



Delegation Accommodation Guidelines

for Special Olympics World Games



One of a series of resources
for developing Functional Area
Operational Plans for all key
World Games components.

Introduction

Welcome to the Accommodations Guide. This publication is part of a series of World Games Guides designed to provide Games Organizing Committees (GOCs) with the minimum requirements for specific functions as determined by Special Olympics, Inc. Each guide provides recommendations and sets clear expectations for planning and implementation of essential functions to ensure that each World Games participant receives standard services in a safe environment.

Each GOC is responsible for developing a detailed Functional Area Operational Plan for all key components required in the organization of the Special Olympics World Games. The World Games Guides should serve as a helpful tool in the development of these plans. World Games Guides shall be recognized as Games Standards, as referred to in the World Games Agreement, and are contractually binding.

To ensure that the Functional Area Operational Plan for Accommodations is complete and comprehensive, be sure to incorporate all minimum requirements outlined in this guide.

If you have any questions or need additional guidance, contact Games & Competition Department.

DELEGATION ACCOMMODATION GUIDELINES FOR SPECIAL OLYMPICS WORLD GAMES

Note: The Agreement between Special Olympics, Inc. (Special Olympics) and the Games Organizing Committee (GOC) shall govern if any terms of these guidelines are contrary to the Agreement.

Introduction

These guidelines are designed to provide the GOC with minimum requirements and guidelines to ensure that all accommodation venues provide delegations with the best possible opportunity to professionally prepare their athletes for competition while fostering a spirit of international friendship and cultural exchange in a safe, comfortable environment.

The following options may be used for accommodating delegations:

- Construct accommodation venue(s) specifically for the World Games;
- Use existing accommodation venues, such as hotels, universities or resorts; or
- Use temporary facilities that can be dismantled at the conclusion of the Games.

All accommodation venues should meet or exceed the internationally recognized standards of a three-star hotel and the minimum requirements outlined in this document.

Numbers of athletes and delegates

The Special Olympics World Summer Games may require single and two-bed rooms for up to ten thousand (10,000) athletes and delegates (includes delegates, coaches and additional staff).

The Special Olympics Winter World Games may require single and two-bed rooms for up to three thousand five hundred (3,500) athletes and delegates (includes delegates, coaches and additional staff).

Location of accommodation

Ideally, all accommodation venues should be located in one central location, such as in a “village” setting. However, local infrastructure may dictate the need for multiple accommodation venue locations or separate clusters of accommodation venues.

Each delegation shall be accommodated together as close to the sports venues as possible, and never more than 45 minutes by bus from any of the sports venues or any other venues that will be used by the athletes or other members of the delegations during Games time, such as Special Olympics Town, Healthy Athletes™ initiative venue and Opening/Closing Ceremonies.

Access to accommodation

Accommodations for the delegations shall be available by 13:00 (1:00 p.m.) two days prior to the Opening Ceremonies, if a Host Town Program is offered.

If a Host Town Program is not offered, accommodations shall be open to delegations three to five days prior to the Opening Ceremonies to allow for acclimatization.

Accommodations shall be open for delegations until 13:00 (1:00 p.m.) the day after the Closing Ceremonies. The GOC should be prepared to enable delegations to remain in the accommodation venue past the deadline at the delegations' expense if there are no travel options available on that day or if other issues outside the delegations' control prohibit them from traveling that day. If necessary, the GOC may require any remaining delegations to move to a consolidated location(s).

The accommodation shall be open 24 hours a day for persons with appropriate credentials only. Access control and safety and security staff shall be on duty at all times.

Medical Services

For the duration of the Games each accommodation venue is required to have first aid stations staffed 24 hours a day with licensed and/or certified volunteer health care professionals (such as registered nurses). All accommodation venues should be located within 30 minutes of a polyclinic (non-emergency, multipurpose medical center operated by the GOC) and/or hospital for primary and urgent medical care. The GOC shall establish prearranged methods for rapid and safe emergency transportation to area hospitals from all accommodation venues.

Health care professionals, qualified emergency medical staff and official interpreters shall be available on call 24 hours a day at nearby hospitals and polyclinics throughout the Games.

