



**ACCREDITATION & REGISTRATION  
OPERATIONS PLAN COMBINED WITH  
AFTER ACTION REPORT**

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## **Section I: Overview of Accreditation & Registration Functional Area**

### **A. Purpose**

An essential element of Special Olympics World Games is to identify and register all persons involved in the Games by their constituent group (Delegations, Media, Families, Honored Guests, Vendors, and Staff), thereby ensuring that they may access in the quickest, safest, and most efficient manner, the sites and events which they must or want to attend within the framework of their function. In an effort to ensure the integrity of the Games and the safety/security of the Delegations (Athletes, Coaches and HOD's) the objective of the Accreditation and Registration Committee is to provide, in a timely and orderly manner, user-friendly credentials (photo and non-photo) and necessary site/event access to those persons having a defined role or functions during the 2001 Special Olympics World Winter Games Alaska.

*The essential element of Accreditation and Registration is to identify and register all persons involved in the Games by their constituent group. The 2001 Special Olympics World Winter Games accomplished their purpose with all constituent groups, except for Volunteers. Zone access on a Volunteer credentials was not correct; some volunteers had access to areas that they were not allowed to access. A recommendation for this is to have one person do all credentials for the games.*

### **B. Goals**

#### **1. Registration Goals**

Registration Operations will assure responsibilities for planning and organizing the development, production and distribution of all delegate registration materials needed to attend the Games. Registration Operations will also be responsible for entering applicants into the Games Management System as well as ensuring that all information provide by the applicant is accurate and complete. Also registration operations is to have a full understanding of other Functional Areas, such as Media, Honored Guests and Family Services databases and who is in charge of entering in the information.

*Registration Operations took on the responsibilities of entering applicant's registrations into the Games Management System ensuring all information is accurate and complete.*

- *Registration goals for The Games were accomplished with the help of delegations following directions by sending in completed information and photos with their registration material.*
- *Request to making registration process easier is by having registration done online and photos e-mailed.*
- *The Games Management System was a great database to use for Delegations registration.*

- *If registration doesn't go to online an option to making inputting registration information easier, write the registration forms to match the Games Management Program or write the Games Management Program to match the registration forms.*
- *It was confusing for volunteers that helped input the information to have to turn to a different page to finish filled out information on the Games Management System.*

*Registration and Accreditation needs to have an understanding of all different registration programs, like Honored Guest, Families and Media.*

- *The 2001 Special Olympics World Winter Games had an understanding of the different registration programs, which made it easier to print credentials.*
- *Recommendation, would to be Honored Guest, Families and Media under the same Games Management System, because it makes Re-Credentialing easier during the games.*

## 2. Accreditation Goals

- a. Work with GMS and SOI to develop a practical system to capture registration information and photos in advance of the Delegations arrivals so the accreditation (for all constituents) will be done in an efficient manner.

*A system to pre-capture photos in advance with registration material.*

- *Requested photos with registration material, which all but four delegations sent to the GOC, which made pre-produced credentials easier for all Delegations to receive at the Delegation Welcome Center.*

- b. To design, develop and distribute (in coordination with SOI and GMS) credential badges (including day passes and any recredentialing) that will capture important Games related information and, for all persons requiring a credential, will clearly display the identify of an individual and all rights and Games access privileges to which he/she is entitled.

*Design a credential that will capture all-important Games related information and can be easily displayed.*

- *The Games credential had consistent that needed photos, all games related information and zone access was on all credentials.*
- *The credential was smaller than The Games would of liked but it worked out, just fine.*
- *Only thing missing on the Games credential was medical icon to notify doctors that an athlete or coach may have a major medical problem.*
- *It was persuaded to be on the credential, but was not actually added to the developing of the credential.*

- *It was not a major issue not having the medical icon because all medical records were in the Games Management System and located on our Server.*

**C. Overview of Services**

To develop and execute the Operations Plan, Accreditation & Registration Operations are organized into five primary divisions: The Delegation Welcome Center (DWC), Hilton Re-Credential Center, Venue Accreditation Operations (Day Pass), Pre-Games Accreditation Operations and Registration.

**1. Delegation Welcome Center (DWC)**

Located at the Alaska Seafood International Building, the DWC is the central accreditation site for all Delegations attending the 2001 Special Olympics World Winter Games Alaska. The DWC will operate as the primary site for Delegations that will first receive their credential badges. Some of the components and support services at the DWC:

*The main services at the Delegation Welcome Center were Delegation Registration Verification, Photo Operation and Participant Entertainment.*

- a. Delegation Registration Verification** – in conjunction with Special Olympics Incorporated (SOI), the GOC will verify the registration information for all Delegations and collection the funds for extra (Fx) coaches. While not officially registered Delegate, a delegation may bring extra (Fx) coaches to assist with chaperoning athletes. SOI and the GOC have agreed that extra (Fx) coaches are to pay a fee of \$1700 if they are attending the Host Team Program, transportation, meals and lodging and \$1300 if they are not attending the Host Team Program.

- *Delegation Registration Verification was having the HOD of each delegation make any changes to athletes registration in events, receiving their cell phones and signing a waiver, going over the delegations housing list, collecting baggage claim tickets and pick-up pre-printed credentials.*
- *Every delegation had this information in a file folder, in order for the Volunteers to go down the list with the HOD to verify any changes.*
- *The Games requested that the Regional Sports Managers be at the Delegation Welcome Center when all of their delegation countries arrived to help with any problems, which was a great help to make the process at the Delegation Welcome Center run smoothly.*

- b. **Photo Operation** – machines will capture (or will have captured) photo images of the Delegations and will "marry" the photo image with registration data from the GMS database to create the credential badge. Volunteers and Staff working the photo machines will receive training and technical support from the GOC, GMS and the GOC's Information Technology Department.
- *Bespoke the company that was in charge of producing the credentials had two staff members at the Delegation Welcome Center to take pictures and produce credentials to athletes and coaches that didn't send in photos.*
  - *Photo taking at the Delegation Welcome Center was very small, since we only had four delegations without pre-captured pictures.*
- c. **Participant Entertainment** – Space will be provided for Delegates to relax after their travel. The DWC will provide food and beverages, activities, lounge areas, telephones and restrooms. An area will also be set aside for carry on baggage.
- *Entertainment such as music, the ACVB Critters and Line Dancers performed at the Delegation Welcome Center.*
  - *Snack food and beverages where provided. Recommended since athletes have been traveling long distance before arriving, have water and fruit over candy and soda pop.*

## 2. Re-Credential Center

The re-credential center will be at the Hilton Hotel, in the Susitna Room for the issuance of replacement credentials to Delegations, and Staff. This location will have photo machines on hand to produce photo credentials as well as non-photo credentials. Media, Honored Guests and Families will receive their replacement credentials at their respective Welcome Centers. *The Re-Credential Center was for Delegations, Media, GOC and SOI staff to get new credentials if original was lost.*

- *The Re-Credential Center needs to be for all consistent groups of The Games. People were confused on where to go to receive another credential.*
- *By the Registration and Accreditation Coordinator having knowledge on the different databases and has the databases on the computer at the Re-Credential Center, Family, Media, Honored Guests and even volunteers can go to one central location to receive a new credential.*

- *Have the Re-Credential open as soon as Delegations, Honored Guest, and Families start arriving.*
- *If the center is not open you have people coming out the Delegation Welcome Center to get a new credential.*
- *By having this center open right at the begin you can also credential new SOI staff members, Families, Media and Honored Guest, since you don't need these people out at the Delegation Welcome Center.*

### 3. Venue Accreditation Operations

Accreditation Operations will have a presence at all competition venues to issue temporary credentials (Day Pass) to persons who have misplaced/lost their credentials. Accreditation Operations will also have a presence at those non-competition venues (such as Opening and Closing Ceremonies and the Villages) where additional credentials may be needed. The village venue coordinator will have the day passes to issue to Participants of the Games that may have lost their credential.

*At all competition and non-competition venues Day Passes were available to persons that may have lost or misplaced their credentials.*

- *We had them located at the Information Services Table, which worked out well because it kept the people busy.*
- *The Accreditation Leaders at each venue should issue day passes to everyone, including Volunteers that lost their credentials. There was too much confusion that Volunteers had to see a different person to get their day pass.*
- *Day passes need to be made on card stock paper and have a way to be attached to a person that receives one.*

#### a. Competition Venues

Alyeska Ski Resort – Alpine Skiing  
 Kincaid Park – Cross Country Skiing and Snowshoeing  
 FedEx Hangar – Floor Hockey  
 Hilltop – Snowboarding  
 Tesoro Ice Chalet – Figure Skating  
 McDonald Center – Speed Skating

#### b. Non-Competition Venues

Sullivan Arena – Opening and Closing Ceremonies  
 Egan Center – Olympic Town and Healthy Athletes  
 Sheraton – Delegation Housing  
 Holiday Inn – Delegation Housing  
 Hilton – Delegation Housing  
 Days Inn – Delegation Housing  
 Barratt Inn – Delegation Housing  
 Captain Cook – Delegation Housing  
 Hawthorne Suites – Delegation Housing  
 West Coast International Inn – Delegation Housing



#### 4. Pre-Games Accreditation Operations

Pre-Games Accreditation Operations encompasses the development of the actual credential and the zones that will be defined, as well as the production and distribution of credentials to all constituents who are eligible for credentials prior to Host Team Program, February 28<sup>th</sup>.

*Pre-Games Operations included the development of zones, credentials, equipment needs, and office supplies for the Delegation Welcome Center, volunteer need assessments and developing an operations plan.*

- *Developing the zones for The Games wasn't difficult, but the person that develops the zones should work closely with the functional area volunteer leaders to make sure they have the correct access on their credential.*
- *Credential development needs to be done 4 months before the Games and a company on board by that time to help start the pre-producing of credentials.*
- *Recommend SOI to have a credential company on board permanently to produce all credentials for all Games.*

Pre-Games Accreditation Operations will also do equipment needs assessments (quantity of cameras, photo machines, and laminating machines), volunteer need assessments and will be responsible for identifying all support elements necessary to address any accreditation or credential related issue at both competition and non-competition venues. Accreditation Operations will develop and conduct volunteer training prior to Games.

- *Don't have machinery arrive two weeks out and then try to print 1000's of credentials, with no time, needs to be available at least 4 months out.*
- *The credential company needs to help provide staff, and a technician with the equipment, incase of breakdowns. It's not enjoyable to have a machine breakdown and have no local tech support.*
- *When requesting office supplies for the Delegation Welcome Center, verify before delivery of the items you are receiving everything or at least know what you are receiving.*
- *Being a venue coordinator and having office supplies just dropped off and matching to the request list, is difficult to verify that you received all supplies.*
- *Make sure the Delegation Welcome Center volunteer needs assessment is the correct number of people and really make sure you get all of your Volunteers.*

- ***Recommendation that the Delegation Welcome Center Venue Team be a strong group of people that don't mind working hard, staying busy and long hours because of the Flight Schedules.***
- ***Scheduling volunteers at the Delegation Welcome Center, schedule your own volunteers and have them follow the flight arrival schedule not a generic games schedule.***

Accreditation Operations will interface with all divisions and committees and become familiar with their respective plans to successfully meet the strategic goals and needs of the GOC. Accreditation Operations will plan, organize, budget, and secure all required resources to accomplish these tasks.

All plans and decisions will be based on the support of the Athletes first. Accreditation Operations will strive to be proactive and transparent to all constituents to the extent practical. All plans will strive to enhance the experience of all Delegations, Volunteers, Honored Guests, Media, Families, Sponsors, Spectators and Staff.

