



Team Guide

# AQUATICS – OPEN WATER SWIMMING



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## About

### About the Team Guides

The *Team Guides* provide details about each sport competition at the TORONTO 2015 Pan American Games, as well as operational information that may be of interest to teams. Each guide includes:

- An introduction to Toronto and the Games.
- Sport-specific information such as competition format and schedule, training and procedures.
- Operational information on accreditation, ticketing, transportation, accommodation, medical services and doping control.
- Venue maps and a daily competition and training schedule for all sports.

While this information is accurate as of the date of publication, details may change. NOCs should consult their TO2015 extranet ([Cosmos](#)) for important updates.

### About Toronto

Toronto, the largest city in Canada and the capital of the province of Ontario, celebrated its 180th anniversary in March 2014. Located on the picturesque shoreline of Lake Ontario, Toronto is Canada's most populous region and just over an hour's drive from the American border.

- At 112 metres (367 feet) above sea level, Toronto's altitude offers ideal conditions for high-performance athletes.
- Toronto features warm but moderate summer temperatures, with an average of fewer than five days in July with temperatures above 30°C (86°F).
- The average monthly rainfall for July is only 67 millimetres. Typically, one in three days will offer some precipitation, but only one day in nine will have rainfall greater than 5 millimetres.
- Toronto is the third largest financial centre in North America.
- *The Economist* ranks Toronto as the fifth "most liveable" city in the world, based on factors including stability, health care, culture, environment, education and infrastructure.
- With a population of 2.6 million people, Toronto is Canada's largest city and the fifth largest in North America.
- Toronto's surrounding region is home to 8.1 million people, all living within an hour's drive of the Games area.
- Approximately 20 per cent of the region's population was born in the Caribbean, Central America, South America, the United States or Mexico.

### About the TORONTO 2015 Pan American Games

In brief

Sports: 36

Disciplines: 52

Medal events: 364

Athletes: 6,135

Competition venues: 29

Competition days: 20

Athletes' Village opening: July 5, 2015

Opening Ceremony: July 10, 2015

Closing Ceremony: July 26, 2015

## Competition venues

### CIBC Pan Am Park

CIBC Pan Am Park, located on downtown Toronto's waterfront, will be home to five competition venues and 15 sport disciplines.

- Chevrolet Beach Volleyball Centre: volleyball — beach volleyball
- Exhibition Centre: volleyball – indoor volleyball; handball; racquetball; roller sports – figure skating; squash
- Exhibition Stadium: rugby sevens
- Ontario Place West Channel: aquatics – open water swimming; athletics – marathon and race walk; cycling – road cycling; triathlon; waterski & wakeboard
- Toronto Coliseum: gymnastics – artistic gymnastics; gymnastics – rhythmic gymnastics; gymnastics – trampoline

### Toronto

In addition to CIBC Pan Am Park, the city of Toronto will be the site of nine venues covering 12 sport disciplines.

- Canadian Tennis Centre: tennis
- Centennial Park Pan Am BMX Centre: cycling – BMX
- CIBC Pan Am/Parapan Am Aquatics Centre and Field House: aquatics – diving; aquatics – swimming; aquatics – synchronized swimming; fencing; modern pentathlon; roller sports – speed skating
- CIBC Pan Am/Parapan Am Athletics Stadium: athletics – track and field
- Pan Am Bowling Centre: bowling
- Pan Am/Parapan Am Fields: field hockey
- Royal Canadian Yacht Club: sailing
- Ryerson Athletic Centre: basketball
- Varsity Stadium: archery

### North of Toronto

- OLG Caledon Pan Am Equestrian Park (Caledon): equestrian – eventing, dressage and jumping
- Hardwood Mountain Bike Park (Oro-Medonte): cycling – mountain bike
- Minden Wild Water Preserve (Minden): canoe/kayak – slalom
- Pan Am Cross-Country Centre (Caledon): equestrian – eventing (cross-country)
- Pan Am Shooting Centre (Cookstown): shooting

### East of Toronto

- Angus Glen Golf Club (Markham): golf
- Atos Markham Pan Am/Parapan Am Centre (Markham): aquatics – water polo; badminton; table tennis
- Oshawa Sports Centre (Oshawa): boxing, weightlifting
- President's Choice Ajax Pan Am Ballpark (Ajax): baseball; softball

### West of Toronto

- CIBC Hamilton Pan Am Soccer Stadium (Hamilton): football
- Cisco Milton Pan Am/Parapan Am Velodrome (Milton): cycling – track cycling
- Mississauga Sports Centre (Mississauga): judo; karate; taekwondo; wrestling
- Milton Time Trial Course: cycling – road cycling (individual time trial)
- Royal Canadian Henley Rowing Course (St. Catharines): rowing
- Welland Pan Am Flatwater Centre (Welland): canoe/kayak – sprint

## Welcome



On behalf of the TORONTO 2015 Pan Am/Parapan Am Games Organizing Committee (TO2015), I am delighted to introduce this *Team Guide* for the TORONTO 2015 Pan American Games. I would like to thank everyone — PASO, NOCs and our stakeholders and partners — for their support and advice, and for working with us to ensure that everything is in place for the teams and the athletes at Games time.

Our mission — ignite the spirit through a celebration of sport and culture — is built on the foundation of our values: joy, purpose, accountability, collaboration and results. At the heart of this is ensuring that the TORONTO 2015 Games are sport focused and athlete centered.

We are dedicated to providing a first-rate field of play and delivering an outstanding experience for all athletes. We are also committed to providing athletes and teams with the best possible conditions at our competition venues for them to perform at their peak, which includes a combination of transformational new facilities and iconic existing locations. The training facilities will be of similar high standard and will be conveniently located within easy reach of the Athletes' Village and satellite accommodation locations, allowing athletes to prepare properly for their competition. Our accommodation locations will each provide a secure, comfortable base and a unique sense of community. And all of our venues will be connected by a comprehensive and reliable transport service.

This guide contains important information on a number of subjects:

- Key dates and personnel, including contact details.
- Information on competition format and rules.
- Guidance on all competition and training procedures.
- Details on venue facilities and services, including transport information and maps.
- Summary information on subjects that affect all sports, such as accreditation, security and medical services.

We hope this guide helps you in your preparations and your activities at Games time. If you need any further information, please contact a member of the sport competition management team.

The TORONTO 2015 Games will provide an opportunity to celebrate and strengthen the goals of fair play and diversity, foster lifelong friendships, promote accessibility and inclusion, and encourage all of us, on and off the field, to practice good sportsmanship. TO2015 promises to deliver an exciting and memorable summer of world-class competition.

We look forward to welcoming you to Toronto in July.

Bob O'Doherty  
Senior vice-president, sport and venues  
TO2015

## Competition Information

The aquatics – open water swimming competition at the TORONTO 2015 Pan American Games will be held from July 11 to 12 at the Ontario Place West Channel. Training will take place at the CIBC Pan Am/Parapan Am Aquatics Centre and Field House, Etobicoke Olympium and the Donald D. Summerville Pool from July 6 to 12.

A total of 36 athletes (18 men, 18 women) will take part in the open water swimming competition.

### Events

Men (1)	Women (1)
10 km marathon swim	10 km marathon swim

### Key Dates

June 15, 2015	TO2015 entry by name deadline (midnight, ET)
July 5, 2015	CIBC Pan Am/Parapan Am Athletes' Village official opening
July 6, 2015	Pre-competition training begins
July 10, 2015	Officials' meeting
July 10, 2015	Technical meeting
July 10, 2015	Pan Am Games Opening Ceremony
July 11, 2015	Women's competition
July 12, 2015	Men's competition
July 26, 2015	Pan Am Games Closing Ceremony
July 29, 2015	CIBC Pan Am/Parapan Am Athletes' Village closes

### Key Personnel

Technical delegate	Denny Ryther	dryther13@hotmail.com
Continental Federation president	Coaracy Nunes Filho	presidente@cbda.org.br
TO2015 sport manager	Katie Ozolins	katie.ozolins@toronto2015.org
TO2015 Sport Organizing Committee co-chairs	Linda Kiefer Nicole Normandin	swimming@toronto2015.org nicoleno@sympatico.ca

## Format

The open water swimming race will be a distance of 10 kilometres.

In order to complete the 10 kilometres, swimmers will do six laps on the programmed circuit, with each circuit measuring 1,667 metres.

## Rules

The open water swimming competition will be held in accordance with the conditions outlined in the following documents that will be in force at Games time:

- *Fédération Internationale de Natation (FINA) Open Water Swimming Rules* available at [fina.org](http://fina.org)
- *Pan American Sports Organization (PASO) Regulations*

## PASO Late Athlete Replacement Policy for the TORONTO 2015 Pan Am Games

Sport entries information for all sports must be completed and received by the TORONTO 2015 Pan American/Parapan American Games Organizing Committee (TO2015) Sport Entries department before midnight (ET) on June 15, 2015. In the sport of Open Water Swimming, substitutions may occur until June 15, 2015. After that date only deletions may occur.

## Clothing and Equipment

Clothing and equipment used by athletes and other participants in the open water swimming competition at the TORONTO 2015 Pan American Games must comply with the documents listed in the *FINA Open Water Swimming Rules* available as well as the TORONTO 2015 *Sport Equipment and Competition Uniform Guidelines*.

## International Technical Officials

Technical officials will be appointed under *FINA Open Water Swimming Rules 2015–2017*.

