uniform to easily identify you as part of the volunteer team. Everyone should have picked up two green t-shirts or polo shirts, and a navy-blue cap. Outdoor clothing is being provided to those working outside.



Volunteers are required to arrive for their shift in uniform, and look clean and presentable. It is your responsibility to launder and care for your uniform items, please wear and maintain them with pride.

Remember to wear comfortable shoes!

# Accreditation

All volunteers are provided with a photographic accreditation pass that is required to access the Guernsey 2023 venues. The accreditation grants access for your assigned role at your venue. You must have your accreditation badge with you at all times when you are on shift. Do not give it to anyone else. If your accreditation is lost or stolen, please report it to your Team Leader and a replacement will be arranged.



# Opening and closing ceremonies

We encourage all volunteers to come and line the Town seafront to watch the opening ceremony. Some of you may be on shift, but if not, please come and enjoy this heart-pumping, music-filled spectacle. It will highlight island hospitality, pride and talent. The competitors will congregate at North Beach and then parade in their teams, in alphabetical order, along the seafront. Musically, there will be everything from bagpipes to samba. Local community groups like the Boys Brigade and the Guernsey Majorettes are taking part. Buses will be waiting on the Albert Pier to take the athletes to their respective hotels.

The opening ceremony will set the tone for the Games, so encourage all your friends and family to turn out. We want to give the athletes a huge welcome to our special and unique island. People still talk about the 2003 opening ceremony, so come and be part of history.

The closing ceremony starts at 8pm at Footes Lane. It will be an unmissable carnival-like celebration of all the competitors. A big screen will show inspirational moments from the week.

You are invited to the after-party that follows the closing ceremony. This will take place in a huge marquee at Footes Lane. It will be a great opportunity to kick back, reflect on the week and perhaps savour a few frosty beverages.

## Meet the mascot

Jet the puffin is the official mascot for Guernsey 2023. Jet is sporty, party-loving, and a little bit cheeky. This seabird can't wait to meet you all and get the carnival atmosphere going.

The name Jet (short for Jethou) was chosen by children following a road trip of all island primary schools. A puffin was selected as the mascot because it reflects the friendship and family values of the Games. Puffins pair for life and return to the same burrows every year to raise their young. The Island Games is known as the friendly Games, with many friendships forged over the years. The Bailiwick also has a long association with puffins, with colonies that return every year to Jethou, Herm and Burhou.

Jet will be making appearances in the run-up to the Games and throughout the Games week itself. Jet will be greeting guests at the ports, visiting the sporting venues daily, mingling around the crowds, and no doubt stopping for a cuppa at the catering areas. Jet is very cuddly and loves giving high fives.



# Resources and links

**Guernsey2023.gg** – our website is a great source of information for everything about the Games. The website will soon include pictures of the Games merchandise that will be available for sale in Town, Hougue du Pommier, Beau Sejour and Footes Lane Volunteers who show their accreditation pass will get 10% off.

**Visitguernsey.com** – this has lots of info for visitors about what to see and do in the Bailiwick.

**App.betterimpact.com** – this is the website version of the MyImpact app.

**What3words.com** – the easiest way to talk about location! This is the website version of the app.

**Buses.gg** – because it's better by bus during the Games.

Make sure you also download the **Public Access Defibrillator (PAD) sites** app - search for 'PAD Guernsey' on iPhone and 'Defib Locator' on Android.