## **5. Registration**

Registration Operations will help develop the Games Management System to make sure it fits the demands of the delegate registration packet. Once the Games Management System is up and running, the registration committee will begin the entrance of delegations into the Games Management System. After the entrance of all delegations and confirmation that information is correct the Venue Coordinators can begin Divisioning the athletes. Another function of registration operations is to oversee registration of other functional areas, such as Media, Honored Guests and Families. This overseeing is to make sure that the databases the following functional areas are using, will convert in the GMS when it comes time to make credentials for all of the following participants.

***Registration Operations was to help develop the Games Management System to meet the needs of the delegations registration material and to make sure all registration information got entered correctly.***

- ***Make the registration material match the Games Management System. The System is already set up so have the registration material match that of the system.***
- ***Recommendation, if you can go to online registration it would make the process so much easier and save time of inputting and wasting paper.***
- ***At least give yourself 6 to 7 months to be able to input all of the information into the Games Management System. Anytime less than 6 to 7 months could be very busy with inputting registration material and producing credentials.***
- ***Set a date for delegations to turn in their registration at least 7 months out.***

- *Registration for the World Games went from the Delegations Country to the Regional Sports Managers who look over the information and made sure all is accurate. Once the Regional Sports Manager was done they sent it on directly to The Games.*
- *That process worked out great and was a huge help, if their were problems our questions The Games could turn to the Regional Sports Managers to help collect the information.*

## D. Key Responsibilities

### 1. Registration

- a. Entry of Delegation information correct.  
*Make sure all Delegation Registration Information is correct and verify with sending out confirmation lists.*
- b. Making sure the Games Management System is up and running by September 15<sup>th</sup>.  
*Make sure the Registration Material follows with the Games Management system for volunteer inputting.*
- c. A knowledgeable understanding of Media, Honored Guest and Families registration process and database.  
*Make sure you have an understanding of Honored Guest, Media, and Families registration database for credential purposes.*
- d. Meet registration deadline by having all delegations entered into the Games Management System by the 1<sup>st</sup> of December.

### 2. Accreditation

- a. Ensure a warm and inviting welcome to Anchorage and the Games by operation a Welcome Center that reflects true Alaskan Hospitality.
- b. Develop efficient and effective distribution system to process all Games credentialing.
  - *Make sure the credential company is on board at least 3 to 4 months before the games.*
  - *Make sure your receive enough machines, 2 machines doesn't work for printing up 15,000 credentials, the Games should of received at least 4 to 5 machines.*
  - *With more than 2 machines both volunteer credentials and delegation credentials can be printing at the same time instead of having only volunteer credentials being produced.*
  - *Delegation credentials were printed three days before delegations started to arrive, life would have been better by having more machines.*
  - *Machines that arrive a month out to start printing all credentials seriously affects other functional areas on being able to receive their credentials.*

- *Honored Guest, Families, Delegation Assistant Leaders and Media were printed right before the start of the Games, which affected their timelines of preparing Welcome Packets.*
  - *Have the credential company provide some staff to help with the production of each credential.*
  - *If develop the zones of The Games work very close with each functional area to make sure their volunteers have the correct zones on their credential.*
- c. Provide efficient services to all Participants of the 2001 Special Olympics World Winter Games requiring service at any of the credential sites.
- d. Provide and organize a knowledgeable staff on Accreditation Operations at the Delegation Welcome Center, Egan Center and at each competition venue.
- *Make sure the accreditation person does all credentials even Volunteer ones.*
  - *Have one Re-Credential Center for all consistent groups for lost credentials.*
  - *The Venue Coordinator of the Delegation Welcome Center should be the Accreditation and Registration Coordinator since they worked with Delegations Registration and produced the credentials.*

#### **E. Legacy**

Improve the registration and accreditation process by creating a service of Information checks to ensuring the accuracy of all issued credentials. The 2001 World Games Accreditation and Registration Committee will improve the overall design for a more visually recognizable credential. The 2001 World Games credential is designed to be a highly functional credential and also to be cherished as a lasting piece of games memorable. The Accreditation & Registration Committee will also leave the legacy of running a smooth friendly entertaining Delegation Welcome Center. Every effort will be made to provide fun and exciting Welcome to the Games. We will make the check-in and credential process smooth for the Delegations and SOI. This will be accomplished by having a strong group of volunteers who are thoroughly trained and have a very organized Coordinator and Commissioner.

## Section II: SCHEDULES AND TIMELINES

### A. General Overall Accreditation & Registration Schedule

<b>Activity</b>	<b>Date</b>
Determine the Welcome Center Venue Management Team	9/15/00
Determine the Hilton Hotel Management Team	9/15/00
Work on finding more Accreditation Leaders w/the help of Volunteer Services	9/15/00
Determine Registration databases of Honored Guest, Media and Families	9/1/00
Turn in first draft of Accreditation & Registration Operations Plan	8/30/00
Determine if GMS is on board for credentials	9/5/00
Training on GMS for registration committee	9/15/00
Make sure GMS is up and running for Registration packets	9/15/00
SOI Regional Sports Directors receive Registration packets	9/15/00
GOC to receive all registration packets for Delegations	10/31/00
Enter in all registration information into GMS	9/20/00
SOI Integration Meeting	10/08/00
Sent out confirmation letters to delegations requesting updated information	12/4/00
Finalize flight information of Delegations	11/30/00
Receive conformation letters back form Delegations	12/19/00
Update changes to delegation information in the GMS	12/22/00
GMS up and running with all correct delegation information	12/31/00
Start printing up credentials	1/1/01
Start After-Action Report for Accreditation & Registration Committee	3/15/01

***Hire Date of Accreditation and Registration Coordinator***

- ***Recommend hiring the persons at least a year and half out.***
- ***Enough time to allow the Coordinator to go through Pre-Games and understand the process of Registration, Credentials and running a Delegation Welcome Center.***

**B. Committee Timeline**

**1. Delegation Welcome Center Venue Meeting**

<b>Meeting</b>	<b>Date</b>
Venue Team Meeting	9/27/00
Venue Team Meeting	10/25/00
Venue Team Meeting	11/8/00
Venue Team Meeting	11/22/00
Venue Team Meeting	12/6/00
Venue Team Meeting	1/3/01
Venue Team Meeting	1/17/01
Venue Team Meeting	1/24/01
Venue Team Meeting	2/7/01
Venue Team Meeting	2/14/01
Venue Team Meeting	2/21/00

- ***Recruit a strong team around 5 months out from The Games or whenever you have the location determined for the Delegation Welcome Center.***
- ***Start with one meeting a month and then two months out start meeting around 2 to 3 times a month.***
- ***The strength of your venue team will determine the amount of meeting you will need to have.***
- ***Job specific training with functional areas at the venue should be no more than 3 weeks out.***
- ***Venue walk-thru before the venue opens is very helpful because it gives volunteers working at the venue an understanding of the area.***

**2. Accreditation Functional Area Meeting**

<b>Meeting</b>	<b>Date</b>
ACC FAC Meeting	8/23/00
ACC FAC Meeting	9/13/00
ACC FAC Meeting	11/15/00
ACC FAC Meeting	12/13/00
ACC FAC Meeting	12/27/00
ACC FAC Meeting	1/3/01
ACC FAC Meeting	1/24/01

ACC FAC Meeting	2/7/01
ACC FAC Meeting	2/21/01

***Accreditation Leaders Meetings***

- *Accreditation Leaders at the competition and non-competition venue handing out day passes should be on board at least three months out.*
- *They need to start attending Venue Meeting around then so they get an understanding of the Venue.*
- *Accreditation Function Area meetings don't need to start but 3 months out with a job specific training*

**3. Set up and Tear Down**

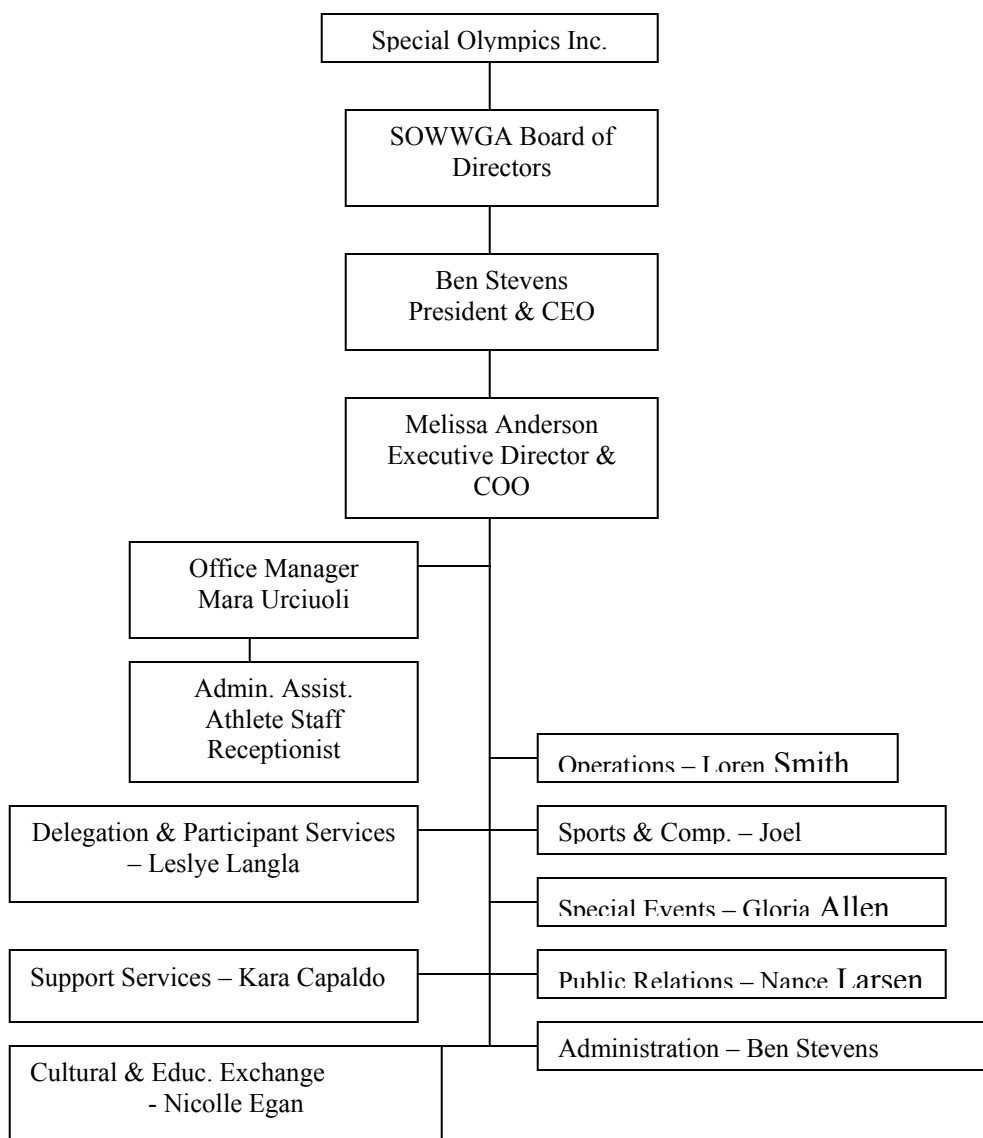
<b>Activity</b>	<b>Date</b>
The Delegation Welcome Center set up.	2/26/01 & 2/27/01
The Delegation Welcome Center to be operational	2/28/01 at 07:30
Hours and Dates of the Delegation Welcome Center.	2/28/01 – 3/3/01 07:30 – 01:00 (next day)
The Delegation Welcome Center to tear down	3/4/01 – All day
The Hilton Re-Credential Center set up.	3/1/01 08:00 to 17:00
The Hilton to be fully operational.	3/2/01 at 06:30
Hours and Dates of the Hilton Re-Credential Center	3/2/01 – 3/11/01 06:30 – 10:00 to 16:30 – 21:30
The Hilton Tear down	3/12/01 – All day