Name	Country
Ismael Gonzalez	GUA
Gladys Mejia	ESA
Rick Walker	USA
Tomas Haces	CUB
Mark McCaw	USA
Marco Dionicio Flores Hernandez	GUA
Morgan Toro Martinez	PUR
Sandy Drake	USA
Jose Luis Borrego Gonzalez	MEX
Ricardo Castellon	COL

## National Technical Officials

Name
Carole Binsky
Charlie Carrier
Rick Hannah
Wendy McCutcheon
Joanna O'Donoghue
Sarto Parent
Mary Jane Smith
Benoit Tasse
Carole Thomas
Lyse Tremblay

## Protests and Jury of Appeal

For the TORONTO 2015 Pan American Games, the jury of appeal will be comprised of the Union Americana de Natacion (UANA) executive committee and UANA honorary members present and the FINA delegate when present with the UANA president or in his absence a UANA vice-president as chairman.

A jury member will be allowed to speak, but not to vote, on a case in which the interest of his/her Federation is involved. A jury member having acted as an official will not be allowed to vote on a case if there is a protest against his/her decision or on his/her interpretation of a rule.

In case of urgency, the jury may vote on a matter even if it has not been possible to contact all members.

The decision of the jury will be final.

## Medals and Diplomas

Gold, silver and bronze medals will be awarded in each event of the open water swimming competition. In accordance with *PASO Regulations*, top-eight diplomas will be awarded in each event.

## Sport Information

### Sport information desks

Sport information desks will be located at all competition venues and at the sport information centre in the CIBC Pan Am/Parapan Am Athletes' Village. These desks will provide a variety of services to teams, including:

- General sport information through sport publications and discussions with sport-specific staff.
- Distribution of draw/start lists, results and other competition information, including schedule updates when required.
- Training schedule information and, for selected sports, assistance with booking and changing training sessions.

The sport information centre's hours of operation will be as follows:

Dates	Hours of Operation
July 2–4, 2015	08:00–20:00
July 5–25, 2015	07:00–23:00
July 26, 2015	07:00–17:00

## Competition and Training Schedule

The TORONTO 2015 Pan Am Games open water swimming competition will take place at the Ontario Place West Channel. Training will take place at the Ontario Place West Channel, Etobicoke Olympium, and in a 50-metre pool at the Donald D. Summerville Pool and the CIBC Pan Am/Parapan Am Aquatics Centre and Field House. All open water swimmers can participate in the training sessions.

Time	Gender	Detail	Location
<b>July 6</b>			
14:00–16:00	Both	Training	Etobicoke Olympium
19:45–21:00	Both	Training	CIBC Pan Am/Parapan Am Aquatics Centre and Field House
<b>July 7</b>			
14:00–15:30	Both	Training	Etobicoke Olympium
14:00–16:00	Both	Training	Ontario Place West Channel
<b>July 8</b>			
14:00–15:30	Both	Training	Etobicoke Olympium
14:00–16:00	Both	Training	Ontario Place West Channel

July 9			
08:00–18:30	Both	Training	Donald D. Summerville Pool
13:30–16:30	Both	Training	Etobicoke Olympium
14:00–16:00	Both	Training	Ontario Place West Channel
July 10			
08:00–09:30	Both	Training (Assigned)	Etobicoke Olympium
08:00–14:00	Both	Training	Donald D. Summerville Pool
10:00–11:45	Both	Training	Ontario Place West Channel
July 11			
08:00–18:30	Both	Training (Assigned)	Donald D. Summerville Pool
13:30–14:45	Both	Warm- up/training	Ontario Place West Channel
15:30–18:00	Women	Open water swimming final	Ontario Place West Channel
July 12			
08:00–12:30	Both	Training	CIBC Pan Am/Parapan Am Aquatics Centre and Field House
14:00–14:45	Men	Warm-up	Ontario Place West Channel
15:30–18:00	Men	Open water swimming final	Ontario Place West Channel

## Pre-Competition Procedures

### Technical meeting

Open water swimming technical meetings will take place at the Ontario Place West Channel on Friday, July 10, from 12:00–13:00. The meeting will be open to everyone with appropriate accreditation for the open water swimming event. Athletes must attend in order to validate their participation in the event. At this meeting team officials who will be on the feeding pontoon will receive their feeding pontoon supplementary pass/ sticker.

The technical delegate and TO2015 open water swimming sport manager will lead the meeting, which will be conducted in English and, if required, Spanish.

### **Athlete briefing, familiarization and sign-in**

The athlete briefing will occur from 13:00 to 14:00 on July 10 during the technical meeting. Familiarization will occur during training at Ontario Place West Channel on July 7, 8, 9 and 10. Athletes will check in and receive their markings and transponders during 13:30–14:45 on July 11 for the women's competition, and on July 12 for the men's competition, with sign-in closing 45 minutes prior to competition.

### **Verification of final entries**

The verification of final entries discussion will be held at the technical meeting on July 10 at the Ontario Place West Channel. At this time, the final opportunity for each NOC to confirm entries, in line with the FINA Technical and Competition rules, will occur.

## **Competition Procedures**

Athletes and technical officials will arrive from the Athletes' Village by bus and be dropped off at the west end of the venue. Athlete check-in will be located in the athletes' lounge.

### **Introduction of athletes**

Athletes will be introduced in order of placement on pontoon draw (the order will be determined at athletes' briefing): 20 minutes before the competition parade of swimmers to the departure platform, and 10 minutes prior to competition announcers presenting all swimmers.

### **Race procedures**

The race will begin with a dive start (minimum water depth 1.5 metres). Each swimmer will be allocated a space of 0.75 metres on the start pontoon. Swimmers will pass through an intermediate timing gate after each lap that will record their lap times. One team official per athlete will be allowed on the feeding pontoon in order to feed their swimmer on each lap. To finish, swimmers will pass through a timing gate, slapping the overhead board to record their overall time.

### **Feeding pontoon**

One team official per athlete will have access to the feeding pontoon located on the south side of the lake. Teams must complete the Trainer's Form, which nominates a team official to access the feeding pontoon for both the men's and women's competition. Team officials will collect a supplementary accreditation pass/sticker for the feeding pontoon at the mandatory Technical meeting.

Team officials must report to the athletes' lounge on the day of competition and will be escorted to the feeding pontoon.

A boat will also be provided to transport team officials from the feeding pontoon back to the evacuation pontoon as soon as the final swimmer has finished the race.

### **Team Official/ Coaches' boxes**

Team officials will not have access to the field of play at any time during the competition sessions. However, there will be two team officials' areas (call area) from which coaches may watch the race.

### **Leaving the race early**

If a swimmer is either unable to continue and needs to be removed from the water or chooses to abandon the race, they should roll on to their back and raise one hand in the air. A water safety craft will come to assist the swimmer, who will then be taken to the evacuation pontoon to be checked by the TO2015 medical

team. (Note that the evacuation pontoon will also be used for loading and unloading personnel on to boats during competition and training sessions, and as a pick-up point for team officials being transported by the feeding pontoon.) The athlete's team doctor will be able to attend to the swimmer when they are either in the medical services room or in an emergency vehicle, but they may not access the field of play.

### Race finish

On the last lap of the course, from the final turn buoy (number 5), the finish chute will be marked by two orange buoys and two 25m lane ropes which funnel swimmers to the finish slap-board gantry.

### Accredited/team seating

Athletes and team officials will be allocated seating in the grandstand.

### Entering the field of play

Time Until Start	Activity	Details
3 hours–1 hour 30 minutes before	Warm-up	Athletes will be allowed to warm-up on the full competition course.
2 hours–35 minutes before	Athletes and team officials report to the athletes' Lounge	Athletes will be checked in and numbered, allocated transponders and receive their briefing. Fingernail and jewellery checks will also be carried out, and feeding poles will be checked by a FINA official to ensure they meet the <i>FINA Open Water Swimming Rules, Section 6.16 (The race)</i>
35 minutes before	Athletes escorted to the call room	Athletes will be escorted from the call room where they will place their kit in their allocated box. Their accreditation will be collected by the clerk of course.
30 minutes before	Final briefing for athletes in final call room	The final athlete briefing will be carried out by the chief referee.
20 minutes before	Presentation of the swimmers from the final call room to the start pontoon	Athletes will line up in numerical order, from number 1 to number 18 on land in front of the start/finish dock ramp.
20 minutes before	Team officials transported to the feeding pontoon	Team officials may enter and exit the feeding pontoon at their discretion, provided they show a supplementary access pass. Team officials must wear a life vest on the pontoon.

10 minutes before	Introduce athletes individually (18 athletes)	Positions 1–18 will take approximately nine seconds to introduce each athlete.
7 minutes before	Officials' walk-out (many will be on boats/on the course)	
60 seconds before	Official raises the flag and provides a one-minute warning.	
Start of competition		

## Post-Competition Procedures

### Leaving the field of play

All athletes must exit the field of play via the mixed zone.

### Doping control

Athletes selected for doping control will be notified in person and escorted to the doping control station by an anti-doping chaperone as soon as practical after they have finished competing. It will be the responsibility of the athlete to remain under continuous observation of the anti-doping chaperone after notification.

All NOCs, athletes and athlete support personnel, including medical practitioners, should review and be familiar with the *PASO Anti-Doping Rules*, which are based on the World Anti-Doping Code that came into effect January 1, 2015.

### Mixed zone

TO2015 Press Operations will run the competition venues' mixed zones, where the press will seek to interview athletes (and in some instances, coaches) as they leave the field of play. All athletes must pass through the mixed zone and will be encouraged to speak with broadcasters and the press.