# Useful contacts

Volunteer number

**01481 720212**

---

**Guernsey 2023 Games office**

**01481 720215** info@guernsey2023.gg

---

**Island Games Medical Centre**

Ron Short Centre, Amherst, St Peter Port, GY1 2DH

What3Words **memory.legend.topical**

Email **medical@guernsey2023.gg**

Mobile **00 44 7781 124908**

WhatsApp **00 44 7781 124908**

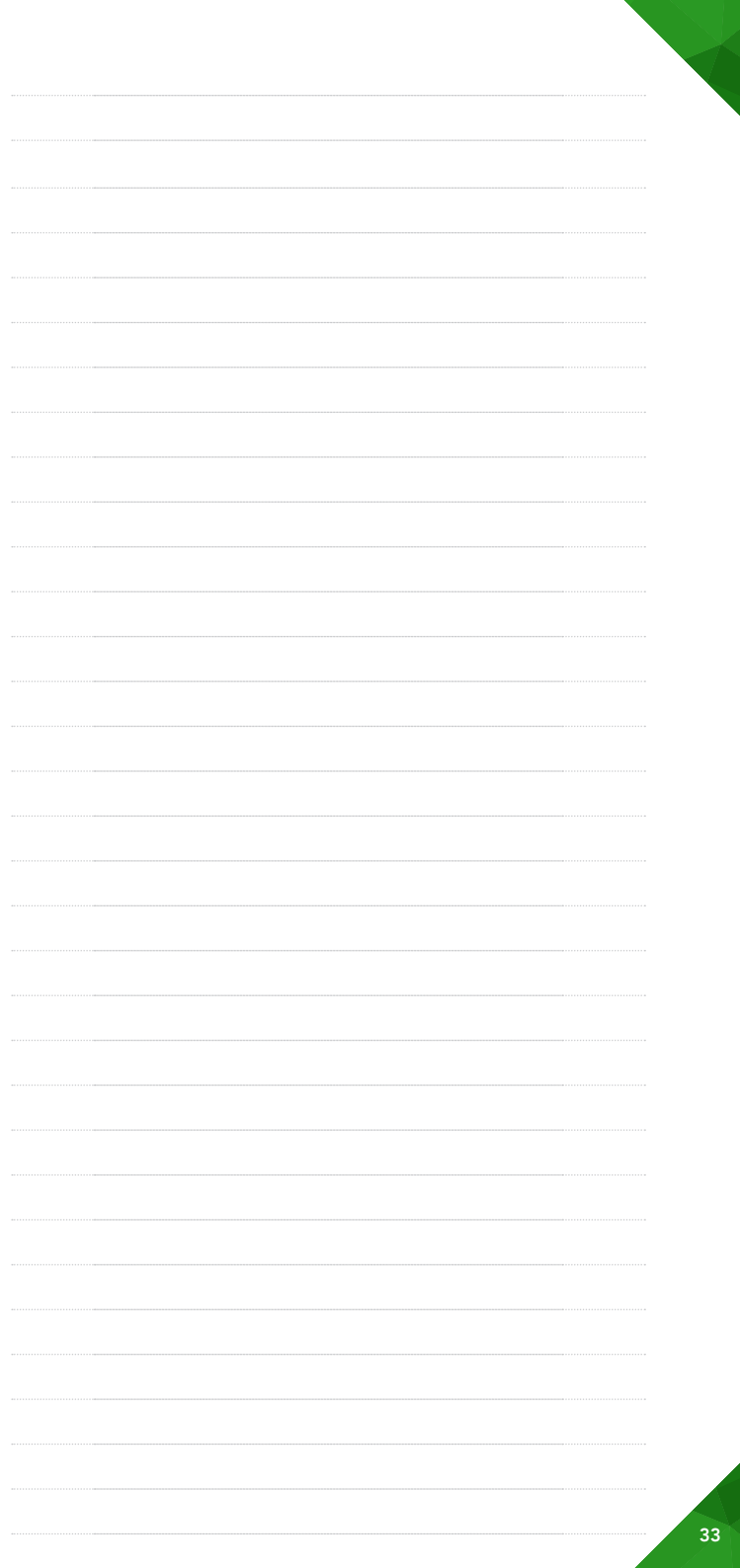
---



A series of horizontal dashed lines for writing, spanning the width of the page.

A series of horizontal dashed lines for writing, spaced evenly down the page.





# PROGRAMME

Sport	Venue	Sun 9 July
 <b>Archery</b>	Port Soif	
 <b>Athletics</b>	Footes Lanes	2pm-6.30pm 
- Half Marathon	St Peter Port	
 <b>Badminton</b>	Badminton Halls, Rohais	9.30am-9.30pm
 <b>Basketball</b>	Beau Sejour	9am-9.30pm
	St Sampsons High School	9am-9.30pm
 <b>Bowls</b>	Hougue du Pommier	9am-9pm
 <b>Cycling</b>	Styx	
- Time Trial		
- Mountain Bike Criterium	Delancey	
- Road Race	Styx	
- Mountain Bike Cross Country	L'Ancrese	
- Road Criterium	St Peter Port	
 <b>Football</b>	The Track	2.30pm 6.30pm
Venue 1		
Venue 2	Corbet Field	10.30am 2.30pm 6.30pm
Venue 3	Northfield	10.30am 2.30pm 6.30pm
Venue 4	Blanches Pierre Lane	10.30am 2.30pm
Venue 5	College Field	10.30am 2.30pm
Venue 6	Footes Lane	
 <b>Golf</b>	L'Ancrese	
 <b>Sailing</b>	St Peter Port	9.30am-5.30pm
 <b>Shooting</b>	Hougue du Pommier	9am-4pm 
- Air		
- Clay Range	Portinfer	9am-4.30pm 
- Clay Sporting	Mont Herault	10.30am-6pm
- Full Bore	L'Ancrese	9am-5pm 
- Pistol	Chouet	8.30am-6.30pm
 <b>Swimming</b>	Beau Sejour	
 <b>Table Tennis</b>	Hougue du Pommier	9am-7pm
 <b>Tennis</b>	Tennis Centre, Longcamps	9am-9pm
 <b>Triathlon</b>	Fort Grey / Town	Individual  11.50am-4pm