### Section III: ORGANIZATION

*Accreditation and Registration beginning under Delegation and Participant Services worked out great.*

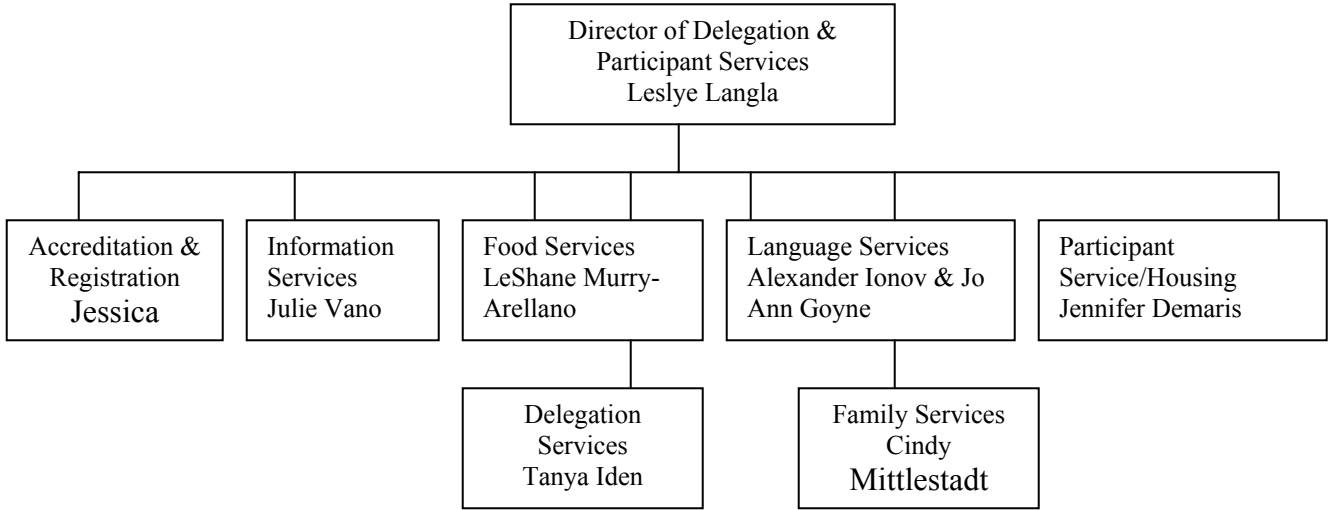
*Accreditation and Registration worked very close with Delegation Services, Family Services and Information Services, which was located under Delegation and Participant Services. Since Accreditation and Registration is both a delegation and participant service of The Games it makes since to keep under the department it is currently in.*

#### A. GOC Organization

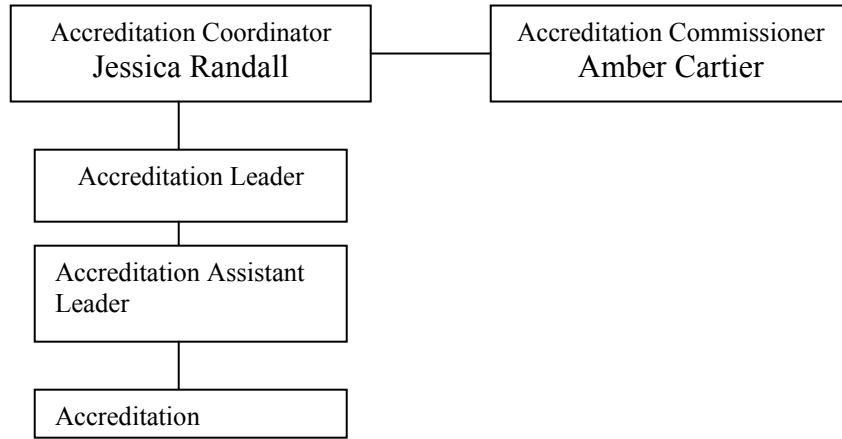




**B. Delegation & Participant Services Organization**



**C. Delegation Welcome Center/Hilton Venue Organization**



**D. Delegation Welcome Center and Egan Recredantial Job Descriptions**

As members of the Delegation Welcome Center Venue Team and the Hilton Venue Team, the following individuals will be responsible for specific accreditation related functions and will report directly to the Accreditation Leaders. Job descriptions for those persons that are charged with implementing the operations plans for the Accreditation Committee are as follows:

**Accreditation & Registration Commissioner  
2001 Special Olympics World Winter Games Alaska  
Volunteer Job Description**

**TITLE:** Accreditation & Registration Commissioner

**DEPARTMENT:** Delegation & Participant Services

**SUPERVISOR:** Accreditation & Registration Coordinator

**SUMMARY:** Help assist the Accreditation & Registration Coordinator with managing details related to the Accreditation Process of the Games. Assist in registration of delegates and assistance to venue coordinator at the Delegation Welcome Center and Credential Center.

**Duties and Responsibilities:**

The Commissioner will have a complete and thorough working knowledge of each and every function in the Accreditation & Registration department and could step in and assume the leadership position as Accreditation & Registration in an emergency.

Understanding of the accreditation process, including active partners (SOI, GMS) data verification, credential production, credential assignment, and credential distribution.

Enter Delegation registration into the Games Management System.

Produce and distribute credentials to all participants of the Games outside of the Delegation Welcome Center and at the Delegation Welcome Center.

Oversee the accreditation & credential check-in process at the Delegation Welcome Center and Credential Center at the Egan.

Assist the Accreditation & Registration Coordinator in any area that the Coordinator needs assistance in and assume leadership role in absence of coordinator.

Provide assistance as needed to other functional areas such as credential check in, information services, and zone access.

**Qualifications:**

- Attention to detail
- Ability to handle different tasks
- Handle long hours
- Computer knowledge and proficiency
- Customer service background
- Experience interacting with different groups
- Valid driver's license

**Accreditation Associates  
2001 Special Olympics World Winter Games Alaska  
Volunteer Job Description**

**TITLE:** Accreditation Associates

**DEPARTMENT:** Delegation & Participant Services

**SUPERVISOR:** Accreditation Leader

**SUMMARY:** Verify, produce, and distribute credentials to delegations upon arrival at the DWC; produce and distribute credentials at the Welcome Center

**Duties and Responsibilities:**

Gain a full understanding of the accreditation process, including active partners (SOI, GMS) data verification, credential production, credential assignment, and credential distribution.

Check –In and verify delegation registration information with the Head of Delegation.

Verify ID, produce, and distribute credentials to all delegations upon arrival at the DWC.

Produce and distribute replacement credentials to selected constituent groups at the Welcome Centers

Provide additional credential badges to selected constituent groups (i.e. Family and Media) as needed.

Provide assistance as needed to other functional areas such as credential check in, information services, and zone access.

**Qualifications:** Attention to detail  
Ability to handle different tasks  
Handle long hours  
Customer service background  
Experience interacting with different groups  
Valid driver's license

**Specifications of a Associates:**

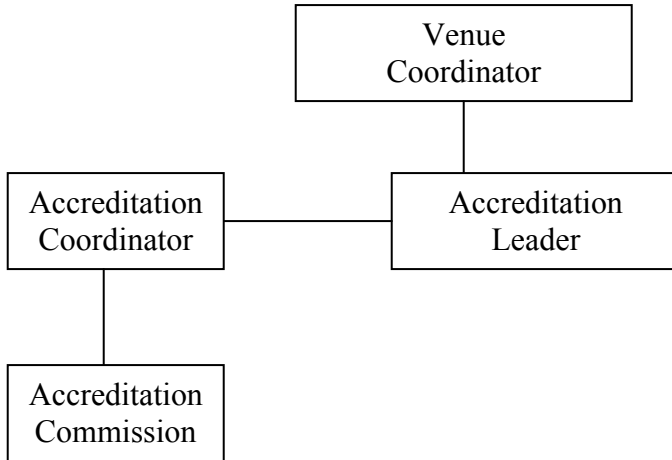
Accreditation Check –In: Does only check-in information w/HOD's.

Credentials: The taking and producing of credentials only.

Housing: Calls the villages and lets them know their delegation stay at the village has arrived at the DWC and will be at the village by a specific time.

**Section IV: SCOPE/FUNCTION OF ACCREDITATION MANAGEMENT**

**A. Accreditation Functional Area Organizational Chart**



**B. Accreditation Functional Area Job Descriptions**

As members of the Accreditation Functional Area Committee, the following individuals will be responsible for specific accreditation related functions and will report directly to the Venue Coordinator at the venue. If any major problems the Leader with contact the Accreditation Coordinator. Job descriptions for those persons that are charged with implementing the operations plans for Accreditation Committee are as follows:

**Venue Accreditation Leader  
2001 Special Olympics World Winter Games Alaska  
Volunteer Job Description**

**TITLE:** Accreditation Leader

**DEPARTMENT:** Delegation & Participant Services

**SUPERVISOR:** Accreditation & Registration Coordinator

**SUMMARY:** Provide replacement credentials and day passes to staff, volunteers, participants, and other persons with official business at the competition venues.

**Duties and Responsibilities:**

Understand and enforce the policies and procedures for the day pass and recredential operation at the venue.

Provide replacement credentials as needed to volunteers (and other constituents as determined by the GOC) upon check in to the venue.

Insure that replacement credentials for volunteers (or other constituent groups) have the corresponding zone access for the associated job function (or indicates the zone access for that constituent group).

Provide day passes as needed to staff and participants upon check in to the venue, and as needed to other persons (such as vendors, university staff, and construction crews) with official business at the competition venues.

Log all replacement credentials and day passes for each day and fax to the Credential Center once the competition venue closes.

Provide assistance as needed (and directed by the Venue Coordinator) to other functions at the venue, including volunteer check in, information services, and zone access officials.

**Qualifications:** Attention to detail  
Ability to handle different tasks  
Customer service background  
Experience interacting with different groups  
Valid driver's license

**Airport Venue Accreditation Leader  
2001 Special Olympics World Winter Games Alaska  
Volunteer Job Description**

**TITLE:** Airport Venue Accreditation Leader

**DEPARTMENT:** Delegation & Participant Services

**SUPERVISOR:** Accreditation & Registration Coordinator

**SUMMARY:** In charge of informing the Delegation Welcome Center on arrival of flights for delegations.

**Duties and Responsibilities:**

Help welcome Delegations arriving into Anchorage at the Anchorage International Airport.

Escort the Delegations down to transportation at the airport, which will transport the delegations to the Delegation Welcome Center.

Inform the Delegation Welcome Center on the arrival of each delegation and whether or not the whole delegation has arrived or if some of the delegation are missing.

Inform the Delegation Welcome Center if a delegation is not on their scheduled flight and will be arriving on a late flight.

Communicate with the Airport on when flights actually arrive, to communicate to the meet and greet people at the airport.

Provide assistance as needed to other functions at the venue, including volunteer check-in, information services and zone access.