Athletes will first pass through the broadcast area of the mixed zone before reaching the press area.

Every attempt will be made to ensure that broadcast interviews will be limited to a reasonable length of time per athlete to ensure the athlete has time to talk to the press before exiting the mixed zone.

Coaches for team and combat sports who are normally positioned on the field of play will be requested to pass through the mixed zone for interview possibilities.

### Media availability

TO2015 Press Operations will organize and run post-event media availability sessions. NOCs may request to host their own media availability sessions in the venues before the competition begins. NOCs must book these through the Venue Media Centre help desk.

Formal language interpretation services will not be available in the mixed zones or at the media availability sessions in the Venue Media Centres. Medallists will be available for interviews after completing a competition session and after Medal Ceremonies. Coaches and/or other athletes may also be available, depending on the circumstances.

### Results distribution

Printed results will be available for collection by NOCs from sport information desks at the competition venues and the sport information centre in the Athletes' Village. Results for all sports will also be available at [TORONTO2015.org](http://TORONTO2015.org).

### Medal Ceremonies

Medal Ceremonies will take place in-venue immediately following the completion of a final competition, where applicable. The Medal Ceremony will include the presentation of bronze, silver and gold medals to third, second and first place athletes, respectively. The Medal Ceremony will include the raising of the appropriate flags and the playing of the national anthem for the gold medallist.

Medal Ceremonies will be conducted in English, French and Spanish. Medals will be presented by members of the PASO Executive Committee, International Olympic Committee members, International Federation and Continental Federation presidents or government dignitaries.

In accordance with *PASO Regulations*, all athletes will attend their Medal Ceremony dressed in NOC track suits or approved competition uniforms. Athletes will not be permitted to step on to the podium if they are displaying flags, slogans, unapproved brands or commercial statements of any kind.

## Competition Venue Information

Ontario Place West Channel is located along the man-made channel of Lake Ontario and Lake Shore Boulevard. The picturesque waterfront course is located four kilometres west of downtown Toronto. Ontario Place West Channel will also be the site of triathlon, open water swimming, road cycling, and waterski & wakeboard competitions during the TORONTO 2015 Pan Am Games.

### Field of Play

The competition area and all equipment will be presented in accordance with the FINA Rules and Regulations. The open water swimming race will be a distance of 10 kilometres. In order to complete the 10 kilometres, swimmers will do six laps on the programmed circuit, with each circuit measuring 1,667 metres. The swimmers will swim in a counter clockwise direction and there will be five turn buoys. Athletes will be required to keep all turn buoys to their left shoulder (buoy number 3 is subject to change to a right shoulder pass – update to be disseminated in Technical Meeting). Athletes may choose either side of directional buoys. On each lap, athletes will swim under an intermediate timing arch located adjacent to the start dock. The feeding pontoon is located at the west end of the course, immediately after the first turn buoy. Access will be limited to coaches who have a supplementary access device on their accreditation. There will be a maximum of one coach per athlete permitted on the feeding pontoon.

### Facilities

The competition venue will include:

- men's and women's change rooms and showers
- an athletes' lounge
- catering services
- a mixed zone where accredited media may conduct interviews with athletes post-competition
- a sport information desk located in the athletes' lounge
- medical facilities
- a doping control station

### Venue evacuation and emergency procedures

Information and documentation regarding the Safety Procedures will be disseminated during the Technical Meeting on Friday July 10<sup>th</sup>.

### Weather

Average Hourly Air Temperature	
Hour (ET)	Average Hourly Air Temperature
01:00	18.9°C
02:00	18.5°C
03:00	18.2°C
04:00	17.9°C
05:00	17.7°C
06:00	17.4°C
07:00	18.1°C
08:00	19.0°C
09:00	19.8°C
10:00	20.6°C
11:00	21.3°C
12:00	21.9°C
13:00	22.5°C
14:00	22.8°C
15:00	23.1°C
16:00	23.2°C
17:00	23.1°C
18:00	22.9°C
19:00	22.4°C
20:00	21.9°C
21:00	21.2°C
22:00	20.7°C
23:00	20.1°C
24:00	19.3°C

Average daily maximum temperature	25.5°C
Average number of days with maximum higher than 30°C	3.1
Average number of days with rainfall equal to or greater than 10 mm	2.2

(All figures are for the month of July at the Toronto Island/City Centre Airport from 1981 to 2010. Source: Environment Canada)

Historic Surface Water Temperature on July 1		
2012	2013	2014
22.7°C	20.0°C	19.3°C

## Training Venue Information

Training will take place at the Ontario Place West Channel, Etobicoke Olympium, Donald D. Summerville Pool, and in a 50-metre pool at the CIBC Pan Am/Parapan Am Aquatics Centre and Field House. Training will be available for any open water swimmer to participate during the training session.

### Facilities

Each of the training venues will have the following:

- athlete change rooms
- athlete showers

## Delegation Arrival

### Official port of entry

Toronto Pearson International Airport (YYZ) will serve as the official port of entry and departure for the TORONTO 2015 Pan Am Games. As Canada's busiest airport, Toronto Pearson International Airport provides two terminals (1 and 3) that, combined, serve more than 36 million passengers a year. Each terminal provides services to domestic, international and U.S. flights (including pre-clearance for U.S. Customs).

Upon arrival at Toronto Pearson International Airport, NOC delegations will have access to designated passport-control lanes, welcome booth services, wayfinding assistance, accreditation validation services and transportation to official TO2015 accommodations.

NOCs should note that TO2015 will provide transportation services to and from Toronto Pearson International Airport only. Transportation from any other ports of entry (such as the Billy Bishop Toronto City Airport or Union Station for rail passengers) will be at the responsibility and cost of the respective NOC.

### Operational hours at Toronto Pearson International Airport

Representatives from TO2015 will be available to assist NOC delegations based on their arrival information provided in advance through the arrivals and departures system (ADS). General operating hours will be from 06:00 to 23:00 daily; however, services will be extended for all anticipated flight arrivals outside this window. For this reason, it is paramount that delegations submit their flight information through the ADS.

### International arrivals to Toronto

To facilitate entry into Canada, the Canada Border Services Agency (CBSA) will provide designated Games lanes for NOC delegations upon their arrival at Toronto Pearson International Airport, at both Terminal 1 and Terminal 3. Lanes will be marked by TORONTO 2015 signage.

NOC delegates who would normally require a visa to enter Canada may travel with a valid passport and their pre-valid card, which will act as a temporary resident visa and official entry document into the country. This facilitated visa process will be in effect for the Pan Am Games, from May 10, 2015, to August 26, 2015, at 23:59, for a period of stay no longer than six months from first entry.

It is vital that NOC delegates carry their pre-valid card with them for arrival, and have their accreditation on them for departure, as failure to do so may result in refusal of entry to Canada or refusal of access to facilitated services upon departure. Please note that all NOC delegates who are not Canadian nationals must hold a passport that is valid until at least January 26, 2016.

Upon arrival at Toronto Pearson International Airport, delegates will be guided to the designated CBSA lanes to undergo the primary inspection process, which will include:

- document and visa verification
- admissibility of persons and goods
- determination as to whether a referral to Immigration is required

Declaration cards must be completed prior to primary inspection. All goods, currency and/or monetary instruments brought into Canada must be declared; failure to do so may result in monetary penalties, confiscation of goods and/or criminal prosecution.

If further examination of documents or goods is required, delegates will be referred to the appropriate area for examination, as needed. The CBSA will also provide automated border kiosks in both terminals for the

use of NOC delegates with Canadian passports, and Nexus kiosks for the use of NOC delegates with U.S. passports.

### Self-drive

NOC delegates travelling to Toronto via ground transportation will be required to show all documents at the land border crossing. Individuals will be asked to have all documents in hand and ready for presentation at the primary inspection point prior to arriving at the Customs booth.

NOC delegates arriving at the CIBC Pan Am/Parapan Am Athletes' Village in their own vehicle will be directed to a temporary parking area located south of the Welcome Centre. After bringing their luggage into the Welcome Centre, NOC delegates will then have to move their vehicle to another location. If there is no parking available near the Welcome Centre, NOC delegates will be responsible for parking their vehicles in another location outside the Village's perimeter and paying any applicable parking fees.

NOC delegates arriving on their own at any of the satellite accommodation locations will be required to let TO2015 know of their arrival in advance through the ADS. Upon arrival at the satellite accommodation, vehicles will be directed to a designated parking lot where NOC delegates can off-load their baggage and carry it to the main entrance. Vehicles will be required to exit the area immediately after drop-off.

### Domestic arrivals to Toronto

Delegates arriving in Toronto from another location in Canada will be directed to the domestic baggage claim area in either Terminal 1 or Terminal 3. NOCs should note that some delegates connecting through a Canadian airport, prior to flying into Toronto, may be required to clear customs at their first port of entry, following the regular process for all incoming passengers. Designated Games lanes for customs clearance will only be available at Toronto Pearson International Airport.

### Accreditation validation facilities

Upon arrival in Toronto, each delegation member can have his/her accreditation validated (provided their respective delegation registration meeting [DRM] has been completed) at Toronto Pearson International Airport in Terminals 1 and 3 (international arrivals only) or at one of the Accreditation Centres located across Toronto. Following validation, the delegation member will be directed to the Games transportation system. After departing the airport, a delegation member without a Pan Am identity and accreditation card (PIAC) must visit an Accreditation Centre to get his/her card printed and validated.

