

PyeongChang 2018™

Handbook for PyeongChang 2018 Volunteers - Basic Training



Greetings

Hello, Volunteers of PyeongChang 2018 Winter Games!

Welcome aboard! As a President of the PyeongChang Organizing Committee for the 2018 Olympic and Paralympic Winter Games, I would like to extend my sincere appreciation to all of you for being here. You can look forward to an exciting voyage ahead!



Lee Hee-beom

We have set the highest standards in the selection of our volunteers. That means, every one of you is highly qualified, competent, and equipped to be world-class volunteers.

Volunteers play a pivotal role in the Olympic and Paralympic Games, as the first impression of you in the minds of all Games-clients, including athletes, officials, delegations, and tourists, will define the overall image of the Games.

Your kindness, warm smile, passion, enthusiasm, commitment, and dedication will leave a lasting impression on the participants of the Games.

Once again, thank you for your participation today. I hope the volunteer experience will be rewarding, and be cherished for life. Remember, we are counting on you!

Passion Connected! Let's Go! PyeongChang 2018 Olympic and Paralympic Winter Games.

President of the PyeongChang Organizing Committee
for the 2018 Olympic and Paralympic Winter Games.

Lee Hee-beom 이희범



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I.a

The Olympic/Paralympic Games and the Roles of Volunteers (1)





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1

Understanding of the Olympic and Paralympic Games

1) Concept of the Olympic Games and its brief history

● The Olympic Games

“The Olympic Games are the quadrennial international celebration of youth, the ‘festival of human spring-time’, bringing together all forms of muscular activity and all the countries of the world”

- Pierre de Coubertin

● History of the Olympic Games

- The Olympic Games can be traced back to the legend which says that Heracles, son of Zeus, staged games along with the gods at the Temple in honor of his father in Olympia on the Peloponnese, Greece. The games which were held every four years also contributed to promote peace and friendship among city states, in that a truce was declared to ensure all the participating city states cease hostilities each other before and during the games. These games held in the sacred place of Olympia are the genesis of the Ancient Olympic Games.
- The Ancient Olympics which were of fundamentally religious importance alongside ritual sacrifices honoring Zeus of the ancient Greece were held regularly for more than 1000 years starting 776BC until 393AD when the emperor Theodosius I decreed that all pagan cults and practices be eliminated.

● Changes and chances of the Ancient Olympics

The Ancient Olympics featured only an event of short distance to start with, however, from the 18th Games, events gradually expanded, beginning with the ancient pentathlon consisting of the broad jump, the javelin throw, the sprint race, the discus and the wrestling etc.

● The Ancient Olympics and laurel wreath

In the Ancient Olympic Games, the winners were honoured not with medals but with laurel wreath which was made with olive leaves and branches as a symbol of honor.

● Inception of the Modern Olympic Games

Baron Pierre de Coubertin who was inspired by the Ancient Olympic Games took initiative to create the International Olympic Committee (IOC) at the first Olympic Congress held in Paris Sorbonne on June 23, 1894, successfully organized the first Modern Olympic Games in Athens in 1896 to make it become rotating international competition for the whole world every four years.

‘The most important thing in the Olympic Games is not to win, but to take part in and the most important thing in life is not to succeed, but to endeavor.’

Olympic Creed

● The Olympic Truce

At the Ancient Olympic Games in the 8th century BC, all the participating city states of Greece declared a truce to cease hostilities each other before and during the Olympic Games. Today, based on this tradition, the IOC advocates “the Peace Initiative” to call on all conflicting parties to cease hostilities during the Olympic Games.

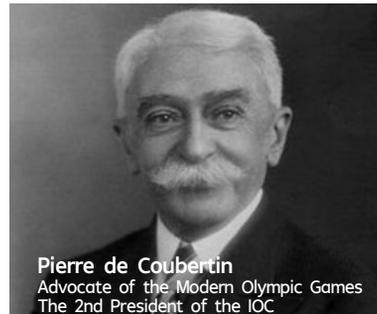
● Intervals between the Summer and Winter Olympic Games

Since the first Winter Olympic Games in 1924 in Chamonix, France, the Winter Olympics were held in a same given year as the Summer Olympics until 1994 when the Winter Olympics began to be held on separate four-year cycle from the Summer Games at intervals of 2 years with each other.

2) The International Olympic Committee (IOC)

① The IOC is an international organization which was created at the Paris Olympic Congress in 1894 by the initiative of Pierre de Coubertin. Its mission enshrined in the Olympic Charter is

- ❖ to enhance the tradition and ideals of the Ancient Olympic Games
- ❖ to encourage and support amateur sports games
- ❖ to ensure the regular celebration and development of the Olympic Games
- ❖ to strengthen friendship among athletes of all countries based on the Olympic ideals
- ❖ to take initiative in organizing the Olympic Games every four years



① **Membership of the IOC** (unpaid, honorary, elected and voluntary office)

According to the Olympic Charter, members of the IOC are natural persons and the number may not exceed 115 in all. The IOC membership is classified under three different qualification categories i.e. the individuals who are not linked to any specific function or office, the active athletes, and the executive or senior leadership positions of International Sports Federation (IFS) and National Olympic Committees (NOCs).

as of September, 2017



- ❖ Members are allowed international courtesy including entry into almost all of the countries without prior obtention of entry visas.

- ❖ Office was originally for life but has changed. Retirement age is 80 years old for the members who were elected before 2,000 and 70 years old for the members who are elected thereafter.
- ❖ Only those countries having organized NOC (National Olympic Committee) may submit entries for their athletes in the Olympic Games.
- ❖ The Olympic sports are determined among the sports approved by the respective IFS (International Federation of Sports).

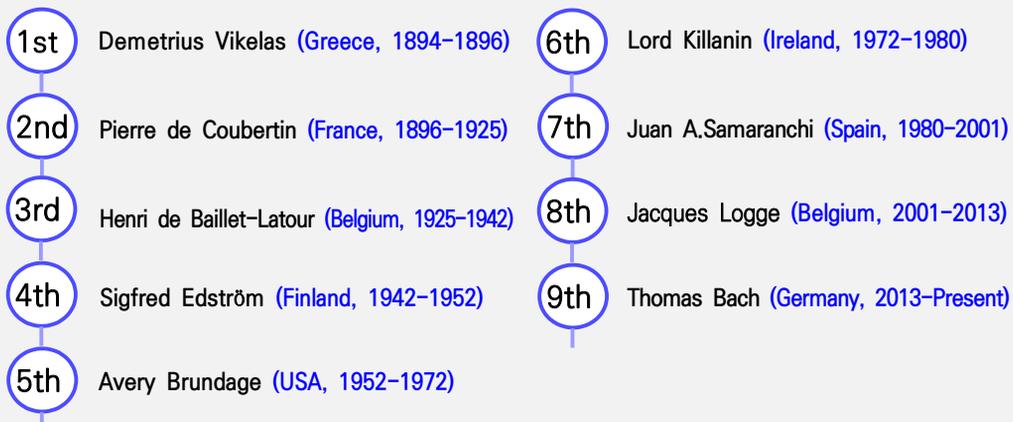
● The IOC Session

The IOC Session is held once a year and has the power to make final decision on the important subjects like;

- election of the executive board members including the President of the IOC
- election of members of the IOC
- election of a host city of the Olympic Games
- distribution of profit, revision of the Charter etc.

The Executive Committee is composed of the president, 4 vice presidents and 10 members. The Republic of Korea joined the IOC in 1947. A total of eight Koreans have ever been elected as members of the IOC since 1955. Actually, Seung Min RYU (athlete status) is in activity and Kun Hee LEE, chairman of Samsung electronics co.,Ltd is an honorary member.

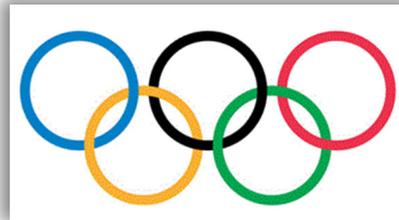
The Successive Presidents of the IOC



3) The Olympic Symbols

- **The Olympic flag of 5 rings, symbol of the Olympic Games.**

The white ground represents unity by the Olympic ideals going beyond national borders. The Olympic Rings symbolizing the Olympic Movement represent the five continents of Asia, Africa, America, Europe and Oceania.



IOC emblem

- **Olympic Motto**

“Citius – Altius – Fortius”

The Olympic Motto "Faster, Higher, Stronger" represents the Olympic aspiration.

- **The Olympic Mascots**

The first official Olympic Mascot appeared in the 1972 Munich Summer Olympics. It was Waldi, a Dachshund dog, a popular breed in Germany. Since then a baby polar bear (Misha), Sam the Eagle etc. became Olympic mascots to advertise image of the Olympic Games to the world.



Munich, 1972



Austria, 1976



Russia, 1980 (summer)



Yugoslavia, 1984



USA, 1984 (summer)

▶ “Hodori”, mascot of the Seoul 1988 Summer Olympics

“Hodori”, mascot of the Seoul 1988 Summer Olympics is the characterized version of the tiger symbolizing Korea in a friendly and cute image. The Sangmo (hat with feathers) of Hodori with an S-shape ribbon which represents the first consonant of Seoul is promoting well the beauty of Korean curve line and was loved by all people.



● The Olympic Medals

The medal ceremony is a tradition from the Ancient Olympic Games awarding the winners with a laurel wreath made with olive leaves and branches. Medals are awarded to the athletes for their efforts exerted aiming participation in the Olympic Games. The gold medals are made of pure silver plated with about six grams of gold.



● The Olympic Flame

The Olympic Flame was introduced to the Modern Olympics based on the tradition of the Ancient Olympic Games where fire was burning throughout the celebration at the Temple of Zeus. The Olympic torch, typical symbol of Olympics, is kindled by sunlight at the Temple of Hera in Greece and transported to the Olympic host country and then carried by relay to the host city before



Flame of the Sochi Olympics, 2014

lighting the Olympic cauldron in the main Olympic stadium at the opening ceremony to burn throughout the Games.

The torch is made in a special way to carry fire in all weather conditions even in the rain or wind. Various carriers and unusual method of transport uplift excitement and fever of the Olympic Games for the whole world.

4) The Winter Olympic Games and its brief history

● Beginning of the Winter Olympics

The Winter Olympics are major international multi-sport events that occur once every four years on the snow and on the ice. The first Winter Olympic Games were held in Chamonix, France in 1924 according to the decision of the IOC congress in 1921 that the host nation would organize the Winter Olympics separately from the Summer Olympics.

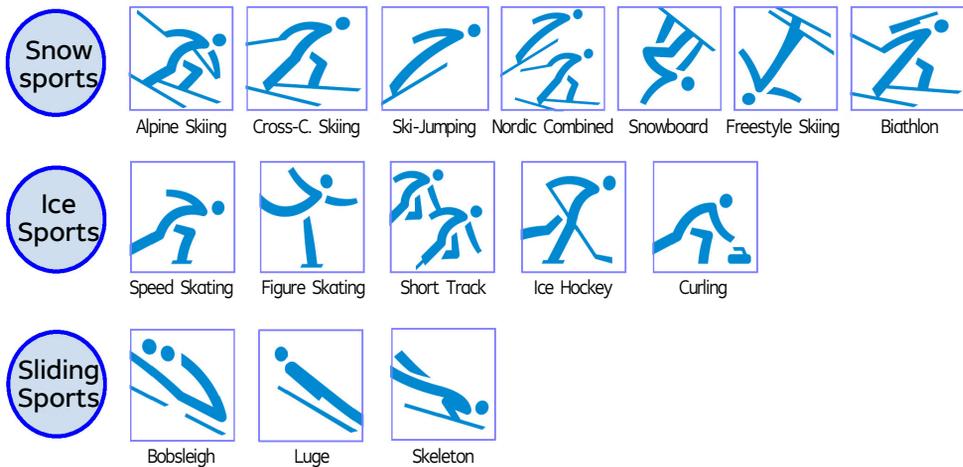
● Evolution of the Winter Olympics

- ❖ Jan. 25 ~ Feb. 5, 1924 the first Chamonix - Mont Blanc Winter Olympics were held.
- ❖ May 27, 1925 the 24th IOC Session in Prague decided to hold the Winter Olympics regularly.
- ❖ In 1926, the 25th IOC Session in Lisbon decided to designate the 1924 Chamonix International Winter Sports Week as the first Winter Olympic Games.
- ❖ In 1986, the 91st IOC Session in Lausanne decided to change holding time of the Winter and Summer Olympics.
- ❖ In 1994, Lillehammer Olympics were the first Winter Olympics to be held on four year-cycle separately from the Summer Olympics with intervals of 2 years.

● Sport events of the Winter Olympics

The Winter Olympics featured that due to the characteristics of the winter sports, games are held on the snow and on the ice.

- ❖ Snow sports (7) : Skiing (Alpine Skiing, Cross-Country Skiing, Ski-jumping, Nordic Combined, Snowboard, Freestyle Skiing), Biathlon
- ❖ Ice sports (5) : Skating (Speed Skating, Figure Skating, Short Track Speed skating), Ice Hockey, Curling
- ❖ Sliding sports (3) : Bobsleigh, Luge, Skeleton



● Milestone of the Winter Olympics

The Winter Olympics were held once every four years from 1924 to 1936 before interruption in 1940 and in 1944 by World War II. The Summer and Winter Olympic Games resumed in 1948 after the World War II and have been held once every four years. Until 1992, the Summer and Winter Olympics were held in the same years but from 1994 when the Winter Olympic Games were held separately for the first time in Lillehammer, Norway, the Summer and Winter Games have been held respectively on four-year cycles alternately with 2 year intervals each other.

From 1924 to 2014, a total of 22 Winter Olympics were held and the 23rd Winter Olympics will be held in 2018 in PyeongChang, Republic of Korea.

● Host countries (cities) of the Winter Olympic Games

- ❖ 4-time host country : The USA
Lake Placid 1932 and 1980, Squaw Valley 1960
Salt Lake City 2002
- ❖ 3-time host country : France
Chamonix 1924, Grenoble 1968
Albertville 2002
- ❖ 2-time host countries :
 - Switzerland : St. Moritz 1928 and 1948
 - Norway : Oslo 1952, Lillehammer 1994
 - Italy : Cortina d'Ampezzo 1956, Torino 2006
 - Austria : Innsbruck 1964 and 1976
 - Japan : Sapporo 1972 and Nagano 1998
 - Canada : Calgary 1988, Vancouver 2010
- ❖ 1-time host countries
 - Germany : Garmisch-Partenkirchen 1936
 - Yugoslavia : Sarajevo 1984
 - Russia : Sochi 2014
 - Rep. of Korea : PyeongChang 2018

Only 12 countries among 205 member countries of the IOC have ever hosted the Winter Olympic games.

● Korea in the Winter Olympics

The Republic of Korea has joined 17 times since the 1948 St. Moritz Winter Olympics in Switzerland through the 2014 Sochi Winter Olympics. Korea has achieved good result for example to win medals (4 golds, 1 silver, 1 bronze) for the first time in the 1992 Albertville Winter Olympics and won the 5th place at the 2010 Vancouver Winter Olympics, in Canada with 14 medals (6 golds, 6 silvers, 2 bronzes).

❖ Milestone of the Winter Olympics and Korea's participation

1	Jan 25 - Feb 5, 1924, Chamonix (France) Participating Countries : 16, Events : 16, Athletes : 258	11	Feb 3 - 13, 1972 Sapporo (Japan) Participating Countries : 35, Events : 35, Athletes : 1,006
2	Feb 11 - 19, 1928, St. Moritz (Switzerland) Participating Countries : 25, Events : 14, Athletes : 464	12	Feb 4 - 15, 1976 Innsbruck (Austria) Participating Countries : 37, Events : 22, Athletes : 669
3	Feb 4 - 15, 1932, Lake Placid (USA) Participating Countries : 17, Events : 14, Athletes : 252	13	Feb 13 - 24, 1980 Lake Placid (USA) Participating Countries : 37, Events : 38, Athletes : 1,072
4	Feb 6 - 16, 1936 Garmisch-Partenkirchen (Germany) Participating Countries 28, Events : 17, Athletes: 646	14	Feb 8 - 19, 1984 Sarajevo (Yugoslavia) Participating Countries : 49, Events : 39 , Athletes : 1,272
5	Jan 30 - Feb 8, 1948 St. Moritz (Switzerland) Participating Countries: 28, events :22, Athletes :669 *Korea began to join	15	Feb 13 - 28, 1988 Calgary (Canada) Participating Countries : 57, Events : 46, Athletes : 1,423
6	Feb 14 - 25, 1952 Oslo (Norway) Participating Countries : 30, Events : 22, Athletes : 694 * Korea was absent	16	Feb 8 - 23, 1992 Albertville (France) Participating Countries : 64, Events : 57, Athletes : 1,801 *Korea won 10th Place (Gold medal 2, Silver medal 1, Bronze medal 1)
7	Jan 26- Feb 5, 1956 Cortina d'Ampezzo (Italy) Participating Countries : 32 , Events : 24 , Athletes : 821	17	Feb 12 - 27, 1994 Lillehammer (Norway) Participating Countries : 67, Events : 61, Athletes : 1,737 *Korea won 6th place (Gold medal 4, Silver medal 1, Bronze medal 1)
8	8th. Feb 18 - 28, 1960 Squaw Valley (USA) Participating Countries : 30, Events : 27, Athletes : 665	18	Feb 7 - 22, 1998 Nagano (Japan) Participating Countries : 72, Events : 68, Athletes : 2,176 *Korea won 9th place (Gold medal 3, Silver medal 1, Bronze medal 2)
9	Jan 29 - Feb 9, 1964 Innsbruck (Austria) Participating Countries : 36, Events : 34 , Athletes : 1,091		
10	Feb 6 - 18, 1968 Grenoble (France) Participating Countries : 36, Events : 35, Athletes : 1,158		

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Feb 8 - 24, 2002
Salt Lake City (USA)
 Participating Countries : 77,
 Events : 78, Athletes : 2,399
 * Korea won 14th place (Gold medal 2, Silver medal 2)



20

Feb 10 - 26, 2006,
Torino (Italy)
 Participating Countries : 80,
 Events : 84, Athletes : 2,508
 *Korea won 7th place (Gold medal 6, Silver medal 3, Bronze medal 2)

21

Feb 12 - 28, 2010
Vancouver (Canada)
 Participating Countries : 82,
 Events : 86, Athletes : 2,566
 * Korea won 5th place (Gold medal 6, Silver medal 6, Bronze medal 2)



22

Feb 7- 23, 2014 **Sochi (Russia)**
 Participating Countries : 88 ,
 Events : 98, Athletes : 2,780
 * Korea won 13th place (Gold medal 3, Silver medal 3, Bronze medal 2)

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Feb 9 -27, 2018
PyeongChang (Korea) (planned)

5) The Paralympic Games

● Origin of the terminology Paralympic Games

The word of Paralympics was originally coined as a portmanteau combining ‘paraplegia’ and ‘Olympics’. However, in the process of evolution of the Paralympics, the International Paralympic Committee (IPC) has been generally using the terminology implying, beyond the original meaning, the Games for the disabled which are held in parallel with the Olympic Games.

Also, the expression of handicapped athletes or disabled athletes which was used in the past has been generally replaced now with athletes with an impairment or athletes with a disability.

The Paralympics have grown from a small gathering of the spine-injured British World War II veterans in 1948 and the first organized athletic day for disabled athletes that coincided with the opening day of the 1948 London Olympic Summer Games.

● Milestone of the Paralympics

According to the information on history of the Paralympics the IPC provided, the Athletic day for the disabled which was held for the first time in 1948 in Stoke Mendville, United Kingdom, continued to be held every year at the same location until 1952 when some veterans from other European countries took part in alongside the British, making it the first international games of Europe. And the IPC named the 1962 Rome Paralympics the first official Paralympic Games.

In the organizational aspect, as the need to establish an international organization was on the rise, the International Stoke Mendville Wheelchair Sports Federation (ISMGF) was established after the Stoke Mendville event and then the International Sports Federation of the disabled (ISOD) for the amputees and others, the Cerebral Palsy International Sports and Recreation Association (CP-ISRA), the International Blind Sports Federation (IBSA) respectively for the cerebral palsy patients and the blind were organized. Through these efforts of coordination, the ICC (International Coordinating Committee of the World Sports Organizations for the disabled), the formerly IPC, eventually was established.

Actually the IPC which was created to fulfill necessity of an independent international organization to represent the Paralympics after the 1988 Seoul Olympic Summer Games is governing the Paralympic movement all over the world including the Paralympic Winter and Summer Games and the World Championships of nine sports for the disabled as well.

Also, under the provision of the cooperation agreement signed between the IOC and IPC during the Sydney 2000 Paralympics and renewed three times from 2001 to date, the countries bidding for Olympics would be contracted to hold both the Olympic and Paralympic Games from the Beijing 2008 Summer Olympics through the Tokyo 2020 Summer Olympics.

Evaluation and Significance of the 1988 Seoul Paralympics

1) Contribution on a global level

- Setting a precedent to hold the Paralympic Summer Games almost immediately following the Olympic Summer Games in the same location. The largest recorded number of athletes took part in.
 - contributed to enhance awareness of the disabled and the Paralympics as well by successful hosting.
 - used the same facilities and location as the Olympic Games both for competition and non-competition events as well. (same place for the opening and closing ceremonies)
- Paralympic Torch was relayed for the first time.
 - encouraged nationwide awareness and understanding of the Paralympics and the disabled.
- Emblem of the 1988 Seoul Paralympics was decided by the IPC to be used as the new emblem of the IPC from the following year.
 - * the design of 5 agitos (crescent-shape symbol) changed to that of 3 agitos with an approval of the KPC effective from the 2006 Torino Paralympics to date.
- Enactment and conferment of the Whang Youndai Achievement Award
 - contributed to highlight the MVP for their efforts to overcome the ordeal and to the improvement of awareness toward the disabled.

○ Comments on the successful hosting games by the former President of the IPC Dr. Robert Steadward and current President Sir Philip Craven
 → “Huge Step forward in Paralympic History”

2) Contribution on a domestic level

- 4 inheritances of the 1988 Seoul Paralympics were set up by academic circles
 - 1) Set-up of notion of human right for the disabled
 - 2) Expansion of human heritage in various fields
 - 3) Expansion of athletes pool and support
 - 4) Establishment of the Korea Paralympic Committee and the 29 National Sports Federations
- Extensive improvement of accessibilities for the disabled
 - Expansion of amenities including ramps and bathrooms for the disabled in the Olympic / private facilities and amendment of related regulations etc.
- Perception change toward the disabled
 - 1) Perception change of the able-bodied toward the disabled
 - the disabled began to be hired in earnest in the government, public and private enterprises
 - private shops began to consider the disabled as clients and potential consumer group.
 - Potential and capacity of the disabled were recognized instead of their disability
 - 2) Perception change toward each other among the disabled themselves.
 - Epochal increase (550%) in registration of the disabled (from 90,000 before the Paralympics to 500,000 six months after the Paralympics)
 - * rate of registration of the disabled reached the level of 5% of the total population (2.5 million) as of 2016.

● Creation of the International Paralympic Committee (IPC) and its development

❖ Evolution of organization of the IPC

- ① ISOD (International Sports Organization for the Disabled)
- established in 1964
- ② ICC (International Coordination Committee of World Sports Organizations for the Disabled) - established in 1982
- ③ IPC (International Paralympic Committee) - reorganized in 1989

Actually, the IPC which consists of the representatives from 177 National Paralympic Committees (NPCs) and 4 International Organizations of Sport for the disabled (IOSDs) is an international organization in cooperative relations with the IOC. Its headquarters is located in Bonn, Germany.

The emblem which was used for the first time in the Seoul 1988 Summer Paralympics, has evolved to the current version of Agitos, symbol of the Paralympics and official logo of the IPC. Agitos mean 'I am moving' in Latin and the three colors in red, blue and green are the most widely represented in the flags of nations of the world.



Emblem and Mascot (Twin Bears) of the Seoul 1988 Paralympics Agitos, Official Logo of the IPC

● Introduction to the Paralympic Movement

The Paralympic Movement includes the combined activities of the people and organizations/groups from all countries of the world which made an effort to provide an opportunity in sports for the disabled athletes (amateur and professional) and to construct an equalitarian community.

The Paralympic Movement consists of 4 intended values of courage, determination, inspiration, and equality. These principles included in the

vision of the IPC are providing big message and driving force for development and expansion activities of the Paralympic sports of the world. The IPC which is composed of various member groups is carrying variety of activities in multiple views and with a background of the National Paralympic Committees (NPCs), International Paralympic Sports Federations (IFs), Regional Organizations (ROs) and the International Organizations of Sport for the Disabled (IOSDs).

The responsibilities and liabilities of the members prescribed in the handbook of the IPC are used as final reference material of the Paralympic Movement.

● **The Paralympics in line with the Summer and Winter Olympics**

The Paralympic Games are major international multi-sport events involving athletes with a range of disabilities, including paraplegia, amputees and others, cerebral palsy, visual impairment and intellectual impairment etc. It is held every four years in the same location as the Olympic Games separately both in summer and winter.

The first Paralympic Winter Games were held in Örnsköldsvik, Sweden in 1976. This was the first Paralympics in which multiple categories of athletes with disability could compete. The Summer and Winter Olympics were held in the same year until the 1992 Winter Games in Albertville, France. This tradition changed from the 1994 Winter Games in Lillehammer, Norway, when the Winter Olympics began to be held every four years separately from the Summer Olympics at intervals of 2 years with each other.

● **Korea in the Winter Paralympics**

It is from the 3rd Tel Aviv Summer Games in 1968 that the Republic of Korea began to participate in the Paralympics, while the 5th Albertville Winter Olympics in 1992 were the first Winter Olympics Korea began to participate in. The 8th Seoul Paralympic Summer Games were held in the same sport arenas as the Olympic Summer Games in 1988 for the first time. Korea won a medal (silver, in Alpine Skiing, Giant Slalom for men LW12-1, Han Sang-min) for the first time in the 8th Paralympic Winter Games in Salt Lake City in 2002. Korea achieved a splendid outcome with the second medal in the event of the Wheelchair Curling at the 10th Vancouver 2010 Paralympic Games (silver medal, group) in Canada.

● Sport events of the Paralympic Winter Games

- ❖ Snow Sports (4) : Para Alpine Skiing, Para Biathlon, Para Cross-Country Skiing, Para Snowboard Skiing
- ❖ Ice Sports (2) : Wheelchair Curling, Para Ice Hockey



Para Alpine Skiing



Para Biathlon



Para Cross-Country Skiing



Para Snowboard Skiing



Para Ice Hockey



Wheelchair Curling

※ Host Cities of the Paralympics and Participating Countries

Order	Year	Host Cities	No. of Countries	No. of Athletes	Sport disciplines
1	1976	Örnsköldsvik (Sweden)	16	53	2 (Alpine Skiing, Cross-Country Skiing)
2	1980	Gailo (Norway)	18	229	3 (Alpine Skiing, Cross-Country Skiing, Wheelchair Curling)
3	1984	Innsbruck (Austria)	22	419	"
4	1988	Innsbruck (Austria)	22	377	4 (Alpine Skiing, Biathlon, Cross-Country Skiing, Ice Hockey)
5	1992	Tignes-Albertville (France)	24	365	"
6	1994	Lillehammer (Norway)	31	471	5 (Alpine Skiing, Biathlon, Cross-Country Skiing, Ice Sledge Racing, Ice Hockey)

Order	Year	Host Cities	No. of Countries	No. of Athletes	Sport disciplines
7	1998	Nagano (Japan)	31	561	"
8	2002	Salt Lake City (USA)	36	416	4 (Alpine Skiing, Biathlon, Cross-Country Skiing, Ice Hockey)
9	2006	Torino (Italy)	38	474	5 (Alpine Skiing, Biathlon, Cross-Country Skiing, Ice Hockey, Wheelchair Curling)
10	2010	Vancouver (Canada)	44	505	"
11	2014	Sochi (Russia)	45	547	"

Classification and participable events by disability types in the Winter Paralympics

Unlike in the Olympic Games, classification applies in the Paralympic Games. It is subdivision of game events in order to ensure fairness by deciding degree of disability according to disability types and function (exercise ability) and, by grouping athletes.

❖ Classification

Categories	Descriptions
N (New)	Athletes classified by the National Federation of Sports for disabled (NFSD), yet to be classified by the authorized international contests like IPCs, IFs etc.
R (Review)	Athletes classified by the authorized international contests, yet to be finally decided functionally or medically or athletes who are required to be reviewed by the international contests or other panels
C (Confirmed)	Athletes classified and finally decided by IPC, IFs and other authorized international contests

❖ Participable sports for the Winter Paralympics by disability types

Sports \ Disability type	Amputees and others		Visual impairment		Intellectual impairment		Spine-injured (wheelchair)		Cerebral palsy	
	M	F	M	F	M	F	M	F	M	F
Para Alpine Skiing	○	○	○	○	-	-	○	○	○	○
Para Snowboard	○	○	-	-	-	-	-	-	○	○
Para Cross-C. Skiing	○	○	○	○	-	-	○	○	○	○
Para Biathlon	○	○	○	○	-	-	○	○	○	○
Para Ice Hockey	○	○	-	-	-	-	○	○	-	-
Wheelchair Curling	-	-	-	-	-	-	○	○	-	-

2

The PyeongChang 2018 Olympic and Paralympic Games

1) Bidding

PyeongChang won the bid for the 2018 Winter Olympic Games at the 123rd IOC Session on July 7, 2011 in Durban, South Africa. Thanks to experience accumulated through the failed bid for the previous 2010 and 2014 Winter Olympics, and to perfectly prepared infrastructure in the process of fulfilling a promise with the IOC and concerted wish from Korean people (more than 90% of ayes), PyeongChang City could draw the vote intention of members of the IOC. PyeongChang got 63 out of the 95 votes (66.3%) cast far beyond the required majority (48 votes) to be elected as host city leaving far behind the rival cities of those strongest countries in winter sports like Munich, Germany (25 votes, 26.3%) and Annecy, France (7 votes, 7.3%).

2) Overview of the PyeongChang 2018

- Games Period : Winter Olympics Feb. 9 ~ 25, 2018 (17 days)
Paralympics Mar. 9 ~ 18, 2018 (10 days)

Venues and Sport Events

Venues (within 30 minutes from the Olympic Plaza)		Sport Events	
		Olympics(7 Sports, 15 Disciplines, 102 Events)	Paralympics(6 Sports, 6 Disciplines, 80 Events)
Mountain Cluster (Pyeong Chang)	Alpensia	① Skiing (Ski Jumping, Cross-Country Skiing, Nordic Combined) *Big Air (Snowboard event) ② Bobsleigh (Bobsleigh, Skeleton) ③ Luge ④ Biathlon	① Para Cross-country Skiing ② Para Biathlon
	Yongpyong	① Skiing (Alpine skiing) *Slalom, Giant Slalom	
	Bokwang	① Skiing (Free style Skiing, Snowboard)	
	Jeongseon	① Skiing (Alpine Skiing) *Downhill, Super Giant Slalom, Combined)	③ Para Alpine Skiing *Downhill, Super Giant Slalom, Super Combined, slalom ④ Para Snowboard
Coastal Cluster (Gang-neung)	Olympic Park	⑤ Ice Sports (Speed Skating, Figure Skating, Short Track) ⑥ Curling ⑦ Ice Hockey *Finals for men	⑤ Para Ice Hockey ⑥ Wheelchair Curling
	Kwandong Hockey Centre	⑦ Ice Hockey *All rounds for women, qualifying rounds for men	

Participation :

- ❖ Olympics : approx. 50,000 people from 95 countries
- ❖ Paralympics : approx. 25,000 people from 45 countries

Vision : **new horizons**

Goal of the Games :

- ❖ Economic Olympics, Cultural Olympics, Environmental Olympics, Olympics for peace plus ICT.
- ❖ The world's best athletes will compete on Asia's central stage to launch New Horizons in Winter Sports and create sustainable legacy for Gangwon Province and the Republic of Korea.

● Symbols of the Games

❖ Slogan

Passion. Connected.

“Passion” symbolizes that the PyeongChang 2018 launches a new era of festivity and hospitality.

“Connected” signifies that Korea’s cutting edge technology will connect traditional and modern culture.

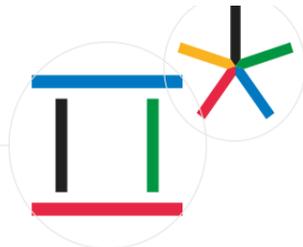
- People. Connected.** —————○ Everyone enjoys the Olympics regardless of age and nationalities.
- Possibility. Connected.** —————○ The Olympics open up new opportunities to all athletes.
- Peace. Connected.** —————○ The Olympic spirit promotes peace worldwide.
- PyeongChang. Connected.** —————○ The PyeongChang 2018 will become a landmark and leave a sustainable legacy.
- Power. Connected.** —————○ Athletes and fans can fulfill their aspirations and set new goals for the future.
- Place. Connected.** —————○ The Olympics connect people transcending nationalities and time zone.

❖ Emblems and Mascots:

Emblems		Mascots	
Olympics	Paralympics	Olympics	Paralympics
 <p>PyeongChang 2018</p>	 <p>PyeongChang 2018™ PARALYMPIC GAMES</p>	 <p>Sohorang</p>	 <p>B a n d a b i</p>

● Emblem of the PyeongChang 2018 Winter Olympics

The symbol 'ㅍ' represents the first consonant of the first syllable of PyeongChang in Korean alphabet Hangeul, and expresses the harmony of heaven, earth and man



'ㅇ' depicts the first Korean consonant of the second syllable of PyeongChang in Hangeul, and represents snow, ice, and winter-sports stars (athletes)

PyeongChang 2018™



The Emblem means a world open to everyone, a blend of snow and ice, winter sports stars (athletes) and people from the global village all coming together in PyeongChang where heaven and earth merge.

● Emblem of the PyeongChang 2018 Winter Paralympics



'ㅍㅇ' The emblem depicts a world where people with and without impairment, athletes, spectators, and people of the planet gather together in friendship

PyeongChang 2018™

PARALYMPIC GAMES



The emblem linked to that of the PyeongChang 2018 Winter Olympics represents the world of peace and hope regardless of race, nationalities and disability.