**Qualifications:** Attention to detail  
Ability to handle different tasks  
Handle long hours  
Customer service background  
Experience interacting with different groups  
Valid driver's license

## **C. Games Times Committee Structure**

### **1. General Committee Structure**

As most World Games functional area, Accreditation & Registration Operations has a Pre-Games and a Games time structure. Accreditation and Registration Operations has established a functional volunteer committee with a commissioner and committee members with expertise and knowledge necessary to successfully meet the strategic goals of the GOC. The committee will be trained on the detailed plans and define staffing needs. They will ensure that all plans are integrated with all Games divisions.

### **2. Pre-Games Committee Structure**

Pre-Games, Accreditation and Registration Committee is responsible for interfacing with Venue Management and Security regarding the development of zones within the venue, designing credentials and determining default zone access for each constituent group, determining volunteer needs, registration all delegates, volunteer training, determining equipment needs, developing policies and procedures (including day pass and recredential issuances), and developing, producing and distributing credentials to those constituents who are eligible for credentials prior to the Host Team Program.

### **3. Games Time Structure**

Games-time, the Accreditation Committee is charged with overseeing the accreditation operations during the 2001 SOWWGA. These operations include the Delegation Welcome Center (DWC), the Hilton Re-Credential Center, and the various competition and non-competition venues, and any additional locations where credentials will be needed. Led by the Accreditation Coordinator, the Accreditation Committee is mostly comprised of persons with a strong computer/technical background.

Under the direction of the Accreditation Coordinator and the Accreditation Committee will focus on the advance planning that is crucial to stage a successful world class event. The planning will take into account the numerous interfaces with different departments /committees, most notably the interfaces with the competition and non-competition venue teams. Accreditation Leaders and Accreditation Associates may have dual reporting roles during the Pre-Games time period: seating on the specific venue team as well as seating on the actual committee. In this role, the individual will disseminate information between the venue team and committee. Also during the Pre-Games period, the Committee will work together to develop, produce, and distribute credentials to selected constituents.

During the Games, the Accreditation Committee will serve in their functional roles in management positions, overseeing the operations at the DWC, Hilton Re-Credential Center, and on the competition venue teams. Accreditation will be represented at all competition venues, as well as at selected non-competition venues. Because of the unique nature of Accreditation, representation will also be needed on a number of non-competition venue teams such as at Opening and Closing Ceremonies and at the Ted Stevens Airport. In addition, Accreditation will interface with other 2001 World Games constituents such as Honored Guest/VIP's and the participating hotels (Village locations).

Staffing levels of Accreditation Leaders and equipment levels at the competition venues will vary depending upon the size of the venue in question. Due to the likelihood that more day passes will be issued at the Floor Hockey venue, since it's the largest venue, staffing levels of 1-2 persons per shift is currently estimated. In addition, Alpine Skiing Venue is on two different sides of the hill so 2 Accreditation Leaders will be needed. Staffing levels at the venue, the accreditation function may be combined with another TBD volunteer job function. Equipment and supplies of day passes will also vary according to the venues. This format can also be applied to the non-competition venues, with the larger non-competition venues having more personnel and equipment than smaller venues. Game day timelines for accreditation are TBD, however it is currently estimated that Accreditation Leaders will need to arrive 1 hour before general volunteers arrive at the venue or an hour before zone access control begins.



## **Section V: ACCREDITATION & REGISTRATION GUIDELINES AND POLICES AND PROCEDURES**

Accreditation & Registration Operations will assume responsibilities for planning and organizing the development, production, and distribution/delivery of credentials (including day passes and recredentials) for all persons in attendance at the Games who will require a credential to be granted entry into well defined zones at both competition and non-competition venues. In coordination with SOI, and GMS, Accreditation Operations will provide credentials for all Delegations, Families, Media, Honored Guest, Vendors and Staff. They are also responsibility for registering all Delegations in the Games Management System.

### **A. General Guidelines**

Accreditation will occur in three phases during the 2001 World Games: Initial distribution of photo or non-photo credentials issued to constituents upon confirmation of their registration.

A day pass operation at the venues that will allow constituents access during venue operations but will require them to be recredentialled. Recredentialing of constituents at a central recredential site.

Credential badges for the 2001 SOWWGA will be either photo or non-photo credentials. Only Delegations, Staff (SOI & GOC) and Delegation Assistant Leaders(those persons that may have one-on-one contact with delegates) will receive a photo credential. All others who are to be credentialed will receive a non-photo credential.

Accreditation for all Delegations will take place at the Delegation Welcome Center (DWC) at the Alaska Seafood International. In addition to accreditation, the DWC will provide restrooms, lounge areas, entertainment, food and drink, and phones for the arriving Delegates. For safety, identification and tracking purposes, all delegates will receive their credentials before going to their Village location. The DWC will become active prior to international delegation arrivals for the Host Team Program (February 28<sup>th</sup> – March 3<sup>th</sup>) and will accredit delegations as they arrive for that program. International delegations that do not participate in the Host Team Program will be accredited upon arrival on the US delegations will be accredited upon their arrivals on. Accreditation will have a list of all officially registered delegation members and will not accredit anyone who is not on the official list. In addition, SOI (and Regional Advisors or their assistants) will be on-site to address any registering at the DWC. Accreditation will interface with GMS to have a large number of photo machines on-site to minimize waiting time and lines for the delegations.

Accreditation will capture Delegations' photos in advance of their arrival, thereby shortening the delegations' length of stay at the DWC. As part of this process, the GOC will work closely with SOI, and GMS to select certain delegations for participation in this endeavor. By using either format, credentials can be pre-printed and organized by delegations, allowing delegations to move through the accreditation process quickly. For those delegations that DO NOT participate in the photo capture program, photos will be taken at the DWC and credential badges will be made on site. Upon arrival at the DWC, the HOD (or selected delegation representative) should collect verification. The HOD would only be required to match passport photos with the corresponding delegation credential if the credentials are pre-printed. If credentials are to be produced on-site, the DWC volunteers would verify the passport photo and the credential photo.

Should a delegation be divided due to different flight schedules, the HOD or Assistant HOD can check in one part of the Delegation. Once that part of the delegation is all check-in, they can be transported to their village. But the Assistant HOD or HOD needs to come back to the Delegation Welcome Center to help verify the second part of his/her delegation.

Accreditation will be responsible for issuing replacement credentials during the Games. Accreditation will move to the Hilton Re-Credential Center beginning March 2<sup>nd</sup>. Any delegation or staff member who needs a replacement credential will be required to go to the Hilton Re-Credential Center. Media, Family and Honored Guest will oversee the distribution of replacement credentials to their constituents at respective Centers. Volunteers will receive daypasses at Volunteer Check-In at each venue.

Accreditation will produce credentials ahead of time to extent possible for all constituents groups that will receive non-photo credentials. Constituents groups such as Family Services and Media will be expected to take receipt of their respective credentials after production and will distribute these credentials from their respective centers. Honored Guest credentials will be produced ahead of time and delivered to the Honored Guest Committee for distribution. Also, Staff (SOI and GOC) photo credentials will be produced ahead of time and distributed, picked up, and signed for as early as possible.

Accreditation will be responsible for issuing day passes at the venues during the Games for those persons needing access into the venue despite losing their credential. Accreditation may be combined with other TBD volunteer functions. Accreditation volunteers will be cross-trained in any area(s) where volunteer functions are combined to ensure they are knowledgeable of the appropriate policies and procedures for that area.

Digital cameras and photo machines equipment and technical support personnel used at the DWC and Hilton Re-Credential Center for photo and non-photo credentials.

GMS equipment and technical support personnel for database management at the DWC and the Hilton Re-Credential Center.

Delegation Welcome Center (DWC), the central accreditation site located at Alaska Seafood International. Arriving Delegates will receive their initial credentials and be entered into the GOC tracking system at this location. Housing Operations will be notified by a representative at the DWC to verify delegation room assignments.

Re-Credential Center is located at the Hilton Hotel for replacement credential distribution to Delegates and Staff.

Accreditation Operations will be represented at all competition venues (and selected non-competition venues) for the distribution of day passes.

Accreditation Operations will require computers, all Registration Databases, Printers, Fax Machines, Telephones, Card Stock, Lanyards, Day Passes and Laminating machines.

Accreditation Operations will work closely with SOI registration personnel to oversee verification of delegation registration information at the DWC and other locations as needed.

Registration of all delegations will be entered into the Games Management System in a timely and efficient manner.

Accreditation Commissioner, Venue Coordinators and the Accreditation Coordinator will only be the ones entering in the Delegations information into the Games Management System.

## **B. Functional Policies**

In coordination with Venue Management and Security, Accreditation will assist with the creation of zones at the venues and will develop default zone access entry for all constituent groups. Entry into a controlled access zone is not permitted without the appropriate credentials and/or corresponding day pass. NO EXCEPTIONS.

Credentials will be photo or non-photo. Photo credentials (roughly 2,500) will be reserved for the delegation, Staff (SOI and GOC) and Delegation Assistant Leaders that may have one-on-one contact with the Athletes. Non-photo badges (roughly 12,000) will be issued to the remaining Volunteers,

Family, Media, Honored Guests and Vendors. All Delegations, Staff and Volunteers and Media will have their names on their credentials.

Where possible, credentials will be distributed to Media, Family, Volunteers, Honored Guests, Vendors and Staff prior to the Host Team Program. Delivery from Accreditation to the respective GOC departments and sites and hours of distribution for their constituents will be determined in coordination with the corresponding department. Media, Honored Guests, Vendors, and Family will receive generic, non-photo credentials.

Persons losing their credential are responsible for reporting this to Accreditation. After reporting the lost credential, the person can obtain a Day Pass at the venue (competition and selected non-competition) to be granted entry into the venue to perform their role/function. The Day Pass is valid for entry at that particular venue for 24 hours. Should the person not find their credential within the 24 hour period, they are required to obtain a replacement credential for the Hilton Re-Credential Center (in the case of Delegations, Volunteers and Staff) or their corresponding constituents Centers (Families, Media and Honored Guests will go to their respective sites to receive replacement credentials). Photo identification is required of all persons to receive a Day Pass or replacement credential. Day Passes at sports venues is located at the Information Services Desk.

A policy for those Delegations that lose their credential while in their Host Team is determined. If the delegate loses their credential during Host Team, they will be motor pooled to the Delegation Welcome Center to pick up a replacement badge. This will only happen on the 1<sup>st</sup> of March. Starting the 2<sup>nd</sup> of March, they can obtain a replacement credential from the Hilton Re-Credential Center before they will be granted entry into the Villages. Accreditation will work with GMS and SOI to ensure that the number of machines, training, and personnel are more than sufficient to provide a superior level of service and to facilitate the accreditation process in an efficient and timely manner. In addition, Accreditation will interface with GMS regarding the photo capture process for Delegations (both pre-arrival and on-site photos), and Staff.

Accreditation will interface with Venue Management and logistics regarding space allocation and equipment needs at both competition and non-competition venues.

Space allocation at the venue should be large enough to accommodate 1-2 tables for the Accreditation Leaders to verify a constituent's identity and need to be at the venue, zone access, issue a Day Pass, and record the information.

- ***Accreditation Leaders at non-competition and competition venues didn't need their own table to work off of.***

- ***Accreditation Leaders can share a table with another functional area and even the job duties.***
- ***There is no need for more than one leader for each venue.***

Office supplies and Day Pass supplies will be checked daily by an associate to ensure that sufficient quantities are on hand to permit the Venue Accreditation Check-In. As constituents will need credentials to access specific zones in the venue, Accreditation will be located close to the entrance to the venue. To confirm the identity of the constituents in questions and issue the correct Day Pass, Accreditation Leaders will need access to telephones, fax machines, and a radio at each venue.