Delegation members must present their passport and/or official identification document used for accreditation registration in order to complete the validation process at an Accreditation Centre.

Accreditation Centres		
Accreditation Centre	Dates of Operation	Hours of Operation
Main Media Centre	June 25–July 26, 2015	08:00 to 21:00
CIBC Pan Am/Parapan Am Athletes' Village	June 22–July 29, 2015	See Table A below
Games Family hotel	July 4–26, 2015	07:00–19:00
Toronto Pearson International Airport	June 30–July 26, 2015	05:15–23:00

**Table A**

Games Period	Dates of Operation	Hours of Operation
Pre-Games	June 22–30, 2015	09:00–18:00
Pre-opening period	July 1–4, 2015	09:00–18:00
Opening period and Pan Am Games	July 5–26, 2015	08:00–21:00
Closing period	July 27–29, 2015	09:00–18:00

### Satellite Accommodation

Location	Dates of Operation	Hours of Operation
Rowing & Canoe/Kayak – Sprint Satellite Accommodation at Brock University (PVB)	July 5–6, 2015	08:00–20:00
Shooting & Equestrian Satellite Accommodation at Nottawasaga Resort (PVN)	July 5, 7–9, 11, 16, 2015	08:00–20:00
Mountain Bike Satellite Accommodation at Horseshoe Valley Resort (PVH)	July 7–8, 2015	08:00–20:00
Canoe/Kayak – Slalom Satellite Accommodation at Pinestone Resort (PVM)	July 12–13, 2015	08:00–20:00
Football Satellite Accommodation at McMaster University (PVF)	July 5–6, 2015	08:00–20:00

### Baggage claim

Upon arrival at Toronto Pearson International Airport, NOCs will be responsible for claiming and tagging their accompanying baggage (standard and over-sized) and ensuring that they have both the correct number of bags and that all bags are in good condition before leaving the airport. Oversize baggage can be picked up in a controlled location, identified by TORONTO 2015 signage, beside the baggage carousels.

### Transportation services

Following the baggage claim process, wayfinding signage and TO2015 representatives will direct delegates to loading zones, where shuttles will then transport them to their accommodation or the Games Family hotel, in accordance with the information provided on the ADS.

Whenever possible, all accompanying baggage will be transported on the same bus as the athletes and officials. If additional capacity is required, separate baggage-only trucks will be used to supplement the bus storage.

All baggage and equipment will be transferred to the Athletes' Village or satellite accommodation, except for firearms, ammunition and laser pistols, which will be transported directly to the armoury.

### Arrival at the CIBC Pan Am/Parapan Am Athletes' Village

Starting July 5 at 08:00, and upon successful completion of the DRM, all athletes and team officials residing in the Village will be able to access the Welcome Centre. At this time, TO2015 will provide assistance with the off-loading of luggage and equipment from the buses and trucks. Athletes and officials will be responsible for the movement of their own luggage off the buses if these items have been carried into the seating areas.

### Arrival at satellite accommodation locations

Upon arrival at the satellite accommodation, the assigned NOC representative will check in at the accommodation desk. TO2015 will provide off-loading of luggage and equipment from the bus or truck to the front entrance of the accommodation building. Athletes and officials will be responsible for claiming their bags from the front entrance and bringing them to their rooms. Validated accreditation with applicable access must be worn in order to enter the residential zone at each satellite accommodation.

## Accommodation at the CIBC Pan Am/Parapan Am Athletes' Village

The CIBC Pan Am/Parapan Am Athletes' Village will be located in east downtown Toronto in the Lower Don Lands, adjacent to the Don River. This area of Toronto is currently undergoing extensive regeneration, with many new developments existing harmoniously alongside heritage neighbourhoods and districts.

The Athletes' Village will be conveniently located within a few blocks of the Toronto city centre and close to public transportation. Following the Games, the Village will be one of the Games' lasting legacies with a mixed-use neighbourhood with affordable housing, new condominiums, a YMCA and a dormitory for George Brown College students.

### Key dates of operation

Date	Event
July 1–4	Pre-opening access to CIBC Pan Am/Parapan Am Athletes' Village
July 5	Opening of the CIBC Pan Am/Parapan Am Athletes' Village
July 10	Opening Ceremony of the TORONTO 2015 Pan Am Games
July 26	Closing Ceremony of the TORONTO 2015 Pan Am Games
July 29	Closing of the CIBC Pan Am/Parapan Am Athletes' Village

### Site orientation

The Athletes' Village will consist of three distinct zones: the Village Plaza, residential zone and operations zone. The Village Plaza will contain the retail facilities and ceremonial facilities available to residents and guests, while the residential zone will be a restricted area for residents and guests with an "R" on their PIAC. The residential zone will contain five accommodation lots, recreation, dining, medical facilities, parklands and access to transportation links to competition and training venues.

The operations zone will include the workforce entry, logistics warehouse, facilities services area, support services operations centre, waste transfer area and NOC container freight storage.

The Welcome Centre will be the entry point for first-time arrivals. The taxi drop-off and pick-up area will be located adjacent to it. The Village Plaza entry point will be located off Trinity Street for dedicated

access to the Guest Pass Centre and Village Media Centre.

### Residences

Athletes and NOC team officials will be accommodated in newly constructed permanent buildings, ranging in height from nine to 15 storeys. The buildings will contain a combination of apartments for three, four, five, six, nine or 10 beds.

All bedrooms will be equipped with furniture to provide a comfortable stay for residents, in accordance with past Games practices. In-suite finishes will include coated flooring in bedrooms and social spaces, tiled floors in bathrooms, and window coverings and shelf space in bedrooms. Corridors within the residential blocks will be carpeted. Public and NOC office spaces will have a combination of carpet and sealed concrete floor finishes.

Social spaces furniture will include tables and comfortable seating. All suites will have free Wi-Fi access.

Each resident will be provided with two bath-sized towels, which will be changed every two days. Bed linen will be changed every four days. Towel and linen exchanges will also be possible through the resident centres.

### Resident services

There will be five resident centres located throughout the Athletes' Village. The five centres will operate from 07:00 to 23:00 and one will be open 24 hours a day. The resident centres will cater to the accommodation needs of the NOCs and Village residents. Each resident centre will provide hotel-like front desk service, which will assist with the resolution of issues relating to Village accommodation services, as outlined below:

Accommodation-related requests	Housekeeping requests and maintenance issues will be serviced by the resident centres and handled by trained TO2015 staff. Both requests and issues will be documented and followed up by the relevant functional areas (Housekeeping, Maintenance, Logistics, etc.).
Concierge service	Each resident centre will also work as a concierge service desk. Resident centre staff and volunteers will be trained to provide residents with helpful information about the Village, Toronto and areas of interest.
Lost/replacement key	Replacement of a lost or damaged key will cost CAD\$30 per key set.
Internet access	Wi-Fi access will be available at each resident centre.
Lounge and meeting facilities	All resident centres will have comfortable lounge facilities and televisions with Games feeds, which will be available to all residents.
Beverages	Vending machines with a variety of beverages will be available free of charge to residents.
Personal towel exchange	Residents will be able to exchange used towels for clean towels.

### Ice supply

NOCs can access free ice at each resident centre.

### Laundry service

Free 24-hour self-service laundry facilities will be provided for all Athletes' Village residents. They will be located in each residential block, in close proximity to the resident centre. Staff at each resident centre will be able to offer assistance to residents, as required. Each resident centre will provide laundry detergent free of charge.

Teams requiring washing, dry cleaning and pressing of team uniforms, team strips, judo suits and other similar non-regular items will be able to use the drop-and-collect, pay-on demand service in the Village Plaza at a charge to the NOC.

### Multi-faith centre

The multi-faith centre will provide a place for worship and meditation for all faiths. The centre will be managed by TO2015 and supported by an experienced group of faith advisors. The centre will also provide general counselling support and links to other religions and faiths with local places of worship.

### Dining services

Athletes (Aa) and team officials (Ac, Ao) will have unlimited access to the main dining hall. People entering the dining hall will have their accreditation checked to ensure they are entitled to eat there or, alternatively, they will be required to present a single meal voucher.

### Main dining hall

The main dining hall will be located adjacent to the transport mall in the residential zone and will operate on a 24-hour basis, broken down into four meal periods:

Breakfast	05:30–11:00
Lunch	11:00–17:00
Dinner	17:00–22:00
Overnight	22:00–05:30

Menus will be rotated every day, through a six-day cycle. Various self- and assisted-serve food stations will showcase the diverse nature of Toronto's culinary scene and will cover a wide spectrum of dietary needs.

### Alternative dining options

Additional dining options will be offered to Village residents with dining privileges, including an outdoor casual dining/BBQ area, stations at resident centres and a Village Plaza café.

### NOC Services Centre

The NOC Services Centre will be located in the Athletes' Village residential zone, situated centrally to facilitate communication and coordinate issue resolution between TO2015 and the NOCs. Services available at the front desk will include mail distribution, reservation of bookable meeting rooms, and the distribution of participation certificates and medal boxes. Arrivals and departures, transport, logistics and Rate Card will also have desks in the NOC Services Centre.

### **Polyclinic**

The Polyclinic will be open daily from 07:00 to 23:00 from July 1 to August 17, 2015, but will be closed July 30 and August 1. The Polyclinic will offer a full range of health care services and professionals.

### **Transportation services**

The transport mall will be located south of the residential zone, near the main dining hall. Athletes and team officials will be able to access shuttle buses from the transport mall to all competition and training venues beginning July 5, 2015. Athletes in water polo and synchronized swimming events held prior to the Opening Ceremony will be able to access transportation as of July 2.

