



TEAM

ONTARIO

ÉQUIPE

Participant Registration Guide
2017 Canada Games

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Introduction

All participants (athletes, coaches, managers, technical support, apprentice coaches, guides, athlete assistants, boat drivers, infant caregivers and venue pass holders) are required to register using GemsPro software. Before you begin, there is some pertinent information to gather which will be required during the process:

- Emergency Contact Information
- Family Physician Information
- Personal Medical Information
 - Health card number
 - Medical plan information
 - Allergies
 - Current medical issues
 - Medical history including previous surgeries, injuries or illnesses
 - Significant family medical history (heart disease, diabetes, etc.)
 - Vaccinations
 - Medications
- Biographical/Media Information
 - Languages
 - Hometown
 - Current sport involvement
 - Club or school team
 - Coach
 - Position
 - Previous Games you've participated in
 - Recent athletic accomplishments in your sport or discipline
 - What are your goals for the Games?
 - Your personal best result in your event
 - Awards you've received
 - Personal role model?
 - Include something interesting that you could tell us about yourself that might be of interest to the media

*All biographical information is optional; however, it is very helpful for us to use in newsletters and stories during the Games to highlight athletes, teams or sports. Please take time to consider what you'd like written about you if you're selected for a story.

Deadline Dates and Important Information:

All Team Ontario participants must be registered into GemsPro on or before **Friday, June 23, 2017**. All possible team members and alternates **MUST** be registered by this date. The PSO coach/manager will be required to submit a final roster before July 7th to their designated mission staff. Please note that if a last minute substitution has to take place for any reason, only a registered participant with required paperwork submitted will be able to fill the spot.

With over 600 registrations to process in a 4 week period, it is imperative that profiles are completed in full and paperwork is submitted as per the instructions below. Your assistance with this is greatly appreciated.

Registration

Step 1: Visit the appropriate registration link based on your role at the Games:

Participant Type	Link
Athletes, Coaches, Managers and Technical Support	http://cg2017.gems.pro/Register.aspx?SetLanguage=en-CA
Apprentice Coach	https://cg2017.gems.pro/Participant/Register.aspx?&Participant_Type_GUID=c086b1b1-f89f-4fd3-ae0a-28c0a6252ba7
Guide	https://cg2017.gems.pro/Participant/Register.aspx?&Participant_Type_GUID=0095f9a9-5581-4525-b65b-5efd9c63bec7
Athlete Assistant	https://cg2017.gems.pro/Participant/Register.aspx?&Participant_Type_GUID=cab8f538-8562-438f-b8aa-c8cefbe6ba6d
Boat Driver	https://cg2017.gems.pro/Participant/Register.aspx?&Participant_Type_GUID=eda10672-5ec4-448e-93cd-6ac0cac5b488
Caregiver for Infant	https://cg2017.gems.pro/Participant/Register.aspx?&Participant_Type_GUID=82c16bb8-834e-4b4f-ae64-390c95b262e5
Venue Pass Holder	https://cg2017.gems.pro/Participant/Register.aspx?&Participant_Type_GUID=7145ecf6-b9be-4218-9003-7177fb347b06

Step 2: Complete the online form with your personal information. Be sure to enter a valid email address in case we need to confirm any information.

- If you are an athlete, do not forget to select your sport and the events which you will be competing.
- If you will be at the Games for two weeks in two different sports you must register twice
- Please upload a picture which meets the guidelines. (You might want to do this at the end of the registration as the software will assume you've completed your registration and indicate error messages for any incomplete fields). Headshots must be head on (from shoulders up), no selfies, no action shots, no sports headgear, hats or sunglasses. Keep background neutral. Any unapproved images will need to be replaced prior to accreditation being issued.