The Hilton Re-Credential Center will require a similar amount of personnel and equipment as the DWC. Equipment and supplies will be transferred to the Hilton Re-Credential Center after the DWC ceases operation. Accreditation Operations at the Hilton will be located on the second floor of the Hilton center in the Susitna Room.

## **C. Procedures**

### **1. Delegation Welcome Center Procedures**

***Procedures and Polices mentioned in the Accreditation and Registration Operations Plan worked well. Under the Delegation Welcome Center there were a few procedures that we didn't follow.***

- ***Instead of using colored cards to show that delegations were ready to exit the building or get their pictures taken we used word of mouth with the volunteers.***
- ***Instead of inserting a card for a missing credential we wrote the missing persons name on the outside of the Delegation folder full of credentials.***
- ***Included in this after action binder there are copies of the paperwork used at the Delegation Welcome Center that the Head of Delegations used to verify registration information.***

***Recommendation to making the flow at the Delegation Welcome Center move smoother have a separate door for Delegation Entrance and Exit.***

The Delegation Welcome Center will be the largest Accreditation operation during the Games. Personnel and equipment needs (digital photo machines, printers, laminating machines, fax machines, radios, computers, telephones, tables, furniture, etc) will be determined in concert with SOI, GMS, Delegation Welcome Center, and GOC departmental areas. Signage in the airport and the space allocation at the airport will be determined in conjunction with the Ted Stevens Airport Venue Team. Plans for determining Delegation flow and length of stay at the DWC will be based upon the number of machines on-site.

The following will be included for each delegation from the pre-credentialing group: 3 copies of the Delegation Roster. One copy for the

Accreditation Supervisor, one for the Delegation Assistant meeting the flights and one copy to the check-in clerks.

Each delegation package with available pre-produce credentials will be sorted by Name. If a credential is not produced for a participant, then a card will be in its place labeled with the appropriate information for the Accreditation Associate. The care will include the participants tracking number and the full name of the participant.

Signature pages for the HOD to sign that all information is correct and all participants in the delegation have their credentials.

The SOI registration desk is for Delegations that bring participants not registered, that need to be registered to participate in the World Games. SOI has to go over all of their paperwork and give the final approval to register them into the system.

The Accreditation Leader needs to be notified when the following events happen: Delegation flights have arrived, delegation members will need to register at the SOI Registration Desk and communicate which delegation members have arrived.

At the arrival of the delegation at the gate, the Accreditation Leader will be notified. After the Accreditation Associate verifies each member of the delegation arrival, will notify the Accreditation Leader by radio either: All members of XXX delegation have arrived or the following members have arrived or all members except for the following.

If any member of the delegation has not registered, those individuals will be led to the Special Olympics International desk to be registered. At this point, the Accreditation Associate will communicate to the Accreditation Leader to expect the registration summary paperwork for the SOI desk. After registration is completed, a summary page with only information necessary for Credentialing will be given to the Accreditation Associates.

The HOD (or their designate) and the DAL will arrive at the Delegation Check-In Area. This area will be staffed with multiple Accreditation Associates. The queuing area will be set up in such a way that the next available clerk will handle the next in line. The HOD and the DAL will inform the Accreditation Associates will go to the back table and pick up the delegation package.

If the delegation has not all arrived together, the delegation packet will have the credentials of the members that have arrived separated. This will be a result of the Accreditation Associate greeting the delegation.

The Accreditation Associates will determine if credentials need to be produced on site. If all of the credentials are available for the delegation, the Accreditation Associates will hand the credentials to the HOD to verify. Upon verification, the HOD will sign that all credentials have been delivered. At this point, the HOD will be told that they are ready to leave the DWC, and will direct them to an Accreditation Associate, which will help escort the delegation to the exit. The Accreditation Leader that this delegation processing is complete and ready to be picked up by transportation.

The Accreditation Associates has now determined that the delegation does not have all of the credentials available. This can be determined because in the credentialing pack, there will be some credentials that have a label attached to a card in place of the credential. At this point, the Accreditation Associates will have the HOD: verify the completed credentials are correct, sign for the credentials that have been completed and are correct, hand him one stack with the credentials that have been completed, hand him the second stack with the cards that hold the information for credentialing and hand him the other paperwork to be given to the Accreditation Associate in the credentialing area.

The Accreditation Associates will direct the HOD to go back to their delegation and distribute the completed credentials to the participants. The HOD will gather up the members of the delegation that need to have credentialing done and have them queue up at the waiting area, before entering the Credential Area at the DWC.

The exit queuing area is a temporary holding area to control traffic for delegations that are trying to exit out to the shuttle pick up area. These are three conditions that delegations will be here: All or part of the delegation members need to have credentials done, the entire delegation has its credentials and need to go to the exit to the shuttle stop and part of the delegation that needed their credentials is now done and is waiting at the shuttle stop, and the remaining portion of the delegation is now exiting to meet them at the shuttle stop.

The Accreditation Associate will be responsible for controlling the flow of traffic into the Credential Area and exiting to the shuttle stop. As the HOD's come to the exit queuing areas, the Accreditation Associate will determine which of the 3 reasons above the HOD has shown up for. He/she will give priority for case #3, getting those HOD's that have been separated for the credentialing process back together just as soon as possible.

- 1. Case 1 – Queued group needs to have credentialing done**  
The HOD will show the Accreditation Associate the **Red** card indicating that their group needs to get credentials processed. The Accreditation Associate will then separate that group from the remaining in the queuing area. He will contact via radio his counter part Accreditation Associate at the entrance of the Credential Area that he/she has a delegation of x number of people that are waiting in the exit queuing area to have credentials created. The credential area associates will assess the room in the Credential Area and determine if the exit queue area should allow the group to proceed to the credential area. When the Credential Associate has given the authorization to allow the delegation to enter the Credential Area, the associate will escort the delegation into the Credential Area.
- 2. Case 2 – The entire delegation has its credential and is exiting to the shuttle stop.**  
The HOD will give the Accreditation Associate the **Blue** card indicating that their delegation is ready as a whole to go to the shuttle stop. The Associate will contact transportation at the shuttle stop authorization to allow the group proceed to the shuttles. When the Associate is authorized, he will direct the delegation to the shuttle stop.
- 3. Case 3 – Part of the delegation needs to be credentialed and the rest is waiting at the shuttle stop.**  
The HOD will give the Accreditation Associate the **Green** card indicating that the group with him/her has its credentials, and part of the group that needed to have credentials is now in the Credential Area and we needed to allow this group to join their fellow delegates. This group will be given priority to exit is that they can rejoin their delegation. The Associate will contact the shuttle stop for authorization to allow the group to proceed to the shuttle stop. When the Escort is authorized, he will direct the delegation to the shuttle stop.

When delegations need to have participant credentials created, they will be escorted in a controlled manner for the Delegation Lounge Area in the



DWC to the credential area. The initiation of this process is the communication from the DWC Associate to the Credential Area. When the Credential Area has room to process they will be escorted in the area.

When the HOD arrives at the entrance of the Credential Area, he/she will hand his paperwork to the Accreditation Associates. The Associate will take the paperwork and place on the board the Name of the delegation and the number of credentials to be produced.

As the primary purpose of the DWC is to process all delegations ensuring that they have their credentials, it is critical that the interface between the delegations and the Accreditation Associates. To assist in this, listed below is an very high level description of the Accreditation Process for the Associates perspective.

As the delegations arrive at the DWC, it will be one Associates responsibility to escort the delegation to the lounge area. At this time, another Associate will escort the HOD, and DAL to the Credentialing Check-In Area.

The HOD's will proceed with Associates and DAL's to the Credentialing Check-In area at the south side of the DWC. At this time, the Accreditation Associate will start the verification process of the credentials. It is expected that the DAL will be there to assist if there is a language issue as well as any language service individuals. At this point, the process will continue in one of two ways:

**1. Case 1 – All Credentials are Available**

In case where the entire delegation has sent in photos so all Delegations credentials are ready, then after signing the appropriate paperwork, the Associate/DAL will guide the HOD back to their delegation group. At this point, the Accreditation Associate has radioed Transportation to send the appropriate bus. The Associate will assist in distribution of the credentials as needed, and they will then lead the delegation north side of the DWC where the exit will be located. At this point, the Associate will inform the Accreditation Supervisor that this delegation is completely credentialed, and is exiting the DWC to meet their bus.

**2. Case 2 – Some portion of the delegation must be credential on site**

In the case where part of the delegation needs to have credentials produced on site, Associate/DAL will

accompany the HOD back to their delegation group. At this point, they will assist in distributing whatever credentials are ready to those participants. The Associate/DAL will assist in leading the HOD and the delegation that needs credentials to be taken to the south side of the DWC. At this point, the Associate will inform the Accreditation Associate in the Credential Area that they are with XXX delegation and have XXX credentials to be taken. They will remain with the delegation until the Accreditation Associates verifies that the credential area is able to take this delegation. When giving the okay to exit, the Associate/DAL will lead the delegation out to the shuttle stop.

Upon arrival in the credential area, the Associate/DAL (along with the Accreditation Associates) will assist the HOD and any coaches in queuing up the athletes at the appropriate imaging stations. The Associates will show one member of the delegation where to wait at the exit point. At this time, the Associate/DAL (along with the Accreditation Associates) will assist in showing the remaining coaches in guiding the participants to the gathering point at the end of the Credential Area when they are finished taking pictures.

When all of the credentials are done the HOD will be called over to the Accreditation Associates who handles all of the Accreditation paperwork with the HOD. It is expected that the Associate will find the HOD in the Credential Area when requested by the Accreditation Associate. At this point, the Associates will radio Transportation to send the appropriate bus. The delegation can now exit the Accreditation Area to their bus.

In the case where the a delegation was split up to have a portion of the delegation to get their credentials taken, it will be the responsibility of the Associate to walk back up to the DWC to that delegation's waiting area, and lead that delegation to south side of the DWC where the exit will be located.

At this point, the Associate will inform the Transportation people that this delegation is completely credential and will be meeting their other half by the bus loading area. They will proceed to the exit and get on their bus for the villages.

## **2. Credential Center Procedures (Hilton)**

The Hilton Accreditation Leader needs to be notified when the following event happens: when the Accreditation Leaders at a venue issues a day passes to participants, the Accreditation Leader needs to fax the list of

names to the Hilton Accreditation Leader, so he/she knows who is being recredentialed that evening.

Participants of the 2001 Special Olympics World Winter Games Alaska that lose their credential will visit the Credential Center at Hilton to get a new one. The participants that have lost their badge will check in with the Accreditation Associates. They will verify their information with the Clerk. Once all the information is verified and okayed, credentials can be produced. The Accreditation Associate will pull up the participants information and sends it to the badge producing machine. Once the badge is produced, removed and puts on the lanyards and hands the participant their credential. Once the participant receives their credential they sign off on a sheet of paper, that they have their new credential. After the follow process has been credentialed, the participant is ready to participate in the 2001 Special Olympics World Winter Games Alaska.

### **3. Day Pass Procedures**

All Accreditation/Day Pass information and personnel will be located at the Information Services table in each Venue.

It is responsibility of the Venue Accreditation Leader to control and provide day passes to those constituents who may loose their credentials. Each leader will have in their possession a binder containing lists of Delegations, Staff, Medical, Official, Law Enforcement, Families, Media, Honored Guests, Sponsors, Vendors (facility Personnel) and Venue Recredential Forms.

