

10 Things Athletes' Need To Know About The Village

1. How do I get wi-fi for my phone and other devices?

Wi-fi access is available to all athletes throughout the entire Village. Each athlete has their own internet hook up in their individual rooms in each of the accommodations. This information is on the modem in each room for the username and password. Athletes and coaches that are staying in the living room spaces have to connect to one of the rooms internets to have access in the residence, the access code for the living room participants is located in the living room.

2. Do I have a curfew, and if so what time?

Curfew takes effect at 12 a.m., where athletes are required to be in their rooms at this time every night. Quiet Time takes effect at 11 p.m. each night. Entry points to village accommodations are monitored by paid security, who are responsible for access control. Curfew violations will be reported to the Chef de Mission.

3. How do I get new linens or a fresh towel?

Towel Exchange Days

- Week 1: Tuesday, February 19
- Week 2: Tuesday, February 26

Participants are permitted to exchange towels on any given day out of the AOC or VVOC, but are encouraged on the two designated days with volunteers and soiled linen collection bins in areas within close proximity to each unit.

4. Entertainment - locations/hrs/schedules?

The daily entertainment schedule will be available at the Village information desk.

5. Dining Hall - what are the feeding times/rules?

- **Breakfast** 6 a.m. - 10 a.m.
- **Lunch** 11 a.m. - 3 p.m.
- **Dinner** 4 p.m. - 8 p.m.
- **Grazing** 6 a.m. - 11 p.m.

No coats or bags will be allowed into the Dining Hall, they will all have to be left in coat check. Please keep the number of bags/coats checked to a minimum. Pick-and-pack lunches are available at the Marketplace for sports that require lunches at their venues, an accreditation check-point is in place to ensure that the proper athletes and coaches receive these lunches according to the schedule.

6. Where/when do I access medical services?

The Polyclinic will provide, free of charge, first line medical care to athletes and coaches. Services include physician and nursing clinical and referral services, pharmacy, psychology and mental health services, physiotherapy and athletic therapy, massage therapy and chiropractic therapy.

Time	Medical Services
7 a.m. - 10 p.m.	Physician, nurse, physiotherapist
5 - 8 p.m.	Chiropractor and athletic therapy
5 - 10 p.m.	Registered massage therapy
5 - 8 p.m.	Mental health, psychology, sport psychology
11 p.m. - 7 a.m.	Night nurses for participants who require overnight observation (infirmery available) or require basic/non-emergent service or assessment. 24 Hour Polyclinic Help Line: 403.848.3874

7. Where do I find my bus schedule or athlete shuttle?

The most up to date transportation schedule will be available at the Village information desk, or through your Mission Staff. Buses for competition and practice are located in Lot C, while the athlete shuttle for spectating athletes are located in front of the Arts Centre outside the main doors.

8. What else is there to do in Red Deer?

The Village information desk also offers general information regarding competition and festival schedules, venue locations, public transit, shopping, and other activities offered by sponsors of the 2019 Canada Winter Games.

9. Can we go anywhere we want at RDC?

No, students and faculty are in session, athletes will be restricted to just Canada Games zones. Please respect classes being in session when walking the halls. Games accreditation must be worn at ALL TIMES!

10. Can my equipment be kept in the room?

Only sporting equipment that can fit into your personal backpack will be allowed in the residence. Any larger bags will be removed due to emergency egress standards.