Due to the compact footprint of the Village, there will be no internal transport shuttle for residents.

### **NOC parking**

Parking for NOC-dedicated vehicles will be located next to the transport mall, on the south side of the Village, and will be accessible through a dedicated pedestrian screening area. There will be no provision for the parking of vehicles without a valid vehicle access and parking permit (VAPP).

### **Resident entertainment and recreation**

Various lounges and a games room will be available to Village residents. These lounges will feature Wi-Fi and televisions.

### **Fitness centre**

The fitness centre will feature recreational sport facilities for general use. It should be noted that all sport-specific training facilities will be located outside of the Village. The fitness centre will include an internal running track and an indoor pool for general fitness activities. In addition, the centre will have a large selection of cardiovascular equipment and free weights, and space for stretching, warming up and cooling down.

There will also be plenty of safe places for running within the Village, including an 18-acre park with paved trails, located east of the accommodation blocks and within the security perimeter.

The Fitness Centre will operate 24 hours a day, but will only be supervised between 06:00 and 23:00, except when temporarily closed for cleaning or maintenance. The pool will be open from 06:00 to 22:00.

### **Village Plaza**

The Village Plaza will be comprised of a number of retail outlets and services. TO2015 will design this area as a significant Village focal point to attract both residents and visitors alike. The Plaza will act as a place where athletes, guests and media can interact.

The Plaza will include a user-pay café, which can also act as a casual meeting place. All Team Welcome Ceremonies will take place in the Village Plaza. Plaza services will operate from 09:00 to 21:00 as of July 5.

### **Retail services in the Village Plaza**

Retail services will be provided in the Village Plaza for the convenience of Village residents and guests. Services provided will be on a user-pay basis and will include banking, dry cleaning, a hair salon, general store, photo kiosk and ticket office.

### Team Welcome Ceremonies

Team Welcome Ceremonies will take place at the Village Plaza from July 6 to 9. Each delegation will be invited to participate in a ceremony that will welcome them to Toronto. The ceremony will include an official welcome, the raising of the national flags and the playing of anthems, ceremonial exchanges and cultural entertainment.

Each ceremony will last approximately 30 minutes.

### Smoking and alcohol policy

In accordance with *PASO Regulations*, the Athletes' Village will be a non-smoking venue. It is strictly forbidden to smoke in any building or on any balcony in the Village or satellite accommodation. A limited number of clearly marked outdoor smoking areas will be available throughout the Athletes' Village and satellite accommodation.

## Catering at Competition and Training Venues

### Competition venues

Food and beverage services will be provided for accredited athletes and team officials in athlete lounges at the competition venues. Access to this service will be managed by sport/venue team volunteers, and will be provided during competition and official training at the venue.

Each competition venue's athlete lounge will feature, at minimum, a refreshment station with beverages and snacks. The hours of service will vary by venue, but the refreshment station will open 90 minutes before the competition and training start time and will close one hour after the end of competition.

### Training venues

A refreshment station with beverages and snacks will be available at training venues. A cold, boxed meal will be available at venues where athletes are required to be present for a minimum of five hours.

TO2015 will supply the initial expected meal quantities to the catering team for both competition and training venues. Upon arrival, team leaders will be able to adjust these numbers at the sport information desk at each competition venue. Team leaders must communicate any changes to the athlete venue meal numbers three days in advance.

## Venue Access

### "P" accreditation and training venue pass (TVP) accreditation venue access

In order to cater to each NOC's need for additional support with their athletes' preparations, PASO has confirmed the use of additional accreditation subcategories within the NOC category, in accordance with the *Pan American Sports Organization Accreditation Users' Guide*. Those subcategories are as follows:

1. "P" accreditation
  - a. alternate athletes
  - b. personal coaches and training partners
2. "TVP" accreditation

These subcategories are not part of the NOC's delegation and therefore will have restricted access rights. They will not be entitled to dining privileges at the Athletes' Village.

For more information, please refer to the *Pan American Sports Organization Accreditation Users' Guide* and the *NOC Accreditation Manual*.

## Athlete equipment transfer

TO2015 Logistics will operate a scheduled service for the transfer of athlete sport equipment between the CIBC Pan Am/Parapan Am Athletes' Village, satellite accommodation and the competition and training venues during the operating period. This service is intended to assist NOCs with the transport of sport equipment that cannot fit on the supplied transport shuttles.

TO2015 Logistics will notify all delegations of where the athlete equipment drop-off and collection locations will be, in advance of competition events. Logistics will use a tagging system to track shipments to ensure athletes receive their correct equipment.

The athlete equipment transfer schedules will be available from the logistics desk and sport information desks at the NOC Services Centre at the Athletes' Village and from the sport information desks at the respective venues.

## Medical Services

Medical services during the TORONTO 2015 Pan Am Games will be provided at all competition and training venues, and non-competition venues such as the CIBC Pan Am/Parapan Am Athletes' Village, satellite accommodation locations, Games Family hotel and the Cisco International Broadcast Centre and Main Press Centre.

Athlete and spectator services will be stocked with appropriate equipment, supplies and medication and will be staffed by experienced medical personnel. Ambulances, staffed by paramedics, will be stationed at all competition venues and some non-competition venues, such as the Athletes' Village.

### Competition and training venues

Emergency services and sport medicine for ill and injured athletes, team officials and all accredited individuals will be available at each competition and training venue. These services will be provided by physicians and therapists and will be available for two hours before competition (or one hour before warm-up) and for one hour post-competition.

### Field-of-play response

Athletes injured on the field of play during competition or training will be evaluated on-site. If necessary, they will be evacuated from the field of play and transported to the athlete medical room, Polyclinic or hospital, as appropriate. Field-of-play response will abide by the respective International Federation rules.

### Spectator medical services

Medical services will be provided at competition venues for spectators, Games family members, press, broadcast, marketing partners, contractors and workforce by St. John Ambulance, and supported by emergency medical services and Games' medical services.

### Anti-doping

The TORONTO 2015 Pan Am Games will have the most sophisticated and comprehensive anti-doping program in the history of the Pan Am Games. The anti-doping program will collect an unprecedented number of samples, execute the first-ever comprehensive blood collection program and collect the highest-ever percentage of out-of competition tests.

For more information, please visit [TORONTO2015.org/anti-doping](http://TORONTO2015.org/anti-doping).

## Transportation

### Transportation system for athletes and team officials (TA)

The TA bus system will provide the following transportation services for accredited athletes and team officials, including their accompanying baggage and sport equipment:

- Arrival and departure services between Toronto Pearson International Airport and TORONTO 2015 accommodation locations.
- Training and competition services between TORONTO 2015 accommodation locations and competition and training venues.
- Ceremonies services.
- Connectivity between the CIBC Pan Am/Parapan Am Athletes' Village and satellite accommodation locations.

### TA system loading and unloading

TA services will use load zones in the Athletes' Village transport mall, except for the following services that will operate from the Welcome Centre:

- arrival/departure services
- inter-Village connection service

TA load zones will not be located within the secure perimeter; however, all load zones will be as close as possible to the athlete venue entry points.

Where there is capacity, different-discipline athletes will be able to share the TA service with competing athletes. Load zone attendants will be stationed at each load zone and will help facilitate the loading and unloading process to ensure it is done in a safe and efficient manner, while ensuring maximum vehicle occupancy. Competing athletes are given priority over all other clients with TA access.

### Vehicle types

A mixture of highway motorcoaches, transit buses and mini-buses driven by contracted drivers will transport NOC clients.

### Training and competition venue services

Regular transportation training services will be scheduled with a 60-minute frequency to transfer athletes to and from designated training venues. Leaving the Athletes' Village from the transport mall, the service will enable athletes and team officials to be at the venue one hour prior to training and leave up to one hour after training. The service will begin in accordance with the training schedule, to a maximum of five days prior to the first day of competition, and will continue until the closing day of each sport's individual training session.

Athletes' Village Transport Mall to Competition and Training Venues				
Sport (Discipline)	Venue Code	Service Dates	Hours of Service	Frequency
Aquatics – diving	PAC	July 5–13	07:00–22:00 (July 5–8) 06:30–22:00 (July 9) 06:00–16:30 (July 10) 06:00–23:00 (July 11) 06:30–23:00 (July 12–13)	15–30 minutes

Aquatics – open water swimming (competition)	OPW	July 7–12	13:30–17:00 (July 7) 09:00–16:30 (July 8–9) 09:30–13:30 (July 10) 05:30–19:00 (July 11–12)	30 minutes
Aquatics – open water swimming (training)	ETO	July 7–8	13:30–16:00	60 minutes
Aquatics – open water swimming (training)	PAC	July 6–8	07:00–22:00	30 minutes
Aquatics – open water swimming (training)	DDS	July 9–11	07:30–19:00 (July 9) 07:30–14:30 (July 10) 07:30–19:00 (July 11)	30 minutes
Aquatics – swimming (competition)	PAC	July 10–18	06:00–16:30 (July 10) 06:00–23:00 (July 11) 06:30–23:00 (July 12–18)	15 minutes
Aquatics – swimming (training)	ETO	July 9–12	12:30–17:00 (July 9) 07:30–09:30 (July 10) 12:30–16:30 (July 11) 08:30–21:30 (July 12)	60 minutes
Aquatics – swimming (training)	DDS	July 9–11	07:30–18:30 (July 9) 07:30–14:30 (July 10) 07:30–18:30 (July 11)	30 minutes
Aquatics – synchronized swimming	PAC	July 4–11	07:00–21:45 (July 4) 07:00–22:00 (July 5–8) 06:30–22:00 (July 9) 06:00–16:30 (July 10) 06:00–23:00 (July 11)	15-30 minutes
Aquatics – water polo (competition)	MAR	July 2–15	08:30–21:15 (July 2–6) 06:30–21:30 (July 7–9) 07:30–12:15 (July 10) 06:30–21:30 (July 11) 07:30–21:30 (July 12–13) 07:30–22:00 (July 14) 07:30–22:00 (July 15)	Pre-booked service
Aquatics – water polo (training)	ETO	July 2–15	08:30–21:15 (July 2–6) 07:30–21:45 (July 7–8) 07:30–22:15 (July 9 & 11) 09:00–13:45 (July 10) 08:30–21:45 (July 12–14) 08:30–11:15 (July 15)	Pre-booked service
Archery	VAR	July 9–18	07:30–17:30 (July 9 & 11–12) 07:30–14:00 (July 10) 07:30–14:00 (July 13) 07:30–18:00 (July 14–17)	30–60 minutes