Support System for the PyeongChang 2018 Olympic and Paralympic Winter Games

The Government of the Republic of Korea, Gangwon Province and the National Olympic Committee will work together for the successful Games.



Effects of hosting the PyeongChang 2018

Selected landmark for national development and sustainable regional legacy.



3) Sport Venues

Games are gathered around two main venue clusters, the PyeongChang Mountain Cluster and the Gangneung Coastal Cluster. PyeongChang will house snow sports and sliding sports, whereas Gangneung will host ice sports. The Games have a total of 12 competition venues, 7 of which are in PyeongChang Cluster and the remaining 5 are located in Gangneung Cluster. Among them, 2 in PyeongChang Cluster (Alpensia Sliding Center, Jeongseon Alpine Centre) and 4 in Gangneung Coastal Cluster (Gangneung Hockey Centre, Gangneung Ice Arena, Gangneung Speed Skating Centre, Kwandong Hockey Centre) were newly constructed.

🕒 Venues for the Ice Sports (Gangneung Olympic Park)

❖ Outline

Venues	Outlines
	<ul style="list-style-type: none"> ■ Name : Gangneung Oval ■ Sport disciplines : Speed Skating ■ Capacity : 8,000 seats ■ Facility: One ice rink (400m double track) ■ Construction period : Oct. 2014 ~ Mar. 2017
	<ul style="list-style-type: none"> ■ Name : Gangneung Ice Arena ■ Sport disciplines : Figure Skating, Short Track Speed Skating ■ Capacity : 12,000 seats ■ Facility : Two Ice rinks (60m*30m) ■ Construction Period : June 2014 ~ Dec. 2016

Venues	Outlines
	<ul style="list-style-type: none"> ■ Name : Gangneung Hockey Centre ■ Sport disciplines : Ice Hockey (men and women) *Paralympics: Para Ice Hockey ■ Capacity : 10,000 seats ■ Facility : One ice rink (60m*30m) ■ Construction Period : July 2014 ~ Jan. 2017
	<ul style="list-style-type: none"> ■ Name : Kwandong Hockey Centre ■ Sport disciplines : Ice Hockey (men, women) ■ Capacity : 6,000 seats ■ Facility : One ice rink (60*30m) ■ Construction period: June 2014 ~ Feb. 2017
	<ul style="list-style-type: none"> ■ Name : Gangneung Curling Centre ■ Sport disciplines : Curling * Paralympics : Wheelchair curling ■ Capacity : 3,500 seats ■ Facility: 4 Curling sheets ■ Construction Period : Dec. 2015 ~ Jan. 2017

❖ Facilities condition of Venues

Gangneung Oval (Gangneung Speed Skating Centre)

Located in the Gangneung Olympic Park in Gyodong, Gangneung city, the Gangneung Oval with a floor area of 37,000m² has 2 floors both aboveground and underground and accommodates 7,635 seats.

Gangneung Oval has an easy access to those facilities like Gangneung Ice Arena (Figure/Short Track), Gangneung Hockey Centre (Ice Hockey I), Gangneung Curling Centre (Curling) which are also in the Gangneung

Olympic Park. It will also be permanently used even after the Olympics as multi-sport and cultural facility for the community people and athletes of speed skating.

Gangneung Ice Arena

The Gangneung Ice Arena is located in the Gangneung Olympic Park along with other newly built venues for ice sports events (Gangneung Oval, Hockey Centre, Curling centre).

The Gangneung Ice Arena which was newly constructed for the PyeongChang 2018 Olympic Winter Games has 4 floors aboveground and 2 underground levels. Its capacity of 12,000 seats is the largest among the venues on the ice sports for the PyeongChang Olympics and is designed to house figure skating and short track speed skating events. This venue will not be used in the Paralympic Games where the two sport disciplines are not featured.

Gangneung Hockey Centre

The Gangneung Hockey Centre is located in the Gangneung Olympic Park (in Gyo-dong sports complex). This venue is composed of two ice rinks, one for games and the other for warm-up. During the Winter Olympics, it will house Ice Hockey games for men (except 7 preliminaries) and the finals for women, whereas Para Ice Hockey games will be held during the Paralympic games. It accommodates 10,009 spectators and its ice rink size is 60m*30m.

Kwandong Hockey Centre

It is located in the campus of Catholic Kwandong University, in Gangneung city and consists of 2 ice hockey rinks (one for games, one for warm-up). Kwandong Ice Hockey Centre which was designed to house 7 preliminaries for men and 21 games for women including the game for the bronze medal will, in light of previous games, be a main venue together with the Gangneung Oval to play a major role to attract spectators during the PyeongChang Winter Olympics. The stadium for games has 4 aboveground floors with a total floor area of 19,666m². It accommodates 6,017 seats and its ice rink size is 60m*30m.

Gangneung Curling Centre

It is an indoor ice arena which was originally built in 1999 as Gangneung Indoor Ice Rink and renovated to house curling and wheelchair curling events for the 2018 PyeongChang Winter Olympic and Paralympic Games. It accommodates 3,000 spectators.

📍 Venues for the Snow Sports (PyeongChang Mountain Cluster)

❖ Outline

Venues	Outlines
	<ul style="list-style-type: none"> ■ Name : Jeongseon Alpine Centre (newly built) ■ Sport disciplines: Alpine skiing * Paralympics: Para Alpine skiing, Snowboard ■ Capacity : 6,500 seats (sitting 3,600, standing 2,900) ■ Construction period : Mar. 2014 ~ Dec. 2017
	<ul style="list-style-type: none"> ■ Name : Yongpyong Alpine Centre (additionally constructed) ■ Sport disciplines: Alpine Skiing Slalom, Giant Slalom ■ Capacity : 6,000 seats (sitting 2,500, standing 3,500) ■ Additional construction: Aug. 2016 ~ Feb. 2017
	<ul style="list-style-type: none"> ■ Name: Olympic Sliding Centre (newly constructed) ■ Sport disciplines: Bobsleigh, Luge, Skeleton ■ Capacity : 7,000 seats (sitting 1,100, standing 5,900) ■ Construction period : Dec. 2013 ~ Dec. 2017.

Venues	Outlines
	<ul style="list-style-type: none"> ■ Name : Alpensia Ski Jumping Centre (additionally constructed) ■ Sport disciplines : Ski Jumping, Nordic Combined, Big Air ■ Capacity : 13,500 seats (sitting 11,000, standing 2,500) ■ Built: June 2009 ■ Additional construction : Apr. 2015 ~ Dec. 2017
	<ul style="list-style-type: none"> ■ Name : Bokwang Snow Park (P,C additionally constructed) ■ Sport disciplines : Snowboard, Freestyle skiing ■ Capacity: 18,000seats (sitting 10,200, standing 7,800) ■ Built : 1995 ■ Additional construction : Mar. 2015 ~ Dec. 2017
	<ul style="list-style-type: none"> ■ Name : Alpensia Cross-Country Centre (additionally constructed) ■ Sport disciplines : Cross-Country Skiing, Nordic Combined ■ Capacity : 7,500 seats (sitting 4,500, standing 3,000) ■ Built : 1998 ■ Additional construction: Apr. 2015 ~ Dec. 2017
	<ul style="list-style-type: none"> ■ Name : Alpensia Biathlon Centre (Additionally constructed) ■ Sport disciplines : Biathlon <ul style="list-style-type: none"> * Paralympics : Para Cross-Country Skiing, Para Biathlon ■ Capacity : 7,500 seats (sitting 4,500, Standing 3,000) ■ Built : 1998 ■ Additional construction : Apr. 2015 ~ Dec. 2017

❖ Facilities condition of Venues

Jeongseon Alpine Centre

Jeongseon Alpine Centre will house the Alpine Skiing events for men and women of Downhill, Super Giant Slalom, Combined for the PyeongChang 2018 Winter Olympics and Para Alpine Skiing events of Downhill, Super Giant Slalom, Combined and Para Snowboard events of Snowboard Cross and Banked Slalom for the Paralympics. It accommodates 6,500 spectators with a course of 2,852m long for men (2,388m for women), 31.8% of slope grade and vertical drop of 825m and 748m for men and women's course respectively. The vertical drop means difference in altitude above sea level between the starting area and the finish area and an official one must be always notified.

Yongpyong Alpine Centre

The Yongpyong Alpine Centre will house the Technical Alpine Skiing events of Giant Slalom and Slalom for men and women, Team events during the 2018 Winter Olympics. This venue accommodates 6,000 spectators.

Olympic Sliding Centre

This venue is for Sliding sports (Bobsleigh, Skeleton, Luge) with track of a total length of 2,018m (including track for indoor training) and 7 buildings including the 'start house'. The track with 16 curves is expected to realize ever more dynamic games than any other tracks. The venue accommodates 7,000 spectators and has a 'tourist start program' for tourists and an 'indoor start centre on the ice' for athletes to exercise in all seasons as part of a plan of better use after the Olympics.

Alpensia Ski Jumping Centre

The Alpensia Ski Jumping Centre is a venue to host Ski Jumping, Nordic Combined and Snowboard Big Air events. The Stadium which was built in 2009 accommodates 13,500 seats and has 2 hills for game (Normal hill K-98m / Large hill K-125m) and 3 hills for warm-up.

Bokwang Snow Park (P,C)

The Bokwang Snow Park (P,C) which was opened in 1995 will house 5 Freestyle Skiing events for men and women (Aerials, Moguls, Ski Halfpipe, Ski Slopestyle, Ski Cross) and 5 Snowboard events (Parallel Giant Slalom, Halfpipe, Slopestyle, Snowboard Cross, Big Air) for men and women during the PyeongChang 2018 Winter Olympics. It accommodates 18,000 seats.

Alpensia Biathlon/Cross-Country centre

The venues were built as part of Alpensia Sports Park and were renovated in 2007 and additional renovation was done recently attune to the Olympic use. The two venues are facing each other and accommodate 7,500 seats each. During the Paralympics, Cross-Country Skiing and Biathlon events will be held in the Biathlon Centre.

4) Sport Events for the Winter Olympics

● On the Snow

Alpine Skiing

Alpine Skiing is a sport where the skier slides down snow-covered slopes on skis with fixed heel bindings. This sport discipline comprises two types of events: the speed (velocity) events and the technical (skills) events. The speed events are Downhill (men and women) and Super-G (men and women), and the technical events are Giant Slalom (men and women) and Slalom (men and women). In addition to these 8 events, there are 3 other events which are Alpine Combined (men and women) that is mixture of Downhill and Slalom and the Alpine Team Event.

Biathlon

Biathlon is a sport that combines cross-country skiing and rifle shooting, two events that are very different from each other. The athletes strap the guns on their backs, ski for a certain distance, and then stop to shoot at a designated target. For the shooting, there are two types of the shooting

positions. One of these is shooting while lying face down, and the other is shooting while standing up. The final ranking is decided according to the skiing time and the accuracy of the shooting.

Cross-Country Skiing

Cross-Country Skiing is about gliding (classic and free) across a snow-covered field on skis in the shortest possible time frame. The course is composed of three equal segments of uphill, level, and downhill fields and athletes must employ classic or free gliding techniques.

- Classic gliding : gliding the running lane moving skis kept parallel back and forth
- Free gliding : gliding forward pushing skis right and left.

Freestyle Skiing

Freestyle Skiing is an artistic competition performing aerial acrobatics while freely gliding down a slope, and because of its diversified nature, it is also compared often to a circus on the snow. Unlike Alpine Skiing where athletes compete for speed, Freestyle Skiing characteristically allows athletes to compete in aerial skills such as back flips and twists. The Olympic Winter Games include 10 freestyle skiing events: Moguls, Aerials, Ski Halfpipe, Ski Cross, and Ski Slopestyle respectively for men and women.

Nordic combined

Nordic Combined brings Cross-Country and Ski Jumping together. Since each athlete must carry out both Ski Jumping, which requires high technique and audacity, and Cross-Country Skiing, which takes great physical strength, it is one of the toughest skiing disciplines and offers only men's competition and not one for women. The Olympic Winter Games include three events.

Ski Jumping

Ski Jumping is a form of Nordic Skiing where the skier glides fast down a steep (35°~37°) slope at 90km/h or more to jump and fly as far as they can go from the launching zone to make a stable landing in the landing section. Because the downhill launch soaring through the air is so

beautiful, it is also called "the flower of ski sports". The judges evaluate points based on flying, landing and out-run style.

Snowboard

Snowboard is a sport that uses a board attached to rider's feet to speed down a slope. Snowboard was first developed as a sport in the United States in the 1960s and has evolved to be enjoyable by every man and woman of the world. It was officially adopted as a formal event at the Nagano 1998 Olympic Winter Games. Snowboard sport at the PyeongChang Winter Olympics comprises a total of 10 individual events: Parallel Giant Slalom (men and women), Halfpipe (men and women), Snowboard Cross (men and women), Big Air (men and women) and Slopestyle (men and women).

● On the Ice

Curling

Two teams with 4 players each take turns sliding granite stone across the ice sheet toward the house, a circular target marked on the ice. Then two or more players accompany their stone along the path and induce slowly its turns and speed using a brush called broom to alter state of ice in front of the stone (an action called sweeping). Curling sport at the PyeongChang 2018 winter games comprises a total of 3 events of Curling for men and women and Mixed Doubles Curling.

Figure Skating

Figure skating is an ice sport where athletes wear bladed skates and perform different specific acrobatic movements to music. Players are judged according to their accuracy and the difficulty of their maneuvers. In the Olympic Winter Games, a total of 5 events are contended, including the men's and ladies' Singles, Ice Dance, and Pairs where men and women compete together, and the Team event.

Ice Hockey

Ice Hockey is a sport where two teams each composed of six players

wearing skate on (1 goaltender, 2 defenders, 3 forwards) who skate up and down the ice trying to control the puck, a rubber disk with a stick and score a goal into their opponent's net to score points. An ice hockey game consists of three periods of twenty minutes each (a total of 1 hour). When a tie occurs after the regular periods played, an overtime period (maximum 20 minutes) is given to continue under a "sudden death" rule until a goal is scored. In case of a tied game again even after the overtime period, the "game winning shots" procedure applies.

Short Track Speed Skating

Short Track Speed Skating is an ice sport where athletes wearing skates compete on a 111.12m ice track. As it uses a shorter track than the conventional 400m track, it is often called short track. The winner is the first athlete who crosses the finish line, so the sport requires more technique than power, more agility than durability. The Olympic Winter Games include a total of 8 events for men and women.

Speed Skating

Speed skating involves two athletes wearing skates that start simultaneously and compete speeding on a 400m ice track. The 400m course distinguishes the "in" course from "out" course. A team of two skaters are supposed to change lanes in a specified section in every circle, with the skater that started in the "out" course coming to the "in" course and vice versa. The PyeongChang 2018 Winter Olympics comprise a total of 14 events for men and women.

● Sliding Sports

Bobsleigh

In Bobsleigh, athletes ride a steerable sled down an ice track. There are three events comprised of 4-man Bobsleigh, 2-man Bobsleigh, and women's Bobsleigh. The 2-person Bobsleigh includes a pilot and a brakeman. The pilot uses the inner steering rope to drive the sled and the brakeman puts on the brake to bring the sled to a halt after it has passed the finish line. The 4-man Bobsleigh adds two pushmen who

push the sled to start.

Luge

A luge is a small sled and the athlete sleds down 1,000m to 1,500m while lying down face up and feet first. One (singles) or two (doubles) lugers compete. The individual performance combines scores from four runs over two days. And two runs a day for doubles and one run for team relay are added. Luge races are timed to one thousandth of a second. The track has a U-shape groove, and the walls on both sides are designed to be minimum 50cm high so that the sled may not skid off the track.

Skeleton

Skeleton is one of the sliding types of speed sports and the athlete, lying head first face down on the sled, speeds down a 1,200m or more long and sloping ice track. Combined nor Team Relay events uniquely in Sliding Sports and the steering is done by using the shoulders and the knees. The athletes sled for a total of 4 times at the Olympics, and the ranking is decided by adding up the sliding time.

5) Sport Events for the Winter Paralympics

Para Alpine Skiing

Unlike Olympic Alpine Skiing, the Para Alpine Skiing events including Downhill, Super-G, Super Combined, Giant Slalom and Slalom are played in three categories of athletes classified according to their disability such as Visually Impaired (B1~B3), Standing (LW1~LW9) and Sitting (LW10~LW12).

Para Biathlon

Para Biathlon is a sport that combines Cross-Country Skiing and rifle shooting, two disciplines that are very different from each other. Para Biathlon has been divided into Visually Impaired (B1~ B3), Standing (LW1 ~ LW9) and Sitting (LW10~ LW12) categories. It was adopted as a formal sport discipline at the 1994 Paralympic Winter Games in Lillehammer,

Norway. At the Paralympic Winter Games, a total of 18 events are contended by dividing them into men (the visually impaired, standing, and sitting) and women (the visually impaired, standing, and sitting).

Para Cross-Country Skiing

Para Cross-Country Skiing for athletes with an impairment is about gliding across a snow-covered field in the shortest possible time frame. Athletes contend in categories like Visually impaired (B1~B3), Standing (LW1 ~ LW9), and Sitting (LW10 ~ LW12) according to their disability. The Winter Paralympic Games present a total of 20 events including 18 events for men and women and 2 mixed events, respectively with categories of visually impaired, sitting, and standing.

Para Snowboard

Para Snowboard is an adaptive version of snowboard for athletes with impairments in regulations, technique, and other facets of the sport. The athletes are classified into the upper limb(s) impairment (SB-UL) category and the lower limb(s) impairment (SBLL-1, SBLL-2) category.

Para Ice Hockey

Para Ice Hockey was introduced for the first time in the Örnsköldsvik Winter Paralympics in Sweden in 1976 and adopted as a formal sport in the Lillehammer Winter Olympics in Norway in 1994. Para Ice Hockey was designed to allow participants who have disability in lower limb to play the game of Ice Hockey. At the Winter Paralympics the event of Mixed is competed.

Wheelchair Curling

Wheelchair curling is an adaptive version of Ice Curling which is popular winter sport for the impaired. Wheelchair Curling was adopted as a formal sport in 2006 Torino Winter Paralympics. At the Paralympics a medal event is competed.

6) Sustainable Development and the PyeongChang 2018

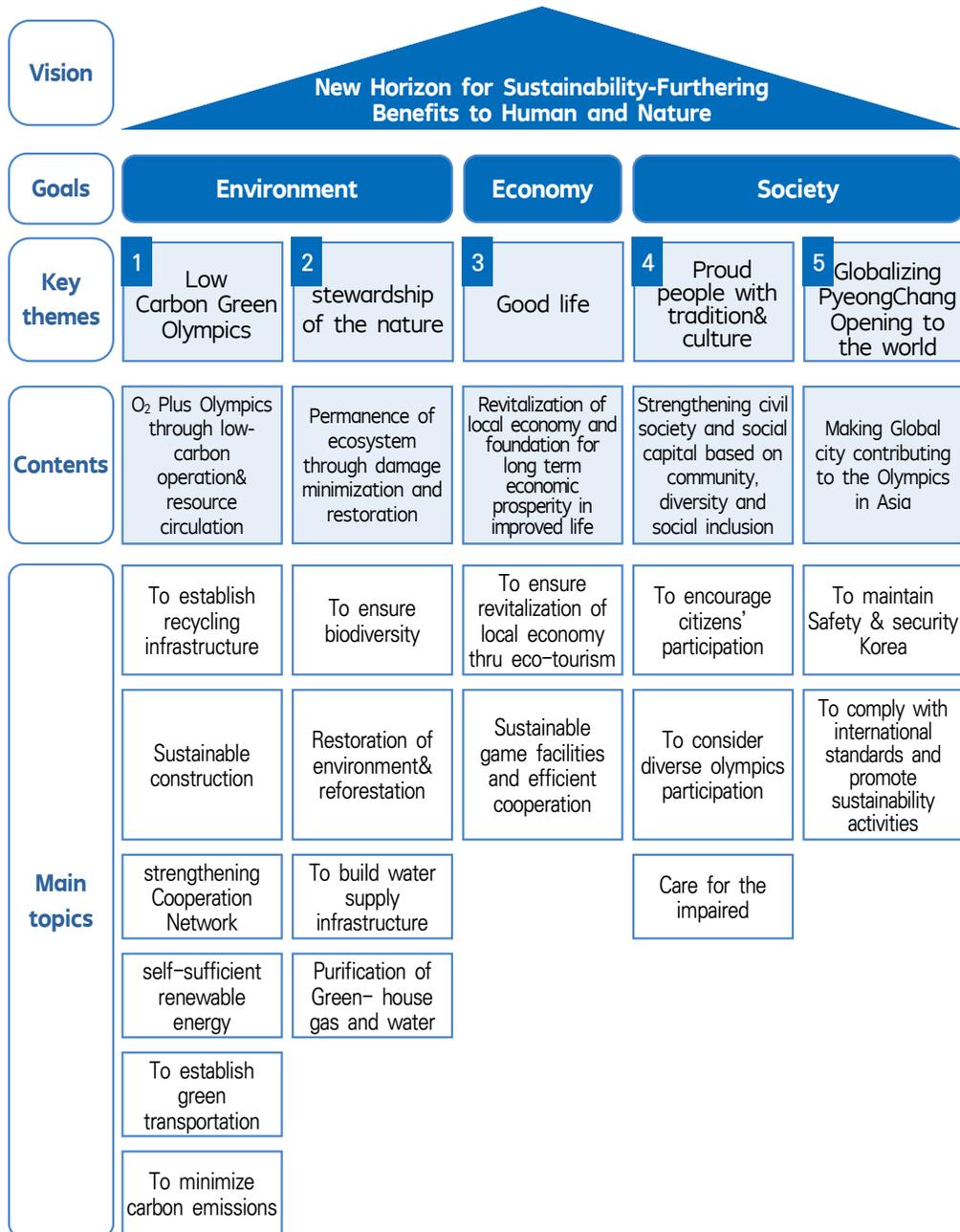
● Sustainable development

The notion of Sustainable Development is defined as the kind of development that meets the needs of the present without compromising the ability of future generations to meet their own needs. It implies that present generation pursue to meet needs leaving healthy and a well-to-do life to the future generations.

- ❖ A key promise to sustainable development is that lasting prosperity of the mankind requires our ability to make a fine balance and harmony amongst environmental, economic and social dimensions of our endeavors. This clearly warns against a lopsided development focusing only on one or two dimensions.
- ❖ The global community expects that the Olympic Games and other sports events which have big effect environmentally, socially and economically combine sustainable development and prosperity.
- ❖ Thus, the Organizing Committee of the PyeongChang 2018 starts with formulating overall vision and goals for sustainable Olympic Games and action plans to achieve practical and sustainable outcome of all activities to host the Olympics.

● Sustainability of the PyeongChang 2018

The sustainability vision of the PyeongChang 2018 Olympic Organizing Committee is defined as “Creating a New Horizon for Sustainable PyeongChang 2018 Winter Olympic and Paralympic Games: Furthering Benefits to Human and Nature”. It was formulated as an extension and expansion of the overall vision of the Games ‘New Horizon’ implying to leave sustainable and creative legacy of the Republic of Korea and Gangwon Province.



● The Vision and Strategy of sustainability of the PyeongChang 2018

- ❖ To host Low Carbon Green Olympics, realizing “O₂ Plus’ effects” through;
 - promoting resource circulations and green procurement
 - promoting green buildings and environment-friendly urban space
 - developing green transport system
 - minimizing greenhouse gas emissions and utilizing clean and renewable energies
- ❖ To host sustainable PyeongChang 2018 for Stewardship of the Nature, coping with climate-change based on clean natural environmental resources of the region through
 - preserving biological diversity
 - restoring ecological environments and reforestation
 - setting up infrastructure for clean water supply and water quality improvement
 - promoting permanence of an ecosystem by damage minimization and restoration
- ❖ To host sustainable PyeongChang 2018 for Good Life, building foundations for lasting prosperity of local economy and improved quality of life of the people in host regions through
 - construction of sustainable games facilities and their efficient operations
 - revitalization of local economy through eco-tourism based on region’s characteristics, international development cooperation & specialized zones.
 - pursuance of balanced regional development and betterment of regions by expanding social infrastructure such as transportation, public health, etc.,
- ❖ To host sustainable PyeongChang 2018 for people to be proud of tradition and culture by strengthening civil society and social capital through
 - revitalizing local communities and promotion of cultural diversity and inclusion.
- ❖ To host sustainable PyeongChang 2018 to establish PyeongChang as a global city contributing to the promotion of Olympism and winter sports in Asia. through
 - creating a hub for winter sports building up world-class infrastructure and facilities
 - increasing sport-related international cooperation & exchange program between North and South Korea
 - ensuring highest level of safety and security
 - promoting Corporate Social Responsibility (CSR) of the key participants of the games

The 5 key themes for sustainable PyeongChang 2018 will give PyeongChang a momentum to reborn as a sustainable global city by enhancing brand value through development and prosperity.

I.b

The Olympic/Paralympic Games and the Roles of Volunteers (2)





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3

International Events and Volunteering

1) Meaning of Volunteering in the International Events

Volunteering in an international event is a crucial opportunity for citizen participation and for the volunteer to achieve self-realization through his/her own voluntary involvement. Volunteering is not only a personal opportunity or experience to volunteers but also a major component of a successful mega event. Moreover, volunteerism can be further promoted to the citizen through the mega event volunteering and provide motivations to volunteers to remain them engaged.

Volunteers' Status in the International Events



As the number of the volunteers engaging in international events increases, the volunteer's status goes up accordingly. In the case of Olympics, the number of the volunteers has been on the rise; 27,221 volunteers were in 1988 Seoul, over 40 thousands were in 1996 Atlanta, and over 110 thousands were in 2008 Beijing. Therefore, volunteers are recognized as the cornerstone and honorary ambassadors of the Olympic and the economic value of volunteering is getting more and more

attention. Games Volunteers are now recognized as not just helpers but one of the main factors of Olympics as athletes or Games Staff.

2) Goals of Volunteer Training

Engaging in The PyeongChang 2018 Olympic and Paralympic Winter Games will be one of your enjoyable and rewarding experiences. In order to work properly in the national and international events, you need to learn the meanings and value of volunteering and also the roles and the job description of the volunteer in the events.

● Goals of the Training

1. Learn the meanings and value of volunteering.
2. Understand the roles and the job description of the volunteer in the international event.
3. Keep in mind the manners and attitude of the volunteer required in the international event.

4

Meaning and Value of Volunteering

1) Meanings of Volunteering

● Sharing Thoughts on Volunteering

Sharing your thoughts on volunteering with each other will help you to fully understand the meanings and the value of volunteering. Think deeply whether your opinion on volunteering is prejudiced or limited.



Definition of Volunteering

- ❖ Definition by the Korea Volunteer Act

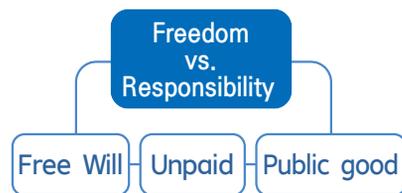
“Volunteering is an act of a person or an organization to provide time and effort voluntarily for the community, state or human society.”

- ❖ Definition by International Association for Volunteer Effort (IAVE)

“Volunteering is an unpaid and unforced work which is beneficial to public that a person donates one’s time and effort with free choice after doing basic duties for one’s family, work, state and society.”

Principles of Volunteering

- ❖ Free Will: It is undertaken voluntarily to perform one’s rights and responsibilities as a member of a community with one’s free will.
- ❖ Unpaid: It is undertaken without payment and remuneration or any other type of compensation for services rendered.
- ❖ Public Good: It is undertaken for the benefit and interests of the state other than individuals.



Other Volunteer Principles

Altruism, reciprocity, sense of community, citizenship, and sustainability are mentioned as factors of volunteering other than these three principles. However, some of the factors can also be part of 'free will' and 'public good.'

- ❖ Altruism: Volunteering is type of work not just for yourself but for others who are unprivileged.
- ❖ Reciprocity: Reciprocity is mentioned as one of the volunteering principles, since you could receive various benefits such as self positivity, social recognition, and building up your experience in spite of the fact volunteering is unpaid.
- ❖ Sense of community: Sense of community is mentioned because volunteering is undertaken as community activities by community members.
- ❖ Citizenship: Citizenship is mentioned because volunteering is undertaken by the citizen who has the sense of ownership.

Similar Terms to Volunteering

The followings are some cases of misuse of volunteering which make people difficult to understand volunteering by using different or inappropriate terms.

- ❖ Volunteer activity, social service, and volunteer service learning etc.
- ❖ The term 'volunteer activity' is used by civil or women organizations, and the 'social service' is used by companies and universities and the 'volunteer service learning' is used in middle or high school, and all of these terms indicate volunteering in spite of being used in different context.
- ❖ Community Service Order
- ❖ Community service order gives the possibility to offer community work as an alternative to time spent in prison in the case of minor offences through service and it can contribute to the integration of people in conflict with the law, but this community service will not be called volunteering since it is not voluntary or unpaid.

- ❖ Volunteer ‘Bank’ and Volunteer ‘Mileage’
- ❖ Volunteer ‘bank’ or volunteer ‘mileage’ allows volunteers to access “rewards”, so some organizations give volunteers time rewards in exchange of their time. However these ruin the concept of the three principles of volunteering (unpaid, public good, and free will), so it is not recommended to use these terms.

● Changes Related to Volunteering

Social discussion on volunteering has begun after democratization and experiencing large scale of volunteer activities during Seoul Olympics in 1988. After 20 years of democratization, volunteering in Korea has developed a lot in many ways and has been significantly important through implementing the compulsory school volunteering for middle and high students and the volunteer credit system for university students, establishing volunteering centers in local levels, and experiencing quality volunteering in the national and international events. In addition, there have been significant changes on the perception of volunteering.

● Expanding the Recognition of Volunteering

Volunteering is still regarded as charity activities sacrificing for poor and marginalized people despite of its extensive growth. However, this is a passive concept that narrows volunteering to helping people only and furthermore regards volunteering as one way charity activity towards the weak. Volunteering includes not only helping people in need but also saving the earth or sharing one’s gift and time with others. In addition, the concept of volunteering expands to the ‘citizen’s rights and responsibilities’ as it means voluntary involvement of the community members in order to make a difference and to solve problems and the needs of the community.

● Paradigm Shift of Volunteering

The concept of volunteering has been significantly expanded, as to this can be called as a paradigm shift.

- ❖ Volunteering as an Activity Responding to Social Issues
Traditionally volunteering had been regarded as activities helping

economically disadvantaged and disaster management in unusual situations. However, since volunteering has been expanding its field to our daily lives, now it is regarded as not just helping socially disadvantaged but as civil involvement to make a difference in the fields of environment, human rights, culture, safety and sports. Above all, volunteering in The PyeongChang 2018 Olympic and Paralympic Winter Games will be performed in the broader field.

❖ Volunteering as an Active Citizenship

Volunteering used to be regarded as beneficial activities, but now it is regarded as a part of productive social involvement. Volunteering is an active civil activity exercising one's rights and responsibilities in terms of politics, economy, society, and health that affect you. In addition, volunteering is now a way of pursuing happiness and self-realization which are clearly defined rights in the law.

Volunteering is an opportunity to satisfy one's basic needs wanting to help others and to contribute to the community. By engaging in The PyeongChang 2018 Olympic and Paralympic Winter Games you can contribute to the international big event while enjoying happiness and feeling rewarded.

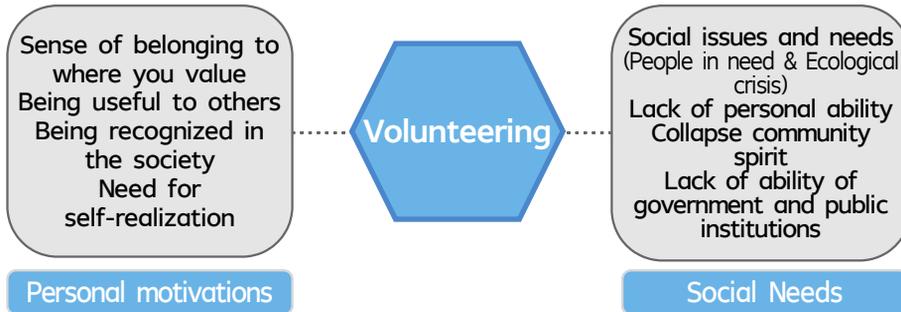
❖ Volunteering as Community Activities

Traditionally volunteering was regarded as altruistic services, however, now people see it as public and reciprocal activities. In addition, people used to help each other sporadically, but now more people engage in formal volunteering through organizations in order to exercise responsibility as community members. As the people who have been helped are now helping other people, the boundary between the people who have helped others and the people who have been helped from others became unclear, therefore, volunteering is addressed in terms of building community among community members. In this sense, volunteering in The PyeongChang 2018 Olympic and Paralympic Winter Games can be a collective activity to exercise responsibility as community members.

2) Need for Volunteering

Why do people need volunteering? Why do people volunteer?

The need for volunteering is best understood in terms of social needs and personal motivations.



● Increased Social Issues and Needs

There have been different social issues that need to be addressed within our society such as problems related with marginalized people or natural disasters, however, the issues have risen and diversified as we moved to modern society. South Korea ranked 11th worldwide in gross domestic product (GDP) in 2015 due to the spectacular economic growth over the last half century,¹⁾ however, at the same time the country is facing social crisis posed by exacerbated social problems and needs including increased number of marginalized people. Thus the current social issues that we are challenging are problems such as income polarization, social inequality, family dissolution, high rate of suicide for both adolescents and seniors, subfertility, aging, social detachment, conflicts, corruption, violence and moral collapse, etc., and the needs for social welfare posed by these problems.