Registration Fields:

- **Legal Name**
 - Enter your First, Middle (If Applicable) & Last Name as it appears on a government issued ID. Note that if you include a middle name under it will appear on your accreditation unless you complete the Preferred Name section.
- **Preferred Name**
 - Enter your preferred name, this can differ from your legal name. I.e., Chris vs. Christopher. This name will auto populate in used name and will be on your accreditation.
- **Contingent**
 - Select Ontario
- **General Information**
 - Address
 - Enter mailing address
 - Phone
 - Enter at least one phone number in primary. Secondary and work are optional.
 - Cell Phone Numbers for Receiving Text Messages
 - Enter cell phone if you want, this will be used to provide text message updates during the Games.
 - Instagram Handle
 - Enter your Instagram handle, this can be left blank if you wish or do not have Instagram.
 - Email, Confirm Email

- Ensure email is correct. If your email is not correct you will not receive the confirmation email from Canada Games.
 - Gender, Date of Birth, Preferred Language
 - Enter the respective information in each field.
- **Sport / Sport Events**
 - Enter the sport you will be competing in at the Canada Games.
 - Once you have entered your sport, a list of events will appear, please select all applicable events.
- **Emergency Contact Information**
 - Enter the required information for your primary emergency contact. Please ensure the primary number is accurate. Keep in mind your emergency contact may be in Winnipeg watching you compete, the number should be a direct line to them.
- **Family Physician Information**
 - Enter your physician name and work phone number. If you do not have a regular family physician please list the doctor and or clinic you frequent most with a phone number.
- **Personal Medical Information**
 - Health card number – mandatory
 - The following fields are helpful should you require medical treatment at the Games. While the information is not mandatory, it will better prepare medical staff at the Canada Games in case of any emergency.
 - Medical plan information – If you have additional insurance please list it in here.
 - Current medical issues, Medical history including previous surgeries, injuries or illnesses, Significant family medical history (heart disease, diabetes, etc.) – List what you feel is necessary and relevant to a health practitioner if you required treatment at the Games.
 - Allergies – List all food, medicine and other allergies. These will be taken into account for meals and if you require treatment.
 - Vaccinations – Enter any known information about your vaccination history.
 - Injuries/Conditions in the previous 6 months – Select any categories. This does not affect your ability to compete in Canada Games but would be used if you require treatment.
 - Medications – list any medicines you are taking.
 - Other medical concerns – identify anything else you would like the Canada Games to know.
 - Do you wear or use any of the following – Select all applicable items.

- **Biographical/Media Profile Information (ATHLETE REGISTRATION ONLY)**
 - Biographical information is very helpful for us to use in newsletters and stories during the Games to highlight athletes, teams or sports. Please take time to consider what you'd like written about you if you're selected for a story. This information is not considered confidential and may be shared.
 - Height/Weight – Enter applicable information. (optional)
 - Languages – Only enter information if you are confident you can communicate in that language.
 - Hometown, Current sport involvement, Club or school team, Coach, Position – Enter applicable information for all. Leave blank if not applicable.
 - Previous Games you've participated in – this includes any provincial level games such as the Ontario Games. Also consider other Games such as past Canada Games, Francophonie Games, North American Indigenous Games and others.
 - Recent athletic accomplishments in your sport or discipline – This can include provincial and national championships, international events or local level events.
 - What are your goals for the Games? Include things like what you are hoping to achieve at the Games – Win gold? To medal? To set a personal best? To have fun and make friends?
 - Your personal best result in your event – Enter your personal best time, score, placing, etc. for your event.
 - Awards you've received – Consider awards from your Provincial Sport Organization, National Sport Organization, your region or club.
 - Personal role model? – It can be an athlete, coach, family member, public figure. Include why this person is a role model.
 - Include something interesting that you could tell us about yourself that might be of interest to the media – Do you have a family member who has competed in the Canada Games or high level sport? Have you overcome personal hardship to achieve athletic success?
- **Statistical Information** – All three questions are optional. Information will be used for data collection only. Your personal information will be kept confidential.

