

Chapter 9: DAL, HOD Meeting and Language Services

9.1 Delegation Assistant Liaisons(DALs)

9.1.1 What are DALs?

The Delegation Assistant Liaisons(DALs) are volunteers prudently selected, trained and assigned by Special Olympics World Winter Games Organizing Committee PyeongChang 2013 (SOPOC) to each delegation to provide language assistance in a variety of tasks during the Games time period to their HODs. The roles of the DALs are to provide HODs with skilled operational support, the most efficient communication link between the GOC and the delegation. DALs will accompany the HOD to all official meetings and events and will support him/her to complete and maintain the procedures and policies of the Games.

DALs are high level volunteers who speak Korean and foreign languages and will have very demanding jobs supporting HODs in the Games time period. DALs shall help solve delegations' problems and report to the International Relations Team on delegation issues, with the best possible way and manner.

Serving as a DAL during the Games time period is a highly rewarding volunteering position since the DALs play an important role in delegation's experience. DALs will have a unique opportunity to spend around two weeks (Jan. 26~Feb. 6, 2013) with a designated delegation.

9.1.2 What are roles of DALs?

Each DAL will welcome his/her assigned delegation and the HOD upon their arrival at Incheon International Airport and accompany the delegation to travel into each Host Town prior to the Games. DALs are staying together with their delegation at the same accommodation site for 4 days and 3 nights across the Republic of Korea.

9.1.3 How to allocate DALs to delegation?

The below table shows the allocation of DALs to delegation by its size;

| Delegation Size | Number of DALs |
|-----------------|----------------|
| 1 ~ 50 | 1 |
| 51 ~ 99 | 2 |
| 100 ~ 149 | 3 |
| 150 ~ 199 | 5 |
| 200 and more | 7 |

9.1.4 What are the responsibilities of DALs?

DALs' responsibilities include;

- i Meet and greet the delegation upon arrival at Incheon International Airport (or other point of arrival).
- ii Escort delegation to the Host Town destination and join together with the delegation in the Host Town program.
- iii March with the delegation at the Opening/Closing Ceremonies of the Games.
- iv Provide language assistance.
- v Facilitate the communication with the GOC.
- vi Provide administrative support to the HOD, if required.

9.2 HOD Meeting

9.2.1 Daily HOD Meeting

The purpose of the Daily HOD Meetings is to provide the HODs or Assistant HODs (AHOD) with information regarding the daily operations of the Games. HODs or their Assistants will have the opportunity to raise issues affecting more than one delegation and express their concerns and opinions for Games-related matters.

The daily HOD Meetings will be held in the Auditorium of the Convention Center at Alpensia Resort, PyeongChang. The Auditorium has a capacity of 312 persons. Simultaneous translation will be available in English.

Only the HODs or Assistant HODs, SOI representatives, authorized functional area representatives from GOC and DALs are invited to participate in the Daily HOD Meetings.

Please note that the participation in the HOD meetings is mandatory for the HODs or AHODs.

9.2.2 Advanced HOD Meeting

The Advanced HOD Meeting is scheduled to take place on Tuesday, January 29, 2013. (The date, time and place will be confirmed and noticed later.) All delegations are required to be represented by the HOD or the AHOD.

The agenda of the meeting includes the followings;

- i Information of Opening Ceremony (plans for transportation, marching, meals, post event activities, etc.)
- ii Updated competition schedule
- iii Communication procedures between the GOC and delegations

- iv Updated transportation plan
- v Medical Services
- vi Distribution of HOD Manual - Final version

9.3 Language Services

9.3.1 Central Language Assistance Telecommunication Center

Appropriate interpretation services will be provided to the attending delegations and visitors by facilitating a Central Language Assistance Telecommunication Center, to be located on the 1st floor of the Convention Center, Alpensia Resort, PyeongChang.

Five languages including Arabic, Chinese, English, Russian and Spanish are available at the Central Language Assistance Telecommunication Center for the athletes, delegates, technical officials, SOI staff, all credentialed participants and families who are in need of specific language assistance.

Simultaneous oral translation of all emergency public address announcements from Korean into Arabic, Chinese, English, Russian and Spanish will be provided by the Center.