On the other hand, unexpected natural disasters such as earthquakes, tsunami, heavy snow, heavy rain, and destruction of the ecosystem due

1) According to the World Bank, South Korea's nominal GDP (gross domestic product) in 2015 was US\$1.38 trillion, having moved up two ranks from the year before. South Korea's ranking in nominal GDP in dollars had hovered around 11th and 12th in the early 2000s until rising to 10th in 2005, but after that it slid, bottoming out at 15th in 2008. Since then, the country's rank has gradually risen, and it reached 13th in 2014. (http://english.hani.co.kr/arti/english_edition/e_business/757139.html)

to climate changes endanger our lives and we must solve these issues.

● **Limitation of Government and Public Institutions**

Individuals should solve one's problems and needs by themselves, but some people lack of viability are in need of others' help. Government is now required to create welfare projects which can replace the work of community and community spirit in the past. However, government faces funding and human resources deficit, and fails to identify possible problems despites of implementing different welfare projects for the overwhelming number of families and individuals in need of aid. In addition, government is still beyond it's capacity in spite of establishing and implementing different policies focusing on social issues and environmental restoration such as plans for economic stimulation, job preparation, and environment restoration.

● **The Need for Volunteering Addressing the Gap Between Social Issues and Needs**

❖ The Gap Between Social Issues and Needs

Who will take care of marginalized and excluded people? Who will deal with incidents due to sudden disasters caused by climate change that government cannot solve by itself? Who will address unethical and selfish companies' behaviors and unexpected disasters? Where can we find community and community spirit that have been fragmented due to industrialization and urbanization?

❖ The Need for Volunteering of Civil Society

Social inclusion will be accomplished by volunteering which can address the gap between the welfare needs and supplies for the marginalized people. In addition, in order to solve social safety issues and ecological crisis, the partnership among citizen, government, and companies and the voluntary activities of citizen will be required. Volunteering is the activity of citizen addressing the gap between people's needs and the services of the state and the market to address social issues. Furthermore, it is the activity

of citizen to create and to serve services to the community with both the state and companies.

The responsibility between family and government, namely the importance of civil society which is formed and organized by people with citizenship is on the rise. A healthy and stable society is the society that the state, the market, and the civil society are equally developed and keep the balance well, so that it can demonstrate governance.

Civil society forms organizations in order to monitor activities of government and companies, advocates citizen's freedom and rights, and serves services directly while citizen participates in public activities by involving in those organizations or creating their own organizations or groups.

● The Need for Civil Society Volunteering in Olympics/Paralympics

The work of government and companies will be insufficient to host the 2018 PyeongChang Olympic and Paralympic Winter Games successfully. To this end, civil society needs to exert not only by serving services but also by creating partnership with government and companies.

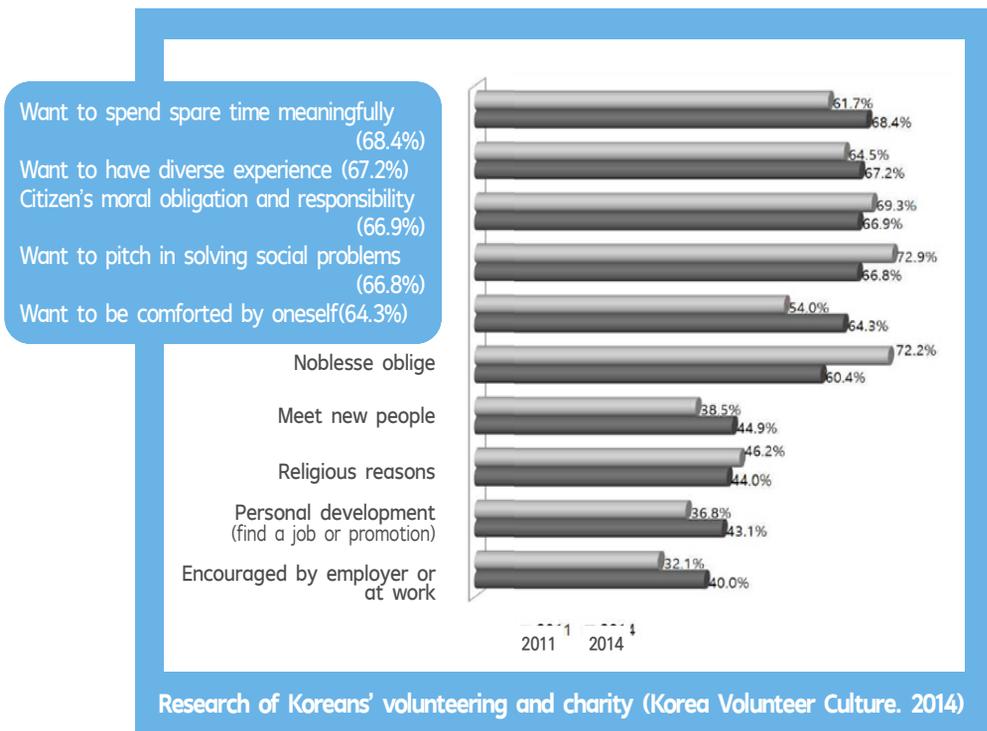
● Motivations to Satisfy Personal Desires

❖ Volunteers' Motivations

The followings are the reasons for volunteering according to the Research of Koreans' volunteering and charity, 2014 (multiple-choices).

① Want to spend spare time meaningfully (68.4%), ② want to have diverse experiences (67.2%), ③ citizen's moral obligation and responsibility (66.9%), ④ want to pitch in solving social problems (66.8%), ⑤ want to be comforted by oneself (64.3%), ⑥ noblesse oblige (60.4%), ⑦ meet new people (44.9%), ⑧ religious reasons, ⑨ personal development (find a job or promotion) (43.1%), ⑩ encouraged by employer or at work (40.0%). Although motivations such as 'utilize spare time', 'have diverse experience', 'be comforted

by oneself', 'meet new people', and 'personal development' have been increased compared to 2011, social motivations such as 'citizen's moral obligation and responsibility', 'be useful in solving social problem', and 'noblesse oblige' still remain high. From this, we can learn that human beings have the desire to do something valuable, to be useful to others, and to be recognized in the community.



❖ Human Psychological Needs

American psychologist Abraham Maslow proposed a motivational theory comprising a five tier model of human needs. It is comprised of physiological needs, safety needs, social belonging, esteem, and self-actualization. Higher stages such as esteem and self-actualization can be achieved by participating in activities for the community rather than for oneself. Volunteering is needed to meet the physiological needs.

3) Value of Volunteering

What is the value of volunteering? What are the benefits for you when you volunteer? When you volunteer, you can receive benefits in return while the whole society gains benefits.

● Personal Benefits

Volunteering is not supposed to be a sacrifice. The long-term volunteers usually say that they have received powerful beneficial effects, and this is called the Boomerang effect.



The Boomerang effect

“Throw boomerang with love towards the world”, this is the effect when you receive immeasurable happiness in return of doing good.

They can achieve self-esteem and happiness when they help people in need and contribute to the society. They used to regard themselves as outsiders, but now they have the owner spirit and feel the sense of existence. When you challenge something new, you will discover your potential. The accomplishments from your work make you have the sense of positive self-confidence, understand other’s opinions and build the ability to accept opinions, moreover, enhance problem-solving skills while making settlements of differences and agreements. You will meet new friends who have common goals, broaden relationships, learn new knowledge and skills, and have the opportunity of self-improvement. Therefore, you will discover ‘a new self’ and ‘a changing self.’ Above all, volunteering makes you have the sense of community ownership.

Evidences from various researches indicate volunteering is a way of maintaining healthy life in psychological or physical terms, and this is called the Mother Theresa Effect.



Mother Theresa effect

Seeing a film about Mother Teresa raised S-IgA, immunoglobulin A in saliva, a marker of the immune system, in 132 Harvard students. (Study by Dr. David McClelland of Harvard University) This is the effect that human immune system is improved by act of kindness or just watching it.

● Social Benefits

❖ Solving Social Problems and Improving Social and Ecological Environment

When people volunteer, lots of social problems can be solved. You can get a lot done by the cooperation of everyone who does one's part and the big and difficult problems will be solved. The social and ecological environmental conditions of the community will be improved when people volunteer. For instance, when you start to clean up trashes in a vacant lot in your neighborhood, soon your neighbors participate in cleaning up, and eventually the lot becomes the community vegetable garden and the neighborhood meeting place. When you light up streetlights, and paint walls with light color, your town becomes a livable place with low criminal rates.

❖ Developing Social Capital and Social Integration

Volunteering helps the formation of social integration and community bonding. The trust between volunteers and those they support will create the social integration of the marginalized people. This trust that have been fostered among citizens will help to develop reciprocity and solidarity which are essential elements of a stable community. Compared to economic capital, this citizens' trust and solidarity is called the 'social capital', and the accumulation of the 'social capital' plays critical role in the economic reconstruction. By making The PyeongChang 2018 Olympic and Paralympic Winter Game successful, volunteers will create bigger social capital.

❖ Consolidation of Democracy and Expansion of Participatory Democracy

Volunteering is voluntary activities engaged in solving community problems, thus to expand the reach and the scope of volunteerism means to expand the scope of the citizen autonomy. Firm democracy comes when citizen participates in solving community issues by volunteering and helping to build sound government with the system of checks and balances and governance.

❖ Economic Benefits

Volunteering contributes to increase the gross domestic product (GDP) and to reduce the government spending. Although volunteers work without remuneration, the outcome does have financial value. According to the research in 2014, 9,293,252 volunteers over 20 years old volunteered and it is estimated to be 7,987.7 billion KRW and the total monetary value of the volunteer work is equivalent to 0.56% of GDP in 2014 (1,428 trillion KRW).²⁾ In order to cover the government spendings on social issues and needs, the income tax burden of the citizen should be increased. If citizens involve in volunteering, the government spending will be reduced.

❖ Invigoration of the Civil Society Organizations

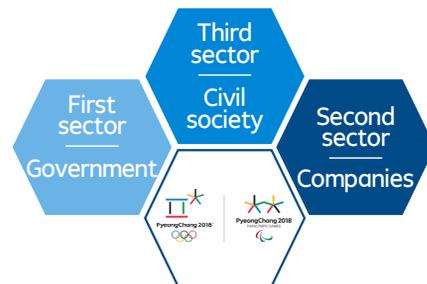
Volunteers' various activities contribute the invigoration of civil society organizations. Civil society organizations are now one of the integral part of governance with government and companies, since the increased number of the organizations which have been founded and organized for the public good ensures sound democracy. With the help of various volunteers' gifts and talents, civil society organizations perform their work and diversify volunteer projects. Thanks to volunteer's involvement, civil society organizations can develop quality projects with fewer funds and make more local residents receive benefits and make a bigger difference in the community.

2) In 2014, 9,293,200 people volunteered 392,485,629 hours and this an average of 0.81 hours per a week of the 20% of the population over 20 years. When you multiply this and 20,3516 KRW, the average wages per total working hours, you can get 7,987.7 billion KRW which is 0.56% of GDP. Research on Korean's volunteering and charity (Korea Volunteer and Culture, 2014)

5 Scope of Volunteering

1) Volunteer Sector

Volunteering is public and non-profit activity. Our society can be divided into three sectors; government (first sector), companies (second sector), and civil society (third sector). Therefore, volunteering can be included to the activities of non-profit organizations and to some of government activities. On the other hand, as companies share their profits with certain stakeholders, involving with profit companies does not regarded as volunteering. However, non-profit activities to change anti-business sentiment or start-up projects to help the self-support for the low-income group can be regarded as volunteering. Volunteering in the The PyeongChang 2018 Olympics and Paralympic Winter Game belongs to volunteer sector since it is the global sports event and will promote the national interests. Volunteers, government, and companies will make this Olympic successful by displaying synergy effects together.



2) Types of Volunteering

Volunteering can be categorized in many ways, however, Justin David Smith, the executive director of Christians for Biblical Equality divided into following four categories according to the final outcome or the final objects.

● Mutual Aid and Self-Help Activity

Some examples of mutual aid type volunteering are parents' meetings of disabled children and family meetings of Alzheimer's disease which

advocate their rights and help each other and some Korean traditions such as Dure (farmers' cooperative group), Pumatii (exchanging of labor), and Gye (private fund). Joint child care can also be categorized in this group.

● **Philanthropy and Volunteering**

Philanthropy is generally considered an altruistic activity, and it means helping others (third person) other than people you know and usually takes place in more developed countries. These activities are mostly organized by third sector or local volunteer centers and involve public sector and companies. Lunch delivery services for seniors living alone or caring disabled people in care centers can be categorized in this type of volunteering.

● **Public Participation**

Public participation, a feature of volunteering, is well developed in most of countries and means individuals are involved in governance. There are several examples in Korea such as programs for consumer movements, environmental protection, cultural assets protection, and parliamentary monitoring. Volunteering in the PyeongChang 2018 Olympics and Paralympic Winter Game is also a way of public participation.

● **Advocacy and Campaigning**

Lobbying is a form of advocacy which aims to influence the decisions within government such as projects working on improving the status and the rights of the most disadvantaged and banning antipersonnel landmines. In this case, some states such as authoritarian states ban volunteers from participating these kind of projects, since they can confront with the state. For example, american volunteers have made the HIV patients to receive welfare services and 300 million volunteers from some 100 countries are working for the world free of antipersonnel landmines. One of recent examples is a story of Jimmy Wayne, a former foster kid turned country music singer/songwriter who walked halfway across America in 2010 to help bring awareness to kids who age out of the foster system and become homeless, and he succeeded in extending 3 more years in foster care.

3) Fields of Volunteering

Volunteering is to meet the social needs and to solve social issues, thus every region or country focuses on different field. Volunteering in developing countries focuses on social welfare, human rights, and democracy movement and in Europe mostly engages in human rights, environment, and sports, and in the U.S. is working on social welfare, education, environment, and safety issues. The Korea Volunteering Act (2005) defined volunteering with 15 fields. In Korea, volunteering mostly engages in social welfare field, however, it gradually expands its fields to environment, culture, education, and sports.

● Fields of Volunteering Defined in Korea Volunteering Act No. 7 (2005)



- Social welfare and public health promotion
- Developing local community activities
- Save the Earth and environmental activities
- Education and consulting
- Human rights and peacemake
- Crime prevention and juvenile delinquents guide
- Road safety and regulations
- Disaster management and relief
- Promotion of culture, tourism, art, and sports
- Antigrift and consumer right
- Fair election
- International cooperation and overseas volunteering
- Assisting public administration
- Other activities on performing public projects and promoting social welfare

4) Roles of Volunteers

Volunteers are major actors or players of the community and their roles can have personal and social aspects.

● Personal Roles

- ❖ **Providing Services:** Since volunteer's role is interacting with the person or group in need of help, they provide services such as counseling or training to the people who have issues or solving their problems. In the PyeongChang 2018 Olympics and Paralympic Winter Game, Games Volunteers will provide personal services such as guiding at accreditation, stadium and the game, selling and checking tickets, and interpreting.
- ❖ **Assisting Games Staff:** Volunteers assist staffs of the non profit organizations (social welfare centers, institutions, civil social organizations, etc.) by assisting work such as maintaining a filing system, tidying up workplace, working at reception desks, answering and directing phone calls, and distributing letters. In the PyeongChang 2018 Olympics and Paralympic Winter Game, Games Volunteers will assist work of the operational office and monitoring in the competition venues, and will help journalists and news and broadcasting companies.
- ❖ **Consulting at the Policy Making:** People who have experiences in management and operation may participate as members of consulting committees or advisory councils to make the organization sustainable. In the PyeongChang 2018 Olympics and Paralympic Winter Game, the Organizing Committee operates consulting committees or advisory councils in each department (according to the press release of the Coordination Commission on 18th July, 2013).

● Social Roles

- ❖ **As Substitutors (Solving Problems):** Volunteers implement organization's policies or provide complementary services to prevent, control and solve problems at the organizations. In the PyeongChang 2018 Olympics and Paralympic Winter Game, Games Volunteers will

maintain policies and procedures of the Organizing Committee to prevent and solve possible problems at the competition venues.

- ❖ As Representers or Mediators: Volunteers notify about issues of individuals, organizations, or communities in need of help and mediate the issues by transferring to the person who can immediately help. In addition, they promote and advocate for social change to win the support of the community. In the PyeongChang 2018 Olympics and Paralympic Winter Game, Games Volunteers will notify about issues of audiences, athletes, and volunteers in need of help and also mediate and advocate the issues to win the support of the person concerned.
- ❖ As Reformers: Volunteers advocate for systemic changes and make a difference to find a way of social changes and well developed social services and to respect for the human being. In the PyeongChang 2018 Olympics and Paralympic Winter Game, Games Volunteers will seek to solve issues when those occurs.
- ❖ As Monitors: Volunteers monitor and report of the environmental pollution or corruption and graft to realize social purification and to create a just society. In the PyeongChang 2018 Olympics and Paralympic Winter Game, Games Volunteers will monitor and report of the situations where things go wrong and the situations that need to be modified.

5) New Volunteer Trend

● Voluntainment

Once volunteering was regarded as a difficult and hardship activity which requires volunteers' sacrifice and ethics only, however, it is now regarded as fun, enjoyable, and lively one. This is the result of constant effort of a Korean company that has created the word 'Voluntainment' by combining the words 'volunteer' and 'entertainment', and has disseminated the concept of the word. 'Voluntour' is one of this kind of activities which a person can enjoy one's hobby and specialty during his or her leisure time or traveling with one's family.

● Hands on Volunteering: Done-In-A-Day Volunteer Opportunities

Volunteer involving organizations recommend volunteers for a large regular volunteer commitment in order to see visible changes. These days, however, more and more people prefer one-time or short term volunteering that fits into their busy lives, therefore, short term volunteer projects are developed and implemented in line with this. For example, some people join in a year-end party and make hand craft frames with seniors or children and let them put their sentimental photos in the frames while spend time and talking with them.

● Skill-Based Volunteering and Pro Bono Volunteering

Unlike traditional volunteerism, it is the service that uses the specific skills of professionals to provide services to those who are unable to afford them, and some outreach programs are quite popular. Pro bono activities are active in financing, accounting, marketing, management, technology, and art fields and some examples are; after school classes for local child centers, research on life learning programs, investigation of sexual violence, mentoring for children with incarcerated parent, gardening programs, essay programs, etc. In the PyeongChang 2018 Olympics and Paralympic Winter Game, pro bono volunteers will participate in the field of technology, weather forecast, interpreting, medical services, doping tests, and etc..

● Family Volunteering

Family volunteering is quite popular now due to its various beneficial reasons such as building relationships by sharing common experiences and spending quality time with their children in a positive environment while serving as role models and passing on important values. Children can foster positive values, such as caring and empathy, and develop a commitment to volunteering both now and in the future.

In the volunteer interviews of the PyeongChang 2018 Olympics and Paralympic Winter Game, many applicants stated that their parents' experience in Seoul 1988 Summer Olympics was one of the reasons that made them apply.

● Employee Volunteering

Employee volunteering is typically one component of Corporate Social Responsibility (CSR) program where staff donate time and skills during work hours in societal causes through the employer. On the other hand, employer supported volunteering (ESV), also known as corporate volunteering is the project approved by board members, and initiated, organized, and implemented by executives and staff members. Executives, their family members and even retirees can join in this rewarding initiatives and ESV is accepted by most companies nowadays. In the PyeongChang 2018 Olympics and Paralympic Winter Game, many companies will participate to practice employee volunteering.

● Volunteering with Locally-Driven Citizen

This community initiative occurs among local residences to make a difference in their community. This initiative will serve as a foundation to build 'everyday volunteer culture' as the community-based projects driven by local citizens are disseminated to the local levels.

For the PyeongChang 2018 Olympics and Paralympic Winter Game, Gangneung Volunteer Center has contributed in building the Olympic Village by installing benches in the beaches and providing rest areas in the unused areas.

● Micro Volunteering

Although micro volunteering takes only minutes or a few hours to complete, it makes big impact. Due to the internet or smartphones, this can be as sharing information, donating or engaging in on-line volunteering through social media such as facebook or tweeter. Microvolunteering can also be applied in the PyeongChang 2018 Olympics and Paralympic Winter Game. This involves volunteers in short-term, low-commitment assignments and people all over the world can join together. (for example, uploading photos from the Haiti earthquake, reporting poor road conditions to the city) Micro volunteering offers sheer flexibility so it can be done anytime, anywhere, on your own terms.

● Cross-Border Volunteering

On 25 September 2015, the 194 countries of the UN General Assembly adopted the 2030 Development Agenda for Sustainable Development Goals(SDGs), acting as the Post 2015 Development Agenda (the successor to the Millennium Development Goals, MDGs).

Sustainable Development Goals consist of 5 unsolved MDGs goals (No Poverty, Zero Hunger, Good Health and Well-being, Quality Education, and Gender Equality), 6 new goals (Clean Water and Sanitation, Affordable and Clean Energy, Decent Work and Economic Growth, Industry, Innovation and Infrastructure, Reduced Inequalities, Sustainable Cities and Communities), 4 green goals(Responsible Consumption and Production, Climate Action, Life Below Water, Life on Land), and Peace, Justice and Strong Institutions (goal no.16), and Partnerships for the Goals (goal no.17). In November 2015, UN General Assembly adopted a resolution that volunteerism can contribute for achieving the SDGs. This confirms that volunteers can play a critical role to implement the SDGs. In addition, active partnership between government, the business, and civil society is also underlined in order to achieve the goals. Being as the first country that has changed its status from a beneficial country to grant one, Korea is active in abroad volunteering to help global community. Every year around 20 thousand volunteers are sent abroad through



companies, civil organizations, universities, and religious organizations. They engage in various short-term or long-term volunteer activities in underdeveloped countries suffering from poverty, illness, and destruction of the environment.

● **Volunteering in Retirement**

Since 2010, 800 thousand baby boomer generation who were born between 1955-1963 is beginning to hit retirement age, and they have counted up to 7.2 million. Volunteering in retirement is inspired and facilitated as a new type of social involvement and a way of preparation of baby boomers' retirement.

● **Multi Cultural Volunteering**

As the number of foreign brides, grooms or workers has increased in Korea, Korea becomes a multi cultural society with 1 million foreigners. In line with this, multi cultural volunteer initiatives are developed to help them or to involve them.

● **Volunteering in the International Events/Sports Events**

Engaging with volunteers are critical not only in national and international sports games such as Olympics and FIFA World Cups but also in the big events like international conferences, cultural and local festivals.

Thousands of volunteers have been participated in various mega events in Korea, and more than 22 thousand volunteers will be invited to The PyeongChang 2018 Olympic and Paralympic Winter Games.

6

Volunteer Preparedness and Practice

1) Volunteer Preparedness and Practice

Quality volunteering requires more than goodwill. It is recommended to plan ahead when you volunteer and this discipline of strategic and systemic time planning can be very helpful to you to achieve accomplishment. In order to perform quality volunteering, a volunteer needs to understand about oneself and the task before he/she undertakes it and he/she should follow basic principles while performing.

🕒 Volunteer Practicing Process



For strategic and systemic volunteering, you need to keep in mind 4 stages: through preparation and planning, action in a due manner, reflection and measurement, and celebration and recognition after the work.

❖ Preparation and Planning

This is the stage where you identify your tasks and targets and learn about your job and work related knowledge before you set your plans. What you need to do in the preparation and planning stage is, firstly, pay attention to your surroundings that need to be modified or fixed based on your aptitudes or preferred work field. Secondly, create detailed planning regarding your work (goals, dates, places, supplies, and etc.). Thirdly, have the volunteer training beforehand. In the PyeongChang 2018 Olympics and

Paralympic Winter Game, Games Volunteers will receive 5 courses of training (Olympics and volunteering, manners and etiquette, safety, gender equality, and the disabled people) and field training. Leader volunteers will assist the preparation of the Olympics after they have the training for leaders and identifying the job descriptions.

❖ Action and Practice

In this stage you will set action plans by organizing equipment and supplies for your task and work based on the plans. Being responsible is the utmost importance when you volunteer in order to assist other people, the community, and the organization. In the PyeongChang 2018 Olympics and Paralympic Winter Game, Games Volunteers will contribute to athletes, audiences, staff, and the Organizing Committee. Therefore, volunteers should keep in mind required basic manners and comply with the rules and regulations of the Organizing Committee.

❖ Reflection/Evaluation

After the work, you will review, reflect and evaluate of the performance to turn your service experience into a more meaningful learning experience: how did my work affect the community or the organization (Olympics and the participants of Olympics)?, did I achieve the objectives?, what are good and bad things I have done?, which parts need to be improved? Evaluation can be done individually or in groups. Jotting down random thoughts such as special episodes, things need to be fixed, or things that I do not know can be effective ways to reflect or evaluate your work. This will help you to write essays on your service experience.

❖ Recognition and Celebration

In this stage, you are recognized and encouraged for your efforts. This can help you assure the value of volunteering and stay motivated. By hosting volunteer festivals and issuing volunteer certificates volunteer managers celebrate volunteers' effort and give awards to volunteers for their remarkable efforts.

● Self-examination and Introspection

- ❖ Identify your ability, knowledge, and skills.
- ❖ Self-examine your personality and what you are good at.
- ❖ Identify the motivation; why you want to volunteer, what you want to receive in return.
- ❖ Always have modest and appreciate mind.
- ❖ Get permission from your family or work before you volunteer.
- ❖ Consider your schedules and travel distances.

● Preparedness and Understanding

- ❖ Find work that suits you.
- ❖ Find work that relates to your experience.
- ❖ Research on the work such as work environment and qualifications.
- ❖ Begin with the work you are interested in.
- ❖ Begin with the work surrounds you.
- ❖ Understand the meaning and purpose of volunteering and serve customers in their position.
- ❖ Understand the nature of seniors, the disables, and children when serving them.
- ❖ Keep learning and studying.
- ❖ Plan ahead and evaluate and reflect after the work.

● Basic Principles of Volunteering

- ❖ Respect and cooperate with fellow volunteers.
- ❖ Keep your word and be an active participant with responsibility.
- ❖ Volunteer faithfully.
- ❖ Set clear boundaries of your work.
- ❖ Do not expect any financial rewards.
- ❖ Manage good relationships with the managers or customers.
- ❖ Secure and protect confidential information.
- ❖ Follow code of conducts or basic principles for volunteers.

● Good Attitudes of a Volunteer

- ❖ Keep your words.
- ❖ Remain firm in your convictions.
- ❖ Take the initiative.
- ❖ Listen to others.
- ❖ Put yourself in other's shoes.
- ❖ Be modest.
- ❖ Be proactive and positive.

● Bad Attitudes of a Volunteer

- ❖ When you do not keep your word or are irresponsible.
- ❖ When you want financial rewards.
- ❖ When you ignore others' opinions or needs
- ❖ When you do as you please.
- ❖ When you do nothing and take credit to yourself.
- ❖ When you only show up at photo or lunch time.
- ❖ When you ruin your team bonding.
- ❖ When you take volunteering as a way of missionary work or your business.

2) Volunteering in the International Event

● Roles of Volunteers in the International Event

- ❖ You Are a Citizen Diplomat
Games Volunteers will work as liaisons who help building relationships between the participants and the persons concerned of the Organizing Committee.
- ❖ Create Positive Atmosphere
Games Volunteers will create a positive atmosphere and solve problems promptly to serve the participants' needs.
- ❖ Supporter or Messenger
Games Volunteers will help to create a positive and pleasant work environment and deliver information from an objective and neutral point of view.

● Good Volunteer's Attitude in the International Events

- ❖ Want to provide customer services earnestly.
- ❖ Always put the customer first.
- ❖ Put yourself in the customer's shoe.
- ❖ Show respect and fairness to others and do not discriminate.
- ❖ Be positive.
- ❖ Demonstrate reliability.
- ❖ Manage good personal relationships.
- ❖ Have professional insight.

● Good Attitude in the International Event

- ❖ Always smile in order to convey good images to the world.
- ❖ Communicate with customers with polite greetings.
- ❖ Represent The PyeongChang 2018 Olympic and Paralympic Winter Games as honorary ambassadors.

5 Important Things Games Volunteers Need to Know About Olympics

- ❖ Read all do's and don'ts in Olympics.
- ❖ Learn the proper manners required for Games Volunteers.
- ❖ Attend unsatisfied customers sincerely and promptly.
- ❖ Identify Games Volunteer's job description and perform accordingly.
- ❖ Learn about the games and the locations of the stadium beforehand.

7 Things Required for Games Volunteers

- ❖ International greeting manners.
- ❖ Greeting seniors and people with disabilities.
- ❖ Preventing sexual harassment.
- ❖ Safety regulations for Games Volunteers.
- ❖ Identifying locations of the major facilities.
- ❖ Identifying the job description of Games Volunteers and effective shift handover.
- ❖ Proper uniform and neat and tidy appearance.

3) Good and Bad Examples

- Positive Images of Volunteers in the International Events portrayed through the media.

Volunteers played an important role in the Yeosu Expo.

KBS news (Korean Broadcasting System)



(The news anchor speaking)

The venue of the Yeosu Expo is as wide as the size of twenty two soccer fields. People have no idea where to go first when they arrive here, however, volunteers have been greatly helpful.

- Be Professional!

- ❖ Do NOT ask players for an autograph or a picture without permission, always be polite.
- ❖ Do NOT chat, watch TV, bring smelly food in the media room. And do NOT post picture of AD card (Accreditation Card) online to prevent fraud.
- ❖ Do NOT just say “No.”
- ❖ Consider regarding resource use such as bottled water, toilet paper, towels, and etc..

Terrible game organizing, audiences gone through trouble

The Asia Business Daily - 22nd September, 2014

Although the audiences were banned from bring food in the stadium due to safety concerns, there were not enough snack bars. During the soccer game of the 2014 Asian Games, the audiences had trouble just buying water bottles and were not provided enough information. During the chaos, however, the volunteers were watching the game only and didn't do what they were supposed to do.



7

Volunteering and The 2018 PyeongChang Olympic and Paralympic Winter Games

1) Overview

PyeongChang 2018™

	Winter Olympic Games	Paralympic Winter Games
Games Period	9 - 22 February 2018	9 - 18 March 2018
Participants	50 thousands from 95 countries	3 thousands from 45 countries
Sports	7 games (102 events in 15 sport disciplines)	6 games (80 events in 6 sport disciplines)
Mascots		
	<p>Sohorang The white tiger, now the trustworthy mascot for the Olympic Winter Games in 2018, has been long considered Korea's guardian animal. ("Sooho" symbolises protection offered to the athletes and other participants in the 2018 Games. "Rang" represents "Tiger.")</p>	<p>Bandabi The Asiatic black bear symbolises strong willpower and courage in the Korean folklore. (This bear now has been selected as a friendly mascot for the Paralympic Games in 2018.)</p>

2) Vision, Mission and Goal of Games Volunteers

PyeongChang 2018 Volunteer

Freely participate for the successful hosting of the Olympic Games.
Perform parts of Organizing Committee's duties and activities pro bono.

VISION	Realisation of thorough and perfect volunteering for successful hosting of Olympic and Paralympic Games
MISSION	Provision of friendly and quality volunteer services
GOAL	Supporting athletes to focus on competitions Assisting spectators to enjoy the Games Cooperating with Games Staff to complete tasks Encouraging fellow volunteers and finding fulfillment and pride

3) 「Name·Greetings·Gestures」 for Game Staff

① Name of the Game Staff ⇨ Passion Crew

Passion Crew means passionate people who want to contribute to hosting the Olympic successfully in spite of pain and suffering.

② Greetings and Gestures

❖ Greetings

Using friendly expression can contribute to promoting staff bonding among staff members.

- ARI-ARI: Instead of using 'go' or 'cheer up', you can say "Ari-Ari", which means to find or make a way when there is no way.
- HELLO CREW: This greeting comes from the term 'Passion Crew.' Using friendly expression can contribute to promoting staff bonding among the staff members.

❖ Gestures: The unified gestures are designed to impress a unified image of the Olympic.



ARI-ARI



HELLO CREW

Attachment 1

Greetings of Games Staff

아리아리!

ARI-ARI



S o o h o r a n g

B a n d a b i

ARI - ARI

Instead of using 'go' or 'cheer up', you can say "Ari-Ari", which means to find or make a way when there is no way.

HELLO CREW

HELLO CREW

Hello Crew is linked with Passion Crew.

Attachment 2

Gestures of Games Staff



ARI-ARI



HELLO CREW

4) Working Zone and Working Support



5) Contents of Tasks by Field

Qualification	Available for at least 3 weeks for the Olympic Games and/or 2 weeks for the Paralympic Games					
	<ul style="list-style-type: none"> Receive accommodation, meals, transportation (from venue to accommodation), accident insurance, Games uniform, and souvenirs Work for 8 hours a day - may differ according to positions and/or working conditions 					
Contents of tasks	7 fields, 17 activities					
Game Information	Operational support	Media	Technology	Protocol & Language	Sport	Medical service
Spectator Support	Administration Support	Press	IT	Protocol	Sport	Medical Services
Accommodation	General Operations	Broadcasting	Weather	Delegation Support	Ceremonies	Doping Control
Transportation	Workforce Management			Interpretation		
Support for 7 particular fields						
1 Game Information	<p>Spectator Support: Provide information on venues, designated seats, services, etc. / Maintain order during competition and exit / Operate information desks, manage lost and found, lost child support/Supporting ticketing services and ticket checkpoints</p> <p>Accommodation: Provide accommodation, competition schedule and tourism information</p> <p>Transportation: Provide guide for transportation / Information on allocation, pick-up/drop-off</p>					

<p>2 Operational support</p>	<p>Administration Support: Assist in administrative and office work / Provide business support and interpretation service in MOC (Main Operation Center) General Operations: Assist general operations (food and beverage facilities, logistics and airport customs related tasks) Workforce Management: Issue Accreditation cards, distribute uniform to Games workforce, and manage Games workforce attendance</p>
<p>3 Media</p>	<p>Press: Support domestic and international media coverage (Provide competition information and press releases) Broadcasting: Perform interpretation and various administrative task related to broadcasting / Support broadcasting production in competition venues and manage broadcast zone</p>
<p>4 Technology</p>	<p>IT: Operate IT equipment and Record official results and distribute competition results Weather: Perform weather observation and relay weather information for each venue</p>
<p>5 Protocol & Language</p>	<p>Protocol: Support protocol activities and tasks for domestic / international dignitaries Delegation Support: Accompany national team delegations and provide interpretation support Interpretation: Foreign language interpretation support for Games operations</p>
<p>6 Sport</p>	<p>Sport: Manage competitions, sports equipment and competition venues/ Prepare and distribute competition related printouts Support flag raising and medal plaza operation</p>
<p>7 Medical service</p>	<p>Medical Services: Perform medical treatments and Assist in transportation of patients/ Provide interpretation and administrative support Doping Control: Notify doping test to the eligible athlete and accompany for doping test</p>

6) Games Uniform

● PyeongChang 2018 Uniforms

The Games Uniforms are designed to go with the arenas' aesthetics and to show the essence of Team PyeongChang 2018 while making the crew and volunteers be easily identifiable.