Athletics – marathon (competition)	OPW	July 17–25	07:30–15:30 (July 18) 10:15–13:45 (July 17) 05:15–12:45 (July 18) 08:45–13:00 (July 24) 04:30–21:45 (July 25)	Scheduled departures
Athletics – race walk (competition)	OPW	July 17–26	10:15–13:45 (July 17) 05:15–12:45 (July 19) 04:30–12:45 (July 26)	Scheduled departures
Athletics – track and field (competition)	YOR	July 16–25	07:30–20:30 (July 16–20) 07:30–23:00 (July 21–24) 16:00–24:30 (July 25)	15 minutes
Athletics (training)	BST	July 13–25	07:30–13:30 (July 13–15) 07:30–17:00 (July 16–24) 07:30–12:30 (July 25)	60 minutes
Badminton	MAR	July 6–16	08:30–22:00 (July 6–9) 07:00–14:00 (July 10) 07:00–21:30 (July 11) 07:00–22:30 (July 12) 08:00–22:30 (July 13–14) 09:00–22:30 (July 15) 09:00–21:30 (July 16)	30–60 minutes
Baseball (competition)	AJX	July 6–26	11:00–22:30 (July 6–9) 07:15–14:00 (July 10) 08:30–23:00 (July 11–17) 09:40–23:00 (July 18) 09:40–23:30 (July 19) 11:30–23:00 (July 20–24) 08:55–23:00 (July 25) 08:40–16:30 (July 26)	Pre-booked service
Baseball (training)	UTS	July 15–19	09:00–21:00	Pre-booked service
Basketball	RYA	July 11–25	09:30–15:00 (July 11–12) 09:30–15:15 (July 13) 09:30–16:15 (July 14–15) 09:00–24:15 (July 16–19 & 21–24) 08:30–24:15 (July 20) 09:00–22:30 (July 25)	Pre-booked service
Bowling	PLB	July 19–25	10:30–17:30 (July 19–21) 08:30–20:00 (July 22–23) 08:30–20:30 (July 24) 08:30–16:30 (July 25)	30 minutes/60 minutes
Boxing	OBX	July 18–25	17:00–23:30 (July 18–19) 12:00–24:00 (July 20–21) 17:00–23:30 (July 22–24)	30 minutes

Cycling – BMX	CEB	July 8–11	16:00–22:30 (July 24–25) 11:30–19:00 (July 08) 08:45–16:30 (July 09) 08:45–14:00 (July 10) 11:45–17:30 (July 11)	Scheduled departures
Cycling – road cycling (road race)	OPW	July 24–25	08:45–13:00 (July 24) 04:30–21:45 (July 25)	Scheduled departures
Cycling – road cycling (individual time trial)	MRT	July 21–22	18:00–20:45 (July 21) 09:00–14:45 (July 22)	Scheduled departures
Cycling – track cycling	MIV	July 11–19	08:00–20:00 (July 11–15) 07:30–20:30 (July 16) 07:30–22:00 (July 17) 07:30–21:30 (July 18–19)	30 minutes/60 minutes
Fencing	PAC	July 15–25	06:30–23:00 (July 15–19) 07:00–2:00 (July 20–22) 06:30–22:30 (July 23–25)	15-30 minutes
Field hockey	PAF	July 8–25	07:00–20:30 (July 08–12) 07:30–22:00 (July 13–25)	Pre-booked service
Golf	AGN	July 14–19	06:30–20:30 (July 14–18) 06:30–19:00 (July 19)	30–60 minutes
Gymnastics – artistic gymnastics	TCO	July 6–15	06:00–02:00 (July 6–9 & 11–15) 06:00–14:00 (July 10)	15 minutes
Gymnastics – rhythmic gymnastics (competition)	TCO	July 16–20	06:00–02:00	15 minutes
Gymnastics – rhythmic gymnastics (training)	ETO	July 12–15	08:30–21:30	60 minutes
Gymnastics – trampoline	TCO	July 13–19	06:00–02:00	15 minutes
Handball	EXC	July 12–25	07:30–22:30 (July 12–15) 07:30–23:30 (July 16–21) 07:30–24:00 (July 22–23) 08:00–24:00 (July 24–25)	Pre-booked service
Judo	MIS	July 6–14	08:30–20:00 (July 6–9) 08:30–14:00 (July 10) 10:00–23:00 (July 11–13) 09:00–23:30 (July 14)	30 minutes/60 minutes
Karate	MIS	July 18–25	09:00–24:30 (July 18) 09:00–23:00 (July 19–25)	15 minutes

Modern pentathlon	PAC	July 13–19	06:30–23:00	15 minutes
Racquetball	EXC	July 17–26	06:00–02:00 (July 17–21) 07:00–01:00 (July 22–25) 07:00–18:30 (July 26)	15 minutes
Roller sports – figure skating	EXC	July 7–12	07:00–01:00 (July 7) 06:00–02:00 (July 8–9, 11–12) 06:00–14:00 (July 10)	15 minutes
Roller sports – speed skating	PAC	July 9–13	06:30–22:00 (July 9) 06:00–16:30 (July 10) 06:00–23:00 (July 11) 06:30–23:00 (July 12–13)	15 minutes
Rugby sevens (competition)	EPS	July 10–12	08:00–14:00 (July 10) 08:30–22:00 (July 11–12)	Pre-booked service
Rugby sevens (training)	FLF	July 6–9	08:00–19:30	Pre-booked service
Sailing	RCY	July 8–19	07:30–09:30 (July 8–9 & 11–19) 15:30–20:00 (July 8–9 & 11–19) 07:30–14:00 (July 10)	15–30 minutes
Softball (competition)	AJX	July 7–26	11:00–20:00 (July 7) 11:00–17:30 (July 8–9) 08:00–14:00 (July 10) 11:00–20:00 (July 11) 11:00–22:00 (July 12–16) 13:30–22:00 (July 17 & 24) 09:00–18:00 (July 18) 11:00–22:00 (July 19–23) 14:00–20:00 (July 25) 08:00–14:00 (July 26)	Pre-booked service
Softball (training)	LAM	July 14–18	08:30–21:30	Pre-booked service
Squash	EXC	July 7–17	07:00–25:00 (July 7) 06:00–02:00 (July 8–9, 11–17) 06:00–14:00 (July 10)	15 minutes
Table tennis (competition)	MAR	July 19–25	07:30–23:00 (July 19–24) 07:30–22:00 (July 25)	30 minutes
Table tennis (training)	BCS	July 14–25	08:00–22:30 (July 14) 09:00–22:30 (July 15) 09:00–21:30 (July 16) 09:00–21:00 (July 17–18) 07:30–23:00 (July 19–24) 07:30–22:00 (July 25)	30 minutes/60 minutes
Taekwondo	MIS	July 14–22	09:00–23:30 (July 14) 09:00–24:30 (July 15–18) 09:00–23:00 (July 19–22)	15 minutes

Tennis	CTC	July 6–16	08:30–19:00 (July 6–8) 08:30–21:00 (July 9) 07:30–15:00 (July 10) 07:30–22:00 (July 11–12) 08:30–23:00 (July 13–15) 10:30–22:30 (July 16)	15 minutes
Triathlon (competition)	OPW	July 8–12	09:00–16:30 (July 8–9) 05:30–19:00 (July 11–12)	30 minutes
Triathlon (training)	BST	July 6–11	11:30–17:00 (July 6–7 & 11) 12:30–17:00 (July 8–9) 10:30–14:00 (July 10)	60 minutes
Triathlon (training)	PAC	July 6–8	07:00–22:00	30 minutes
Triathlon (training)	DDS	July 9–11	07:30–19:00 (July 9) 07:30–14:30 (July 10) 07:30–19:00 (July 11)	30 minutes
Volleyball – beach volleyball	PBV	July 8–21	06:00–02:00 (July 8–9, 11–21) 06:00–14:00 (July 10)	15 minutes
Volleyball – indoor volleyball (competition)	EXC	July 13–26	08:30–22:00 (July 13–14) 12:00–24:00 (July 16–24) 13:25–24:00 (July 25) 08:55–19:00 (July 26)	Pre-booked service
Volleyball – indoor volleyball (training)	GOL	July 11–25	10:30–17:00 (July 11) 09:00–22:00 (July 12) 10:30–17:30 (July 13–14) 09:00–22:00 (July 15) 07:30–22:30 (July 16–21) 07:30–22:00 (July 22–23) 07:30–15:30 (July 24) 07:30–13:00 (July 25)	Pre-booked service
Waterski & wakeboard	OPW	July 15–23	08:30–18:30 (July 15–16) 08:30–18:30 (July 17) 10:30–21:00 (July 18) 12:00–16:00 (July 19) 08:00–17:30 (July 20–21) 08:00–19:30 (July 22) 08:00–18:00 (July 23)	30–60 minutes
Weightlifting	OBX	July 6–15	08:30–22:00 (July 6–9) 08:00–14:00 (July 10) 10:00–23:00 (July 11–15)	30–60 minutes
Wrestling	MIS	July 10–18	08:30–14:00 (July 10) 10:00–23:00 (July 11v13) 09:00–23:30 (July 14) 09:00–24:30 (July 15–18)	15 minutes