Persons losing their credential are responsible for reporting this to Accreditation. After reporting the lost credential, the person can obtain a Day Pass at the venue (competition and selected non-competition) to be granted entry into the venue to perform their role/function. The Day Pass is valid for entry at that particular venue during hours of operation. Should the person not find their credential within the 24 hour period, they are required to obtain a replacement credential from the Recredential site. Photo identification is required of all persons to receive a Day Pass or replacement credential.

In order to do so the Leader must obtain valid identification as well as other pertinent information such as which delegation the person is with. This will enable the leader to access information within the binder faster.

If identification is not available, information known only to that person or the coach will be available on the hard copies in order to verify identity. In many cases athletes will not have identification on their person and will

only be able to provide you with information that they know. In this instance coaches can also verify identity.

In case there is a suspicion of identity the Accreditation Leader will have access to the GMS system in order to look up and verify the identity of the delegate. Photographs will have been taken at the Welcome Centers and imported into the GMS system.

Once identity has been verified a day pass will be issued to the constituent. It is necessary for the Accreditation Leader or Venue Coordinator to sign off on the Venue Recredential Form. As it is ultimately the responsibility of the Accreditation Leader and/or Venue Coordinator to control the issuance of Day Passes only to those constituents who are permitted access to the venue and its defined zones.

All day passes will be approved by the Accreditation Leader or the Venue Coordinator. It is acceptable for an Accreditation Assistant or another volunteer to authorize day passes, if there is an instance where the Accreditation Leader give authority to do so.

Please notify the delegate that it is necessary for them to be recredentialled at the Egan Center before the start of competition the following day. There are special circumstances that will allow for the credential to be dropped off at the delegate's village.

At the conclusion of events at each venue the Venue Recredential Form is to be looked over and verified by the Accreditation Leader then signed and faxed to the Egan Center which will serve as the Recredentialing Center.

The decision was made to have the Volunteer Leader at each venue have the authority to recredential volunteers who loose their credentials as it not necessary to make a volunteer travel to the Recredentialing Center to obtain a new credential.

If a volunteer looses a credential please send them to the volunteer check in to obtain a new pass.

All other day passes will be handled through the Accreditation Leader. Identification is required for anyone including staff to obtain a daypass.

#### **4. Registration Procedures**

Media, Families, Honored Guest and Volunteer registration will be entered into their functional area database, by the appointed person under that functional area.

Registration Coordinator will oversee which database the above functional area is using and who is in charge of that database to make sure it's compatible with the credential system.

The registration coordinator is in charge of entering or registering delegates into the Games Management System. Help will be provide by the Commissioner and the Venue Coordinators.

The registration coordinator will be in charge of manning the Delegates registration information in the Games Management System as well as the hard copies.

Once all delegates are registered, the coordinator will send out conformation letters to the delegation to make sure the GOC has the correct information and if changes need to be made.

Once conformation letters are received back to the coordinator, the changes and updates will be made in the Games Management System and will be ready for Venue Coordinators to go the Divisioning of the athletes.

**D. Hilton Recredential Job Description/Revocation Contingencies**

**2001 Special Olympics World Winter Games Alaska  
Job Description**

**POSITION/TITLE:** Accreditation & Registration Coordinator

**DEPARTMENT:** Delegation & Participants

**SUPERVISOR:** Director of Delegation & Participants

**QUALIFICATIONS:** Strong technology/computer background  
Experience in the coordination of large events  
Excellent management and leadership skills  
Computer proficiency (e-mail, data base applications, etc)  
Excellent communication skills (oral, written, and people)  
Commitment to devote time as needed to accomplish goals

**SUMMARY:** The Accreditation & Registration Coordinator is responsible for managing all details related to the accreditation process of Special Olympics Games participants (athletes, coaches, delegates, families, media, VIPs, volunteers, and staff) including operations at the DWC, Villages, competition venues, and non-competition venues. The Coordinator is also responsible for all registration of Special Olympics Games athletes, coaches and delegate participants and the venue coordinator for the Delegation Welcome Center.

**DUTIES & RESPONSIBILITIES:**

- Serve as the primary contact between the Accreditation Function Area Committee, Delegation Welcome Center, GOC Staff, SOI, and GMS III.
- Run and oversee the Welcome Center Venue Management Team.
- Run and oversee the Egan Credential Site.
- Recruit and train Accreditation Functional Area Committee Members and Volunteers (with assistance from GOC)
- Oversee the volunteer needs assessment and volunteer training for all accreditation related functions
- Assist with the technical interface between GMS III, SOI and the GOC

- Assist with development of the credential badge for all constituents and with defining the corresponding default access for each constituent group
- Assist Venue Management and Security with the development of access zone definition at the venues
- Assist with the development of the policies and procedures covering all accreditation related functions during the Games
- Determine quantities of supplies needed to service all SOWWGA attendees that will require a credential
- Oversee the development and distribution of credentials to all constituents (Participants, Volunteers, Staff, Vendors, Media, Honored Guests, Families, and Friends)
- Oversee all divisions of Accreditation Operations (DWC, Village Recredential Centers, Venue Day Pass Operation, and pre-Games Accreditation Operations)
- Interface with any/all GOC Departments/Committees to ensure that all areas of integration are addressed
- Preside over all Accreditation Committee meetings and functions (insuring documentation is kept)
- Prepare a monthly progress report for the Director of Support Services
- Submit a comprehensive After Action Report by May 01

## E. Revocation Contingencies

### Volunteer Staff

### Revocation Contingencies

#### **Purpose:**

To provide uniform protocols in resolving issues involving the possible loss of credential privileges to **Volunteer Staff**, and to establish procedure by which credential privileges will be revoked.

There are nearly limitless instances in which someone's actions may be prohibited by either policies of the **Games Organizing Committee** or by statutory law. It is impossible to list a procedure for each. Therefore the following guidelines shall be used to provide a consistent response when dealing with such instances.

#### **Policy:**

Once an incident takes place, the observing representative will notify the **Functional Area Leader** in charge of the offending volunteer. The **Functional Area Leader** will determine if the incident was self-resolving or if intervention is required.

If intervention is required the **Functional Area Leader** will approach the volunteer to determine if compliance can be readily obtained if the incident was **non-criminal** in nature. If so, appropriate notifications, if any are made and the issue is resolved. If not, the **Functional Area Leader** has two routes to follow.

If the incident involves **NO** criminal activity, the **Functional Area Leader** contacts the **Volunteer Services Leader**. The **Volunteer Services Leader** determines if satisfactory resolution is possible on site. If so, appropriate notifications, if any are made and the issue is resolved. If not, the **Volunteer Services Leader** contacts **Security**.

**Security** will reclaim possession of **GOC** credentials, escort the offender from the site and disseminate information as necessary about the incident.

If the incident involves **criminal** activity, **Security** is immediately notified as well as local law enforcement and the **Venue Coordinator**. The volunteer surrenders **GOC** credentials to **Security**, and if law enforcement does not take the offender into custody, **Security** escorts the offender from the site. **Security** then makes the proper notification to the **Venue Coordinator** and disseminates information pertaining to the incident and offender as necessary.



**Purpose:**

To provide uniform protocols in resolving issues involving the possible loss of credential privileges to various **Non-Volunteer Credential Bearers** (Athletes, Coaches, Heads of Delegation, Media, Family, etc.), and to establish procedure to revoke credential privileges.

There are nearly limitless instances in which someone's actions may be prohibited by either policies of the **Games Organizing Committee (GOC)** or by statutory law. It is impossible to list a procedure for each. Therefore the following guidelines shall be used to provide a consistent response when dealing with such instances.

**Policy:**

Once an incident occurs, observing representative will notify the **Functional Area Leader** in charge of the offending member. The **Functional Area Leader** will determine if the incident was self-resolving or if intervention is required.

If intervention is required, the **Functional Area Leader** approaches the group member to determine if compliance can be readily obtained if the incident is **non**-criminal in nature. If so, appropriate notifications, if any are made and the issue is resolved. If not, the **Functional Area Leader** has two routes to follow.

If the incident involves **NO** criminal activity, and is not politically sensitive, the **Functional Area Leader** contacts the **Venue Coordinator**. The **Venue Coordinator** determines if satisfactory resolution is possible on site. If so, appropriate notifications, if any are made and the issue is resolved. If not, **the Venue Coordinator** then contacts **Security**. If no resolution is forthcoming, **Security** reclaims possession of **GOC** credentials, escorts the offender from the site, and disseminates information as necessary about the incident.

If the incident is politically sensitive and no resolution forthcoming, the **Venue Team Director** will contact **GOC Venue Management**. If **GOC Venue Management** cannot reach a satisfactory resolution then the **GOC Operations Center** will be notified. If the **GOC Operations Center** cannot reach satisfactory resolution then **GOC Administration** will be notified. **GOC Administration** will resolve the incident and notify all areas affected.

If the incident involves **criminal** activity, **Security** is immediately notified as well as local law enforcement and the **Venue Coordinator**. The group member surrenders **GOC** credentials to **Security**, and if law enforcement does not take the offender into custody, **Security** escorts the offender from the site. **Security** then makes the proper notification to all affected areas and disseminates information pertaining to the incident and offender as necessary.

## Section VI: APPENDIX

### A. Zone Access

#### ACCESS CONTROL AT THE COMPETITION VENUES 2001 Special Olympics World Winter Games Alaska

To control the access points at the competition venues – there will be two ways of implementing controlled access; zone allocation numbers and acronyms found on credentials.

##### 1. Zones

There will be *eight different zone allocations credential* for the 2001 Special Olympics World Winter Games Alaska. These zone allocations will be the same at all competition venues, with limited exceptions (determined by the venue team, with meetings between safety, competition, medical, venue coordinators and other functional areas - as needed). The credential should be in clear view at all times when working at a venue.

**The first zone allocation is the “Infinity Symbol”.** The “Infinity Symbol” will be issued to paid staff, and others determined by the GOC (i.e.: certain medical and security personnel, SO, Inc. staff) – and those personnel that may need to leave a venue and proceed to another venue for any reason. The “Infinity Symbol” zone is to be representative of the term “all access zone”. This will allow personnel with an “Infinite Symbol” allocation to enter any venue – allowing the personnel to access any area representing a function of the 2001 Special Olympics World Winter Games Alaska organization. This zone allocation (“Infinity Symbol”) needs to be limited and given to personnel that have reasons to be needed at more than one venue.

**The second zone allocation is the “Infinity Symbol w/a Zone”.** The “Infinity Symbol and Zone” will be issued to volunteers or other functional areas determined by the venue coordinator that needs all access to all venues, but only a specific zone at the following venues. Any example, say an owner of a Vendor is having vendor at every venue, that would receive a credential that would have an Infinity Symbol but the zone 3 on it, because that is the only area that vendor needs access too.

**The third zone allocation is the number “1”.** The “1” zone will be issued to those persons that have vital operational functions at the venue, such as Leaders of the Venue team and assistant leaders, as well as other volunteers on the competition staff and certain other functional areas – as determined by the Venue Team. The “1” is to be representative of the term “Back of House”. This zone is restricted within the specific venue. This zone is where most operations and communications activity will occur at the venue. This area needs to be secluded from the public’s “eyes and ears”, for purposes of safety and security of all persons at the venue (especially the athletes).

**The fourth zone allocation is the number “2”.** The “2” zone will be issued to those persons that have access to the venue’s open areas, image and look of the venue. The “2” is to be representative of the term “Venue/Image Area”. This zone is for volunteers that may be working the Information Services, Accreditation, Language and Media table inside the venue and any other functional areas as determined by the Venue Team. This zone will also be for the Media PAL’s to escort Media to areas around the Field of Play for pictures and stories.