● Games Uniform Manual

- ❖ How to Receive Games Uniform

- Your AD card is required when you pick up the Games Uniform items at the Uniform Distribution Center.
- You should pick up by yourself and no one can pick up on your behalf.
- Without a AD card, uniform is not distributed.
- Procedures: Enter → Uniform check-in (scan and identifying AD Card) → Confirm uniform sizes (fitting) → Pick up the uniform → Uniform check-out (scan AD card and the barcode of the uniform) → Exit
- ❖ Uniform Return Policy
 - After the uniform check-out, Games Uniform is not returnable unless the item is defective.
 - Please confirm the size before pick up the uniform.
- ❖ Note
 - Damaged or lost uniforms due to your own negligence should not be replaced. However, if those occur through natural disaster or accidents, you can claim for the replacement.
 - Uniforms are the property of The PyeongChang Organizing Committee for the 2018 Olympic and Paralympic Winter Games (POCOG) during Olympics, thus you must return the uniform if you leave before Olympic ends.

🕒 Uniform Wear Guide

- ❖ IOC — Guidelines Regarding Authorized Identifications
 - Wear all the distributed uniform items properly and do not wear other clothing with logos on.
 - ⇒ Any advertising or other identification on such attire other than The North Face brand which is the official sponsor of The PyeongChang 2018 Olympic and Paralympic Winter Games is not allowed. (sports garments, shoes, headgears, and etc.)
 - It is strongly recommended to wear thermal underwear under the distributed uniform items for extreme cold.
 - ⇒ No other garments over the uniforms are permitted.
 - Wearing reversed headgear and exposing suspenders are not permitted.

- ⇒ According to the IOC regulations, one identification per accessory item will be permitted, to a maximum size of 10 cm only and one identification of the manufacturer per item shall be permitted.

❖ Uniform Guidelines

- The uniform is non-transferable ⇒ Security issues would be occurred when the uniform is transferred since the uniform functions as the AD card.
- It is strongly recommended to wear uniform as you go to work and to put your belongings in your distributed backpack, since there are no changing or locker rooms in the venue.
- Take due care of the uniform items as they are the legacy of Olympics ⇒ Writing your name inside of clothing is strongly recommended as lost or stolen uniform will not be replaced.
- POCOG is not responsible for cleaning or maintaining the uniform.

🕒 How to Wear Uniform Properly

❖ Good Examples



2010 Vancouver Winter Olympics



2014 Sochi Winter Olympics



2016 Lillehammer Winter Youth Olympics

→ Good examples of Properly Worn Uniforms

❖ Bad Examples

(Example 1) Image of exposing non sponsored manufacturer brand



→ All Items must be those which are normally worn or used by a participant in the Olympic Games.

(Reason) No identification other than an authorized identification may appear on any item.

(Example 2) Image of suspenders worn over T shirts without jacket



→ The suspenders should be removed.

(Reason) Only one identification of the manufacturer per item shall be permitted. = Suspenders are not worn without the distributed jacket.

※ Suspenders are provided for the convenience for the staff.

(Example 3) Image of suspenders worn down



→ The suspenders should be removed.

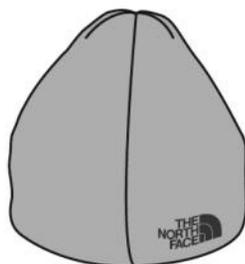
(Reason) Only one identification of the manufacturer per item shall be permitted.= Suspenders are not worn without the distributed jacket.

• Note

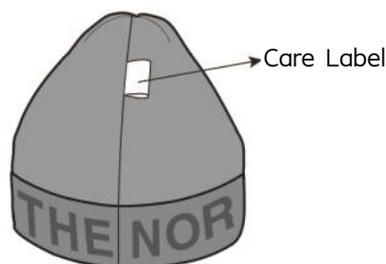
Wearing reversed headgear is not allowed.

※ Care labels should be remain inside of clothing or fashion accessories.

(Reason) One identification per accessory item will be permitted, to a maximum size of 10 cm.



Outside

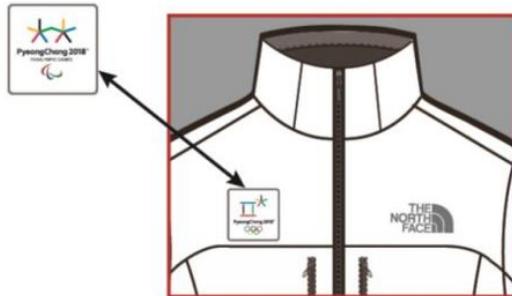


Inside

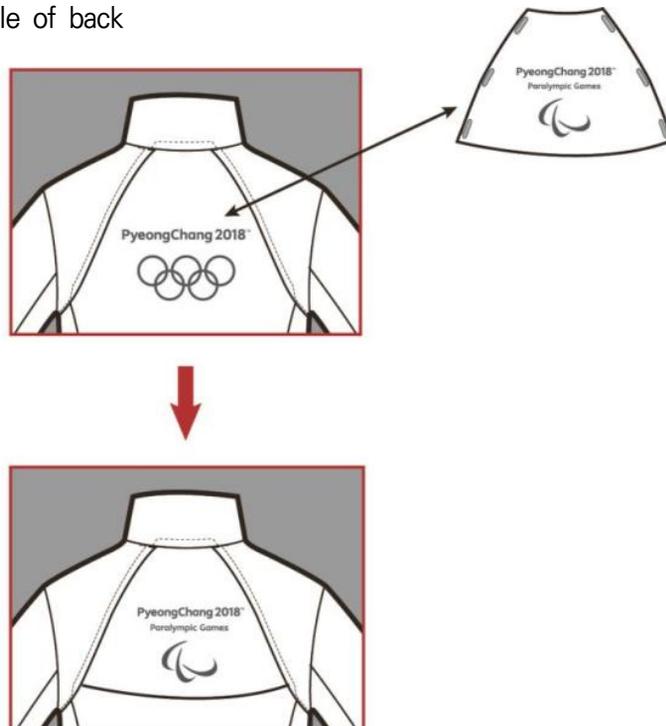
Use of Olympic/Paralympic Emblems

- ❖ Olympic/Paralympic Emblem Policy
 - The Olympic Emblem and the Olympic Rings must be covered during the Paralympic Winter Game. It is forbidden to associate these emblems.
 - At the beginning of the Paralympic Winter Games, switch out the Olympic emblem for the Paralympic emblem on the front of the jacket. On the back of the jacket, allow a patch with the Paralympic agitos to cover the Olympic Rings.

(Front) Right side of chest



(Back) In the middle of back



- ❖ Olympic/Paralympic Emblems Care Policy
 - It is recommended to keep the Paralympic emblems in your backpack during the Olympic games.
 - Lost emblems or patches will not be replaced.

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II

Service Manner and Global Etiquette for Quality Volunteering





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1

Service Minded Volunteering

The followings will demonstrate how to better understand and apply a service minded attitude that can satisfy the customers while allowing our work to feel worthwhile and valuable.

1) Service Minded Attitude

- A 'Service Mind' is a kind of attitude you hold when you are volunteering and it is this attitude that influences a volunteer's behaviour.
- A customer can tell the kind of attitude and the dedication a volunteer holds about his/her job through the interaction the customer has with the volunteer.
- Since the customer can determine the sincerity and the quality of the volunteer's work through his/her manners and behaviour, the 'service mind' is the first virtue that the volunteer must equip.

2) Services

Let's learn about the meaning of the volunteer's service and the roles and required ability of the volunteer through understanding the definition and the key points of service.

● Definition of Service

The service, in this case, is defined by volunteering and through human relationship. The service that volunteers provide can be defined as 'serving customers and solving their problems.'

- Definition by Volunteering : Service to a person by another person
- Definition by Human Relationship : Solving customers' problem

● Key Points of Service

'Considerate and respectable manner' is the critical point when serving customers and solving their problems.

Volunteers should not just have the mind set of being considerate and respectable but also carry this out and show it in action.

3) Customers

The following will help you to understand who your customers will be while volunteering and what the customers will expect from you as a service provider.

● Definition of a customer

Since we are defining service as 'serving customers and solving their problems', your customers are therefore people who need to be served and get their problems solved. In other words, 'everyone we encounter during Olympics', such as athletes, audiences, IOC staffs, reporters/broadcasters, vendors, and fellow volunteers can be your customers.

● Customers' need and expectations

Customers should not be discriminated based on social status, race, nationality/ethnicity, sex/gender, religion, affiliation, physical disability etc. Everyone has the right to be treated equally.

Customers now have a broad range of information and have also experienced a wide range of services either directly or indirectly with the development and the globalization of the internet.

Therefore, customers have developed a higher standard for service and this requires that you volunteer to look back at your own personal standard for service and make sure that the customer is receiving the highest service that you can provide.

4) Basic Skills Required for Volunteers

There are basic skills volunteers need to learn in order to provide customer services. When you learn these skills well enough that they become a part of you, it would not only lead customer satisfaction but also a more positive feedback (for example, thank you or recognition words), which would allow you to feel rewarded and satisfied from your own work.

● Mind Ability

❖ Being Considerate

You should always think, judge, and act in the customer's shoes. After you have provided the customer with the appropriate service, you should double check and make sure that the customer is satisfied.

❖ Being Responsible

When you are asked about something you do not know the answer to, you should solve the issue, not avoid it. You should also offer help to customers first, instead of waiting for them to come to you.

❖ Being Adaptive to Cultural Differences

You should respect cultural differences that may be portrayed in expressions and personal spaces. You must respect others regardless of race, age, religion, appearance, social status, and physical ability.

● Action Ability

❖ Being Enthusiastic

Approach customers with a positive mindset-believing that you want to and have the ability to solve their problems. Your enthusiasm will be appreciated when you come up with creative solutions.

❖ Good Impression

Pleasant facial expression and good manners can convey friendliness. Make yourself seem approachable and open by saying “hello” first.

❖ Good Communication Skills

While you recognize customer’s feeling and situation, you need to be able to express yourself clearly and confidently. You should also be attentive on how your words are being delivered to the customer.

⦿ Knowledge Ability

❖ Information and Credibility

It is important for you to be able to have information about your service and to provide correct answer to customer inquiries. If you do not know the answer or if you are unsure, you should verify the facts before answering.

2

Image-making

Image has several elements such as person’s facial expression, appearance, voice tone, clothes, and behavior etc., and is also referred to as Personal Image.

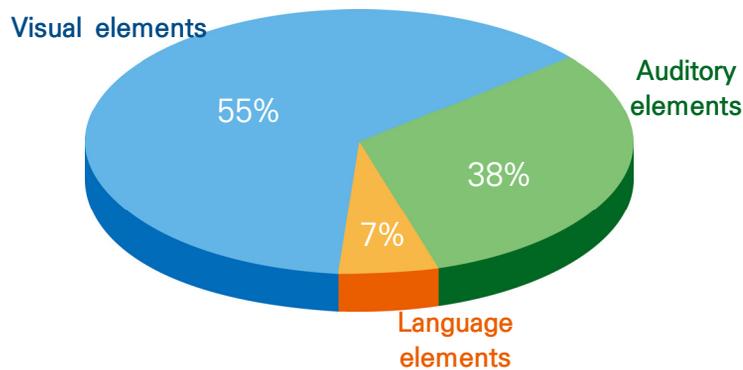
The word ‘image’ comes from the Latin word ‘imago’, meaning ‘figures’ and ‘shapes’, so image means a representation of a person that is reflected in another person. Therefore, ‘image-making’ would be creating a positive reflection of oneself in another person’s eyes.

1) The Importance of Image-making

A person with a positive image carries a bigger impact in his or her words and actions than someone who does not have one. Volunteering is personal service. If you can create a positive image during the service, the service you provide will seem far more positive. The following section will explain what sort of features make for an attractive, positive image.

● Mehrabian's Rule of Personal Communication

UCLA social psychologist Albert Mehrabian found in his studies that there are visual, auditory, and language components to communication, and the following shows the result of each portion respectively.



Mehrabian's Rule of Personal Communication

- ❖ Visual elements : facial expression, body language, posture, clothes, attitude, and gestures.
- ❖ Auditory elements : tone and speed of voice, language, accent, and choice of words.
- ❖ Language elements : topic, composition, logic, and vocabulary.

The study showed that the service provider's facial expressions and gestures delivered a more positive image and other communicative elements to the customers, which influenced the customers to rate the service more positively and be more satisfied with it.

2) Good Appearance/Attire

A phenomenon ‘snaps’ refers to the importance of first impressions since people’s first impressions are formed in the first three to four seconds of the encounter. The following section will explain the importance of appropriate attire, positive facial expressions, polite greetings, and good posture when it comes to making first impressions.

● Wearing a Proper Uniform

A neat and tidy appearance and attire can signal credibility and trustworthiness. It conveys that you are knowledgeable, ready to work, and meet customers.

❖ Uniform, AD card (Accreditation card)

- Only the distributed uniform is accepted and no alterations are allowed.
- Make sure your uniform is in the right size.
- Always zip up or button up your uniform.
- Keep your uniform and hats clean and pressed at all times.
- Carry AD Card during work hours and do not lose your card or lend it to others.

❖ Shoes

- If you were assigned shoes, wear the distributed ones only.
- If you were not assigned uniform shoes, wear shoes that go with your uniforms’s color.
- Clean your shoes regularly.
- Do not take off or fold the back of shoes during work hours.

- ❖ Hairstyle
 - Keep your hairstyle neat so that it goes with uniform.
 - Long bangs can be distracting so keep them short.
 - If you have long hair, it is recommended that you have it up or use bobby pins to keep them neat.

- ❖ Makeup
 - Your makeup should go with your uniform.
 - Find the right shade of foundation that matches to your skin tone.
 - A heavy makeup may make you seem unapproachable.
 - Mustache/beard should be trimmed and kept neat.

- ❖ Accessories
 - Minimize your accessories to watches and small earrings.
 - Bold and glamorous accessories are not recommended.

- ❖ Personal Grooming
 - Keep your hands clean at all times, and keep your nails short and clean.
 - Keep your teeth clean and use mouthwash when you have bad breath.
 - It is recommended to use perfume that goes with your body odor. Excessive fragrance is not recommended.

3) Attractive Facial Expressions

When you meet someone, it's natural to look at his/her face first. Facial expressions convey our inner thoughts. Therefore, based on person's facial expressions you can judge whether or not he/she is friendly. Lack of facial expressions can make him/her look cold or nervous and even unapproachable. You can convey friendliness through positive facial expressions and this is essential in greeting customers.

● Facial Muscles Exercise for Pleasant Smile

Relax your facial muscles to make a natural smile.

❖ Eyebrows

- Lift both your eyebrows as much as possible. Then, lower your eyebrows as much as possible..
- Repeat this to relax surrounding muscles.

❖ Eyes

- Look up, down right then left to make a circle with your eyes while keeping your head still.
- Squeeze your eyes shut and open them. Repeat this to relax surrounding muscles.

❖ Cheeks

- Suck in your cheeks as much as you can while pursing your lips to make a “fish face”, and then move the air in your mouth up, down, right, then left.

❖ Lips

- Close your lips and then pull the muscles sideways to make an ear-to-ear grin.
- Then, pucker your lips. Repeat this to relax surrounding muscles.

● Smile and Good Facial Expression

You can convey friendliness and amicability through pleasant facial expressions when greeting a customer.

❖ Situations to smile

- During work hours
- When making eye contact
- When greetings
- While listening to a customer
- While talking to/answering/guiding a customer

- ❖ Situations where you need appropriate facial expressions
 - When apologizing for your mistakes
 - When giving negative answers
 - When listening customer's difficulties/problem

4) Natural and Soft Eye Contact

Eyes can reveal our thoughts and emotions, so you should keep your eye contact natural and soft.

If you don't make eye contact with a customer, they can and probably will take this as a sign that you are afraid of or uncomfortable with him/her. Moreover, not making and maintaining eye contact might make the customer feel that you do not take this seriously, so always look into your customer's eyes.

● Good Eye Contact

- ❖ Keep eye contact when attending to or conversing with someone.
- ❖ When making eye contact, have your body and head face towards the customer.
- ❖ Maintain eye contact within "Business Eye Zone", which is around eyebrows, tip of nose, lips, chin, and ties/necklaces.
- ❖ If necessary it is good to kneel down so that you are at eye level with the customers.

● Important Things in Eye contact

- ❖ Don't put your chin up and look down on customers.
- ❖ Don't put down your chin and look up.
- ❖ If necessary, take off your glasses and make eye contact with customers so you do not look at them over your glasses.
- ❖ Too long of an eye contact could make you seem aggressive and/or condescending.
- ❖ Don't frown when making eye contact.
- ❖ Too much blinking can make you distracted and nervous.

5) Polite Greeting

The Chinese character for the word “greeting” is composed of human and work. This means that greeting is something that a person’s duty, and therefore is a way of showing welcome, gratitude, trust, etc. The following section will show what is a good attitude and posture that can show respect toward others/customers.

● Basic Rules of Greeting

- ❖ Whoever makes eye contact first should say ‘hello’ first.
- ❖ When greeting make sure the customer receives it. In other words, smile and make eye contact while greeting.
- ❖ Keep good posture. Your pose or posture can express openness, respect, gratitude, and even apology.
- ❖ Use appropriate greetings in various situations.
- ❖ Receiving greeting from customers is also important. Show them your earnest attention..

● Good Greeting Posture

- ❖ Step 1: Make tip of your feet into V shape (15 degree) and put your knees together.
- ❖ Step 2: Keep your fist on the seam line of your pant (keep smiling).
- ❖ Step 3: Bow with your waist, your chin down, and your back straight.
- ❖ Step 4: Bow for 1~2 seconds.
- ❖ Step 5: Slowly lift your body and make eye contact. (keep smiling)

● Kinds of Bowing

- ❖ Nodding : In Chinese nodding indicates eyes and etiquettes, and means eye greeting.
 - When you can not talk loudly

- If a customer approaches you while you are talking on the phone
 - When you want to send a signal to the next customer that you are about to attend him/her soon.
- ❖ Light Bow : Lean forward by about 15 degrees to greet somebody
 - When you encounter a customer in cramped places (e.g. hallways or elevators)
 - When you greet a customer while sitting
 - When you encounter a customer whom you just met
- ❖ Medium Bow : Tilt your upper body forward to about a 30 degree angle.
 - It is the most common type of bow and is done to greet, welcome or see off customers.
- ❖ Deep Bow : Tilt your upper body at about 45 degrees with the head lowered.
 - Deep bows are taken with sincerity, and they occur when you want to convey apology or gratitude. When you apologize, the bow must accompanied by appropriate facial expressions.

● Feeling Generated from Improper Greeting

Greeting Without Eye Contact	careless, avoidant
Greeting Without Greetings	superficial, annoying
Greeting Without Expressions	matter of fact, casual
Greeting With Bad Postures	careless, superficial, bad manner
Greeting With Just Nodding	careless, frivolous
Greeting With Over Gesture	flattery/servile, uncomfortable

6) Good Postures and Gestures

Good postures and gestures not only inform others that you are resourceful but also make you confident about what you are doing.

● Position of Attention and Stand at Ease

- ❖ Position of Attention (practiced in formal events/occasions such as starting ceremony or diplomatic occasions)
 - Keep your legs straight with locking your feet, calves, knees and thighs.
 - The arms are at the side of the your pants/skirts with your hands clenched fist like.
 - The body is upright with the stomach pulled in and the chest pushed out, the back is straight, and make your shoulders are parallel to the ground.
 - Keep your eyes front and chin down slightly.

● Stand at Ease (practiced when waiting during work hours or standing for long periods of time)

- ❖ Woman
 - Slightly move one of your feet towards back and make 'y' with your feet.
 - Hold your hands together with your right hand top.
 - Relax your shoulders but try not to look tired or lethargic.
- ❖ Man
 - Stand with your feet slightly narrower than shoulder width.
 - Hold both your hands together with your left hand in front, and hold them right above your waistline.
 - Relax your shoulders but try not to look tired or lethargic.

● Good Postures and Gestures

- ❖ When giving and receiving things
 - The thing you are handling always stays between chest and waist line.
 - Make eye contact and use your two hands while handling things.

- Talk to the customer what you are handling (e.g. This is the brochure you requested).
 - Be considerate when handling things, try to make the front side facing towards the customer.
- ❖ When guiding directions
- Put your fingers together and guide directions with your hands (Do not point with one finger, chins, batons or pens when guiding).
 - Use your two hands towards people, use one hand towards directions or things.
 - Your eyes follow where your hands are pointing. When you point backwards, slightly turn your body.
 - Use your right hand when you point your right side, and use your left hand when you point left side.



- ❖ When you walk past someone
- When you try to walk past someone, get request for passing him/her.
 - Be cautious when you walk past someone.
- ❖ When you stand by during work hours.
- Maintain good posture while you are waiting.
 - Push your hips as far back as they can go in the chair and keep your back straight.
 - Women sit with both legs maintain a straight line, and men sit with their legs slightly apart.

❖ Bad Postures and Gestures

- Do not stand with leaning on and putting weight on one leg.
- Do not shake your legs when attending customers.
- Do not cross your arms or fold your hands behind your back.
- Do not put your hands in pocket when attending customers.
- Do not sit with your legs crossed and hang your shoes on the tip of your feet.
- Do not look a customer up and down.
- Do not scratch your hair, pick your nose/ears, and bite your fingernails.
- Do not spin and click on your pens when you attend customers.

3

Service Communication

Good communication skills ensure good relationship with customers, as well as positive feedback from the service. The following sections will explain effective communication skills which you can convey good images to customers, and also improve your work environment.

1) The basics of communication 'listening'

Listening is the basics of good conversation and communication. Listening means to listen carefully not only what the customer talks but also what he/she wants or feels.

Good listening in the customer service requires communication skills and thorough understanding of the needs and perspectives of customers.

● Good Listening

Learn some of the following basic listening skills and improve your communication skills.

- ❖ Do not judge the person who is speaking.
 - This will help you truly hear the person instead of forming your own opinions before you truly understand him/her.
- ❖ Do not interrupt the person.
 - Let the individual talk the situation out although you can assume what he/she is talking.
- ❖ Provide feedback to the speaker that you are focused on him/her.
 - Backchannels : Verbal responses with simple words or phrases. (e.g.) “Yes”, “Really?”, “I see”, “I’m sorry to hear that.”, “I agree with you.”
 - Backtracking: Interrupt in order to introduce information that have come earlier in the conversation in order to show the listener is fully informed. (e.g.) customer: “It took me 20 minutes to walk here. It is farther than I thought.”
volunteer: “Did it take you 20 minutes? You must be very tired.”
 - Confirmation : Confirm and assure what you have heard and informed. (e.g.) “So is it okay to answer you after I check about ~~?”
 - Nonverbal backchannels, eye contact, postures, and facial expressions can be used as nonverbal expressions.
 - Nonverbal backchannels: Respond to the speaker by nodding your head and clapping your hands.
 - Eye contact: Maintain eye contact while you listen to the customer.
 - Posture: Turn, lean forward or lower your body to the customer who is talking.
 - Facial expressions: Use appropriate body language. (show empathy or compassion)

2) Attractive speaking

In service communication, you need to be considerate and use respectful language. Use appropriate words, improve your voice tone, and use positive expressions.

[Basics of Effective Communication]

- ❖ Use Appropriate Honorific Mood
 - Korean verbs change form to express honorifics and speech levels in order to reflect the social relationships between the speaker, the subject, and the audience. If you can speak Korean, use ‘~다’, ‘~까’ to express politeness. (e.g.) “I could help you.”, “I’ll be with you in just a moment.”, “I appreciate for your understanding.”
 - You can talk more casually by using ‘~요, ~죠’ instead of ‘~다’, ‘~까’.
- ❖ Do NOT command if you want something from others. Always use polite words.
 - Suggest and do NOT command.
 - (e.g.) Wait!
 - ☞ Could you wait?
 - ☞ I appreciate for your waiting.
 - Make a line in the back!
 - ☞ Could you make a line in the back?
 - ☞ Please make a line in the back.
 - Try not to imply that you are commanding when you speak.
- ❖ Use complete sentence.
 - Do not speak only with words, use complete sentence during the conversation.
 - (e.g.) Wait ☞ Could you wait for a moment?
 - Faster. ☞ It is faster.
 - Sorry, no. ☞ I’m sorry that I can’t./I’m sorry that I’m not allowed.
- ❖ Respond to Customer Inquiries Promptly.
 - Do not just nod. Answer with clear voice, when requested or inquired.
 - (e.g.) “Yes.”
 - “Yes, I’ll find out”
 - “I’ll tell you after I find out.”

- ❖ Provide detailed and accurate information.
The information should be accurate. Never make the mistake of giving false answer, attend the customer after you check. Provide detailed information, and make sure the customer fully understand and need further explanation/information.
(e.g.) You can read this brochure.
 - ☞ I'll explain to you.
(After detailed explanation)
 - ☞ If you read this brochure, you can fully understand.

- ❖ Avoid use of jargon.
Explain to the customers about sports jargons or acronyms.
(e.g.) "He came from IFS."
 - ☞ "He came from the International Ski Federation."

- ❖ Show gratitude and say thank you.
As we often express our gratitude for the small and simple things/actions, we can make customers happy and make them have a good feeling about us.
(e.g.) Thank you for your cooperation. Thank you for your understanding. Thank you for the consideration.

- ❖ Use polite appellations.
In most cases, you can't go wrong with sir and madam/miss.

● How to Say "No" to Customers

There will be times when you have to say no to customers' inquiries, requests, and demands. When you can't provide what customers want, you need to approach the difficult matter of saying 'no' more carefully in order to avoid customer frustrations.

- ❖ Offer a phrase of regret
When you have to say 'no', use a phrase of regret "I'm sorry."

(e.g.) “Do not blow whistles!”

☞ “I’m sorry, but blowing whistles during the game is not allowed.”

(e.g.) “Drop by at ○○”

☞ “Could you drop by at ○○ o’clock, I’m sorry for the inconvenience.”

☞ phrases of regret: I’m sorry, sorry for the inconvenience, sorry to have kept you waiting, if you excuse us, etc.

❖ Use Positive Language

Hearing the word ‘no’ makes you become defensive or frustrated or even angry.

(e.g.) “You can’t smoke here.”

☞ “Smoking is allowed in ○○○.”

“You can’t enter the stadium at the moment.”

☞ “The stadium is open from ○○ o’clock, please come back at ○○.”

❖ Provide detailed explanation.

In the ‘no’ situation, you could be misunderstood if you do not provide enough explanation. Give customers detailed explanation to understand.

(e.g.) “You can’t enter the stadium at the moment!”

☞ “The stadium is closed at the moment due to the training.

The game will start at ○○ o’clock, please come back at ○○.”

❖ Offer alternatives.

When you don’t have what the customers are looking for, suggest them alternative solutions.

(e.g.) “You can’t enter the stadium at the moment!”

☞ “The stadium is closed at the moment due to the training.

The game will start at ○○ o’clock, please come back at

○○. Until then could you wait in the lounge/cafe?”

3) Handling Customer Complaints

When a customer expresses annoyance or frustration, he/she wants empathy from you and seeks to solve the problem.

If you follow some of the following rules, you can empathize and move beyond the emotion of the moment and negative impact.

● Basic Rules

❖ Listen

It is of primary importance giving unsatisfied or complaining customers to vent their complaint, gripe, frustration and this is often all they need. Be patient, attentive, and friendly.

❖ Express you are sorry

After they have finished expressing their feelings, apologize for their unhappiness due to your mistakes.

(e.g.) "I'm sorry for the trouble, I should have double checked."

❖ Empathy

Express sympathy and full understanding for their unhappiness.

(e.g.) "I'm sorry for the trouble." "I fully understand." "I can imagine how frustrated you are."

❖ Solve the customer's problems

Identify the problem and fix it.

(e.g.) "It was ~ that caused trouble to you."

❖ Undertake immediately

If you can provide an immediate response to the problem at hand, do it or suggest the customer alternative solutions.

(e.g.) "Let me transfer to 00 who can help you with this problem."
"I'll find out what I can do for you."

4

Global Etiquette and Manners

'Open mind' means accepting cultural diversity and differences and is required as we engage in the international event and provide services to people. In this context 'open mind' means having appreciation and respect for cultural differences but not unconditional freedom or acceptance. In this chapter, you will find information on international etiquette and manners and learn cultural differences and diversity to utilize during work.

1) Vital Manners

● Shake hands

- ❖ Make eye contact and offer a sincere smile.
- ❖ Use good posture when shaking someone's hand.
(You can bow slightly if you want show respect.)
- ❖ Most people use their right hands, and your left hand should be visible and unclenched.
- ❖ Don't grab the end of the person's fingers. Grab the middle of their hands and use a firm grip, but be careful not to squeeze too hard.
- ❖ Do not shake hands with gloves on.
- ❖ Keep other customs in mind. In Korea, the senior person usually initiates the handshake.

● Guiding directions

- ❖ Indicate the destination before you depart.
(e.g.) "I'll assist you to the 000."
- ❖ Assist customers by standing next to them or a couple steps in front of them. Try to keep certain distance away from customers when leading them.
- ❖ Inform in advance about stairs or hallways.

● Elevator Etiquette

- ❖ Guiding 1 person : Hold the elevator to let the customer to board first.
- ❖ Guiding more than 1 person
 - Board : Board first and push the open button for customers.
 - Exit : Let the customers exit first while you push the open button.

● Door etiquette

- ❖ Pull Door : When you approach a door that pulls open, reach out to open it then, continuing to hold the door open, stand aside so the customer may enter.
- ❖ Push Door : When you approach a door that pushes open, go on through as you hold the door, standing aside as you continue to hold it so customers may enter.
- ❖ Revolving Door : When you approach a revolving door, go on through as you push, so customers may enter easily.

● Stairway Etiquette

The traditional etiquette is that the guiding person should be ahead at stairs, however if the guiding person is a woman and wears skirts, let customers go up first.

● Introduction Etiquette

When you introduce people in a formal setting, you should use the first and last names of the people with titles like Mr., Mrs., Dr., etc.. Try to remember and pronounce the names correctly. It's a good manner asking for how to pronounce their names.

Introduce the person in a closer relationship to person in formal relationship, a staff to a customer, and a man to a woman. Listen carefully to the person's names when being introduced and pronounce the names correctly.

2) Manners with Diverseness/Differences

● Cultural Etiquette Around the World

Korean manners are usually considered very polite, so handshakes combined with bows are recommended when greeting customers. Every country has its own customs, so it's important to brush up before meeting people from all over the world. They find you friendly if you greet them using etiquette from their countries, moreover, you can initiate small talk with them. Likewise, you won't be embarrassed when you were greeted with unfamiliar customs.

[Cultural Etiquette Around the World]

Greetings	Cultural Etiquette
Handshakes	United States, Canada, Germany, Belgium
	<ul style="list-style-type: none"> ◆ Eye contact is important when shaking someone's hands.
Air Kiss	France, Spain , Italy, Portugal, Russia
	<ul style="list-style-type: none"> ◆ The lips are pursed as if kissing, but without actually touching the other person's body. Sometimes, the air kiss includes touching cheek-to-cheek. ◆ Women sometimes make a discreet kissing sound (like "muah!") when they air kiss.
Wai	Thailand
	<ul style="list-style-type: none"> ◆ Wai consists of a slight bow, with the palms pressed together. The higher the hands are held in relation to the face and the lower the bow, the more respect the giver of the wai is showing. Thai greeting is accompanied by saying "sawadee krap".
Namaste	India
	<ul style="list-style-type: none"> ◆ Namaste is usually spoken with a slight bow and hands pressed together, palms touching and fingers pointing upwards, thumbs close to the chest.

Greetings	Cultural Etiquette
Salaam	Singapore
	♦ Salaam means palms slide together and then placing the right hand over the heart. Always keep in mind that muslims consider the left hand unclean.
Abrazo	Mexico, Argentina, Colombia
	♦ To greet properly, firm handshake, hug, kiss on the cheek, and pat on back.
Hongi	New Zealand (Māori)
	♦ Hongi is a traditional Māori greeting in New Zealand. It is done by pressing one's nose and forehead (at the same time) to another person at an encounter.

● Personal Space Etiquette

Etiquette varies from culture to culture. Something that sounds rude in one country may be the most polite thing to do in another.

❖ Respect Personal Space

- The average westerner is comfortable with a one meter distance between him/her and another being.
- You would say "excuse me" to ask a person to move out of your way.
- Always apologize for any accidental collisions.

❖ Avoid inappropriate touching

- Try not to make inappropriate touching without permission.
- Do not pat on the head of children or hug them to express they're adorable. Instead, express verbally or act under the parents' permission.
- If there's any unintended touching, express apology.

❖ Cultural Variations in Body Language

- Everyday gestures that you use may have very different meanings abroad. Different countries and their respective cultures employ

different types of body language and it is hard to memorize all of them. Therefore, it is important to be aware of the different meanings body language has in different countries and cultures.

- The followings are some body languages and you can avoid some faux pas when serving people around the world and communicate with them better.