ACCOMMODATION

Delegation Service Center

Each accommodation venue shall have easy access to a centrally located Delegations Service Center (DSC), which shall be staffed 24 hours a day and available to delegations for the duration of the Games. The DSC shall serve as the delegations' first point of reference for any need. The DSC shall have a complete and detailed overview of all matters related to serving the delegations and also have easy access to any other functions, including messages, mail, transportation information, linen and towel exchange, keys and maintenance requests.

- Each delegation shall have a mailbox at the DSC.
- Each delegation shall be accessible by telephone, fax and e-mail. The Head of Delegation (HOD) shall receive a mobile telephone.
- The DSC shall have a "business center" that offers computers with Internet access, printers and a fax machine for delegation members.
- A Sports Information Center shall also be in place to provide delegations with results, starting lists and other sports-specific information and updates.

Minimum requirements for handicap accessibility

Ideally, all accommodation facilities should be handicap accessible. Handicap accessible items include, but are not limited to, ramps, elevators, grab bars for toilets and showers, seats for showers, removable shower heads, door knobs, pull cords for light switches, etc. At a minimum, 10 percent of all the bedrooms and bathrooms in delegation accommodations shall be handicap accessible. Delegations that include handicapped members, as identified in the Games registration information, shall be provided handicap accessible accommodations and services (including transportation, catering, etc.).

Room allocation

Ideally, the delegations should be accommodated as close as possible to the sports venues where the majority of their athletes will be competing to minimize the time spent on transportation.

Entire delegations should be housed together in the same accommodation venue whenever possible. Male and female athletes from the same delegation must be housed in separate rooms or separate floors within the accommodation venue.

Under no circumstances should athletes from different delegations be required to share the same room.

Each HOD and Assistant HOD shall be provided with a single bedroom. In addition to the minimum requirements for athletes and coaches rooms, HOD and Assistant HOD rooms shall have a telephone line that also can be used for connection to the Internet.

The GOC should consider all cultural, religious and political sensitivities when allocating rooms to delegations. Special Olympics will work closely with the GOC to advise on these issues.

Meeting all the requirements listed above may result in beds or rooms that are unoccupied. It is recommended that the GOC plan for 5 percent of rooms being unoccupied due to inefficiencies caused by the numbers of males and females in any given delegation, and other factors.

Upon receipt of the delegation registration materials the GOC will be able to identify the gender of each delegation member. This information will enable the GOC to allocate blocks of rooms to each delegation. Then, the GOC shall require HODs to assign registered delegation members to each allocated room. The GOC also will need to allocate rooms for Delegation Assistant Liaisons (a live-in host who speaks the delegation's official language) and GOC housing staff/volunteers.

Minimum size of rooms

The *minimum* size of a room where two athletes are accommodated should be 12 square meters of floor space.

Maximum number of athletes and coaches in bedrooms

No more than four athletes and coaches should be housed in a room together. All athletes and coaches shall be provided with single beds.

Bed specifications

All athletes shall have a single bed of standard width and length (at least 90cm by 200cm). Extra-long beds should be available upon request in advance by the HOD. The distance between beds in rooms where two or three athletes are housed shall be no less than 1 meter.

Minimum furniture for the bedrooms

Each room should have a bed(s), chair, table or desk, reading light, overhead light, trash/garbage receptacle, two drawers and 50 cm of hanging space for clothes per resident.

If bunk beds are used, the following requirements must be followed:

- The top bunk must have guard rails on all four sides of the bed;
- The mattress must fit tightly against all four sides of the bed;
- Check regularly to make sure the frame of the bed is sturdy;
- The ladder should be attached securely to the bed;
- Allow only one person on the top bunk at a time;
- Always use the ladder to get up and down from the top bunk;
- Individuals assigned to the top bunks should be physically able to enter and exit the top bunk easily.

Air-conditioning units (for Summer Games) and/or dehumidifiers should be available upon request for delegates with respiratory problems.

Accommodation venues for Winter Games should be heated. Standalone or temporary heating units (space heaters) *shall not* be permitted.

Additionally, small refrigeration units should be available upon request for delegates who take medications that require refrigeration.

Minimum number of bathrooms/showers

One bathroom with one shower, one sink and one toilet per four (4) female delegation members should be available.

One bathroom with one shower, one sink and one toilet per four (4) male delegation members should be available.

All bathrooms should include trash/garbage receptacles and mirrors. Each shower shall have curtains. The bathroom and shower floor must be non-slippery and easy to clean.

Hot water temperature in showers and sinks should not exceed 48 degrees Celsius (120 degrees Fahrenheit).