Step 3: Please see the links to important documents:

- A. Canada Games Council Participant Release Waiver and Consent Form, and
- B. Winnipeg Canada Games 2017 Consent for Medical, Therapeutic, Chiropractic and/or Surgical Treatment
 - a. For anyone **19 and older** at the time of Games, simply checking the box indicating you have read and agree to the terms of the participant waiver release and consent, and medical consent is sufficient.
 - b. For anyone **under the age of 19** at the time of Games, both forms (A&B) must be printed, completed, signed, scanned and emailed to: goteamontario@gmail.com. Please indicate **Required Forms** in the subject line and note your name and sport in the body of the email.
- C. Team Ontario Member Agreement (signed after reading Code of Conduct):
 - a. All participants, **regardless of age**, must complete the fillable Team Ontario Member agreement pdf form, print it, sign it (parent/guardian signature required if under 19), scan it and email a copy to: goteamontario@gmail.com. Please note **Required Forms** in the subject line and note your name and sport in the body of the email. Completion of this form indicates that you have read, understood and agree to the Code of Conduct which is available in this section.

Note – all required scanned forms are due before July 7, 2017.

Step 4: Enter and confirm your password. You will need your login and password to update your profile in case any information needs to be edited. **Don't forget to add your headshot in!**

Step 5: Apply to complete your profile. If there is any missing required information, the registration will not be processed. You will need to complete it, re-enter and confirm your password and Apply to complete your profile again. A confirmation page should be displayed on your screen showing your registration has been completed successfully. You will then receive a confirmation email. Please check your junk mail if this hasn't been received.

Updating Your Profile

This section is for making changes to your profile.* If you are missing information, you will receive a notice from your coach/manager or Ryan Albright to update your profile before it can be approved.

In order to make changes:

Step 1: Visit the registration site at (see page 2) and click on the **Login** link. Use the User ID and Password provided in your registration email. (If you did not receive this, check your junk mail).

Step 2: **To change your password:** Click on the + sign next to Administration in the left menu, then select Change Password.

Step 3: Click on the **Participant Registration** link to view your own personal profile and complete any missing information.

*Please note that once your profile has been approved, you will no longer have access to update the information. If you have already created your profile and there is a necessary change to make, please send an email to goteamontario@gmail.com. Please indicate **Registration Change** in the subject line. A confirmation email will be sent to you once the change has been made.

Getting Support

If you are having any problems with your profile or have questions about the required forms to complete, contact Ryan Albright at goteamontario@gmail.com and indicate **Registration Question** in the subject line. Provide as much detail to your question as possible in the body of the email.

Frequently Asked Questions:

Q: What if I don't have any required information for registration?

A: You will need all required information, fields designated with an asterisk (*). If you do not have that registration information the system will now allow a registration. Please stop the registration process and return when you have all the information.

Q: I did not receive the confirmation email from the registration system, what do I do?

A: Give the system some time to process your registration and send you an email. If you do not receive an email within 24 hours consider the following:

- Check your junk or spam email
- If email is not in junk or spam, complete the registration process again as it was likely an error with your email.
- If you still do not receive your confirmation email please contact Ryan Albright, goteamontario@gmail.com

Q: Why does the system ask for my medical information?

A: Canada Games collects medical information to ensure the medical team in Winnipeg can provide a high standard of care should you require medical treatment. Family Physician Information and Health Card Number are required in order to register. Other medical questions can be left blank if they are not applicable or could be answered at a later date.

Q: Who is viewing my registration information?

A: Team Ontario will view registration information to ensure it is accurate and complete. Canada Games staff will be using information in various means to ensure the best experience. Profile information will be viewable on a public database.

Q: Why do I create a profile?

A: Profiles are essential for the Canada Games in order to better understand the athletes attending the Games. Most importantly they are viewed by media to get the full story of who you are, what your accomplishments are and if there is anything interesting to note. Canada Games are covered nationwide by several media outlets. This profile will live on after the Games – please ensure information is accurate, relevant and professional.

Q: Why do I have to include a picture?

A: The picture you submit in your profile will be the picture that is featured on your Canada Games Accreditation. Like your profile, it will be available online before, during and after the Games, so please have a professional picture – no hats, sunglasses, selfies, or action shots. Think of a passport photo... except you can smile.