❖ Cultural Body Language

Body Part	Meaning
Head	Head
	<ul style="list-style-type: none"> ♦ Standard nodding and shaking signify yes and no respectively ♦ In Greece, Turkey, Iran and India, "OK" is indicated by shaking head left and right.
	Tapping head with Index finger
	<ul style="list-style-type: none"> ♦ This means 'very clever' in North America, 'I'm thinking' in Peru/Argentina.
Eyes	Wink
	<ul style="list-style-type: none"> ♦ A single wink is usually a friendly gesture implying a degree of solidarity or intimacy. ♦ In Australia, winking at women is considered rude.
Ears	Touching ears
	<ul style="list-style-type: none"> ♦ In India, touching or holding ears is a sign of repentance. ♦ In Italy, touching ears considered insulting.
Nose	Tapping your nose
	<ul style="list-style-type: none"> ♦ In U.K. this means that I'm not going to tell you something.
	Pushing your nose with thumb
	<ul style="list-style-type: none"> ♦ In Europe, this means mocking.
Cheek	Tapping cheek with index finger
	<ul style="list-style-type: none"> ♦ This means 'attractive' in Greece, Italy, and Spain, 'I'm thinking' in the United States.
Hands	Left hand
	<ul style="list-style-type: none"> ♦ In Arab, left hand must never be used, considered unclean.

Body Part	Meaning
Hands	Ok sign
	<ul style="list-style-type: none"> ◆ In most of the English-speaking world, it means that everything is fine, great, okay and/or perfect. ◆ It means money in Korea and Japan.
	Thumbs up
	<ul style="list-style-type: none"> ◆ It is a widely recognised sign of approval or agreement.
	The “V” Sign
	<ul style="list-style-type: none"> ◆ This sign with one with the palm faced outwards refer to “victory”.
	Fingers crossed
<ul style="list-style-type: none"> ◆ This is commonly used to wish for luck. 	

Tolstoy once said, “Nothing can make our lives, or the lives of other people, more beautiful than perpetual kindness.”

Kindness is one of important elements in services since most people remind of ‘kindness’ when it comes to ‘quality services.’

Our quality volunteer customer service would ensure customer satisfaction and bring you joy and reward of volunteering.

III

Understanding the disability and the volunteering activities





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1

Understanding the disability

1) Understanding the disability by definition

- Definition on the disabled

- ❖ Definition by the UN

The disabled is the one unable to wholly or partly secure by himself or herself, the necessities of a normal individual and/or social life, as a result of deficiency, either congenital or not, in his or her physical or mental capabilities. (The Declaration of the Rights of Disabled Persons, 1975, UN)

- ❖ Definition by 'Welfare Law for the Disabled' in Korea³⁾

The disabled is a person with a considerable restriction at his or her daily or social life for a long period due to a physically/mentally disabled. The physical disability means the one of major external body function and the disability of internal organ, etc. The mental disability means the one due to mental retardation or mental disease.

- Interpreting the meaning by definition

- ❖ The disabled person is the one with a defective capability at a certain physical or mental aspect.
 - ❖ The disabled person has a personal (daily) or social restriction due to his or her imperfect capabilities.
 - ❖ The restriction means the one with his or her own ability not to secure completely or partially his or her needs.

3) Definition before modifying the full text in February, 1999: The disabled is any person with a considerable restriction at his or her daily or social life for a long period due to physical disability, visual disability, hearing disability, speaking disability or mental disability such as mental retardation according to the Presidential decree.

- ❖ This restriction may be occurred congenitally or not, so its possibility is opened to everybody.
- ❖ Human being can not perfectly and independently live and there is nobody not constrained with his or her capability, so the concept of the disabled is not the absolute one, for convenience's sake.

2) Understanding the disability by concept

① Concept classified by the dimension of disability

- ❖ Dimension of disability by the ICIDH

Concept	Meaning	Dimension
Health Condition	Symptom of pathological change. That is, an individual's 'abnormality'.	
Impairments	Pathological disease recognized by the others. That is, an individual's 'abnormality' recognized by the general others.	Physical
Disabilities	Acting capability limited. That it, an individual's acting capability is reduced.	Personal
Handicaps	Limiting the individual's ability has caused to limit the social participation. That is, the person with disability is handicapped from others.	Social

Source: WHO (1980). *ICIDH (International Classification of Impairments, Disabilities, and Handicaps)*.

- ❖ The restricted personal health condition due to disability is classified by three dimensions. The physical damage by one accident means the impairment itself. But, when trying to do specific activity at home, the said person gets functional disability, social discrimination and social handicap, so it is classified into three dimensions.

Although this classification was more advanced than the concept before 1980s' that the cause of disability was up to the disabled person, it has been readjusted after the early stages of 1990s'.

'6-hour disability' is classified as the disability that is not limited and constrained in communication and activity while at home with the mother, but aggravated by the situation that the kindergarten cannot support the child for six hours long.

○ Concept by considering the context

Impairments	Physical condition itself. Loss or disfunction of mental, physiological or anatomical structure or function due to inheritance, accident or disease.
Disabilities	Disability medically determined as the prolonged impairment. Functional limit or lack at the normal range or the normal activity.
Handicaps	Socially limited or impossible to accept a certain role of body impairment or restriction. Disadvantage, excluded opportunity or others for the person constrained or blocked to play the normal role due to medical disability, functional restriction or personal characteristics.

❖ Disability defined by ICDH-2

	Impairment	Activities	Participation	Contextual factors
Function	Physical	Personal	Social	Internal influence on functioning (personal factor) External influence on functioning (environmental factor)
Constructs	Body function Body structure	Individual's daily activities	Participation on the context	Practice at physical, social and attitudinal world
Positive aspect	Functional and structural integrity	Activities	Participation	Facilitators
Negative aspect	Impairment	Activity limitation	Participation restriction	Barriers, hindrances

The 1980 version of the ICDH could not include various experience of the person with various physical conditions. If the conceptual difference between the personal dimension and the social dimension is arranged to be understood within one system, the restrictions faced at various conditions can be classified as disability by applying the personal concept to impairment and activity and the social concept to participation and condition.

Impairments	Loss or abnormality of body structure or physical or mental function. The impairment level is related to the body function or structure, and if it does not correctly function due to the personal body factor (contextual factor), it is called as impairment.
Activity	Abnormality from personal activity such as walking to daily task such as shopping and job completion. When a person wants to properly act, but this person cannot correctly function due to impairment, the personal daily activities are limited.
Handicaps	The impairment may be disability (limited to participate) or not (participation) depending on whether it socially plays a role as facilitator or barrier. When the impaired person can participate into various fields, it is socially healthy.

● **Concept not by pathology but by positive and environmental aspect**

The WHO resolved the ICIDH as the international draft in 1980 and presented the ICIDH-2 in 1997 to compensate it. In May of 2001, the World Health Assembly accepted the ICF as the international draft by the 5-year field test and the international meeting based on the ICIDH-2. It inherits most of contents presented at the ICIDH-2, modifies the classification system and the language usage at the more positive and environment-oriented content, and gradually changes the ability concept from the individual/medical model⁴⁾ in the past to the social environment model/complicate model⁵⁾.

-
- 4) Individual model: The following two factors of the disability are basically emphasized at the individual model considering the disability as the 'individual's problem directly caused by disease, tumor and health condition or others. First, it emphasizes on the individual's disability 'problem'. Second, the cause of this problem is caused by the fundamental restriction or the mental loss generated by the disability. This point of view forms the personal tragedy theory of disability that the disability is the tragic accident to the unfortunate person. This point of view presents the 'individual treatment by the medical expert' as the medical protection, which puts the focus of disability management on the better adaptation and the action change of disabled person. Accordingly, the main issue is the health protection, so the health protection policy is stressed to mitigate the disability. It is so called the function restriction model, which includes the existing medical definition and the economical definition.
- 5) Social model: The social model considering the disability as the 'social' problem from the point of view that integrates the disabled person into the society starts from ignoring two stressed factors presented by the individual model. That is, the ability is not up to the individual, but the complicate set of conditions created by the social environment. The disability includes all of restrictions against the disabled person from prejudice to systematic discrimination, from not-accessible public building to unavailable traffic system, and from separated education to excluded labor. The disability exists within the society, and it is not the personal restriction on the related disabled one, but the social failure to accept the desire of disabled one within the society and to offer the proper service. The 'social activity' is necessary to manage and to solve

- ❖ The point of view for the cause and solution of disability is changed from the individual to the society.
- ❖ The environmental factor is gradually stressed to define the concept of disability.
- ❖ Impairment, disability, handicap ⇄ Inherited to impairment, limitation of activity, and restriction of participation.
- ❖ As the persuasive power of the social model for the concept of disability is spreading, explaining both the individual model and the social model is being tried.
- ❖ The most distinctive trend for the concept and definition of disability stresses on the self decision and selection of the person with disability.
- ❖ The positive term tends to be used to prescribe the concept of disability.
- ❖ Impairment, disability, handicap ⇄ Terms such as body structure and function, activity and participation, environmental factor and individual factor are used.
- ❖ Designation of disability: Crippled one ⇄ Disabled one ⇄ Handicapped one ⇄ Handicapped person
- ❖ Treatment is expressed as support or activity.
- ❖ It tends to strengthen the consumer's right and to stress the service centered on the local community.

the disability problem. And, it is essential to amend the environment for the disabled person to completely participate into the social lives over every area, and practicing it is the collective responsibility of society.

● Concept of disability by the ICF

Item	Part 1: Functioning and Disability		Part 2: Contextual factors	
	Body Functions and Structures	Activities and Participation	Environmental Factors	Personal Factors
Domains	Body functions Body structures	Life areas (tasks, actions)	External influences on functioning and disability	Internal influences on functioning and disability
Constructs	Change in body function (physiological) Change in body structures (anatomical)	Capacity Executing tasks in a standard environment Performance Executing tasks in the current environment	Facilitating or hindering impact of features of the physical, social, and attitudinal aspects	Impact of attributes of the person
Positive aspect	Functional and structural integrity	Activities Participation	Facilitators	not applicable
	Functioning			
Negative aspect	Impairment	Activity limitation Participation restriction	Barriers/hindrances	not applicable
	Disability			

Source: WHO (2001). ICF: *International classification of functioning, disability and health*. Geneva: Author.

● Basic understanding of disability by the ICF

The disability is not the personal problem, but the social problem depending on the situation, so if there is no physical and social barrier, there is no disability. When the environment has no discomfort and discrimination, there is no disability. The disability is a sort of barrier created for the sake of society's convenience, so the target to improve and to change is not the disabled person, but the society.

3) Classification of disability

As the disability is viewed by the concept for convenience's sake, the method classifying and designating a certain restriction as disability depends on the nation. The developmental disability of our country designates the intellectual disability and the autistic disability while the U.S.A. defining this term for the first time uses the comprehensive concept including cerebral palsy.

❖ Classification of disability by Korea

1st level	2nd level	3rd level	Detailed level
Physical disability	Disability of External body function	Physical disorder	Abscission, joint disorder, physical functional disorder, deformation, etc.
		Brain lesion	Physical disorder due to brain lesion
		Visual disorder	Visual disorder, visual field defect
		Hearing disorder	Hearing disorder, vestibular functioning disorder
		Language disorder	Permanent disorder of speech or language functioning
		Facial nerve disorder	Disorder by facial deformation or malformation
	Disability of internal organ	Kidney disorder	Under the dialysis treatment or kidney transplant
		Heart disorder	Daily restriction due to heart malfunction
		Liver disorder	Restriction due to liver malfunction, complication or others
		Respiratory disorder	Restriction due to respiratory malfunction
		Intestinal-Urinary fistula disorder	Daily restriction by intestinal/urinary disorder
		Epilepsy	Brain nerve disorder by epilepsy
Mental disability	Developmental disability	Intellectual disorder	70 or less of IQ and SQ
		Autistic disorder	Various functioning disorder by autism
	Mental disability	Mental disorder	Restriction by schizophrenia, affective disorder, depressive disorder, etc.

Physical disorder

- Severe orthopedic damage. Permanent functioning disorder of limb, finger or trunk
- Too short posture by dwarfness or deformed/malformed spinal cord included

Brain lesion

- Considerable restriction on walking or daily activity by pathologic condition such as brain lesion, traumatic brain injury, stroke, etc.
- Restriction mainly on exercise function

Visual disorder

- Visual disorder with 0.02 or less sight of bad eye, 0.2 or less of better eye, and 10 degree or less visual field of both eyes at the main visual point, or visual disorder with 1/2 or more visual field lost
- Classified into blindness and weak eyesight
- Possible to recognize any subject by light
- When it is possible to see by the tool such as glasses, it is not classified as visual disorder.

Hearing disorder

- Hearing disorder with 60 dB or more hearing ability lost of both ears, 80dB or more hearing ability lost of one ear, 40 dB or more hearing ability lost of the other ear, 50% or less clearness of both ears, or considerable vestibular function disorder
- Generally classified into deafness and weak hearing
- By the hearing test, 70 dB or higher is called deafness and 35~69 dB is called weak hearing.
- Not hard to read letters or to hear, but hard to understand the writing contents (abstract noun)
- Some people with vestibular function disorder become stuntmen.

Language disorder

- Also called communication disorder
- Considerable permanent restriction on speech or language functioning
- Articulation disorder: Disorder by replacing, omitting, distorting or adding voice
- Voice disorder : Pitch, length or tone color disorder of voice
- Fluency disorder : Speed or continuity disorder (stammer) of speech

Facial nerve disorder

- Disorder impossible to restore by the facial deformation
- Facial injury, sinking, scar, hyperpigmentation, hypergrowth, etc.

Kidney disorder

- Disorder necessary to get one month or longer hemodialysis or peritoneal dialysis by lowered or abnormal condition (chronic renal failure) of endocrine function such as excretion, control and metabolism
- Kidney transplant included

Heart disorder

- Consistent disorder such as dyspnea by the functioning problem of heart or the disorder limiting the daily lives such as heart failure, angina pectoris symptom, etc.
- It is most important to visit a major hospital at the emergency.
- The coronary artery vasodilator keeps nitroglycerin on hand at all times.
- If it is not possible to move to a major hospital due to the severe condition, start the intravenous injection at a near hospital, and move to a possible major hospital for the emergency treatment of heart by supplying the oxygen.

Liver disorder

- Disorder by chronic liver disease
- Condition hard to recover even by two months or longer positive treatment after one year or longer from the first diagnosis
- Chronic hepatitis, cirrhosis, and hepatocellular carcinoma included

Respiratory disorder

- Disorder of respiratory functioning loss due to chronic respiratory disease
- Internal disorder impossible to recover or to improve the respiratory function
- Disorder due to oxygen shortage and carbon dioxide over-accumulation at the lung system
- Dyspnea, wheezing, cough, phlegm, hemoptysis, or chest pain included.
- Flu or other respiratory inspection may cause the most common acute exacerbation, so it should be careful.

Intestinal/Urinary fistula disorder

- Disorder impossible to control the voluntary bowel movement
- Intestinal fistula (artificial anus) or urinary fistula treated due to intestinal or urinary function disorder

Epilepsy

- Contraction disorder due to instant broken electric balance of brain cell
- 1/4 caused by brain tumor, trauma, cerebral hemorrhage or apoplexy, but the cause of 3/4 cannot be found.
- About 30 thousands cases are newly occurred a year.

Intellectual disorder

- Insufficient or incomplete development of intellectual capability due to the permanent delay of mental growth, and considerably hard to handle his/her own task or to adapt the social lives.
- Generally, 70 or lower IQ.

Autistic disorder

- Disorder needing other's help because the daily lives or the social lives are considerably restricted by dysfunction and disability of language, physical presentation, self-control, social adaptation due to childhood autism or atypical autism.
- Various types included.

Mental order

- Problem at daily or social lives not developed permanently or semi-permanently at various aspect of mind or not recovered mental function to the normal condition due to the mental disease or the related condition such as long-term hospitalization.
- Classified into 17 types including anxiety, affective disorder, personality disorder, impulse control disorder, eating disorder and sleeping disorder.

2

Proper understanding and relation about the disabled

As known from the definition about the disabled person, anyone may be disabled. Therefore, everyone should be careful and esteem the disabled person, but understanding about the disabled person started from the very exclusive and closed thought. But, as the recognition about human dignity has been enhanced, it is being advanced as follows.

1) Changed understanding about the disabled person

● **Negative understanding about the disabled person from our proverb, designation and classics**

Understanding about the disabled person started from the one existing before the thought about the current disabled welfare was formed.

- ❖ Understanding about the disabled person from proverbs
The proverbs about the disabled person come by the order of visual disability, speech disability and then intellectual disability. The visually disabled person is presented as blind person, the speech disabled person as dumb person, and the intellectually disabled person as stupid person. That is, the traditional understanding about the disabled person is about the indiscreet, self-centered, irresponsible, unsociable, incompetent and lowly person
- ❖ Understanding about the disabled person from designations
The disabled person is certainly disregarded. Korean suffix '이' or '보' designating the disabled person such as dwarf, mute, deaf, lame person, deformed-arm person, fool and cripple is normally used to call the heterogenous person. Specially, these suffixes are distinctly the negative denominations to disregard. For example, 머저리(half-wit), 얼뜨기(idiot), 간난이(chicken), 논다니(prostitute), 키다리(tall lank person), 망나니(rowdy), 개구쟁이(naughty boy), 꾸러기(burden) are the heterogenous denominations, and 울보(crybaby), 늘보(slugard), 쫌보(쫌보, good-

for-nothing), 떡보(person very fond of rice cakes) are the negative ones. The denominations such as 소경, 봉사 or 장님 are the special exceptions not using Korean suffix '이' or '보' designating the visually disabled person.

- ❖ Understanding about the disabled person from classics
Because the directly related record cannot be found from the Koguryo Dynasty era and the Baekje Dynasty era, it is estimated that the disabled person was the unconcerned target. The records about the relief of disabled person are found from the Shilla Dynasty era and the Koryo Dynasty era, but no record directly related to the disabled person is not found from the systematic aspect.
The records about the education and appointment of the visually disabled person are not appeared until the Joseon Dynasty era, and Jeong Yahg-yong with the pen name 'Dasan' asserts at his writing "목민심서(*public servant ethic*)" that the self-support solution for the disabled person should be offered.

① The reason about Korean negative view on the disabled person (Yi Gyutae, 1981)

- ❖ Inclination of general human being (Sense of homogeneity)
- ❖ Intention for the perfect human being
- ❖ Superego lacuna
- ❖ Transposition of frustration
- ❖ Abandon of welfare system

② Change of view and understanding about the disabled person

- ❖ The view on the disabled person and its transition
 - Era of Extermination
 - Era of Ridicule
 - Era of Asylum
 - Era of Education
 - Era of Vocational Adequacy
 - Era of Combating Rehabilitation
 - Era of Main Streaming

❖ Development stages of understanding the disabled person

Recognition variable	Stage 1	Stage 2	Stage 3
Era	Pre-modern	Modern-Present	Present-Future
Manufacturing biz	Agriculture	Technology	Electronic
Recognition	Deformed one	Disabled one	Normal
Focus	Branded	Physical disability	Social handicap
Rank	Lower class	2nd class	Normal
Social participation	Active	Passive	Social integration
Field	Local society	Separated asylum	Local society
Job	Specialist (divination, musician, etc.)	Special job	General job

- Stage 1
The disabled is recognized as deformed person and branded as the lowest social class to be suppressed. At this stage, the disabled was frequently killed due to the national or religious reason, but it is interesting that the disabled persons lived at the local society and they had jobs, not generally.
- Stage 2
The technological industry offers the material abundance, but its value system causes the discrimination and the separation between the disabled and the non-disabled. The disabled is gradually separated from the industrial structure centered on the non-disabled, the residential space of disabled is separated from the local community into the asylum or the special hospital. The disabled is downgraded as the secondary class. Furthermore, as the specialist appears, the disabled passively participates into the society by depending on everything.
- Stage 3
With the re-integration of society, as the focus of understanding the disability is changed, the disabled is newly recognized. The WHO widens the concept of disability from the medical one to the personal, social and living concept by the new international classification of disability.

● Still faraway to go the right understanding about the disability

According to the fact-finding survey over the disabled people in 2014, over 70%⁶⁾ of disabled people still experience discrimination. The wrong understanding about the disability forms the negative attitude against the disabled people to cause the negative action such as discrimination and mistreatment, so it is the issue to be urgently solved.

2) Misconceptive reaction from the non-understanding about the disability

● Reaction on disability: Prejudice (Siller, 1967)

- ❖ Tension to contact : When meeting the disabled people, the non-disabled is strained not to hurt against them and being worried about naming them.
- ❖ Refusal to friendly relationship : Discomfort to make a friend with the disabled
- ❖ General rejection : Asserting the separated education not knowing the disabled children and refusing the entering-school and the employment of the disabled
- ❖ Virtue of dignity : Although based on the human equality and dignity, it is misunderstood as virtue to help and to educate the disabled (conception from authoritarianism)
- ❖ Inferred emotional disability : Reaction from the misunderstanding that every disabled people has the abnormal characteristics to harm others.
- ❖ Distorted identification : Identifying the disability same to sin, fearing to be disabled by associating the disability with weak side or sin
- ❖ Impotency: Attitude that the disabled is impotent not to be a parent or expert.

● Expressive action from prejudice (Lee Junwoo, 1999)

- ❖ Hostile speaking : Most of the biased people use hostile words

6) Kim Seonghee et al. (2014). *The fact-finding survey over the disabled in 2014*, p. 124, Policy report 2014-73, Ministry of Health & Welfare/Korea Institute for Health and Social Affairs.

against their friends, sometimes free to express the hostility against the strangers, and many people are at a moderate position of hostility against the disabled people.

- ❖ Evasion : The highly prejudicial people evade from the dislike people. The person with this level of prejudice does not harm the dislike person directly, but he/she endure the burden of adaptation and retreatment.
- ❖ Discrimination : At this stage, the people try to harm the disabled people and to exclude them from employment, housing, political right, education, entertaining opportunity, church, hospital, etc.
- ❖ Physical attack : The excited people express the action of violence or semi-violence against the disabled people.
- ❖ Extermination : The people use the most violent expression against the disabled people such as group assault, personal slaughter, group massacre, and Hitler's racial massacre, etc.

3) Proper attitude for the disabled

The Olympic spirit is for 'contributing to the peace and the friendship of human being by the fair competition based on consideration and fair-play spirit beyond discrimination and limit'. Especially, the Paralympic is the field to realize the true Olympic spirit for integrating the people beyond the disability and the barrier.⁷⁾

① Safeguard for Human Rights

- ❖ Dignity, the right to live and the life-esteemed value of the human being should not be infringed due to the disability.
- ❖ The innate rights of every human being should not be deprived, and these rights are secured by the theory of natural rights, Korean constitution, every laws related to the disabled people, and the spirit of the Universal Declaration of Human Rights.
- ❖ The most important understanding about the disabled person is the security of human right.

7) Korea Federation of Organizations of the disabled (2016). *Integrating festival beyond the hurdle of prejudice!*, Report on the policy for the disabled, 2016.11. vol 353.

- ❖ The security of human right for the disabled starts from the proper understanding about the disability.
- ❖ So, the understanding about the disability should be changed for the success of PyeongChang 2018 Olympic and Paralympic Winter Games.
- ❖ Especially, with the esteem for the rights of the disabled, it is necessary to establish the right understanding about the disability and the disabled people.
- ❖ The right understanding about discrimination, prejudice and mistreatment from the negative recognition is the first step to secure the human rights.
- ❖ As well as the moral esteem for the disabled, prohibiting the discrimination and securing the rights should be widely realized including the information access right, the mobility right and the accessibility right.

● Normalization

It is the theory presented as the principle of service implementation for the intellectually disabled person at the Scandinavian Peninsula in the latter part of 1960s', the definition and the concept of normalization are as follows:

- ❖ The normalization is understood as not the result, but the process. The result of normalization theory is the integration. The integration is classified by physical, functional, social, personal, structural and systematic dimension.
- ❖ Bank Mikkelsen, the first user of normalization term, defines 'the normalization is for helping the mentally retarded person to live as normally as possible' (1959).
- ❖ According to the definition of Wolfensberger (1982) systemizing the normalization, the normalization is for 'making the people use the culture-valued measures to acquire, to establish, and to maintain the social role as valuable as possible' or for 'making the people to use the culture-valued measures to enjoy the culture-valued lives'.
- ❖ Definition of Wolfensberger's normalization
 - The culture-valued measures should be used to enjoy the culture-valued lives.

- The culturally normal measures should be used for offering the condition of lives near to the standard citizen at least and for improving and supporting the action, the appearance, the experience, the social standing and the recognition as much as possible.
- The culturally normal measures should be used as much as possible for supporting for the people to have the activity, the appearance, the experience, and the understanding as culturally normal as possible.

In other words, everyone should be able to do the socially recognized valuable work according to their capability. In order to do that, the valuable social role should be created, supported and protected for the people facing the socially lowered danger. In order to acquire the socially valuable role and living condition, firstly, the 'social image' or the value recognized by the others should be strengthened. Secondly, it is necessary to strengthen the 'capability'.

● Social Integration

The disabled people have been excluded from the main society and understood as the target to be specially treated. But, as the normalization theory comes out, it is necessary to socially integrate the disabled people.

❖ Concept of Social Integration

It means that the disabled people as the same identification within the community live together getting treated as much as the non-disabled person. The social integration of the disabled people pursues the 'living-together' society where the total lives of the disabled people are returned as the normal and general one. Here, the 'general condition of living' includes various daily lives and social lives covering all living relationship for the one person at the community such as birth, child protection, schooling, job and housing.

The social integration means that the disabled people get the equal opportunity by being recognized as the equally special being and should be esteemed as the whole personality. (Kang Youngshil, 2004) At the concept of social integration, the devaluated disabled people can live at the general home of the community, not simply access

the non-disabled people to live within the community (physical arrangement), but should be get the equal education, live at the equal social environment, and be able to positively participate into all of other social activities. Therefore, the social environment and mood should be created for the disabled people to live at the community, and it should be freely able to acquire the method that the disabled people understand and live together with the non-disabled people with no prejudice and discrimination.

● Independent Living

Under the independent living, the disabled people do not live as the educated and benefited one to follow the selection and the decision of the expert of disability welfare, but live positively and independently. That is, the disabled people can select and decide their lives by themselves and control their own lives. It should be premised that the disabled people should be responsible for this selection or decision by themselves. Therefore, it is meaningful that all of disabled people including the severely disabled people desire to manage and to support themselves independently (self directing) over all of their lives and to have their capabilities for them. The existing access of disability welfare has the highest priority to set the 'disability' itself as the cause of problem, to recover the remaining functioning of the disabled people for solving it, to overcome the disability condition, and then to solve the problem, but the independent living outgrows from these things not to set the 'disability', but the condition causing the disability' as the problem, and stress the access for solving this problem (restricting condition, environment, etc.). In other words, it should not focus on the medical and vocational access for the disability problem, but on eliminating and solving the problem occurred from the community living, the subjective role of the disabled person, and the support for them.

- ❖ Conditions essential for the concept of independent living
 - ① Consumer's sovereignty, ② self-reliance and ③ social · economic right. It can be said that this theory includes the inclination for the focus on the disabled people themselves, on the community, and on the human rights.

4) How to make a proper relationship with the disabled people and to help them

● Basic attitude : Esteem

- ❖ “It is not the background for you”
The disabled should not be used as a tool to expose you.
The disabled person's portrait right. It is impolite to take a picture of the disabled person without permission.
The disabled is not the background for the promotion of politician, patron or company.
- ❖ “Is not my age an age?”
(Even an old intellectually-disabled is a child?)
“The teacher with the same age of my child always call my child just like his/her own child.”
The honorific title should be used suitable for the living age.
- ❖ “Why am I piteous?”
“Why are you trying to treat the disabled as a piteous one, not as a discomfort one?”
“A person from the broadcasting company called me to recommend not such a disabled, but a poor and piteous one. So, I told the said person that the disabled was not such a piteous one. Still, the broadcasting company tries to treat the disabled one as such a person.”
- ❖ “A female disabled is also a female human being.”
The female disabled should not be treated as a male or neutral one.
‘When you want to be helped, you should have no sense of shame?’
Even it should be helped, it should not be allowed that a male supporter helps a female disabled take a bath.
- ❖ “I am also equal to other human beings.”
Assuming that the disabled cannot know, hear, think or desire, do not carelessly say or do something near the disabled without permission.
“Teacher! Tell my mother for me. When, a visitor comes home, she always let me stay at the rear room to hide. I don't want to hide

myself. I want to talk, to eat snack, to drink food with visitors.”
“I want to wear a skirt. My mother always let me put on trousers only. I want to wear a pretty skirt to go out, but my mother does not buy it for me. I know that I am a disabled girl, but she ignores me too much.”

- ❖ “I have a right to read or to talk.”
At the event hall for the general people, it should keep in mind that there is also a visually or hearing disabled person. A sign language interpreter or a braille booklet should be prepared for communication.

● Relationship based on Not - different = equal

- ❖ Esteem-based ‘accepting as it is’
Being impaired may be a result of accident from anybody. It is not very different from the non-disabled person, so it should not be misunderstood by considering it very differently. It is not special, so it is not necessary to treat or to consider in special. When the disabled is esteemed or respected, the said person can read the sincerity from the others even if it is clumsy, and it is better than the awkwardness from the hypocritical kindness.
- ❖ The disabled is also a human being with personality and desire.
It is wrong guess that the visually disabled people are the same personality. Every disabled person has his/her own personality. Even the intellectually disabled can also meet and marry to his/her sex partner to make home.
- ❖ The opinion of disabled person should be also respected.
Respecting the self-decision of disabled person should be considered as human right. Even when the situation needs any help, it should be supported for the disabled to decide by himself/herself as possible. When trying to help the disabled person, the said person should be helped after checking the intension not by guessing, but by asking. Even the intellectually disabled should not be evaluated based on the arbitrary decision.

❖ Promise is a common language

It should not be guessed that the disabled has no thought and cannot decide. As one door is closed and the other door is opened, if one side is restricted, the other side is promoted. When not keeping a promise is meant to ignore the disabled, it should be always kept in mind that the sensitive disabled can be hurted and mistrust.

It should be always careful that my doubt can be felt by the disabled in advance to be estranged, and it is most necessary that the disabled should be treated not by fraud, but by sincerity.

● Eye-contact with Olympic participants

❖ Recognizing not the disability, but the personality and variety of human being

Communication and relationship should not be focused on the impairment or the disability, but on the human being. Not focusing on a specific impaired part or an auxiliary equipment of disabled player, but it can be said about life, efforts or individual characteristics of the said player.

For example, a player should not be recognized as 'severe visually-disabled swimmer ○○', but as 'swimmer ○○, visually-disabled person with excellent sense of humor'.

❖ It should be refrained that the disabled person is described as super-person or only the successful case is focused.

It should be refrained that the disabled person is specially exaggerated or a general fact is exaggerated and packaged to make a novel.

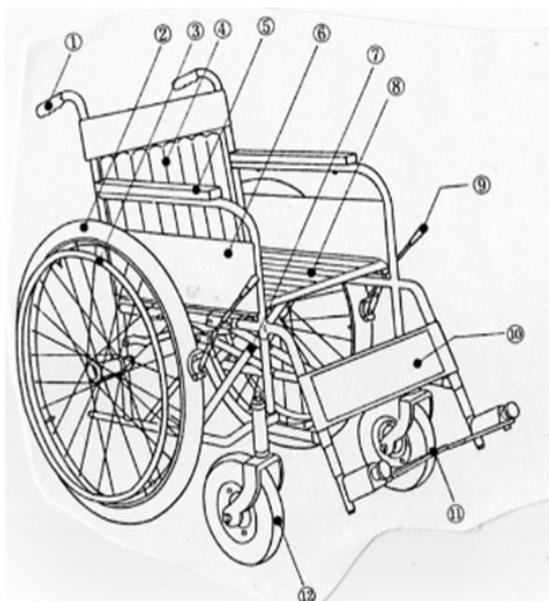
❖ The environment discriminating and discomforting the disabled person should be looked in the face to be improved

It should be correctly recognized that the participating disabled people have any restriction and any discriminated environment to support, to protect and to defend.

● How to help by disability type

How to help the physically disabled person to move

It is a good manner to push the wheelchair after offering help. First of all things, it is necessary to know well about how to use the wheelchair. It should not make the physically disabled fall off the wheelchair by carelessness or unwillingness. When helping, do not lean on or recline on the wheelchair.



❖ Basic structure of wheelchair

- ① handle
- ② large wheel
- ③ hand rim
- ④ back rest
- ⑤ arm rest
- ⑥ guard
- ⑦ support pipe
- ⑧ seat
- ⑨ brake
- ⑩ leg rest
- ⑪ foot rest
- ⑫ caster

❖ Helping the disabled person off the wheelchair

- ① Put on the brakes of the wheelchair.
- ② Move your body forward and put up the foot rests.
- ③ Set your legs widely apart, bend your back sufficiently, put your one hand behind the back, and put your another hand under both of knees.
- ④ Hold the disabled person in your arms to pull, and stand up to lift up the disabled.

❖ Moving the wheelchair over the elevated place



- ① Lift up the casters.
- ② Move forward the wheelchair to put the casters on the elevated place.
- ③ Push the large wheels over the elevated place.

❖ Moving down the wheelchair over the stairs



- ① Turn the wheelchair to face with the opposite direction to move, and move backward the wheelchair to put down the large wheels.
- ② With the handles pushed down to lift up the casters, move backward the wheelchair as far as to put down the casters on the ground.
- ③ Slowly move up the handles to put down the casters on the ground.

❖ When moving down along the slope, with the brakes slightly put on, slowly move the wheelchair backward.



How to help the visually disabled person move

- ❖ General guidance
 - ① Start to guide after asking whether to help or not.
 - ② When guiding, stand at the opposite side of the hand holding the white cane, and let the visually disabled person hold your elbow for guidance.
 - ③ When the visually disabled person asks you to show the way, after facing the direction to go, tell the direction and the distance concretely by saying "Go forward by 5 meters, and then go the left by 10 meters."

- ❖ Guidance at the mountain
 - ① Specially be careful about the place with the frequently changed pace and the irregular height.
 - ② Let the hand of visually disabled person on your shoulder for guidance.
 - ※ Specially be careful to protect your waist at the downward slope.
 - ※ Explain the spot and the condition as concrete as possible.