All timings subject to change

Mon 10 July	Tue 11 July	Wed 12 July	Thu 13 July	Fri 14 July
9am-5pm	9am-5pm	9am-5pm	9am-5pm	
11am-12.30pm 6pm-8.30pm	11am-1pm 6pm-8.30pm	10.30am-1pm 6pm-8.30pm	4pm-8pm	11.15am-2pm
				9am-11am
9am-9pm	9am-8pm	9am-6pm	9am-6pm	10am-3pm
9am-9.30pm	9am-9.30pm	9am-9.30pm	9am-9.30pm	9am-7pm
4pm-9.30pm	4pm-9.30pm	4pm-9.30pm		
9am-9pm	9am-9pm	9am-9pm	9am-9.30pm	
9am-1pm				
	2pm-4.30pm			
		9am-2.45pm		
			11am-4pm	
				12pm-2.30pm
2.30pm 6.30pm	2.30pm 6.30pm		2.30pm 6.30pm	
2.30pm 6.30pm	10.30am 2.30pm 6.30pm		10.30am 2.30pm 6.30pm	12pm Ladies Final
10.30am 2.30pm 6.30pm	10.30am 6.30pm		10.30am 2.30pm 6.30pm	11am 3/4 playoffs
10.30am 2.30pm 6.30pm	10.30am 2.30pm 6.30pm		10.30am 2.30pm 6.30pm	2.30pm 3/4 playoffs
10.30am 2.30pm	10.30am 2.30pm		11.30am 3.30pm	
				3.30pm Mens Final
	7.30am-6.30pm	7.30am-6.30pm	7.30am-6.30pm	6.55am-6pm
9.30am-5.30pm	9.30am-5.30pm	9.30am-5.30pm	9.30am-5.30pm	
9am-6pm	9am-3pm	9am-3pm	9am-3pm	9am-3pm
9am-4.30pm	9am-4.30pm	9am-4.30pm	9am-4.30pm	9am-4.30pm
10.30am-6pm		1pm-6pm	1pm-6pm	
9am-5pm	9am-5pm			
9am-4pm	9am-4.30pm	9am-2.30pm	9am-2.30pm	9am-1.30pm
10.15am-12.45pm 6pm-8.30pm	10am-12.30pm 6pm-8.30pm	10am-12.30pm 6pm-8.30pm	10am-12.30pm 6pm-8.30pm	
9am-7pm	9am-7pm	9am-12.30pm	9am-12.30pm	9am-12.30pm
9am-9pm	9am-9pm	9am-9pm	9am-9pm	9am-5.30pm
				Relay 4pm-5.30pm

Guernsey



NatWest International  
Island Games XIX



<b>Archery</b>	Port Soif (Rovers AC)
<b>Athletics</b>	Footes Lane
<b>Badminton</b>	Badminton Hall, Rohais
<b>Basketball</b>	Beau Sejour / St Sampson's High School
<b>Bowls</b>	Indoor Bowling Centre
<b>Cycling</b>	Rocquaine, West Coast, St Peter Port, Delancey, L'Ancrese
<b>Football</b>	Corbet Field, Northfield, Blanches Pierre Lane, The Track, College Field
<b>Golf</b>	L'Ancrese
<b>Sailing</b>	Guernsey Yacht Club
<b>Shooting</b>	L'Ancrese, Chouet, Portinifer, Mont Herault, Aztech Centre
<b>Swimming</b>	Beau Sejour
<b>Table Tennis</b>	Guernsey Table Tennis Centre
<b>Tennis</b>	Guernsey Tennis Centre
<b>Triathlon</b>	Rocquaine, St Peter Port

Thanks to our sponsors



Jacksons

PRA $\times$ IS  
OPEN IDEAS



utmost