Minimum requirement for change of linen and towels

Every bed shall have a clean mattress and set of linen when the delegations move in. A linen package will include a flat sheet, fitted sheet, pillow case and pillow. A blanket also will be provided for Winter Games and upon request for Summer Games. The linen shall be changed every five days. Extra linen shall be available from the Delegations Service Center and can be requested by the HOD. Mattress protectors are recommended for all beds, but shall be available for delegations upon request at a minimum. Every delegation member shall have at least two towels available. It is recommended that towels be changed every second day. Extra towels shall be available from the DSC on a one-for-one exchange basis.

Minimum standards for cleaning of rooms

A light cleaning of the bedrooms, bathrooms and common areas must take place daily. A light cleaning should include sweeping and/or vacuuming of bedroom and hallway floors, mopping of bathroom floor, wiping of furniture, antibacterial spraying of sinks, toilets and showers, emptying of garbage/trash receptacles and replenishing of toilet paper and paper towels. A more in-depth cleaning should take place every fifth day. All common areas must be well cleaned daily.

Cleaning supplies, including blood-borne pathogen kit and disinfectants, shall be easily accessible at the DSC in case of an emergency.

Minimum requirement for laundry facilities

Each delegation must have access to free self-serve laundry facilities every day or to a free laundry service with daily pick-up and delivery.

Prohibition of tobacco and alcohol products

All accommodation venues should conform to the Special Olympics General Rules, including the prohibition of any tobacco or alcohol products. The GOC shall be responsible for effectively communicating these policies to the delegations via proper signage and written materials, such as the HOD Manual.

Minimum requirement for meetings rooms

A meeting room that can be booked by delegations should be available within the accommodation area. The room should be large enough to accommodate a meeting of up to 25 people.

Facilities for leisure activities

Space for leisure activities – such as watching television, playing games and relaxing – should be provided within the accommodation area for the delegations.

Security and access control

All entrances into the delegation accommodation area shall have 24-hour access control for the duration of the Games. Only persons with appropriate credentials shall have access.

Dining facilities

The capacity of the dining facilities will depend on the layout of the accommodation venue. Each dining facility shall have sufficient capacity to efficiently serve all the residents with minimum waiting time.

The location of the dining facilities should be no more than 300 meters away from the accommodation venues.

An optional quick/pick-up service for light meals and continental breakfasts should be available in case athletes have to depart early for competition or if competition runs late.

Dining facilities should be handicap accessible.

Storage facilities for equipment

All delegations shall have access to an assigned secure storage area for sports equipment such as bicycles, skis, floor hockey equipment, etc.

Facilities for preparation of sports equipment

For Special Olympics World Winter Games, the delegations shall have access to facilities where they can prepare skis and other equipment for the competitions.

Access to banks, merchandise vendors, etc.

Ideally, all delegations shall have easy access to Games merchandise vendors, a bank and post/mail services near each accommodation venue. At a minimum these services should be available at a central location.

Administration office

Within the accommodation area there shall be an office for the administration of the venue.

Signage

All GOC functions/services within all accommodation venue areas (indoor and outdoor) must be clearly marked with directional signage using internationally recognized symbols consistent with the look of the Games. Signage should be easily visible, resistant to weather damage (sun, wind, rain, etc.) and should be installed so that it cannot be easily removed. All Games venues should include no-smoking signs.

Language services

Each delegation shall be provided with a live-in host who speaks the delegation's official language. This person is referred to as the Delegation Assistant Liaison (DAL).

Fire drill and safety procedures

Each HOD shall get a copy of the fire and safety procedures in their own language and all of them shall be made aware of the procedures when they move in. It is the HOD's responsibility to ensure his or her delegation is familiar with the procedures. All accommodation venues shall include alarm systems, fire extinguishers and sprinkler systems. All alarms and fire extinguishers should be covered. A fire drill test shall be conducted at each accommodation venue.

Transportation (drop-off/pick-up area)

The drop off/pick-up area for delegations shall be no more than 300 meters away from the accommodations and directions shall be clearly marked. If the distance is more than 300 meters, a shuttle system for pick-up and drop-off of delegation members shall be established. A sufficient number of volunteers shall be present to guide the delegations to the correct buses.

A pick-up and drop-off area for the motor pool shall also be set up because the HODs and DALs will have access to this service.