- ❖ Etiquette for the white cane
 - ① The white cane of visually disabled person plays a role of 'foot' for the said person.
 - ② When passing by the visually disabled person, be careful not to touch the white cane.
 - ③ When touching it by mistake, you should apologize for it immediately.
 - ※ Specially be careful at the subway for fast commuting.

- ❖ When passing by the visually disabled person at the inside of building
 - ① Silently passing by is impolite.
 - ② It is polite to pass by with a sign of being around such as saying hello.

- ❖ Etiquette for the visually disabled person with guide dog
 - ① The guide dog plays a role of eyes for the visually disabled person.
 - ② Do not touch the guide dog with no permission of the said person.
 - ※ The guide dog is trained not to express the pain even from being stepped on, so when touching with the visually disabled person, be careful not to give any pain to the guide dog.

Situation	How to help
	<ul style="list-style-type: none">■ Meeting for the first time Say hello for the first time. Tell your name clearly with shaking hands. “Hello, my name is OOO.”
	<ul style="list-style-type: none">■ Walking across the pedestrian crossing “Could you walk across with me?” Let your elbow for the said person hold with a kind greeting. Do not push the said person's back or pull the said person by the sleeve.
	<ul style="list-style-type: none">■ Getting on the taxi Let the said person's left hand touch at the car body and the right hand at the car door for the safe getting on.

Situation	How to help
	<p>■ Opening & Closing the door</p> <p>After opening the door, close it again or keep it opened wide enough to touch the wall. Do not keep the door partly opened to let the visually disabled person hit against it.</p>
	<p>■ Handing over a cup, a knife or others</p> <p>Explain about the contents of the cup, place it on the table for the said person to hold the grip.</p> <p>When handing over the sharp or pointed object, let the safe part face to the said person and let the said person's hand touch the grip.</p>
	<p>■ Leaving for a short time while guiding</p> <p>Let the visually disabled person sit on the near chair or stay near the wall or the pillar to wait safely and conveniently. Briefly explain about the surrounding situation, tell your short-time leave to the said person, and then let the said person know about your return after your come-back.</p>
	<p>■ At the bus-stop</p> <p>“What is the bus number to ride?” When meeting the visually disabled person, ask the said person about the bus number to ride.</p>

Situation	How to help
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■ Buying something

“Here it is for you to buy. Here are one 5000-won note and three 1000-won notes, so that makes 8000 won change in total.” When handing over a object or a change, directly give it on the hand of the said person.



■ Dining

“Here is the potato soup and the Kimchi is at the 10-o’clock direction.” Hold the hand of visually disabled person with chopsticks to guide the place of side dish or explain the place by the clock direction.



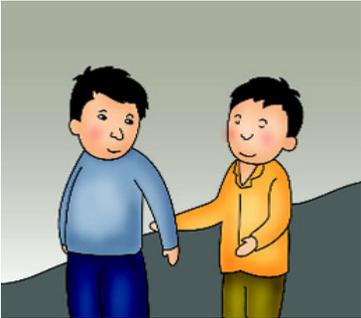
■ Using the stairs

“Stairs are just in front of you.” Stop for a while by one step before the stairs, and explain whether it goes up or down. When the visually disabled person uses the stairs by himself/herself, help the said person hold the handrail.



■ Sitting down on the chair

Do not push the said person from the back or pull the said person from the front. Let one hand of the said person touch at the chair and the other hand at the table to correctly sit down.

Situation	How to help
	<ul style="list-style-type: none">■ Guiding through the narrow place <p>Let the guided arm of the said person stretch back. Explain the said person about the narrow path, and naturally stretch the guided arm of the said person to notice, then the said person moves behind you to walk.</p>
	<ul style="list-style-type: none">■ Using the closed door to pass <p>Open the door, and let the visually disabled person hold the knob to close the door. When the said person passes through the entrance by himself/herself, explain the said person about whether the knob is located at the right side or the left side of the door, and help the said person hold the knob.</p>
	<ul style="list-style-type: none">■ Guiding the escalator <p>Explain the said person about whether the moving direction is up or down, and let the said person hold the handrail.</p>
	<ul style="list-style-type: none">■ Guiding the subway <p>The subway station is very dangerous because the electric rail car moves fast. So, when meeting the visually disabled person, kindly say "Can I help you?" to guide. Tell the said person about the door number of electric rail car, the ticket office or the exit direction.</p>

How to help the hearing disabled

- Speak to the said person when the said person faces toward you.
- The said person may read your lips, so do not speak impolitely. Do not speak to each other too loudly to make the said person feel estranged, but you should speak high as normal.
- Do not make your mouth big or exaggerated, and do not speak vaguely but clearly and calmly.
- Do not speak over smoking tobacco or chewing gum.
- Sometimes check whether the said person can understand your speaking, and if the said person can read, speak the said person with writing.
- Even though the said person speaks awkwardly, do not correct or laugh at it, but just listen.
- Show the attitude that you can understand for the said person to speak with confidence.

How to help the speeching disabled

- Eye-contacting is basic.
- Recognizing that this disability is hard to speech (sound or language), patiently listen to the said person.
- If you cannot understand, do not pretend to understand, but try to use the alternate tool for understanding.
- Try to use a simple and short sentence for asking and answering.

How to help the intellectually disabled

- Prohibited basic etiquette
 - ① Inhospitably rough talk and action by considering the said person as feeble-minded one, deciding to take the said person's place by guessing without asking, incorrect decision, wrong determination, ignoring and correcting the said person's decision by your thought
 - ② Fully or pitingly staring at the awkward action
- Supporting the said person as follows

- ① Contact with the said person by understanding the said person who are not intellectually, but emotionally sensitive.
- ② Patiently observe the meaning of speech or action if necessary.
- ③ Support by asking to check whether listening and helping are needed after observing.
- ④ Use the facial expression and gesture of respect and the honorific title and language suitable for the actual age.
- ⑤ Use the tool such as picture card to communicate if necessary.

How to help the autistically disabled

- Loving and understanding attitude for the autistically disabled person is most important.
- Understand that the non-disabled person's standard is not standard.
- Sensitive to mood, vision or sound.
- It is improper to excessively stop or to forcefully solve the action.
- The clue is opened by focusing on the gaze or sense of the said person.
- Understand that the said person may be sometimes aggressive by knowing the communicating or expressing method with others.
 - ※ The said person can recognize the expressing method when presenting rhythm and strength are matched with the external world.
(Relationship ↔ Ego-development)
- Patience for communication

The intellectually or autistically disabled person unclearly speaks and immaturely decides words, so it is necessary to patiently listen to the said person to correctly understand. You should clearly speak and slowly present your idea with easy words and help the said person understand by the action such as gesture if necessary.
- Equal sight helping to understand (Ellen Notbohm, 2008)
 - “I have a sense perception disability.”
 - “Distinguish between 'going not to do' and 'cannot do'.”
 - “I think concretely. I interpret the writing as it is.”
 - “I have a poor vocabulary. So, be patient.”

“Speaking is too much for me. So, I depend on the sense of sight.”

“Do not focus on what I cannot do, but what I can do.”

“Help me make friends with others.”

“Check the cause for my weak power of self-control.”

“Love me unconditionally.”

“Learning is like a merry-go-round. Everyone teach and learn.”

“We are one team. Uniting is necessary for success.”

“I don't think so. Please teach me by the method for me to understand.”

“Communication for action: Your action, my action, our actions.”

“You cannot learn without creaking, contrary, embarrassing and efficient communication.”

“Teach me totally. I'm not the 'broken and lost' part.”

“Keep the curiosity. So much…”

“Can I trust you?”

“Believe me.”

“Teach me how to fish. Raise me up to the capable adult.”

How to help the mentally disabled

- Even short-time rest is very helpful for the mentally disabled person.
- Frequently compliment the said person to have trust and confidence by giving a concrete example.
- Be careful of making the said person think of being talked about.
- Arrange the person around the said person to freely talk at any time.
- Even a not-recognized trivial action or word may break the trusted relationship with the said person.
- Prejudice about the mentally disabled person

“The mentally disabled person is dangerous to cause an accident.” - The treated person is mild and not dangerous.

“They should be separately accommodated.” - After the acute stage, it is desirable to be treated at the outside of the facility.

“It is a disease not to be cured well.” - It can be got better even by the medicine, and the rehabilitating treatment technology is developed.

“It is inherited.” - It has a inheritable tendency only, but its level is same to hypertension, glycosuria or heart disorder.

“It is a disease for a specific person.” - Three out of ten people may have this ability over lifetime.

“The said person always does awkward action.” - Not always, but the said person does awkward action only at a severe level of symptom.

“Personal relations are not going well.” - The said person lives alone with no friend to meet, but the said person actually wants to make friends.

“Not adaptable for the office lives.” - The mental ability does not affect the functioning, but there is no opportunity to work.

“Impossible to drive or to exercise.” - It should be careful and prohibited only when the condition is severe.

“The said person is inferior to me.” - The mental disease does not affect intelligence and capability.

How to help the epilepsy

- When the said person has a spasm, silently set the surrounding people at ease.
- Take away any sharp and dangerous object or machine around the said person.
- Take off the glasses. release a necktie from the neck, or unfasten buttons or belt from the tight clothing to make the said person breathe easily.
- Lay down the said person's head on the side to secure the respiratory tract (do not put any foreign material into the mouth).
- Stay with the said person until the spasm is ended, and when the said person recovers consciousness, kindly set the said person at ease.
- If the said person cannot be got better even by these efforts, send the said person to the hospital as soon as possible.

3

Volunteer's roles for the disabled person

The volunteering history is in fact the history to solve the social problems, and it is a lofty action starting from the value of sharing and sacrifice based on the sense of solidarity.

The basic characteristics of volunteering can be said as spontaneity, no-payment and utility. The volunteer who implants the 'living taste' for the people losing the value and meaning of each life and plays the role of change agent for the loving society should bear the direction of my activity in mind and be careful of the functioning activities.

1) Role of change agent

As the personal service is increased and the formation function of community is stressed, the specialty is also increasingly requested for the volunteer.

The change agent is the person working with various systems and helping with various specialty. In other words, it is the specially systemized 'supporter' for the 'planned change'.

The traditional 'helping activities' are currently integrated into several roles and reclassified into ① traditional service activity, ② change and defending activity, ③ citizen participating activity, ④ participating into the policy decision, ⑤ self-relief, self-supporting activity, ⑥ fund-raising, supporting activity.

When classifying the above roles for helping the disabled people can be classified into ① supporting the disable people and their family members, ② supporting the facility, the organization and the workers for the disabled people, ③ developing themselves as resource, organizing and activating them, ④ improving the policy for the disabled people of the government, the system and the social environment.

2) Role of volunteer for the success of Olympic games

- For the success of the Olympic and the Paralympic games, our correct understanding about the disabled people participating into this game has been already stressed.
- As the disability is an artificial barrier created by the society and the environment, it is recognized that correcting the misunderstanding of the society and the environment is up to us.
- The change of recognition cannot be instantly done in a short period, but it can be achieved by the various and consistent efforts from the various fields.
- We need the consistent and wide supporting system for this.
- Volunteering is certainly the most certain and influencing support system to change the social recognition at the national level.
- The greatest role of volunteer is 'the agent for the change of society and environment', so the volunteer should recognize and contribute to it.
- The terms disparaging the disabled people should not be used during, before and after the Olympic period, and the status of country holding the Olympics should be raised by increasing the public understanding about the incorrect recognition and expression.

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IV

Sport Events of the PyeongChang 2018 Olympic and Paralympic Winter Games





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1

Overview

Considering aspiration of the PyeongChang 2018 Olympic and Paralympic Winter Games to open a new horizon for winter sports and to design the sustainable future along with all people of the world, the importance of successful hosting and management of the games cannot be overemphasized. Particularly, it is clearly unthinkable to receive as many as 95 National Olympic Committees (NOCs) including PyeongChang Organizing Committee and the expected 50,000-odd Olympians and to proceed games smoothly in a total of 15 sport disciplines without passion and belief of volunteers. Moreover, such a role and importance of the Olympic volunteers have already been evidenced in the past Olympic history. Accordingly it is expected that their presence behind the scene and invisible contribution be part of history of the coming 2018 Winter Olympics.

The Republic of Korea has joined the Winter Olympics 17 times since St. Moritz 1948 Olympic Winter Games in Switzerland through the 2014 Sochi Winter Olympics. Korea has been achieving good result on a world level, for example, winning medals (4 golds, 1 silver, 1 bronze) for the first time in the 1992 Albertville Winter Olympics and winning the 5th place at the 21st Vancouver Winter Olympics in 2010 with 14 medals (6 golds, 6 silvers, 2 bronzes). However, some sports are still rather strange and even relevant facilities do not exist in Korea, so not only basic understanding and knowledge of the volunteers but also people's awareness on the Winter sports should be further enhanced. Accordingly, with the aim of diffusion of the winter sports beyond the successful host of the PyeongChang 2018 Winter Olympics, the 15 sport disciplines and respective events to be contested in the coming Olympic games will be briefly explained.



1) Governing bodies of the winter sports in Korea

In Korea, the Winter Olympic Sports are governed by 7 respective pertinent organizations based on a 3 sport-classification frame of ice sports, snow sports and sliding (Luge) sports. The snow sports governing bodies are Korea Ski Association, Korea Biathlon Union, and in sliding sports, there are Korea Bobsleigh & Skeleton Federation, Korea Luge Federation, and in ice sports, there are Korea Skating Union and Korea Ice Hockey Association.

❖ Diagram of Korea winter sports governing bodies

Classification	Sports	Governing Bodies	Disciplines	Events
On the Snow	Snow Sports	Korea Ski Association	Alpine Skiing,	11
			Cross-Country Skiing	12
			Ski Jumping	4
			Snowboard	10
			Freestyle Skiing	10
			Nordic Combined	3
On the Snow	Sliding (Luge) sports	Korea Biathlon Union	Biathlon	11
			Korea Bobsleigh & Skeleton Federation	Bobsleigh
		Korea Luge Federation		Skeleton
			Luge	4
On the Ice	Ice Sports	Korea Skating Union	Speed Skating,	14
			Short Track Speed Skating	8
			Figure Skating	5
		Korea Ice Hockey Association	Ice Hockey	2
		Korea Curling Federation	Curling	3

2) Sport Events of the PyeongChang 2018 .

As listed in the table below, in the PyeongChang 2018 Winter Olympic games, a total of 102 events for 15 disciplines will be contested in snow sports, ice sports and sliding sports. In the paralympic games, a total of 80 events for 6 disciplines in snow and ice sports will be contested excluding sliding sports.

❖ Sport Events of the PyeongChang 2018 Winter Olympics

Sports	Disciplines	No. of Events	Events
Total	15	102	
Snow Sports (7disciplines) 61events	Alpine Skiing	11	Downhill (M/W), Super-G (M/W), Giant Slalom (M/W), Slalom (M/W), Alpine Combined (M/W), Nation Team Event
	Cross-Country Skiing	12	Individual (M/W)), Skiathlon (M/W), Sprint (M/W), Team Sprint (M/W), Mass Start (M/W), Relay (M/W)
	Ski Jumping	4	Normal Hill Individual (M/W), Large Hill Individual (M), Large Hill Team (M)
	Nordic Combined	3	Normal Hill Individual (M), Large Hill Individual (M), Large Hill Team (M)
	Freestyle Skiing	10	Moguls (M/W), Aerials (M/W), Ski Cross (M/W), Ski Halfpipe (M/W), Ski Slopestyle (M/W)
	Snowboard	10	Parallel Giant Slalom (M/W), Halfpipe (M/W), Snowboard Cross (M/W), Big Air (M/W), Slopestyle (M/W))
	Biathlon	11	Individual (M/W), Sprint (M/W), Pursuit (M/W), Mass Start (M/W), Relay (M/W), Mixed Relay
Sliding Sports (3disciplines) 9events	Bobsleigh	3	2-man Bobseigh 4-man Bobsleigh, 2-woman Bobsleigh
	Luge	4	Single (M/W), Double, Team Relay
	Skeleton	2	Men's Skeleton, Women's Skeleton
Ice Sports (5disciplines) 32events	Speed Skating	14	For Men : 500m, 1,000m, 1,500m, 5,000m, 10,000m, Team Pursuit, Mass Start For Women: 500m, 1,000m, 1,500m, 3,000m, 5,000m, Team Pursuit, Mass Start
	Short Track Speed Skating	8	500m (M/W), 1,000m (M/W), 1,500m (M/W), Relay (M/W)
	Figure Skating	5	Single (M/W), Pair, Ice Dance, Team Event
	Ice hockey	2	Ice Hockey (M/W)
	Curling	3	Men's Curling, Women's Curling, Mixed Double

❖ Sport Events of the PyeongChang 2018 Winter Paralympics

Sports	Disciplines	No. of Events	Events
Total	6	80	
Snow Sports (4disciplines) 78events	Para Alpine skiing	30	Downhill (M/W), Super-G (M/W), Giant Slalom (M/W), Slalom (M/W), Super Combined (M/W) contended by 3 categories of Visually impaired, Standing, Sitting
	Para Cross-Country Skiing	20	Sprint (M/W), Middle Distance (M/W), Long Distance (M/W), Mixed Relay, Open Relay contended by 3 categories of Visually impaired, Standing, Sitting
	Para Snowboard	10	Banked Slalom (M/W), Snowboard Cross (M/W) -contended by 3 categories of Upper Limb Impairment, Lower Limb Impairments (2)
	Para Biathlon	18	Individual (M/W), Sprint (M/W), Middle Distance (M/W) -contended by 3 categories of Visually impaired, Standing, Sitting
Ice Sports (2disciplines) 2events	Para Ice Hockey	1	Mixed (usually team of men only) -contended by category of lower Limb impairment
	Wheelchair Curling	1	Mixed contended by category of Lower Limb impairment

2

Sport Events of the
PyeongChang 2018 Winter Olympic Games

1) Snow Sports

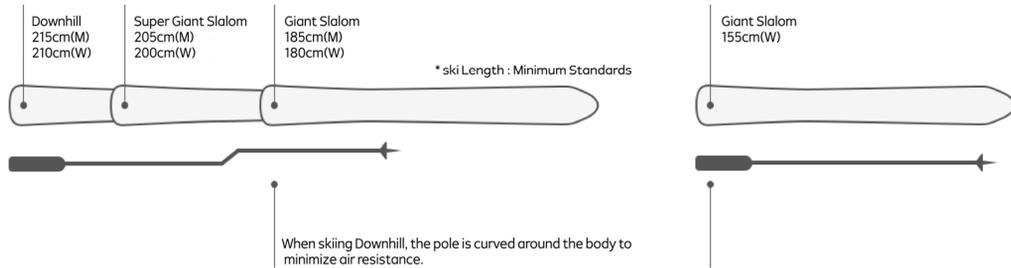


● Outline

Alpine skiing is the sport discipline of sliding down snow-covered slopes on skis with fixed heel bindings. It is comprised largely of two types of events: the speed (velocity) events and the technical (skills) events. The speed events are Downhill (M/W) and Super Giant Slalom (M/W) and the technical events are Giant Slalom (M/W) and Slalom (M/W). In addition to these 9 events, there are another two events called Alpine Combined (M/W) that is a mixture of Downhill and Slalom, and Nation Team Event.

If we list them based on the average speed, the order is Downhill → Super Giant Slalom → Giant Slalom → Slalom. If we list them based on the number of the gates, the order is likewise. Slalom is raced on a course that demands short and rapid turns. And Giant Slalom course is organized on a track that has even more open slalom widths.

For the courses of the Super Giant Slalom and the Downhill, the turns are small, and wide gates are installed in some sections. And, in the case of staging the Downhill, the average velocity of the athletes who pass a gate is around 100km per hour.



Events

01 Downhill



- The athletes must participate in the official training runs (A minimum of 1 time or more per three days) and the ranking is decided on one run down the slope.
- The special feature of the event is the high velocity. Given the challenge to ski on slope surfaces where the gradient is between 15-30 degrees at speeds of 90~140km/h, athletes need strong mental focus and stamina.
- If athletes properly pass through the gates of the course, the rankings are decided according to the fastest time at the finish line.

02 Super-G Slalom



- This event has the skier coming down the slopes at a fast speed making turns in zigzags on the course around the poles (gates).
- The slope is steeper and the distance between the gates is longer than Slalom, which is 25m at minimum.
- Unlike in Slalom and Giant Slalom, in Super Giant Slalom, the ranking is decided on one single run down the slope after the warming-up run down.

03 Giant Slalom



- This event has the skier coming down the slopes at a fast speed making zigzag turns on the course around the poles (gates).
- Compared to the Slalom event, the distance between the gates is longer by 10m or more.
- Giant Slalom uses rectangular gate panels same as Downhill and Super-G
- What is different from the particular speed events (the Downhill and the Super-G) is that Giant Slalom events have two runs down the slope. In the 2nd run, the top 30 skiers of the first run start in the reverse order with the rest of the group starting from the 31st ranking skier

04 Slalom



- This is an event where the skier speeds down the slopes zigzagging their way through the indicated poles.
- The number of poles is approximately 55~75 for men and approximately 45~60 for women depending on the vertical drop of the course.
- The distances between the poles are from a minimum of 75cm to a maximum of 13m.
- Unlike the particular speed events (the Downhill and the Super Giant Slalom), the Slalom events have two runs down the slope (1st and 2nd). In the 2nd round the top 30 athletes of the first run start in the reverse order (The 30th ranked skier of the first round starts first in the second round). Remaining skiers from 31th rank start in order of their record in the previous round.

05 Alpine Combined



- The event includes a Downhill race (or Super Giant Slalom) and a slalom race.
- In this event, a downhill run is followed by a one-run slalom.
- The times of each race are added together and the total time decides the ranking.

06 Nation Team Event



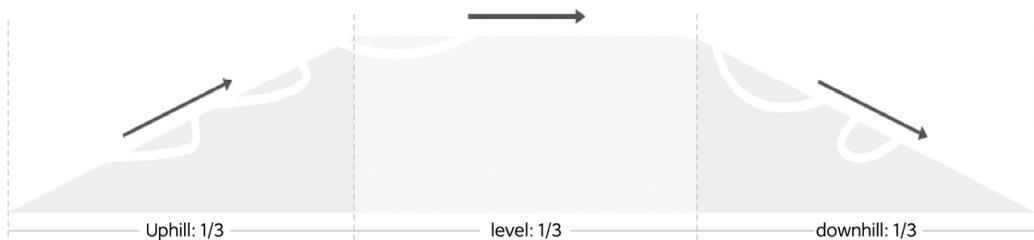
- The race will be conducted as a parallel event on a course of 250m~300m using Giant Slalom gates but the distance among them is longer than slalom and shorter than giant slalom.
- A team (nation) consists of 4 competitors (2men and 2 women).
- 16 teams (nations) will compete by single elimination tournament.

Cross-Country Skiing



Outline

Cross-country skiing is about gliding across a snow-covered field on skis in the shortest possible time frame. The course is composed of three equal segments of uphill, level, and downhill fields and athletes must employ classic or skate skiing techniques. The event is not limited to the ski slope like alpine skiing but can be enjoyed wherever the field is composed of uphill, level and downhill and covered with snow. It has the further advantage that it is liable to less injury risk compared to other skiing events. The PyeongChang 2018 Winter Olympic Games present a total of 12 events divided equally into six each for men and women.



Events

01 Individual



- Individual athletes start out separately by 15 to 30 seconds intervals.
- Women run 10km and men run 15km in the classic or skate skiing technique.
- In the PyeongChang 2018 Winter Olympics, the skate skiing technique will be used.

02 Skiathlon



- All athletes start together, with women running 15km and men running 30km.
- They cover the first half of the course in the classic technique and the second half in the skate skiing technique.

03 Sprint



- In this short-distance competition, women run 0.8 to 1.6km and men run 1 to 1.8km in the classic or the skate skiing technique
- In the PyeongChang 2018 Winter Olympics, the skate skiing technique will be used.

04 Team Sprint



- It is a short-distance relay competition in which two athletes alternate through 3 to 6 sectors, with women covering 0.8 to 1.6km and men covering 1 to 1.8km
- In the PyeongChang 2018 Winter Olympics, the skate skiing technique will be used.

05 Mass Start



- It is an individual and team event as well where all athletes start together.
- Women run 30km and men run 50km in classic or skate skiing technique.
- In the PyeongChang 2018 Winter Olympics, the classic technique will be used.

06 Relay



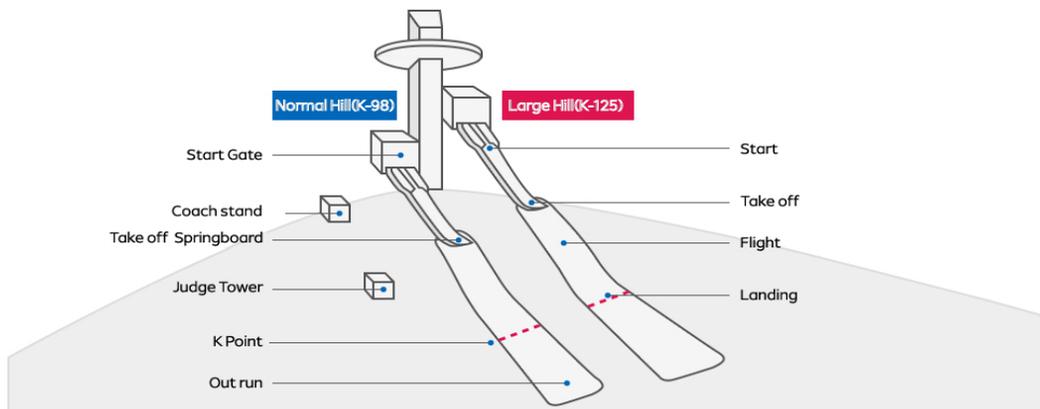
- Each team includes four athletes, and the first and second runners go in the classic technique while the third and fourth runners go in the skate skiing technique.
- Regarding the women's team, each athlete runs 5km, with the total distance being 20km.
- Regarding the men's team, each athlete runs 10km, with the total distance being 40km.

Ski Jumping



Outline

Ski jumping, which is also called "the flower of ski sports" because the downhill launch soaring through the air is so beautiful, is a sport where the skier glides down a steep (35° - 37°) slope at 90Km/h to jump and fly as far as they can go from the launching zone to make a stable landing in the landing section. The judges evaluate points based on flying, landing and out-run style. There are five judges who decide the flying scores by deducting points for every element based on the skier's flying posture and the landing posture from the full score of 20 points. The highest and lowest scores are disregarded, with the remaining three scores are added to the distance score, determining the ranking. There are 4 events in the PyeongChang 2018 Olympic Winter Games: Men's Normal Hill Individual, Ladies' Normal Hill Individual, Men's Large Hill Individual and Men's Team.



Events

01 Normal Hill Individual



- The distance from the jumping point to the K-Point must be between 75 and 99m.
- The hill size varies between 85 and 109m depending on the feature of course.
- K-Points and Hill Sizes (HS) at the Alpensia Ski Jumping are 98/109m for the normal hill.
- In Normal hill, skiers earn 2 extra points per 1m they fly beyond the K-line and lose 2 points per 1m they land short of the K-line.

02 Large Hill Individual/Team



- The distance from the jumping point to the K-Point must be greater than 100m.
- The hill size must be greater than 110m depending on feature of course.
- K-Points and Hill Sizes (HS) at the Alpensia Ski Jumping Centre are 125/140m for the Large Hill.
- In Large hill, skiers earn 1.8 extra points per 1m they land beyond the K-line and lose 1.8 points per 1m they land short of the K-line.

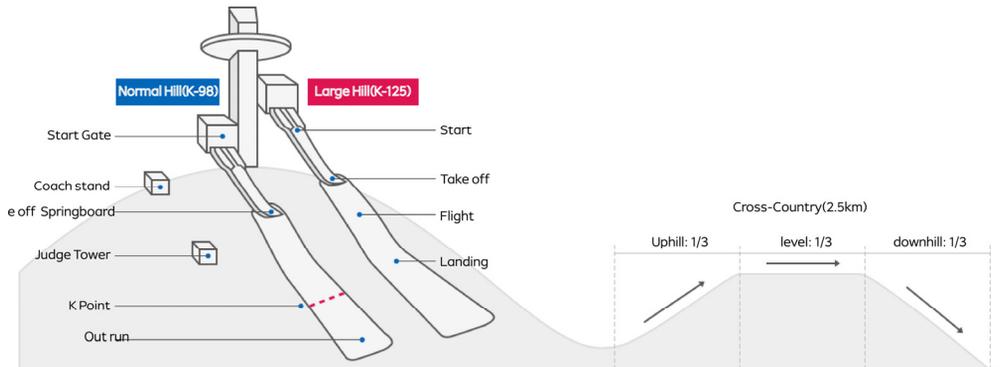
Nordic Combined



Outline

Nordic Combined brings cross-country and ski jumping together. It originated from a 19th century Norwegian ski festival where athletes enjoyed a package of cross-country skiing and ski jumping and was officially adopted as an event starting from the 1st Olympic Winter Games. Since each athlete must carry out both ski jumping, which

requires high technique and audacity, and cross country skiing, which takes great physical strength, it is one of the toughest ski disciplines and offers only men's competition and not one for women. The PyeongChang 2018 Olympic Winter Games includes three events.



Events

01 Individual



- In Individual, there are two events: Ski jumping normal hill + 10km cross-country skiing; and ski jumping large hill and 10km cross-country skiing. The ski jumping competition runs first and then is followed by cross-country skiing based on the results of the ski jumping competition.
- The athlete who has the best results in ski jumping leads the start and is followed by next best athletes, four seconds later for each single point.
- In general, 10km cross-country skiing takes four laps around a 2.5km course, and the first athlete who finishes the course by arriving at the finish line is the winner.

02 Team Competition



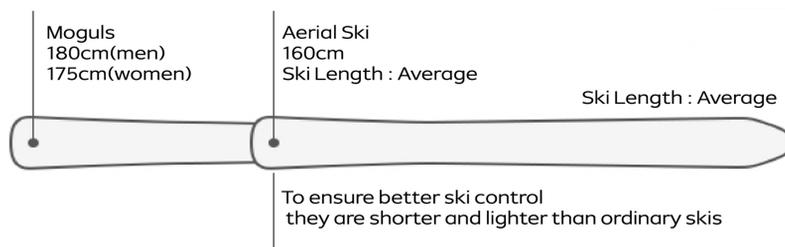
- Four-person teams compete over a 5km course comprised of a combination of large hill ski jumping and cross-country skiing.
- Four athletes perform ski jumping first and then based on their results, proceed with cross-country skiing
- In cross-country skiing, the team that comes up with the best results in ski jumping leads the start and is followed by the successive best athletes, 1.33 seconds later for each single point.
- The same four athletes cover the ski jumping large hill and cross-country skiing. One athlete skis a 5km cross-country

FreeStyle Skiing



Outline

Freestyle skiing which has showed up in earnest from 1990s is an artistic competition performing aerial acrobatics while freely gliding down a slope, and because of its diversified nature, an analogy is often drawn with a circus on the snow. Unlike Alpine Skiing where athletes compete for speed, Freestyle Skiing characteristically allows athletes to compete in aerial skills such as back flips and twists. Freestyle Skiing provides a splendid spectacle of skiing gliding overcoming various courses by events. The PyeongChang 2018 Olympic Winter Games include a total of 10 freestyle skiing events: Moguls, Aerials, Ski Halfpipe, Ski Cross, and Ski Slopestyle for men and women respectively.



Events

01 Moguls (MO)

- In general, moguls are naturally formed bumps or ones that skiers create piling on snow while skiing. But for sports competitions, moguls are created artificially.
- The event competes turning technique, speed and aerial manoeuvres and proceeds on moguls built on the slope, with an average tilt of 28 degrees, a difference in elevation of 110m, a course length of 250m, and a minimum course



02 Aerials(AE)



03 Ski Cross (SX)



04 Ski Halfpipe



width of 18m. And the middle portion of the course has two jump sections.

- The score is made up of 60% the turning technique, 20% the air manoeuvres, and 20% the speed. There are two judgment systems: seven-man judgment and five-man judgment. In seven-man judgment, five judges are for turning technique and two for aerial manoeuvres and five-man judgement is composed of three turn judges and two air judges.

- In Freestyle Skiing Aerials, athletes ski off the jump start that propel them up to perform aerial manoeuvres similar to vault event in gymnastics.

- Aerialists choose one of the three jumps comprised of single, double, and triple. Single takes a turn backward and double takes two turns backward, while triple takes three turns backward. Added to these basic motions, aerialists perform more acrobatics such as one turn (full twist) and two turns (double full twist) sideways

- Five judges use a 10-point scale for grading three elements: 20% for air performance (take-off, height, and length), 50% for form (style, execution of motion, and accuracy), and 30% for landing.

- In Freestyle Ski Cross, athletes, after finishing qualifying rounds to measure time, compete in group on a course organized with various terrain structures such as jumps, waves, banks, rollers and spines and the order decides their ranking as they reach the finish line.

- The dimensions of the Olympic Ski Cross course include a difference in elevation of $200\text{m}\pm 30\%$ (140~270m), the length of $1,050\text{m}\pm 25\%$ (800~1,300m), an average tilt of 12~22% degrees, a slope width of 40m, and a track width of 6 to 16m.

- The athletes for the final rounds are decided according to scores from qualification competitions. Top two skiers from one group composed of 4 athletes advance to the next round.

- In this competition, skiers glide down a halfpipe slope (shaped like a pipe cut in half lengthwise) performing aerial skills such as jumps and turns.

- With a full score of 100, five judges grade the skier's general performance such as height, degree of completeness, progressiveness, difficulty, and diversity and the average makes the final score. An athlete performs twice, and the higher score decides the ranking.

- The dimensions of the Olympic course of Ski Halfpipe include an average inclination of 17 or 18 degrees, a slope length of minimum 150 and recommended 170m, a halfpipe width of 19 to 22m, and a height of 6.7m.