### **Team sport vehicles**

Each team will be allocated one team bus with driver(s) to operate on a pre-arranged schedule for use during the training and competition period and cease upon return to the Athletes' Village (or Football Satellite Accommodation) after the team's final competition. Team sports for which a bus will be provided include:

#### **Team Sports with Team Bus Allocations**

- Aquatics – water polo
- Baseball
- Basketball
- Field hockey
- Football
- Handball
- Rugby sevens
- Softball
- Volleyball – indoor volleyball

These buses will be available to support training and competition movements only. Team buses will be equipped with a vehicle access and parking permit (VAPP), which will allow access to the Athletes' Village or football satellite accommodation and the respective sport training and competition venues as well as the GRN.

Any change or cancellation of service must be made at the transport desk of the CIBC Pan Am/Parapan Am Athletes' Village no later than 15:00 the day before travel.

### **CIBC Pan Am/Parapan Am Athletes' Village connection with satellite accommodation**

A transportation service will connect the CIBC Pan Am/Parapan Am Athletes' Village with each of the five satellite accommodation locations. This will allow athletes and team officials to travel between the athletes' Village and the satellite accommodation to connect to services departing from the athlete transport mall at the Athletes' Village.

### **Ceremonies**

For the Opening Ceremony on July 10 and the Closing Ceremony on July 26, athletes and team officials will be transferred between the CIBC Pan Am/Parapan Am Athletes' Village and the Pan Am Ceremonies Venue.

Athletes and team officials residing in satellite accommodation locations will be transported from their respective accommodation to the Athletes' Village by 15:00 in order to join their teams prior to departure for the Pan Am Ceremonies Venue. All non-ceremony transport services will end at 14:00 on ceremony days to allow for preparations. Some exceptions will be made for competitions events that end beyond this time.

### **NOC-dedicated vehicles**

Each NOC will be provided with a number of dedicated vehicles based on its delegation size. The number of dedicated vehicles allocated to each NOC will be confirmed during the DRM.

This allocation will include the T1 service vehicles assigned to each NOC's chef de mission.

### **NOC delegations with road cycling teams**

Each NOC competing in road cycling, including the time trial, will receive one additional sedan-type vehicle equipped with a roof rack (four-bicycle capacity). NOCs with competing athletes in road cycling should prioritize the allocated vehicle for cycling training and must make this available for competition operations.

The vehicle will be equipped with a road event VAPP allowing access and parking at all cycling training and competition venues as well as the Athletes' Village.

### **Vehicle access and parking permits**

NOC-dedicated vehicles will be equipped with a VAPP that will allow access to, and parking at, the Athletes' Village, satellite accommodation and all competition and training venues. VAPPs will also allow access to a drop-off and pick-up load zone at The Westin Harbour Castle hotel and the Main Media Centre.

### **Parking**

Where parking at TORONTO 2015 competition venues exists, it will be extremely limited and will be on a first-come, first served basis. Athletes and team officials will be strongly encouraged to use the TA system as the most efficient way to travel to and from the venues. TO2015 cannot guarantee parking spaces to all NOCs, with the exception of the Athletes' Village.

## **Public Transportation**

### **Travel within Toronto**

The Toronto Transit Commission (TTC) is the main transport agency that operates in the city of Toronto.

All GO Train and rail services will be available to connect clients to some of the outlying venues.

### **Travel to other Host Municipalities**

Other Transit agencies:

- My Way
- York Region Transit/VIVA
- Niagara Transit
- Durham Region Transit
- Hamilton Street Railway
- Brampton Transit
- Milton Transit
- St. Catharines Transit
- Welland Transit

## Ceremonies

### Opening and Closing Ceremonies

The TORONTO 2015 Pan Am Games Opening Ceremony will be held in the heart of Toronto's city centre, near the shores of Lake Ontario, at the Pan Am Ceremonies Venue on Friday, July 10 at 20:00. The Closing Ceremony will be held at the Pan Am Ceremonies Venue on Sunday, July 26 at 20:00.

Both ceremonies will be broadcast live throughout Canada, with distribution planned internationally.

### Medal Ceremonies

See "Medal Ceremonies" section in the Post-Competition procedures.

### Victory Celebrations

Daily Victory Celebrations have been created to offer athletes an unforgettable night in celebration of their achievement.

Nathan Phillips Square will be Toronto's international gathering place, where the public can engage with and celebrate the Games daily. Three public stages will be filled with music, dance and spoken-word performances as well as large video screens that will air the various competitions and the Opening and Closing Ceremonies, all at no cost to the public. Each night will conclude with a spectacular fireworks display.

The Celebrations will take place nightly from 19:00 to 19:30, from July 11 to 25.

## Security

### Security at competition and training venues

Entry to all competition venues will be controlled by electronic access control and all accreditation passes will be checked for validity and venue privileges.

Entry to training venues will be monitored and controlled by security personnel at perimeter checkpoints for the inspection of appropriate accreditation passes.

### Security at athlete accommodation locations

A number of security measures will be taken to ensure a safe and secure environment for athletes and officials. The Athletes' Village and satellite accommodation locations will be outfitted with security features that may include the following: security fencing and barriers, security lighting, X-ray security screening, walk-through magnetometers, wands, CCTV, and police and private security.

Entry to the Athletes' Village and satellite accommodation will be controlled by electronic access control and will check for accreditation passes.

### Emergency communications

Within venues, emergency response personnel will be available for athletes and team officials. For assistance, contact any security, police or TO2015 personnel.

Outside venues, emergency personnel — fire, ambulance, police, can be reached by dialing 9-1-1.

## INFO 2015

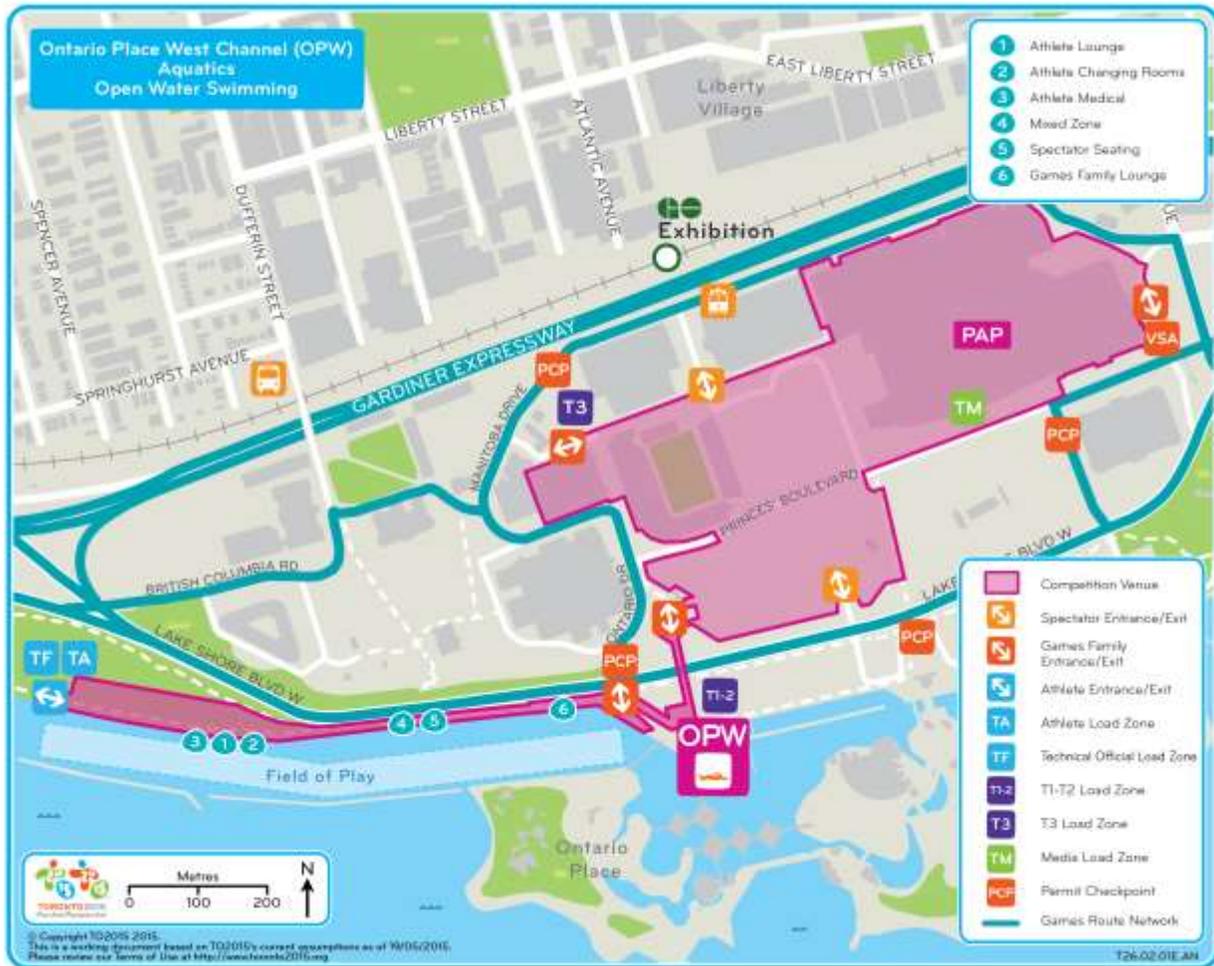
INFO 2015, the official Games-time internet-based information system for the Games Family, will provide key information not available to the public, such as conference schedules, transport arrangements and flash quotes. Access to INFO 2015 will be over the internet by navigating to a password-protected section of the TORONTO 2015 website.