**The fifth zone allocation is the number “3”.** The “3” zone will be issues to those persons that are vendors of food and merchandising. The “3” zone is to be representative of the term “Vendor/Merchandise”. This zone is inside the venue at the area the Vendor or Merchandiser will be present. This zone will be for vendors and volunteers that are selling 2001 World Games Merchandise and certain other functional areas as determined by the Venue Team.

**The sixth zone allocation is the number “4”.** The “4” zone will be issues to those persons that need access to spectator seating. The “4” zone is to be representative of the term “Spectator Seating/Lounge”. This zone is for the seating at the venue for spectator to watch the competition. The public watching will not have a credential so will not need the “4” to get to seats. The “4” will be for Honored Guest, Family Members and Athletes of the 2001 World Games that will need to get to there designate spectator seating. The Media PAL’s may need this zone to take Media to interview Honored Guests or Family Members and certain other functional areas as determined by the Venue Team.

**The seventh zone allocation is the number “5”.** The “5” zone will be issues to those persons that need access to the Field of Play. The “5” zone is to be representative of the term “Field of Play”. This zone is for the OFC’s, Coaches and sports volunteers that need access to the “Field of Play” to perform their duty, but not to cause harm to the competing athletes. Otherwise besides Athletes, the Officials, Coaches and Volunteers working the competition are the only persons that will receive the “5” unless the Venue Team determines a certain functional areas needs on the “Field of Play”.

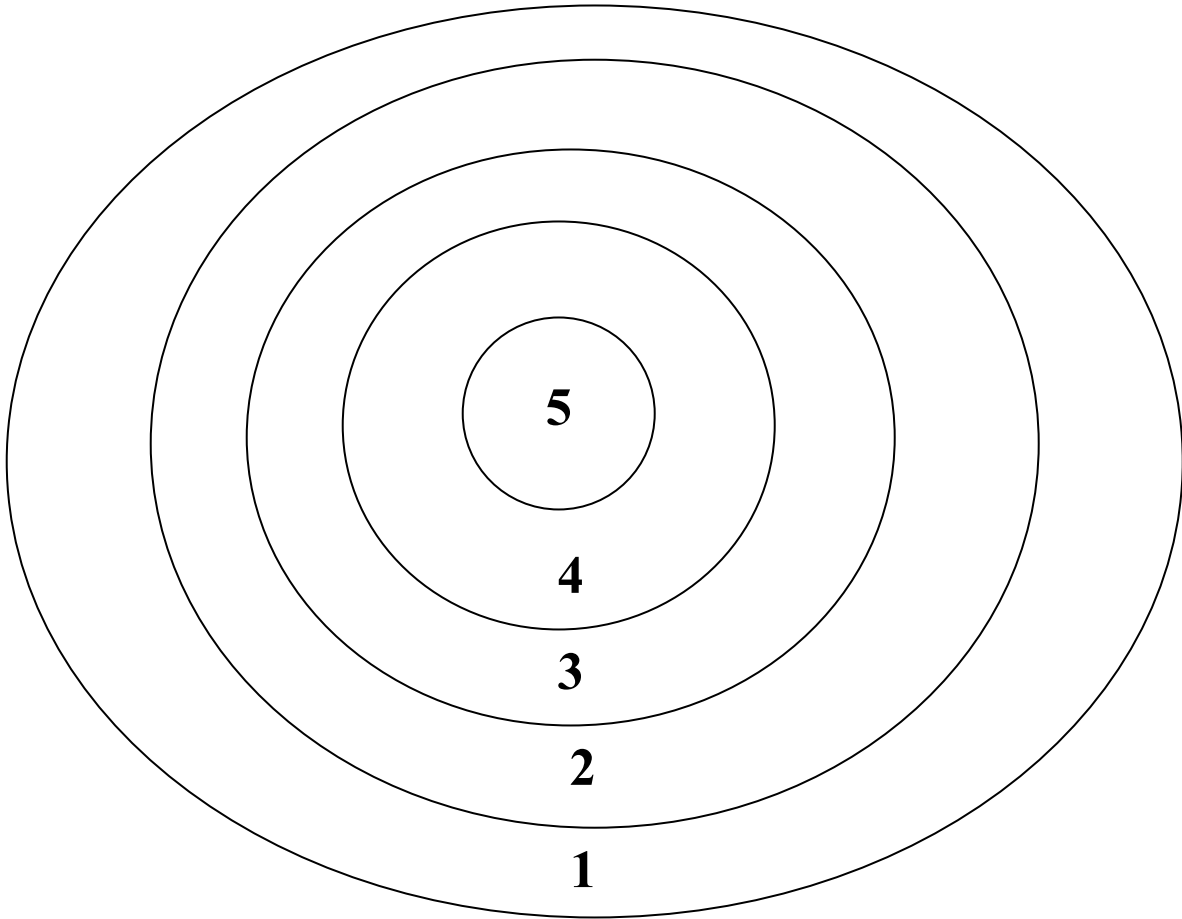
## **2. Acronyms**

There will be one other way to control access to areas that are not distinguished by an exact zone allocation (i.e.: the Honored Guest Lounge, Volunteer Lounge, Athlete Lounge, etc.) These areas will have **controlled access by the acronym** on the credential of those persons that will access the specified area. Also Athletes and Coaches will use their acronym for zone access into their specific areas (i.e.: athletes locker rooms, athletes staging, awards, etc.) So, the access control personnel will look for the acronym of “HON” (representing an Honored Guest), or an “ATH” (representing an Athlete), “COA” (representing an Coach), “DAL” (representing a Delegation Assistant Leader) and “HOD” (representing a Head of Delegation. and those others that the GOC determines to fit into the category of “Honored Guests” (such as certain sponsors).

Another way access is allowed – is, if a staff member, with the approval of the venue coordinator, and notification of the appropriate access control personnel within that venue, **escorts a person to an area.** The venue coordinator will approve all zone reallocations, and has the final determination of zone allocations.

FACILITY PERSONNEL! They can use their own (existing badges/pins, etc.) Or there will be a Vendor credential made for them.

### 3. The Zone Diagram



- Zone 1 – Back of House
- Zone 2 – Venue/Image
- Zone 3 – Vendors/Merchandise
- Zone 4 – Spectator Seating/Lounge
- Zone 5 – Field of Play

#### **The Zone Colors at the Venue**

- Zone 5 – Red
- Zone 4 – Blue
- Zone 3 – Orange
- Zone 2 – Purple
- Zone 1- Green

**4. 2001 Special Olympics World Winter Games Alaska  
Accreditation Badge and Color Scheme**

<b>Constituent Group</b>	<b>Group Code</b>	<b>Background Color</b>	<b>Photo</b>	<b>Logo (non-photo)</b>	<b>Zone Access</b>
Athletes	ATH	Orange	X		2,4,5
	U-ATH	Orange			2,4,5
Coaches	COA	Orange	X		2,4,5
	COA-FX		X		2,4,5
HOD's	HOD	Orange	X		2,4
	HOD-A		X		2,4
Staff	GOC	Red	X		Infinite
	SOI	Red	X		Infinite
Observer	SOI	Red		X	1,2,3
Volunteer	VOL	Aqua		X	1,2
Delegation Assistants	DAL	Aqua	X		1,2,3
Officials	OFC	Aqua		X	2,4,5
Medical	MED	Aqua		X	Infinite
Security	X	Aqua		X	Infinite
Family	FAM	Yellow		X	4
Media	PRS	Blue		X	4
Honored Guests	HON	Royal Purple		X	4
Vendor	VDR	Green		X	No Zone

## 5. Credential Icons



Infinite Symbol for all Venue

### Comp. Venue Icon

**ALY** – Alpine Skiing  
**FED** – Floor Hockey  
**TES** – Figure Skating  
**KIN** – X-Country & Snowshoeing  
**HIL** – Snowboarding  
**MCD** – Speed Skating

### Med/Lan Icon

Medical/Language Icon (It will be represented above the sport icon of the athlete)

**A** – Allergies  
**B** – Bleeding Problems  
**D** – Diabetes  
**E** – Hearing Impaired  
**H** – Heart Problems  
**I** – Asthma  
**S** – Seizures  
**X** – Atlanto-Axial Instability

### Village Icon

The Village Icon  
(Determined by which village the athlete or coach is staying at the Acronym will change in the house)

**MHV** – Matanuska Hall  
**K1V** – Kenai 1  
**K2V** – Kenai 2  
**K3V** – Kenai 3  
**BWV** – Best Western  
Barrett Inn  
**CCV** – Captain Cook  
**DIV** – Days Inn  
**HSV** – Hawthorne Suites  
**HHV** – Hilton  
**HOV** – Holiday Inn  
**SHV** – Sheraton  
**WCV** – West Coast Inn

### Non-Comp. Venue Icon

The Non-Competition Venue Icon  
(Determined by where the volunteer will be working at by the following acronyms)

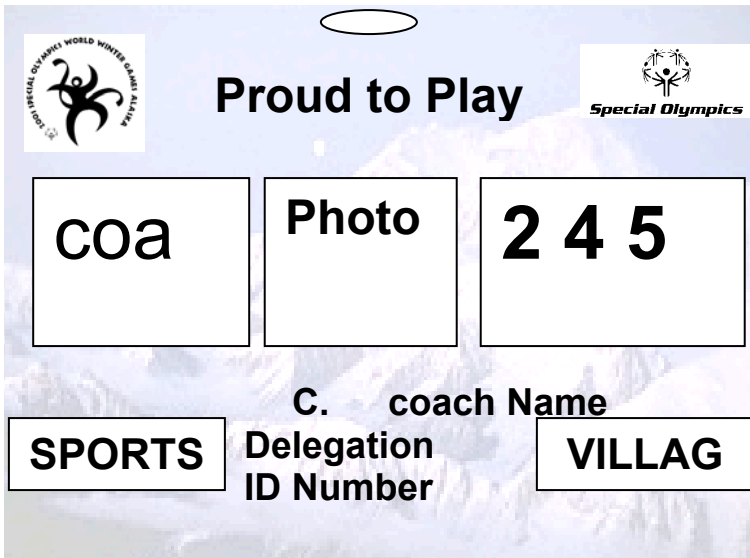
**ANC** – Airport  
**APA** – Alaska Performing Arts  
Center  
**DWC** – Delegation Welcome  
Center  
**EGC** – Egan Center  
**JOCC** – Joint Operations  
**HTP** – Host Team Program  
**SEP** – School Enrichment  
Program  
**SUL** – Sullivan Area



## Athlete Credential

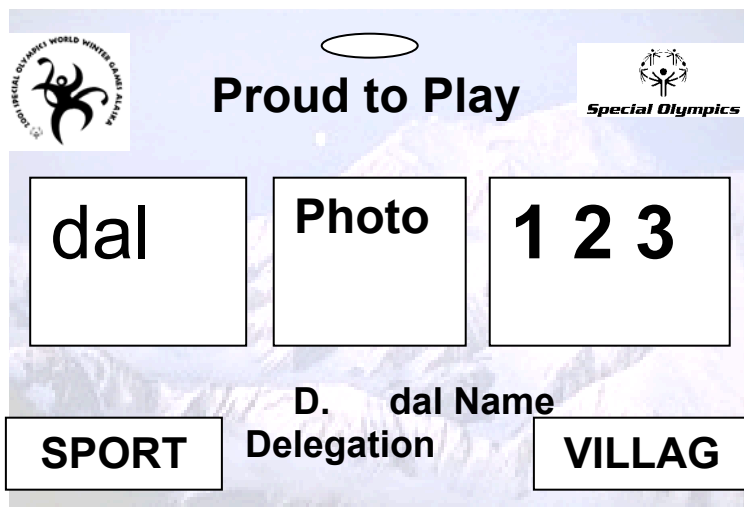
- For Both Athlete and Unified Athlete, the box for Unified will be ATH-U.
- The color background of the Athlete (ATH) will be Orange.
- The Village Icon background will be one of the four Villages colors.
- The Sports and Village Icon will be the Acronym, not a logo.
- The World Games and SOL logo will be in color.
- The Medical Icon will be a letter that represents a major medical problem in an athlete.