05 Ski Slopestyle (SS)



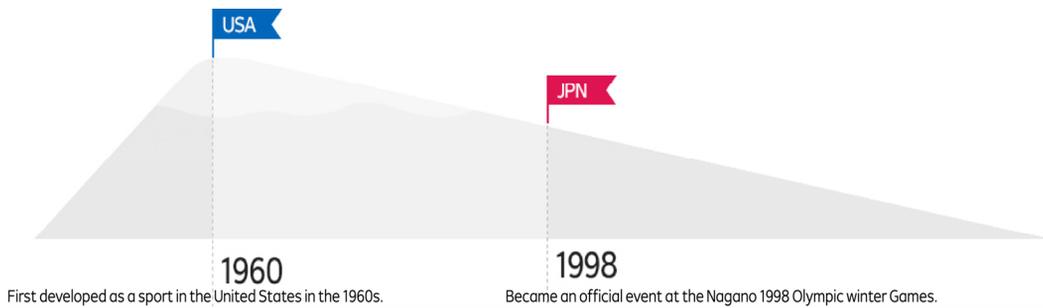
- Freestyle Ski Slopestyle (SS) takes place on a course that is composed of various obstacles and terrain features such as rails, tables, boxes, walls and jumps. Athletes can choose their obstacles for their performance.
- Five judges grade the general performance according to height, completeness, progressiveness, difficulty and diversity on a full score of 100, out of which an average decides the ranking. Athletes perform twice, and the higher score will decide the ranking.
- The dimensions of the Olympic course of Ski Slopestyle include a difference in elevation of minimum 150m, an average inclination of minimum 12 degrees, a minimum width of 30m, minimum six sections (obstacles and jumps), and at least three jumps.

Snowboard



Outline

Snowboard is a sport that uses a board attached to rider's feet to speed down a slope. Snowboard was first developed as a sport in the United States in the 1960s and become an enjoyable sport for everybody in every country in the world. It was officially adopted as a formal discipline at the Nagano 1998 Olympic Winter Games. Snowboard at the PyeongChang 2018 Olympic Games presents a total of 10 individual events like Parallel Giant Slalom (men and women), Halfpipe (men and women), Snowboard Cross (men and women), Big Air (men and women) and Slopestyle (men and women).



Events

01 Parallel Giant Slalom (PGS)



- In this event, two athletes depart simultaneously the two gates (blue and red) which are installed in parallel. The athlete who comes down faster wins.
- The dimensions of the course is as following: Elevation difference 120–200m, length 400–700m (550m recommended), and a minimum of 18 gates (25 recommended). The distance between the blue course and the red course must be between 20 and 27m. The average slope inclination must be 16 degrees (± 2 degrees). And the width of the slope must be at least 40m.
- The ranking of the qualifying round is decided by adding the two records after one athlete travels the blue and the red courses once a time. From the round of 16, as the departures (a maximum of 1.5 seconds) are made late in the 2nd contest to the extent of the time of coming in late in the 1st contest, the athlete who finally comes in first in the 2nd contest wins.

02 Halfpipe (HP)



- The Snowboard Halfpipe is an event where athletes perform jumps, rotations, and twists in the air as they glide criss-crossing a semi-circular ramp (shaped like a pipe cut in half lengthwise).
- The 6 judges mark the overall performance score according to the height, the rotations, the techniques, the degree of difficulty, with the full score being 100 points. It is an event in which the ranking is decided with the average of the scores of 4 judges after excluding the highest score and the lowest score. The ranking is decided with the higher score after the athletes perform twice.
- The course standard of the Olympic Games is as following: The slope is between 17 degrees and 18 degrees, a minimum of 150m, the recommended length of 170m, the width of the semi-circle is between 19m and 22m, and the height is 6.7m.

03 Snowboard Cross (SBX)



- In the Snowboard Cross (SBX), teams of 4 to 6 athletes race down a course organized with various terrain structures such as banks, rollers, spines, and jumps. The ranking is decided by the order of passing the finishing line.
- The Olympic standard course for the SBX is as the following: Elevation difference 215m ($\pm 35.0\text{m}$), length 1,050m ($\pm 150\text{m}$, 900~1,200m), average slope 12 degrees (± 2 degrees), slope width 40m, and track width 6 to 16m.
- Athletes are qualified for the finals by adding up the time records of the races in the preliminaries. Then the top 3 from each team of 6 athletes enter the next round.

04 Big Air (BA)



- The BA is an event where the competitor rides a snowboard down a hill and performs tricks after launching off very large jumps.
- Competitors perform complex tricks such as frontside 1080, backside 1440 and double corks in the air, aiming to attain sizable height and distance as well, all the while looking to secure a clean landing. Many competitions including the Olympic Games also require a rider to do a specific and special trick to win.

05 Slopestyle (SBS)



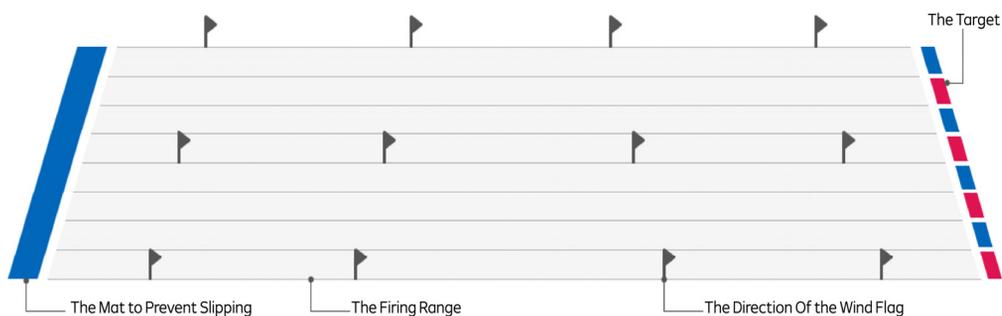
- The SBS is held on a course organised with the various objects such as rails, tables, boxes, walls, and jump pads. The athletes can select the objects they want to perform with.
- The 6 judges mark the overall performance score according to the height, rotations, techniques, and the degree of difficulty with the perfect score being 100 points. It is an event in which the ranking is decided with the average of the scores of 4 judges after disregarding the highest and the lowest scores. The athletes perform twice and the ranking is decided with the higher score.
- The Olympics standard course is as the following: Minimum elevation difference 150m, the slope of the slant is 12 degrees or higher on average, minimum width 30m, with a minimum of 6 or more sections (the objects + the jump), and 3 or more jumping pads.

Biathlon



Outline

Biathlon is a sport that combines cross-country skiing and rifle shooting, two events that are very different from each other. Athletes strap the guns on their backs, ski for a certain distance, and then stop to shoot at a designated target. For the shooting, there are two types of the shooting positions. One of these is shooting while lying face down, and the other is shooting while standing up. The final ranking is decided according to the skiing time and the accuracy of the shooting. Biathlon is also called the modern winter biathlon compared with the modern pentathlon. In the PyeongChang 2018 Olympic Winter Games, a total of 11 events are contended, including 5 for men, 5 for women, and 1 mixed.



Events

01 Individual



- Athletes' starts are staggered by 30 seconds or 1 minute.
- While skiing, a total of 4 rounds of shooting are carried out prone, standing, prone, standing. Each round has 5 shots per time.
- For each missed target, a penalty point of 1 minute is added, to the skiing time of the athlete.

02 Sprint



- The athletes' departures are staggered at 30 seconds or 1 minute intervals.
- During the skiing, a total of the 2 rounds of shootings (5 shots for each round) are carried out one prone and one standing for a total of 10 shots.
- For each missed target, a penalty loop of 150m must be skied before the athlete can continue the race.
- A time limit of 23 to 30 seconds is required to ski the penalty course.

03 Pursuit



- The order of departure is decided by the results from previous race of the Sprint or the Individual competitions, most commonly the Sprint.
- The winners of the Sprint or the Individual competition depart first in the Pursuit competition. The second athlete departs according to the amount of time behind the winner.
- The other athletes also depart according to the amount of time they were behind the winner, and will win when they overtake the front runner.
- While skiing, a total of 4 rounds of shootings are carried out with 5 shots each round. Shootings are carried out prone, prone, standing, standing. If a target is missed, the athlete must ski the 150m penalty loop each time and continue the race.

04 Mass Start



- All the athletes of around 30 depart simultaneously from respectively designated starting number
- Athletes stop 4 times to shoot. They shoot 2 rounds of 5 shots prone, and then, 2 rounds of 5 shots standing. Every time they miss the target they must ski the 150m penalty loop before they continue the race.
- The athlete who crosses the finish line first is the winner.

05 Relay



- Each team is organized with 4 athletes. The men's competition is 7.5km long and the women's is 6km.
- The shooting takes place in two intervals, in the men's competition after skiing 2.5km and 5km and in the women's competition after skiing 2km and 4km. In Relay, athletes are given 3 spare bullets, but if there is any miss even with the spare bullets, the athlete must ski the 150m penalty loop just like in the Sprint competition
- The first runner of each team departs simultaneously and from the second runner of each team make bodily contact with outgoing skiers in the handover zone and continue on in the race.

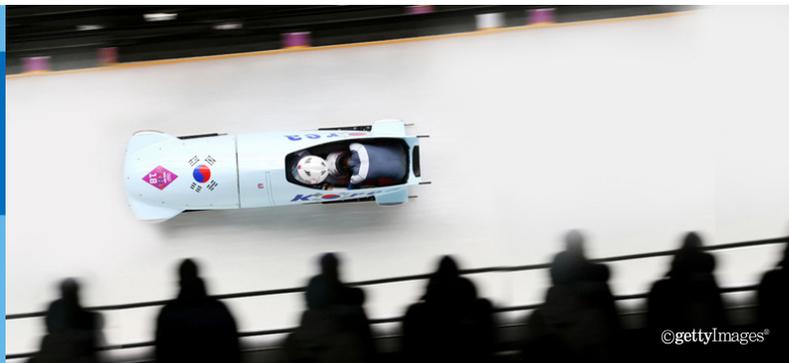
06 Mixed Relay



- A mixed team is comprised of 2 women and 2 men.
- The 2 women execute two rounds of shootings at the 6Km mark. And the 2 men athletes execute two rounds of shootings at the 7.5km mark.
- The first athlete of each team starts simultaneously in the Mixed Relay competitions. The order of the departures of the runners are woman, woman, man, man. The rules of the competitions are the same as Relay.

2) Sliding Sports

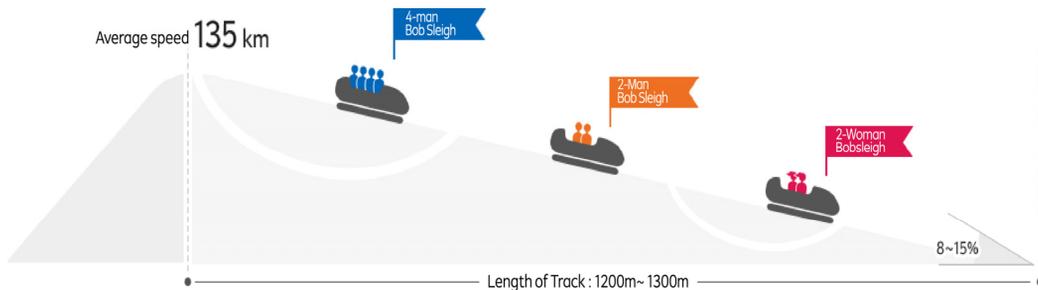
Bobsleigh



● Outline

In bobsleigh, athletes ride a steerable sled down an ice track. And there are three events comprised of 2-man bobsleigh, 4-man bobsleigh, and 2-woman bobsleigh. 2-person bobsleigh includes a pilot and a brakeman. The pilot uses the inner steering rope to drive the sled. And the brakeman puts on

the brake to bring the sled to a halt after it has passed the finish line. 4-man bobsleigh adds two pushmen. Athletes take 4 heats in the Olympic Games and the 4 heats total time decides the ranking. For bobsleigh, the track is 1,200 to 1,300m long with an average slope of 8% to 15% while the curve radius is minimum 20m. The pressure an athlete feels while going around a curve is nearly four times the gravity, and the bobsleigh reaches an average maximum speed of 135Km an hour. It is important to glide around 14 to 22 curves on straight, curved, and circular segments of the track increasing the speed. An athlete cannot rack up a good score if the speed drops as the event is decided by one-hundredth of a second.



Events

01 2-man Bobsleigh



- This discipline was first adopted as an official event at the 3rd Olympic Winter Games held in Lake Placid, USA in 1932.
- For 2-man bobsleigh, the maximum length of a sled is 2.7m and maximum width is 0.67m.
- The total weight of the sled including athletes and equipment is maximum 390kg.

02 4-man Bobsleigh



- This discipline was adopted as an official event from the 1st Olympic Winter Games held in Chamonix, France in 1924.
- For 4-man bobsleigh, the maximum length of a sled is 3.8m and maximum width is 0.67m.
- The total weight of the sled including athletes and equipment is maximum 630kg.
- The second and third athletes in a 4-man team serve as pushmen who kickstart the sled.

03 Women's bobsleigh



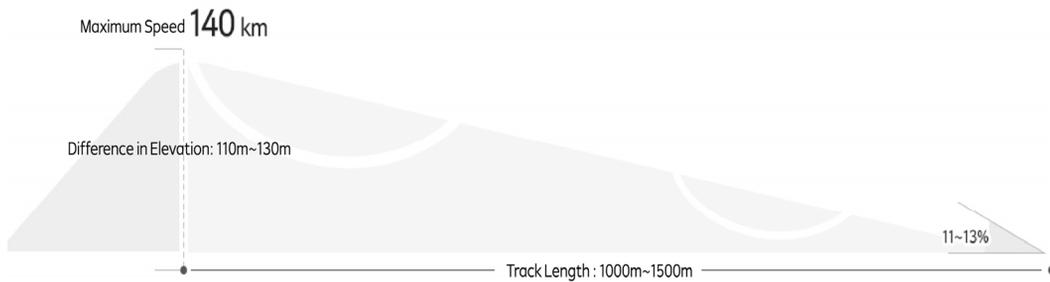
- This discipline was adopted as an official event at the 19th Olympic Winter Games held in Salt Lake City, USA in 2002.
- For women's bobsleigh, the maximum length of a sled is 2.7m, and maximum width is 0.67m.
- The total weight of the sled including athletes and equipment is maximum 325kg.

Luge



● Outline

A luge is a small sled on which the athlete sleds down 1,000 to 1,500m while lying down face up and feet-first. One (singles) or two (doubles) lugers compete. The individual performance combines scores from four runs over two days. And two runs a day for doubles and one run for team relay are added. Luge races are timed to one thousandth of a second, making it one of the most precisely timed sports. The race track is built on a north slope of a mountain with a length of 1,000 to 1,500m, a difference in elevation of 110 to 130m, an average slope of 9 to 11%, 13~16 curves, right curves, hairpin curves, A-shaped curves, and a labyrinth. The track has a U-shaped groove, and the walls on both sides are designed to be minimum 50cm high so that the sled may not skid off the track.



Events

01 Men's Singles



- A man athlete slides down the track on a luge sled.
- The competition takes two days with two runs staged on each day. The four times are added up and the fastest total time determines the winner.

02 Women's Singles



- A woman athlete slides down the track on a luge sled.
- The competition takes two days with two runs staged on each day. The four times are added up and the fastest total time determines the winner.

03 Doubles



- Both men and women can slide in this competition where two athletes slide down the track on a single luge sled.
- The results from two daily runs with two runs staged on each day are combined, and then the ranking is decided based on which team has the fastest time.

04 Team Relay



- The competition is carried out in the order of women's singles, men's singles, and doubles before scores are combined to decide the ranking.
- As the earlier runner hits the touch pad on the finish line, the next runner starts. The event was adopted officially at the Sochi 2014 Olympic Winter Games.

Skeleton

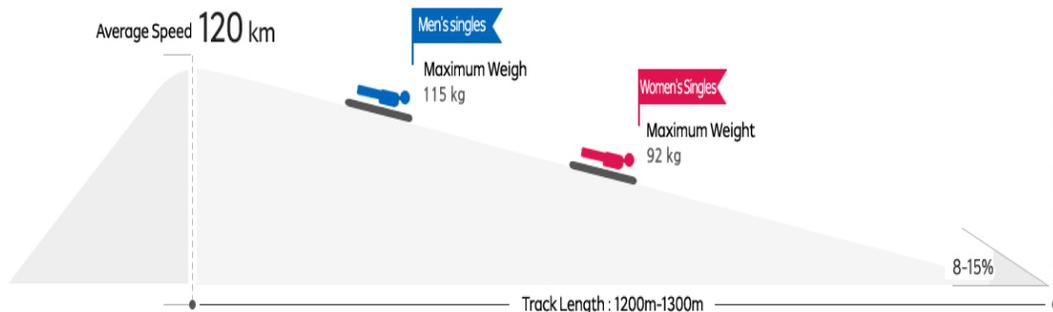


Outline

Skeleton is one of the sliding types of speed sports events and the athlete, lying head first face down on the sled, speeds down a 1,200m or longer ice track. Unlike other sliding disciplines, it comprises only individual events for men and women. In this discipline, athletes steer the sled by using their shoulders and knees.

The athletes sled for a total of 4 times at the Olympic Games, and the ranking is decided by adding up the sliding time. Like in the bobsleigh competition, the length of the track is 1,200–1,300m. The average slope inclination is 8 – 15%. And, the radius of the curve has been decided to be 20m or longer.

When sliding, the pressure at the time of turning on the curve is nearly four times the gravity. The average maximum speed per hour is 100Km. It is important to slide down the 14 to 22 curves accelerating the speed and maintaining the momentum on the course's turns, straight lines, and the circular omega (Ω). The reason is that since it is a sport where even 1/100th of a second counts, and speed is crucial to winning



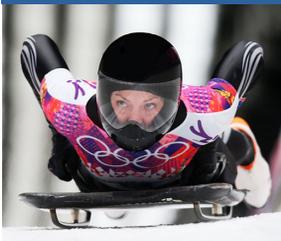
● Events

01 Men's Skeleton



- The total weight of the sled and the athlete cannot exceed 115kg.
- In case the maximum weight exceeds 115kg, the weight of the sled may be adjusted to be 33kg or less.
- Even if the maximum weight is less than 115kg, the weight of the sled may not be more than 43kg.
- The weight deficiency can be adjusted by attaching a lead weight on the sled.

02 Women's Skeleton



- The total weight of the sled and the athlete cannot exceed 92kg.
- In case the maximum weight exceeds 92kg, the weight of the sled may be adjusted to be 29kg or less.
- Even if the maximum weight is less than 92kg, the weight of the sled may not be more than 35kg.
- The weight deficiency can be adjusted by attaching a lead weight on the sled.

3) Ice Sports

Speed Skating

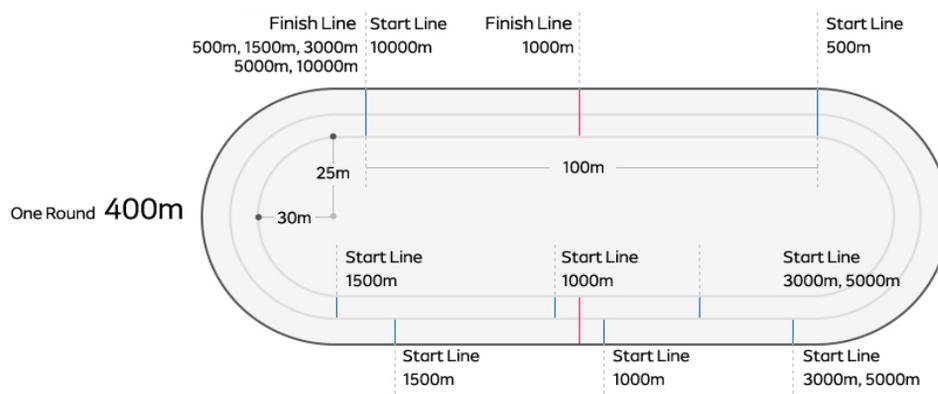


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● Outline

Speed skating involves two athletes wearing skates that start simultaneously and compete speeding on a 400m ice track. The 400m course distinguishes the "in" course from "out" course. A team of two skaters are supposed to change lanes in a specified section in every

circle, with the skater that started in the "out" course coming to the "in" course and vice versa. In case two athletes are facing possibility to collide each other at the cross-road, athlete in the out-course has a priority and when collision happens the in-course runner is disqualified. The PyeongChang 2018 Winter Olympics present a total of 14 events for men and women.



Events



01 Men

- 500m, 1,000m, 1,500m, 5,000m, 10,000m, Team Pursuit and Mass Start
- Team pursuit : Two teams of three athletes each start out from opposite sides and skate eight laps. Ranking is based on the time that the third skater passes the finish line.
- Mass Start : Racing is carried out in an open track (without designating inner or outer lanes for a particular athlete and even warm-up lane is used).
 - * Athletes compete the ranking at the 400m track opening all the lanes (competing for ranking, not the record).
 - * Number of laps of the Mass Start is decided at a discretion of the Sports Organizing Committee (In the PyeongChang 2018, the 16 lap-format applies).
 - * Additional points are allotted to the upper 3 athletes every four laps (5-3-1 points respectively).
 - * Additional points are given to the upper 3 athletes that cross the finish line of the last lap(60-40-20 respectively).

02 Ladies



- 500m, 1,000m, 1,500m, 3,000m, 5,000m, Team Pursuit and Mass Start
- Team pursuit : two teams of three athletes start out simultaneously from opposite sides and skate six laps. Ranking is based on the time that the third skater passes the finish line.
- Mass Start : Racing is carried out in an open track (without designating inner or outer lanes for a particular athlete and even warm-up lane is used).
 - * Athletes compete the ranking at the 400m track opening all the lanes (competing for ranking, not the record).
 - * Number of laps of the Mass Start is decided at a discretion of the Sports Organizing Committee (in PyeongChang 2018, 16 lap-format applies).
 - * Additional points are allotted to the upper 3 athletes every four laps.
 - * Additional points are given to the upper 3 athletes that cross the finish line (60-40-20 respectively).

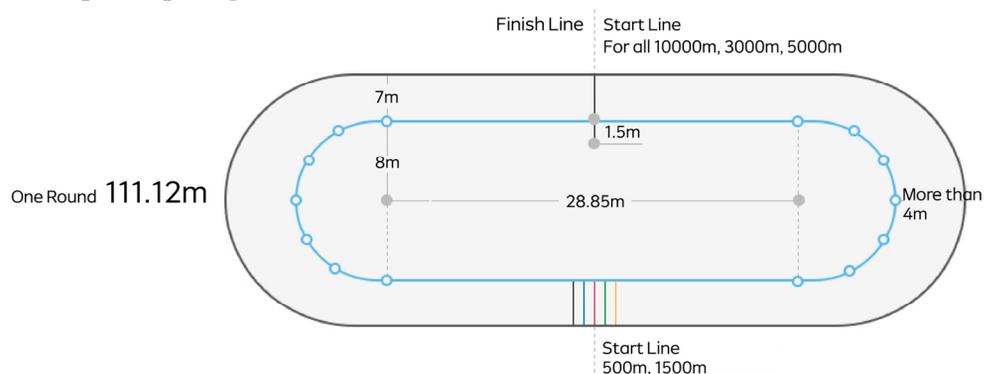
Short Track Speed Skating



Outline

Short track speed skating is an ice sport that takes place on a 111.12m track in an ice rink. As it uses a shorter track than the conventional 400m track, it is called short track speed skating or usually referred to simply as short track. As the winner is the first athlete who crosses the finish line, the sport requires both durability and agility as well along with instant judgment in readiness for any possible situations during the competition. The PyeongChang 2018 Olympic Winter Games include a total of eight events for men and women. Usually four to six athletes race in the short-distance

events of 500m and 1,000m competitions while six to eight athletes race in the long-distance events of 1,500m or longer. Since only two athletes from each race can move forward to the next round, ranking is more important than record. As the competitions for short track speed skating involve a lot of athletes racing on a short ice track, it allows for some bodily contact, but pushing other athletes or blocking them is regarded as an infringement. Off-track, intentional collision, assistance, and kicking-out are prohibited. Athletes who are disqualified for infringements of the rules are excluded from participating in the next round.



Events

01 Men



- Individual: 500m, 1,000m, 1,500m
- Team: Relay 5,000m

02 Ladies



- Individual: 500m, 1,000m, 1,500m
- Team: Relay 3,000m

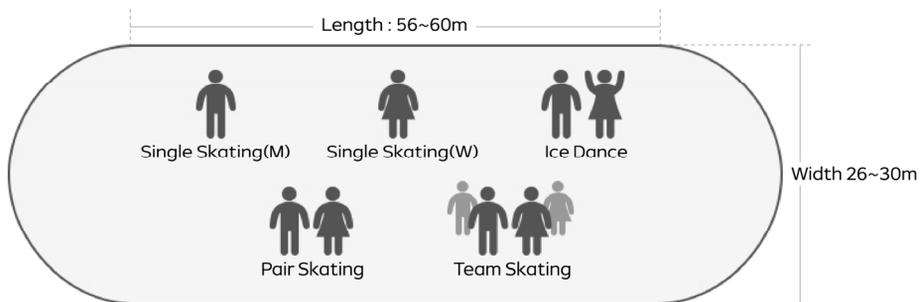
Figure Skating

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Outline

Figure skating is an ice sport where athletes wear bladed skates and skate on the ice to music and are judged according to their accuracy and the difficulty of their manoeuvres. The size of the arena is specified to be 56~60m in length and 26~30m in width. In the PyeongChang 2018 Olympic Winter Games, a total of 5 events are contended, including the men's and ladies' singles, ice dance, and pairs where men and ladies compete together, and team event.



Events

01 Single Skating



- Comprised of a men's category and ladies' category.
- Comprised of a short program and a free skating program.
- The individual performance must include jumps, spins, steps, etc.
- The time: 2 minutes 40 seconds ± 10 for the short program, 4 minutes 30 seconds ± 10 for the men's free skating, and 4 minutes ± 10 for the ladies' free skating.

02 Pair Skating



- Men and ladies skate in pairs.
- There is a short program and a free skating program.
- The pair perform a series of manoeuvres including throw jumps (the man throws the woman so that she can jump) overhead lifts (the man lifts up the woman with different grips and positions), pair spins (the pair spin together on a common axis), and death spirals (the man pivots on one skate and flings the woman in a 360° spin almost parallel to the ice), and more.
- Time : for Short, 2minutes 40 seconds ± 10 seconds,
- Time : for Free skating, 2minutes 30 seconds ± 10 seconds,

03 Ice Dance



- Comprised of men and ladies.
- Comprised of short dance and free dance.
- The couple holding close must dance together across the ice performing intricate steps keeping beat with the music.
- Each skater must not be away from their partner for 5 seconds or longer or man does not stay overhead lifting woman 3 seconds or more.
- Time: for Short, 2minutes 50seconds ± 10 seconds
- Time : for Free skating 4 minutes ± 10 seconds

04 Team Event

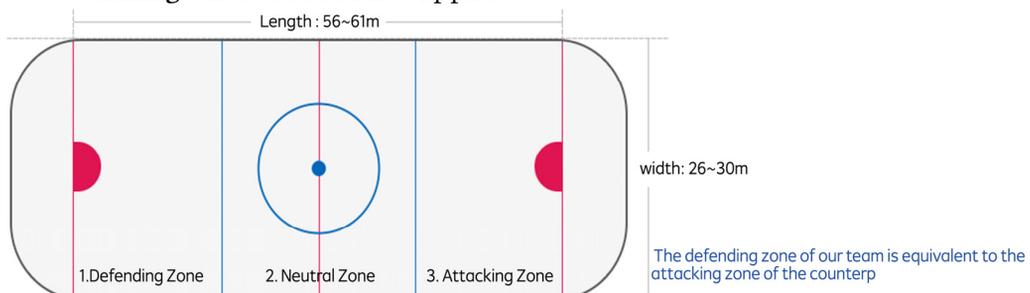


- Ten countries are participating and the ranking is decided on the sums of the scores of 4 specific events, men's and ladies' singles, pairs, ice dances.



Outline

Ice hockey is a sport where two teams composed of 6 players wearing skates face off for possession of the puck, a disk made of vulcanized rubber using sticks to control it. The teams compete to score a goal into their opponent's net to score points. In the PyeongChang 2018 Winter Olympics, a total of two events "men's and women's" will be carried out. The size of an ice hockey rink is 56 to 61m in length and 26 to 30m in width. The minimum standard for an international contest is 60m in length and 29m in width. The goals must be 1.2m high and 1.8m wide. The rink is surrounded by protective boards that are made of lumber or plastic materials and are 1.2 to 1.22m in height. The rink is divided into two sections using a red-coloured centreline. Also, the rink can be seen to be divided into three sections with two blue lines running parallel on either side of the red centreline between the goals. A game consists of three 20 minute periods equivalent to one hour (when game is stopped, game time stops too). There is a 15 minute time-out between each period. In case there is no victory or defeat after three periods, the tournament carries an overtime under a "Sudden Death" rule which means the first to score wins the game. If no score is made, the Game Winning Shots Procedure applies.



○ Description of the Events

01 Organization of the Team



- The number of the team entries who can participate in the competition is 25 for men and 23 for women, respectively including the goalkeeper.
- Only five players and one goaltender may participate in on-ice play at a time for each team.
- Each team is organized with one goalkeeper, two defensemen and three forwards during play.

02 GK (Goalkeeper, Goaltender, Goalie)



- They are the last line of defence and hold an important role defending their respective net.
- They have the most influence on the outcome of the game.

03 DF (Defence)



- They are divided into left defence (LD) and right defence (RD).
- The position holds not only the responsibility of defence, but also the starting of attacks for their team.
- Persistent body checks, linkage with the forwards, and accurate situational judgment are demanded.

04 CF (Centre Forward)



- Each offensive line has a centre forward or counterman, who connects the wingers and defence. This is a striker position.
- Centres must have all-round techniques, including supporting the defence, by using the wingers on their lines.

05 WG (Wing)



- The wingers are divided into right wing (RW) and left wing (LW).
- Although the wing is a goal getter, if the attacker changes, the winger must quickly go to the fore (defensive position), without fail.
- The speed of the wing will become a threat to the counterpart defence. Speed, shooting capacity, and maintenance abilities are demanded.

Curling

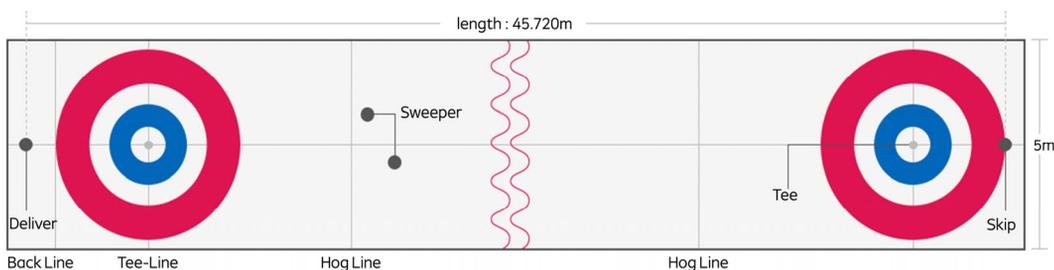


Outline

Two teams each with 4 players take turns sliding granite stone across the ice sheet toward the house, a circular target marked on the ice. Then two or more players accompany their stone along the path and induce slowly its turns and speed using the brush (called brooms) to alter state of ice in front of the stone (called sweeping). In PyeongChang 2018 Winter Olympics, total three curling events of men's curling, women's curling and mixed curling will be contested. The size of a curling sheet is 45.720m (L) x 5.00m (W), the distance between the of two house centres is 34.747m and the diameter of each house is 3.658m. The equipment includes the curling stone, brush/broom.

- ❖ Curling stone : maximum circumference of 91.44cm, a maximum height of 11.43cm, and a weight between 17.4kg and 19.96kg.
- ❖ Brush/broom : It is used to sweep the ice to shape the path for the moving stone.

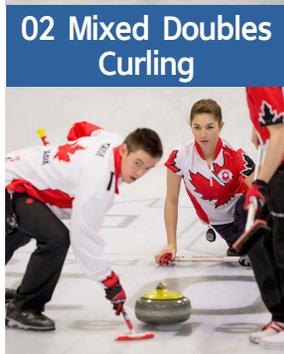
One game is composed of ten ends (8 ends for the Mixed double) and lasts about 2~3 hours. A team has five athletes (one of them is an alternate). In general, athletes throw the stone in the order of lead, second, third (vice skip), and skip. Two different teams take turns to throw eight stones each (each athlete throws two stones per end, one stone at a time). All 16 stones thrown by the two teams completes one end



Events



- Each game is scheduled for 10 ends and each team receives 38 minutes of thinking time.
- A team is composed of 4 players.
- Each player delivers two stones, in consecutive order in each end, while alternating with an opponent.
- All 16 stones thrown by the two teams completes one end.



- Each game is scheduled for 8 ends and each team receives 22 minutes of strategy time.
- A team is composed of two players, one male and one female.
- Each team shall deliver 5 stones per end.
- The player delivering the team's first stone of the end must also deliver the team's last stone of that end.
- Prior to the start of every end, two stones shall place at the playing end of the sheet (CENTRE GUARD & BACK BUTTON).

3

Sport Events of the PyeongChang 2018 Paralympic Games

1) Snow Sports



Outline

It is said that Para Alpine Skiing was developed by the lower limbs amputee veterans who practiced the sport on crutches after their return from World War II and featured in the first Paralympic Winter Games which were held in Örnsköldsvik, Sweden in 1976. It is during the 5th Albertville Winter Paralympics in 1992 that the Republic of Korea participated for the first time in Paralympic Alpine Skiing. The athletes of Paralympic Alpine skiing are competing in the following events featured just like Winter Olympics, Downhill (M/W), Super-G (M/W), Super Combined (M/W), Giant Slalom (M/W) and Slalom (M/W), but differently from Olympic Alpine Skiing, because athletes are classified into Visually Impaired (B1-B3), Standing (LW1-LW9), and Sitting (LW10- LW12) categories. In Para Alpine Skiing, the ranking is determined by the official result calculated by multiplying the finish time by factored number which is numerical value (handicap) of four decimal places pertinent to classification of relevant athlete's disability.

- ❖ The height of the departure gate: standing category (40cm), sitting category (80cm, the interval of 80 cm between the two pillars).

