



## **OVERVIEW**

The primary function of the Sport Information Desk is to facilitate the timeliest dissemination of information and provide explanations of the process to team officials (registered Head Coaches and delegates). The desk will be the liaison between the teams, the Technical Delegates and competition management. Team officials wishing to contact competition management may do so via the Sport Information Desk. Team officials are encouraged to stop at the Sport Information Desk upon arrival and departure at the venue to pick up all information updates. This is also where team officials can seek to obtain replacement of lost awards.

Each venue must have a Sport Information Desk with designated delegations' mailboxes for distribution of information. Information disseminated in these mailboxes includes but is not limited to the following:

- Start lists/heat sheets;
- Results;
- Team notices;
- Practice schedules;
- Competition updates (changes to the sport program);
- Technical forms;
- Protest/appeals forms;
- Coaches' meeting minutes;
- Coaches' meeting schedules; and
- Any additional pertinent information.

## **LOCATION**

The Sport Information Desk should be situated adjacent or close to the athlete entrance. It should be located for easy access by team officials/coaches. Location will be designated during the venue design phase, with agreement between Sports and Venue Management.

## **HOURS OF OPERATIONS**

The Sport Information Desk should be open at least one hour prior to the first competition of the day and remain in operation until one hour after the conclusion of the final day's competition. On days with no competition, the Sport Information Desk will be closed. Practice day operations should be determined by the Sports & Venue Management Team, depending upon the needs of the venue.

## **PERSONNEL**

The desk is to be staffed by sport-specific personnel who report directly to Competition Management. Personnel should be well-prepared and well-versed on the competition, sports rules and protocol so they always give correct information to officials/coaches. If the volunteers are not able to answer questions, they should be familiar with the protocol required to find the correct answers within a short time, i.e., contact the Sports Commissioner or other appropriate Sports Team personnel.

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**SPORT INFORMATION DESK**

There shall be at least one person at the Sport Information Desk at all times during the hours of operation for the venue. The basic responsibilities of the Sport Information Desk personnel include, but are not limited to, the following:

- Receive, post and distribute all pertinent information to team officials;
- Research specific requests for information needed by team officials;
- Maintain a master file of all materials distributed at the Sport Information Desk;
- Maintain a file of all incoming faxes; and
- Maintain a log of lost and replaced awards.

Sport Information Desk volunteers must be professional at all times.

**BASIC EQUIPMENT NEEDS****TECHNICAL NEEDS:**

- Access to copiers (with collating and stapling)
- Access to faxes
- Access to Games Management System and computers with Internet access
- Access to land telephone lines
- Access to printers
- Cell phones/radio communication

**FURNITURE, FIXTURE & EQUIPMENT NEEDS:**

- Ring binders
- Chairs
- File folders/organizer
- Highlighters
- Mailbox slots for each delegation
- Notepads
- Paper
- Paper (reams of paper)
- Pencils
- Pens
- Signage (no handwritten signage is allowed)
- Staple remover
- Stapler
- Staples




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**SPORT INFORMATION DESK**

- Tables
- White-out
- Other miscellaneous office supplies

**FORMS/REFERENCE MATERIALS:**

- Athlete Improved Performance Form
- Coaches' Handbooks
- Daily Competition Schedules
- Fax lists
- Heads of Delegation Contact Information
- International Sports Federation rulebook
- Logging sheet – for the receipt of results and other information
- Logging sheet – for time of Protest/Appeal Forms being filed
- Officials' Handbooks
- Operating Plan/Manual
- Phone lists
- Protest Forms/Appeal Forms
- Replacement of Lost Awards Form
- Special Olympics Official Sports Rules
- Staff Contacts – cell phone numbers for each competition venue
- Typed meeting minutes

**KEY INTEGRATION POINTS OF THE SPORT INFORMATION DESK**

The Sport Information Desk will stay in close communication with the corresponding Sports Desk at the Delegation Service Center at the corresponding athlete housing village. All information distributed at the Sport Information Desk at the venues must also be distributed to the mailboxes in the appropriate housing village. Information will be supplied by the Competition Management Staff, Technical Delegate and Venue Director. All schedules should be posted 24 hours prior to a scheduled contest and changes should be posted 30 minutes after a decision has been made.