## Coach Credential

- For Both Coach and FX Coach, the box for will be COA-FX.
- The color background of the Coach (COA) will be Orange.
- The Village Icon background will be one of the four Villages colors.
- The Sports and Village Icon will be the Acronym, not a logo.
- The World Games and SOL logo will be in color.



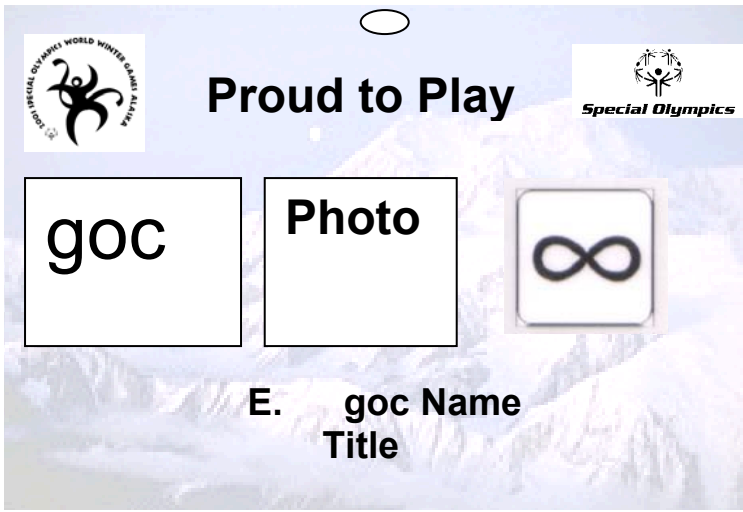
## DAL Credential

- The color background of the Delegation Assistant Leader (DAL) will be Aqua, same color as the Volunteer.
- The Village Icon background will be one of the four Villages colors.
- The Sports and Village Icon will be the Acronym, not a logo.
- The World Games and SOL logo will be in color.



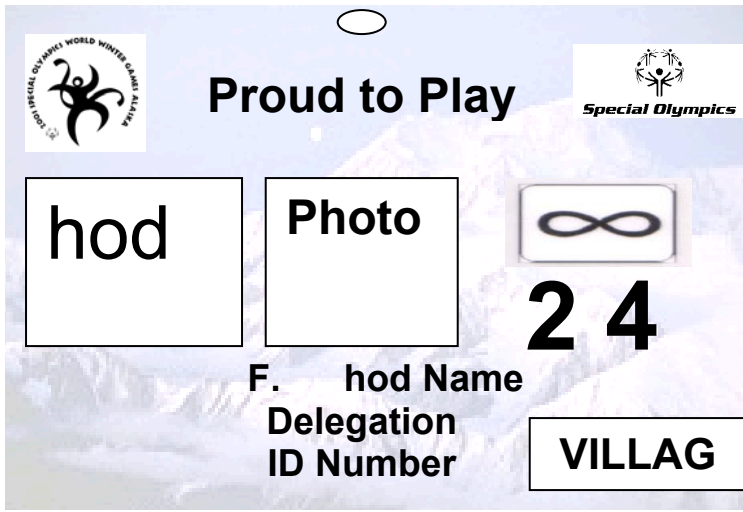
## **Family Credential**

- The color background of the Family (FAM) will be Yellow.
- The World Games and SOL logo will be in color.



## **GOC Credential**

- The color background of the Games Organizing Committee (GOC) will be RED.
- The World Games and SOL logo will be in color.



## HOD Credential

- For Both HOD and AHOD, the box for AHOD will be HOD - A.
- The color background of the Head of Delegation (HOD) will be Orange.
- The Village Icon background will be one of the four Villages colors.
- The Sports and Village Icon will be the Acronym, not a logo.
- The World Games and SOL logo will be in color.



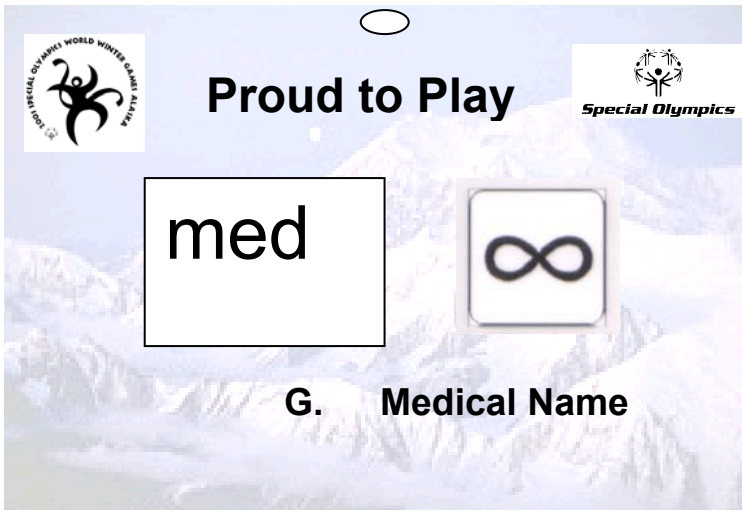
## Honored Guest Credential

- The color background of the Honored Guest (HON) will be Purple.
- The World Games and SOL logo will be in color.



## **Media/Press Credential**

- The color background of the Press (PRS) will be Blue.
- The World Games and SOL logo will be in color.



## Medical Credential

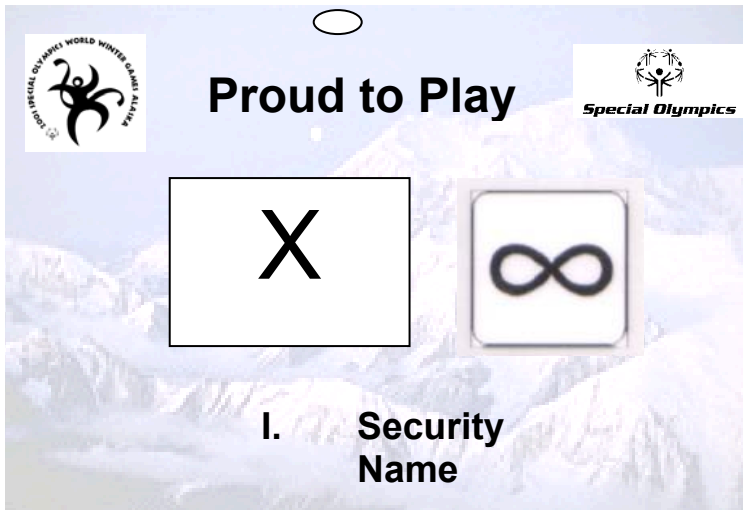
- The color background of the Medical (MED) will be Aqua.
- The Sports and Village Icon will be the Acronym, not a logo.
- The World Games and SOL logo will be in color.
- The Zone will be a number.





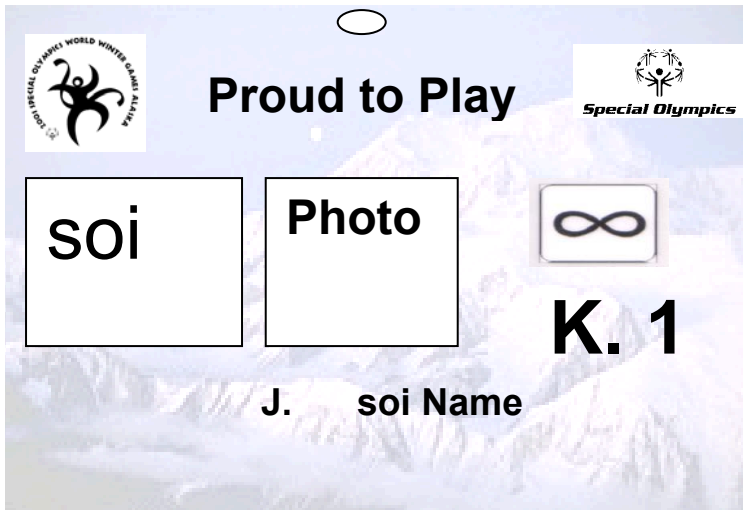
## Official Credential

- The color background of the Official (OFC) will be Aqua.
- The Sports Icon will be the Acronym, not a logo.
- The World Games and SOL logo will be in color.
- The Zone will be a number.



## Security Credential

- The color background of the Security (X) will be Aqua.
- The Sports and Village Icon will be the Acronym, not a logo.
- The World Games and SOL logo will be in color.
- The Zone will be a number.



## SOI Credential

- The color background of the Special Olympics International (SOI) will be RED.
- The World Games and SOL logo will be in color.



## Vendor Credential

- The color background of the Vendor (VDR) will be Green.
- The World Games and SOL logo will be in color.

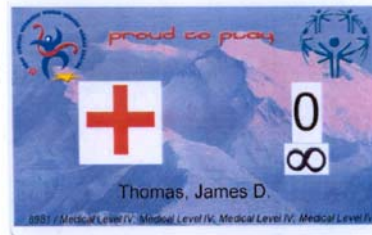
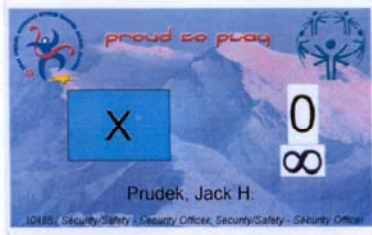


## **Volunteer Credential**

- The color background of the Volunteer (VOL) will be Aqua.
- The Sports and Village Icon will be the Acronym, not a logo.
- The World Games and SOL logo will be in color.
- The Zone will be a number.

***Credentials as used during the Games:***









This credential has been issued by the 2001 Special Olympics World Winter Games • Alaska (SOWWGA) for the sole purpose of providing limited access to the designated holder (the "Holder") into the 2001 World Games events. SOWWGA will not be responsible for injuries to persons attending the '01 Games, and the Holder assumes all risk incidental to his/her actions, assumes all risk incidental to attending the '01 Games, including those which arise out of any claim, lawsuit or other proceeding. Holder is not permitted to make commercial use or film or tape events without written approval of SOWWGA. Holder grants permission to SOWWGA and its agents to utilize film, tape and audio reproductions of his/her name, likeness, image or voice. Acceptance of this credential constitutes agreement by the Holder of the foregoing conditions.

Photo: Ken Graham/Accent Alaska

Emergency Contact Number  
743-1448





# DAY PASS

<u>VENUE</u>	<u>DATE</u>
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<u>NAME</u>
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<u>TITLE</u>
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<u>Village</u>
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Cross out all areas to which individual does NOT have access.

1 2 3 4 5 F H ∞



# DAY PASS

<u>VENUE</u>	<u>DATE</u>
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<u>NAME</u>
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<u>TITLE</u>
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<u>Village</u>
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Cross out all areas to which individual does NOT have access.

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# DAY PASS

<u>VENUE</u>	<u>DATE</u>
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<u>NAME</u>
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<u>TITLE</u>
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<u>Village</u>
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Cross out all areas to which individual does NOT have access.

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# DAY PASS

<u>VENUE</u>	<u>DATE</u>
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<u>NAME</u>
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<u>TITLE</u>
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<u>Village</u>
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Cross out all areas to which individual does NOT have access.

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