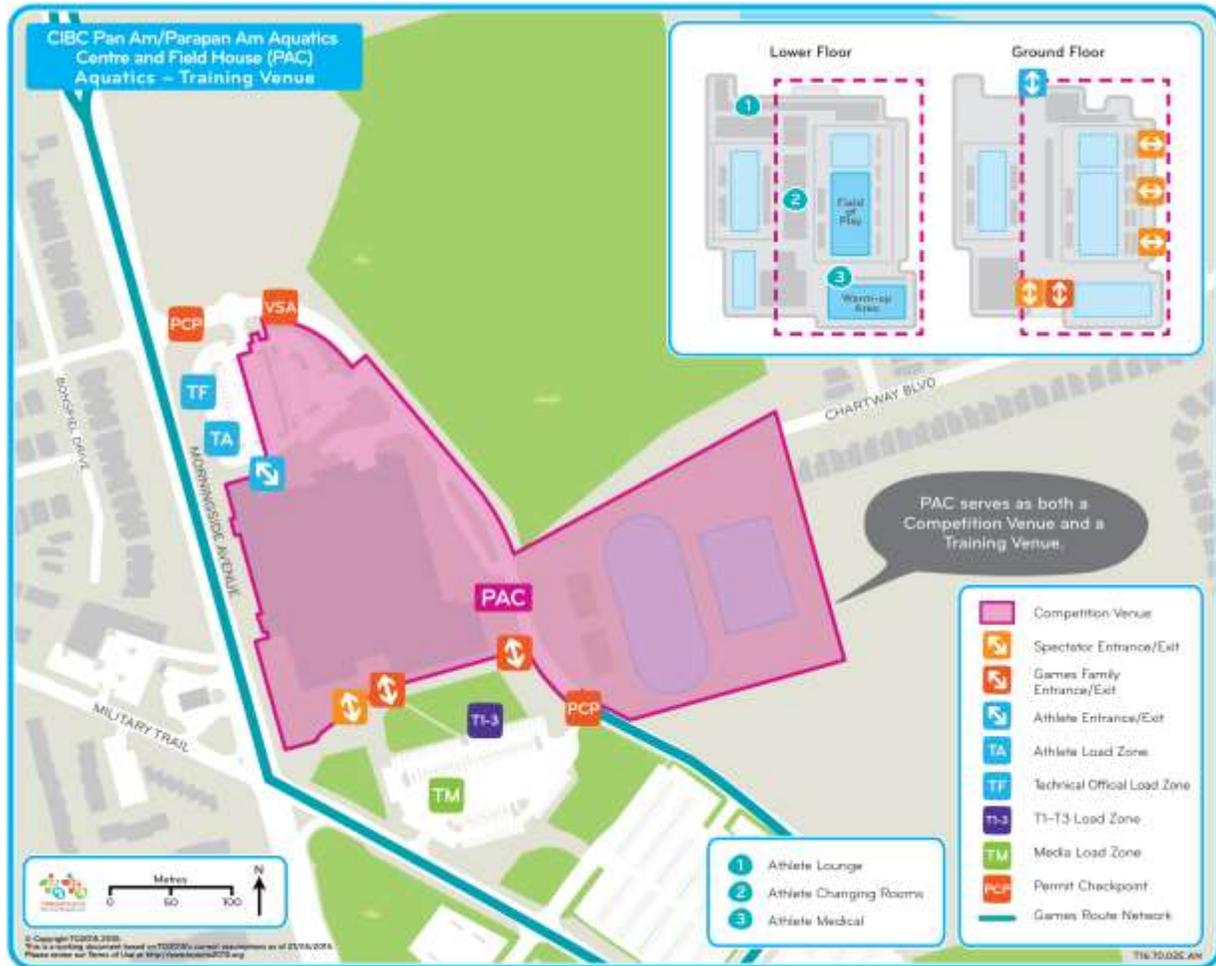
A large amount of results and medal information will be made publicly available at [TORONTO2015.org](http://TORONTO2015.org).

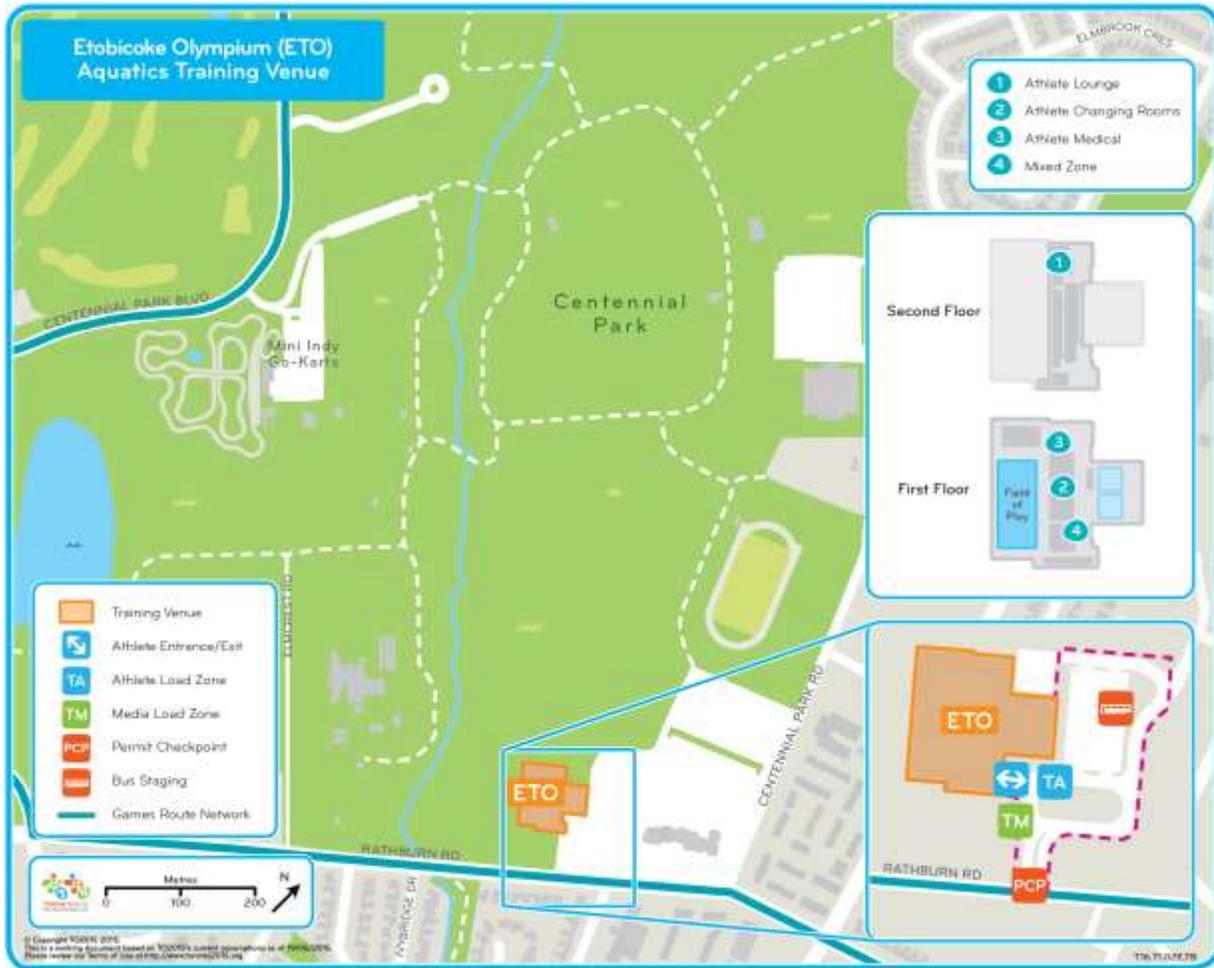
# Maps













LEAD PARTNER  
PARTENAIRE PRINCIPAL  
SOCIO PRINCIPAL



PREMIER PARTNERS  
GRANDS PARTENAIRES  
SOCIOS PREMIERES



OPENING CEREMONY CREATIVE PARTNER  
PARTENAIRE CRÉATIF POUR LA CÉRÉMONIE D'OUVERTURE  
SOCIO CREATIVO PARA LA CEREMONIA DE INAUGURACIÓN

CIRQUE DU SOLEIL



OFFICIAL BROADCASTER  
DIFFUSEUR OFFICIEL  
EMISORA OFICIAL



OFFICIAL SUPPLIERS  
FOURNISSEURS OFFICIELS  
PROVEEDORES OFICIALES



PROUD SUPPORTERS  
FIERS PARRAINEURS  
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