Athletes shall arrange their poles (including the equipment used instead of poles) in front of the starting line or in the direction that points toward the front side. Athletes in the sitting category can use outriggers instead of poles. Sighted guides for visually impaired athletes shall depart from the side without passing through the start gate.

Events

01 Downhill



- Starting order by Category: Visually Impaired category→ Standing category→Sitting category
- Difference in Elevation: 500~800m
- Number of flag gates : as necessary
- Minimum length of Ski: Men 205cm, Women 200cm

02 Super-G Slalom



- Starting order by Category: Visually Impaired category→ Standing category→Sitting category
- Difference in Elevation: 350 ~ 600m
- Number of flag gates : 10% of difference in elevation (minimum 30 or more)
- Minimum length of ski: Men 205cm, Women 200cm

03 Giant Slalom



- Starting order by Category: Visually Impaired category→ Standing category→Sitting category
- Difference in elevation: 250 ~ 400m
- Number of flag gates : 11%~15% of difference in elevation
- Minimum length of Ski: Men 185cm, Women 180cm

04 Slalom



- Starting order by category: Visually Impaired category→ Sitting category→Standing category
- Difference in Elevation: 120 ~ 200m
- Number of flag gates : 45~65m (±3)
- Minimum length of Ski: Men 165cm, Women 155cm

05 Super Combined



- Starting order by category : Visually Impaired Category→ Standing Category→Sitting Category
- Downhill or a single run of Super Giant Slalom and Slalom
- Times from the two runs are added together with the fastest time winning.

Para Cross-Country Skiing



Outline

Para Cross-country skiing for athletes with an impairment is about gliding across a snow-covered field in the shortest possible time frame. Athletes are classified into sitting (LW10~LW2), standing (LW1~LW9), and visually impaired (B1~B3) categories for this discipline. The Winter Paralympic Games present 18 events for men and women, and 2 mixed events respectively with categories of visually impaired, sitting, and standing.

- ❖ Special regulations for the disabled athletes
 - Among visually impaired athletes, B1 and B2 athletes should be accompanied by a sighted guide whereas B3 athletes compete either with or without help of a guide.
 - Sitting category athletes use sit-skis, and
 - Sighted guides: Visually impaired athletes participate in the competition with guides who help them with their routes. The guides ski on the same track, beside, in front of, or behind the athletes while guiding them through a communication device but must not be in the way of other athletes. They are not permitted to touch the athletes outside the holding zone.

● Events

01
Visually Impaired



- Men : Sprint, 10 km Middle, 20 km Long, Mixed Relay, Open Relay
- Women : Sprint, 7.5 km Middle, 15 km Long, Mixed Relay, Open Relay

02 Standing



- Men : Sprint, 10 km Middle, 20 km Long, Mixed Relay, Open Relay
- Women : Sprint, 7.5 km Middle, 15 km Long, Mixed Relay, Open Relay

03 Sitting



- Men : Sprint, 7.5 km Middle, 15 km Long, Mixed Relay, Open Relay
- Women : Sprint, 5 km Middle, 12 km Long, Mixed Relay, Open Relay

04 Team
(combined category)



- Visually Impaired, Standing, Sitting: Mixed Relay 4x2.5km (minimum 1 woman included)
- Visually Impaired, Standing, Sitting: Open Relay 4 x 2.5 Km

Para Snowboard



Outline

Para Snowboard is an adaptive version of Snowboard for athletes with impairments. Athletes are classified into the upper limb(s) impairment (SB-UL) category and the lower limb(s) impairment (SBLL-1, SBLL-2) category. Para Snowboard was first introduced at the Paralympics as part of the Alpine Skiing events at the Sochi 2014 Paralympic Winter Games. It is planned to be held as a single sport at the PyeongChang 2018 Paralympic Winter Games. At the Winter Paralympics, a total of 10 events will be competed, including the Banked Slalom (men/women) and Snowboard Cross (men/women).

Events

01 Banked Slalom(BSL)



- Banked slalom is an event where the athletes compete for record racing down a course with flag gates.
- It is a kind of Slalom carried out by athletes aboard a snowboard and banks are set up to facilitate turns at every gate.
- All competitors take three timed runs. The top two timed runs out of three timed runs determines the final results.

02 Snowboard Cross (SBX)



- Snowboard cross is an event where the athletes race on a course with terrain features such as banks (berms), rollers, spines, jumps, wu-tang and so on.
- There are two competition formats. Single -rider format has one competitor on the track at a time and winner is decided by the best time scored run after two runs. In double-rider format which is usually used in the finals, two athletes leave the start line simultaneously to run on the track and athlete who passes the finish line first is winner.
- Course features vertical drop of 100 - 200 m, length of the course 500 - 900 m, average slope gradient $15^{\circ} \pm 3^{\circ}$. Running time of approximately 40 - 70 seconds. Slope width should be minimum 40 m.

Para Biathlon



Outline

Para Biathlon is a sport that combines cross-country skiing and rifle shooting, two disciplines that are very different from each other. Para Biathlon athletes are divided into visually impaired (B1~B3), standing (LW1~LW9), and sitting (LW10~LW12) categories. The sport was adopted as a formal discipline at the Paralympic Winter Games in Lillehammer (Norway) in 1994. At the Paralympic Winter Games, Para biathlon is contended in a total of 18 events including for men's individual and women's individual (the visually impaired, standing, and sitting).

❖ Description of the Events

- Short distance – Men : 7.5km, Women : 6km.
- Medium distance – Men : 12.5km, Women : 10km.
- Long distance – Men : 15km, Women : 12.5km.
- All the competitions will be carried out as individual events.
- Athletes' starts are staggered normally by 30 seconds.

Events

01 Special Equipment for disabled



- For the visually impaired: Electronic rifle should be equipped with an ear-phone set to get sound feedback.
- For athletes of the sitting and standing (LW) categories: rifle without fixed corrective lenses and no binocular telescope is allowed but corrective glasses are wearable.
- Rifles for athletes of visually impaired are equipped with electronic-sound glasses and the EKO AIMS B-Shooting system will be used in a competition.

02 Penalty Loop



- In a competition where a penalty loop is used, the penalty course must be laid out right behind the shooting range.
- The penalty loop must be made according to a width of 5m and a length of 150m (5m of the error range), when calculated from the inner side. It must be installed on a flat surface. As an exception, in the sitting event, the length is 100m
- When an athlete must ski the penalty loop, there must be no additional distance between the competition course and the penalty loop.
- In the long-distance competition, for each missed target, a fixed penalty time is added to the skiing time of the athlete.
- In the short distance and the medium distance, a penalty loop must be skied for each miss.

03 Shooting Range



- The shooting range: The distance from the firing line to the target line is 10m (1m error range).
- Athletes of standing (LW2~LW9) and visually impaired (B1~B3) must shoot in the prone position. Athletes of standing (LW10~B12) may shoot either in the prone or sitting position.
- Regarding the firing line (the area where the athlete fires), the width shall be a minimum of 2.75m, and this shall not exceed 3m. The shooting range must have 10 rows of firing lines and targets for the visually impaired athletes and as much firing lines and targets for athletes of sitting and standing (LW).
- The shooting range must have 10 rows of firing lines and targets for the visually impaired athletes and as much firing lines and targets for athletes of sitting and standing (LW).

2) Ice Sports



● Outline

Para Ice Hockey is an adaptive version of Ice Hockey to be played by men and women athletes with a physical impairment in the lower part of the body. Para Ice Hockey in the Winter Paralympics houses one event of Mixed Team (woman athlete can play but in reality team of man only). Most of the athletes use the same protection equipment as used in ordinary ice hockey. And they use sleds which have double blades instead of wearing skates. The main frame of sledge must be designed high enough above the ice to let the puck pass underneath. Ice Sledge players use two sticks with a hooked wooden blade at one end (for puck handling and ambidextrous shooting) and a pick (for propelling of the sled) at the other end.

The size of the ice hockey rink is 56 ~ 61m in length and 26 ~ 30m in width. However, the minimum standard dimensions for an ice hockey to hold an international competition are 60m in length and 29m in width. The height and the width of the goal are 1.2m and 1.8m, respectively. It is surrounded by a fence that is made of lumber or plastic materials, which is a height of 1.2 ~ 1.22m. The rink is divided into two sections by a red-coloured centreline drawn in the centre. And, again, the rink is divided into three areas with two blue lines that are in between the goals.

- ❖ A para Ice hockey competition is composed of three 15 minute periods (competition of a total of 45 minutes).
- ❖ There is a 15 minute time out between each period. In case there is no victory or defeat after three periods, the tournament carries an 10 minute overtime under a “Sudden Death” rule which means the first to score wins the game.

○ The organization of the team

01 The organization of the team



- The number of the team entries that can participate in the competition is 15 athletes, including the goalkeeper.
- Only 6 players (five players plus one goaltender) may participate in on-ice play at a time for each team.
- Each team is organized by using one goalkeeper, two defense men and three forwards mainly during play.

02 GK (Goalkeeper, Goaltender, Goalie)



- They are the last line of defence and hold an important role defending their respective net.
- They have direct impact

03 DF (Defence)



- They are divided into left defence (LD) and right defence (RD).
- The position holds not only the responsibility of defence, but also the starting of attacks for their team.
- Persistent body checks, linkage with the forwards, and accurate situational judgment are demanded.

04 CF (Centre Forward)



- Each offensive line has a centre forward or centremen, who connects the wingers and defence. This is a striker position.
- Centres must have techniques, including supplementing the defence, by using the wingers on their lines.

05 WG (Wing)



- The wingers are divided into right wing (RW) and left wing (LW).
- Although the wing is a goal getter, if the striker changes, the winger must quickly go to the fore check (defensive position) without fail.
- The speed of the wing will become a threat to the counterpart defence. The speed, the shooting capability, and the maintenance ability are required.

Wheelchair Curling

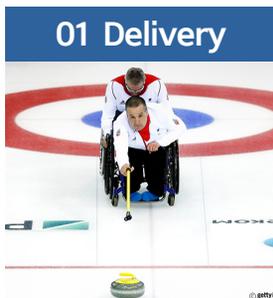


🕒 Outline

Wheelchair curling is an adaptive version of Ice Curling which is popular winter sport for the impaired. In Europe and North America, it has been such a loved event that even senior clubs were formed a long time ago. It was adopted as a formal event in 2006 Torino Winter Paralympic programme. At the Paralympics one medal event is competed.

- Each event has 8 ends.
- When an athlete throws the stone, an athlete of the same team holds the wheelchair so that the wheelchair stays firm.
- Although the feet of the player who throws the stone must not contact the surface of the ice, the wheelchair wheels must be placed on the surface of the ice.
- To throw the stone, athletes may use their arms and hands, or their "extender cue". However, sweeping is not permitted.

○ Description of Events



01 Delivery

- Delivery means the process of throwing a stone.
- It requires strategy involving pushing or blocking the other team's stones.
- The athlete should calculate the weight, turn, and path of the stone to be thrown.
 - * Weight : The weight of the stone is its velocity, which depends on the arm drive of the delivery.
 - * Turn (Curl) : The rotation of the stone, which gives it a curved trajectory.
 - * Line: The direction of the throw ignoring the effect of



02 Strategy

- A strategic thinking is required for this discipline to consider all factors such as skills of teams, ice condition, scores, remaining ends, and which team has the hammer.
 - * Aggressive strategy : A team's strategy focusing on getting as many stones as possible into the house.
 - * Defensive strategy : A strategy focusing more on hitting the other team's stone moving it out of the house other than on scoring.

V

PyeongChang 2018 Olympic & Paralympic Winter Games Volunteer-safety training





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1

Introduction to Volunteer-safety training

1) Meaning of Volunteer-safety training

Participating as a volunteer at the PyeongChang 2018 Olympic & Paralympic Winter Games is a heart-overflowing one even by thinking about it. But, it is highly possible for the unexpected accounts to occur at this event because it is the topmost level of worldwide game, the 'Mega sports event' with many crowds and players. The potential risk about the safety accident firstly influences the volunteer. It is highly possible that if volunteers could not protect from this risk by themselves, the glory and the pure intention for the worldwide festival will be remembered as nightmare. So, the first attitude for this training is to have your own safety philosophy, "I should protect my safety by myself." A volunteer is highly possible to be the 'first witness.' About 30 thousands volunteers are arranged to raise the dignity of this Olympic. If volunteers possible to prevent the safety accident and to make a quick reaction for the accident are arranged at every place including the inside and the outside of stadium, it can considerably reduce the possibility of accident and prevent a possible big accident in advance. The 1st rank of training necessary for volunteers from the study on 'Plan for building up the system for athletic volunteers' is shown by the order of special training (49.5%), safety training (23.5%), liberal education (15.8%), language education (8.9%), others (2.0%). Also, the 2nd rank is shown by the order of safety training (38.3%), special training (28.1%), language education (18.7%), liberal education (11.3%), others (3.3%) (Korea Sports Promotion Foundation, 2009.).

Even though the volunteer is not a medical expert or a safety guard, if the volunteer can acquire safety awareness and safety management practice, the volunteer can secure his/her own safety, and in the event of an accident, the volunteer will be reborn as one who can effectively respond. If these capabilities are secured, the safety management level of this Olympic will be fairly high.

2) Objectives for Volunteer-safety training

Given that this training is linked to 'life', the selected volunteer should try to achieve the best possible learning goal.

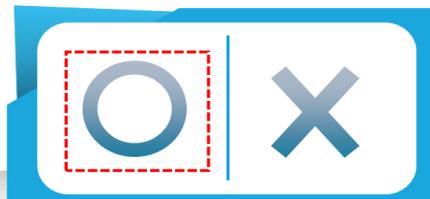
● Training objectives

Recognize the roles of volunteers for the safety management of the Winter Olympics.
Understand the first aid method in each situation and make it available to the site.

3) Sports safety quiz

Quiz 01

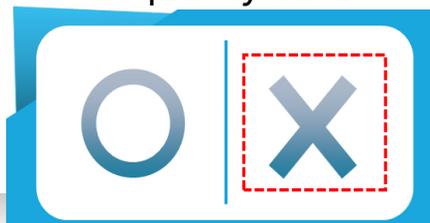
The first thing to do in the event of an accident is to contact the general control center.



However, the safety of witness must be secured above all things.

Quiz 02

The first step in the cardiopulmonary resuscitation (CPR) is to open the patient's respiratory tract.



However, the safety of witness must be secured above all things.

2

Safety management awareness

1) Heinrich's law

Overview of Heinrich's law



H. W. Heinrich

An American agent in an insurance company at the early 1930s

About **5,000 accidents** were reviewed to find one **pattern**.

A large rectangular area with a rounded border, containing ten horizontal dotted lines for writing.

⦿ Importance of Heinrich's law

- ❖ Expect and write down the potential accidents in the order of '1 → 29 → 300' by considering the job that I applied for and the working place. (two or more)
- ❖ Practice

300	Fly ball	Dangerous road with no signboard	
29	Hit	Minor accident	
1	Homer	Vehicle rollover accident	

⦿ Implication

Volunteer's excellent sense to foresee '1'

And,
listen to the signal of 300 and 29.



The Heinrich's law is not far away. It can be applied to wearing thin socks during the long-lasting operation of this Olympic in the cold winter months, ignoring the situation possible for a large crowd to fall, and not having the phone-numbers for the emergency situations. This Olympic should be always prepared with the attitude not ignoring 300 and 29. Solving early the ' cause ' leading to an accident can prevent a disaster.

2) Lullaby effect

Overview and danger of Lullaby effect

'Maybe the safety guards and the safety control center perfectly take the responsibility for safety...'

'There may be no problem only when I try to do my best...'



Lullaby effect

It is the effect that while repeating "Take it easy, take it easy", the person in charge of the risk management is falling asleep.

"Is the cause of the rude driving a safety device for the car?", "Is it more dangerous to climb a mountain with the safety equipment?" "Cigarettes with reduced tar have increased cancer patients?", "The world's greatest breakwater has caused the worst disaster in the world?", "Be more careful in the lower places than the heights?"

These stories end up being similar to laxity, and it is pointed by saying "Safety measures set people at ease like a lullaby. Safety measures rather raise risks." It is so called the 'lullaby effect.'

It can be told that the key of lullaby effect is the pitfall of saying "Take it easy! Take it easy!". (Source: Haga Shigeru, Revolution of safety awareness)

● Implication

You are highly possible to be the **1st witness**.

This **lullaby effect** can be **critical** to somebody's **precious life** and this **Olympic operation**.



It may not be impossible that accidents may occur in stadiums, broadcasting support facilities, athletic villages, media villages, major accommodation facilities, airports, and stations where volunteers mainly work. As it is a global event, safety measures of the Olympic Organizing Committee will be systematic. However, keep in mind that volunteers can be a scary weapon threatening not only themselves but also the safety of the athlete and the crowd if they are blindly unquestioning about these parts.

3) Summary of Sports Safety Awareness

- ❖ Practice : Write down two essential sports safety awareness discussed above.



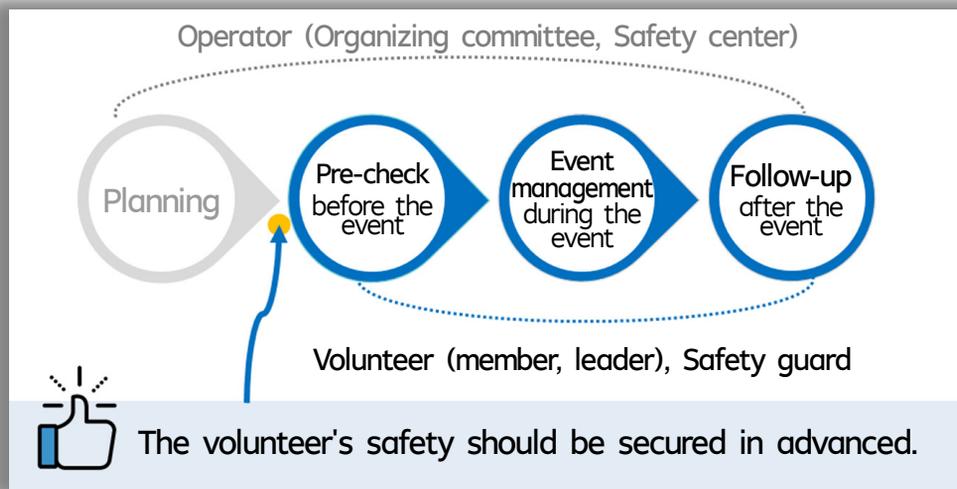
In addition to the above-mentioned theory, there are numerous laws and examples to be cultivated for safety. However, for the success of this Olympic Games and Winter Paralympics, we strongly recommend to internalize the Heinrich' Law and the Lullaby effect at least.

If volunteers fostering this awareness are deployed at this Olympic, not only will another successful Winter Olympic Games be completed, but it will also provide spectators and players with a world-class 'safety' gift.

3

Safety Management Practice

1) Sports event safety management



● Cooperative sports event safety management

Sports related activities in various environments are 'activities based on body movements', so accidents and injuries occur frequently. However, the sport event operators and the people concerned can reduce the risk of accidents through firm awareness of safety and preventive activities. By clearly distinguishing the roles and powers of all related Winter Olympics members, including volunteers, it will be possible to minimize any confusion that may arise during the running of the competition. Everyone involved in this Olympic must participate in safety compliance, safety education and training. Particularly, volunteers, the main target of this course, should be aware that they are included in their roles from the pre-check to the follow-up during the 'sport event process'.

[Reading material] ‘Responsibilities of employees involved in sports events’

All the concerned people including the operator (Organizing committee) of the sport event should have sufficient knowledge about the risk factors of safety accidents, countermeasures in case of sports accidents, and notes on the use of sports facilities during the event. All employees involved in sports events (including volunteers) should ensure that their mission is likely to damage the parties or other people or work environments within a reasonable range of reasonably practicable ranges.

All employees involved in sports events should be aware of the athletes who perform sporting activities, all of the hazards that threaten to protect them, and the risk control devices installed to protect the audience. All employees involved in sports events must strive to comply with safety regulations and procedures, and report the hazards to the supervisor (General control center, etc.).

(Source : *Sports safety manual (for the operator)*, Sports Safety Foundation)

● **Preventing safety accidents for volunteers**

❖ Preparatory exercise (finishing exercises)

Preparatory exercise can relax muscles and joints of our body sufficiently before starting physical activity to prevent injuries such as muscle stiffness, ligament injuries and fractures during exercise. It is desirable to perform the exercises with appropriate strength according to the volunteer's physical ability or flexibility degree before the contest, and it is effective to construct simple and repetitive motion so that it can be easily followed.

The finishing exercises is to relax the excessive use of the muscles after the competition, and it can be finished with light bare-handed exercises and stretching.

Preparatory and finishing exercises (standing)



① Breathing (8~12 times)

Breathe in while opening your arms wide. And then, breathe out while holding your arms inside.

② Clapping hands (8~12 times)

Clap hands from 8 to 12 times.



③ Shaking hands (8~12 times)

Lightly shake your hands up and down.

④ Clapping hands and turning wrists (8~12 times)

Slowly turn wrists clockwise and counterclockwise.

Preparatory and finishing exercises (standing)



⑤ **Turning head (8~12 times)**
Slowly turn your head clockwise and counterclockwise 8~12 times respectively.

⑥ **Turning shoulders (8~12 times)**
Stick out your chest, put your hands on your shoulders, and slowly turn your shoulders 8~12 times.



⑦ **Lifting up and down your arms**
Repeat lifting up and down your arms slowly 8~12 times.

⑧ **Turning the body**
With your arms drawn in, turn your body right and left 8~12 times respectively.

Preparatory and finishing exercises (standing)



⑨ **Stretching arms with clasped hands**

Stretch forward your arms with clasped hands for 10 seconds.

⑩ **Clasping hands at the back and stretching**

With your hands clasped at the back, slightly stretch your arms and straight your body to keep for 10 seconds.



⑪ **Crossing arms**

Stretch your one arm to the opposite shoulder, support the stretched arm to pull to the body for 10 seconds.

⑫ **Thigh stretching**

Grab the right ankle with your right hand back and slowly pull your heel toward your hips. Apply the same method to the left. Keep it for 10 seconds respectively.

Preparatory and finishing exercises (standing)



⑬ Turning wrinkles

With your toes on the floor, turn your right ankle and left ankle slowly 8 to 12 times each.

⑭ Walking in place

Lift your right knee and your left knee alternately and walk 8 to 12 times.



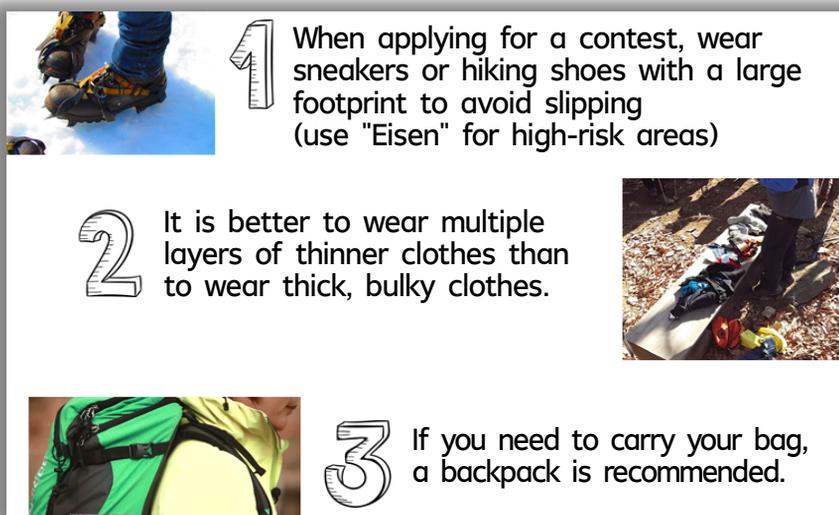
⑮ Breathing (8~12 times)

Stand up, open your arms wide, breathe in, then draw in your arms and breathe out.

(Source : *Sports safety manual (for the old person)*, Sports Safety Foundation)

● Safe dress code

Wearing a safe outfit is the basic attitude that a volunteer should have. You'd better make good use of volunteer uniforms and items offered by the Organizing Committee, and avoid clothing that does not suit winter season for personal taste or fashion.



1 When applying for a contest, wear sneakers or hiking shoes with a large footprint to avoid slipping (use "Eisen" for high-risk areas)

2 It is better to wear multiple layers of thinner clothes than to wear thick, bulky clothes.

3 If you need to carry your bag, a backpack is recommended.

Wearing shoes with a wide floor and an ankle protection can reduce the risk of fractures and sprains.

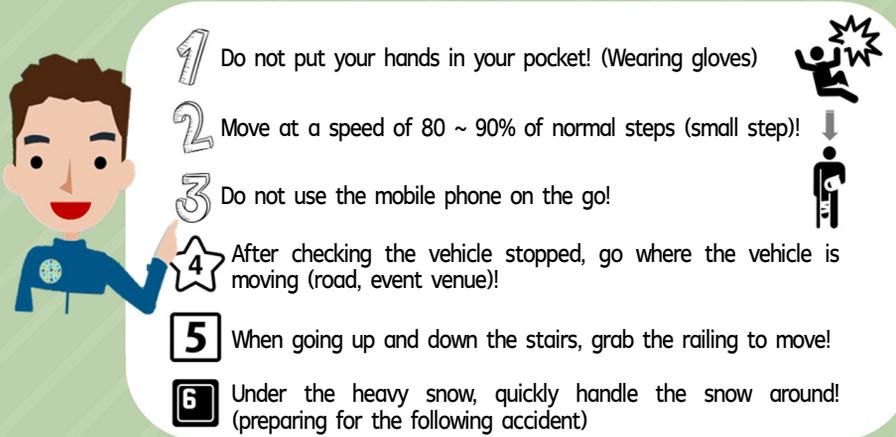
If you wear thick and bulky clothes on a thin piece of clothing, you will limit your range of physical activity, and if you take off your coat, you may feel a sudden change in body temperature. Therefore, wearing multiple layers of thin clothing is suitable for volunteering at the Winter Olympics. (layered clothing system)

It is best not to carry the bag to avoid discomfort to the body movement, but we recommend a backpack to be centered back if necessary.

● Safe behavior code

If you do not wear gloves and you put your hands in your pockets and walk over the snow, you can lead to a big accident. The Winter Olympics will be held in sub-zero weather, so you should use the winter gloves. It is safe to travel at an 80 to 90% speed of the usual walk when walking on the ice or snow. Especially volunteers in venues with a high slope should be more careful.

Promise to remember in slippery snowy or icy road



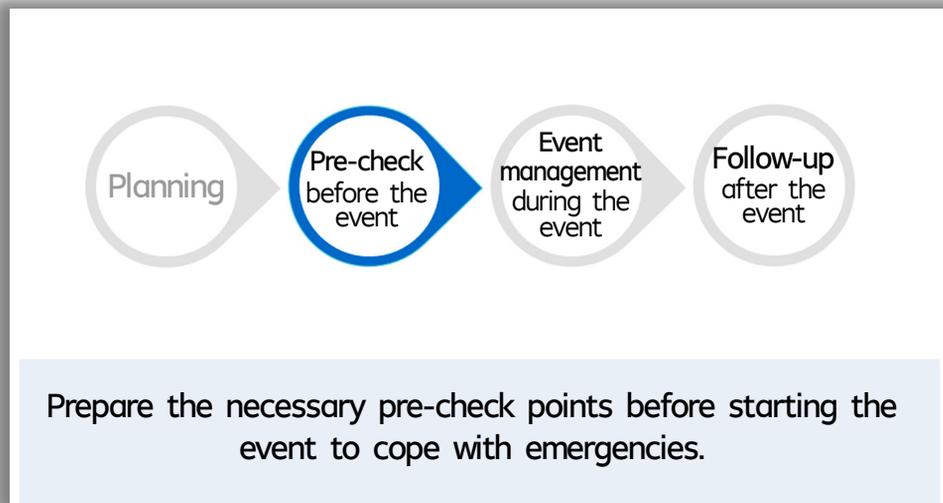
- 1 Do not put your hands in your pocket! (Wearing gloves)
- 2 Move at a speed of 80 ~ 90% of normal steps (small step)!
- 3 Do not use the mobile phone on the go!
- 4 After checking the vehicle stopped, go where the vehicle is moving (road, event venue)!
- 5 When going up and down the stairs, grab the railing to move!
- 6 Under the heavy snow, quickly handle the snow around! (preparing for the following accident)

Source: *Tips for Natural Disaster*. National Security Agency

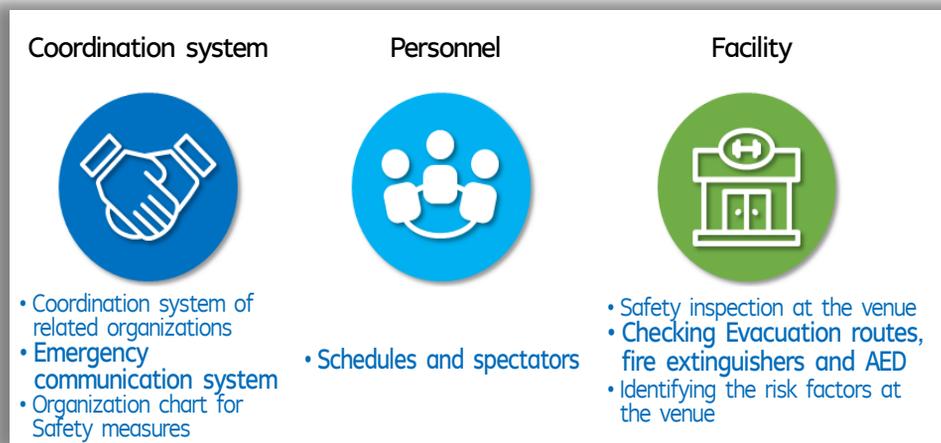
Using a mobile phone or a wireless device while on the move will distract you and make it difficult to respond quickly when you are in danger. You should not use a mobile phone or a wireless device while on the move. In winter, the road surface is 8 times slippery than other seasons, so the braking distance increases by 20~40%. When crossing the road, volunteers should cross over after the vehicle is completely stopped. Because the ice on the stairs may freeze and slip, you must move by using the railing. Falling can lead to a big accident. If people move a lot or there is a lot of snow in a dense area, it can lead to a big accident. If possible, it is advisable to treat the snow promptly to secure the flow line.

(Source: *Tips for Natural Disaster*. National Security Agency)

2) Preparation before the sports event



❖ Essentials before sports events



❖ Coordination system

The organizing committee of PyeongChang should organize cooperation with each relevant organization to prepare a safe environment for the athletes and spectators.

Establishment of safety cooperation system through organic linkage with related organizations will enhance the safety of the athletes and spectators, ensure safety, and enable quick initial response for an accident. In particular, volunteers should be familiar with the

organizational chart of safety measures delivered by the organizers (organizing committee members, leader volunteers, etc.) and the emergency communication system. (a type of card or others offered by the organizing committee)

Additional to the communication equipment and a card containing an emergency communication system provided by the organizing committee, the volunteer should prepare to cope with unpredictable situations during the Olympic by registering the abbreviated numbers at the personal mobile phone.

❖ Personnel

It is important to know how many people are gathered in the arena or around the venue in charge of themselves, and what is the schedule and size of the game today. If suddenly more people than expected suddenly gather, it can become difficult to control.

❖ Facility

It is imperative to check and inspect the whole venue for the safe winter Olympic Games. In addition to management and inspection of the stadium, you should also manage the amenities such as the parking facilities, locker rooms, rest rooms, showers and resting facilities.

Check the communication equipment, such as radio equipment, again before the game starts to make sure that the instruction system can be transmitted correctly. Above all, you should be aware of the evacuation routes in case of earthquakes, collapsing stadiums and other accidents, and also the gathering site after the evacuation. You should remember the location of your fire extinguisher for use in the event of a fire, and be prepared for CPR situations by locating an automatic cardioverter (AED).

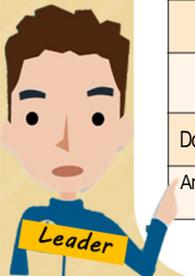
● **Role of Leader Volunteers**

Leader volunteers should ensure that team members (general volunteers) are ready to be put into the competition.

※ This checklist is for educational purposes, and the actual contents of the checklist need to be reconfigured according to the situation of the organizing committee and volunteers.

Checklist before the sports events (Check it out!)

Checkpoints	Yes	No
Wear suitable clothing before putting it on the scene?		
Did enough preparatory exercise (gymnastics) take place before starting the event?		
Is your team (general volunteer) in good health?		
Are you fully familiar with your work?		
Do you know about evacuation routes in case of emergency?		
Are you familiar with the reporting procedure (liaison system) in case of an emergency?		



❖ Wear suitable clothing before putting it on the scene?

- When supporting competition events, wear sneakers or hiking boots with wide bottom surface.
- You should wear multiple layers of thinner clothes than wearing thick, bulky clothes.
- When service is available outside in cold weather, gloves should be worn.

❖ Did enough preparatory exercise (gymnastics) take place before starting the event?

- When the body is rigid, the muscles and skeleton can be easily damaged even in a small impact. Therefore, it is necessary to prevent the muscles from being injured suddenly with sufficient stretching.

❖ Is your team (general volunteer) in good health?

- Volunteers should be able to help others with the right game support without problems in their own health.

❖ Are you fully familiar with your work?

- Only when a volunteer knows the job correctly, even if an emergency occurs, the volunteer can cope without being embarrassed and perform his/her role.

❖ Do you know about evacuation routes in case of emergency?

- Volunteers should check and be capable of guiding people to the proper evacuation route. This is because there is a high possibility that secondary accidents (such as collapsing) may occur when sudden emergencies occur due to external environmental factors such as fire, earthquake, and terrorism.

❖ Are you familiar with the reporting procedure (liaison system) in case of an emergency?

- If a sudden cardiac arrest or other emergencies occur, correct reporting alone can protect life.
- The liaison system should be checked and maintained from time to time. Team members should be instructed to be familiar with the communication system at all times.

3) Notes during sports events



This is the time when accidents occur most frequently, and the level of safety management depends on the mind and ability of the volunteer.

● Essential notes during sports events

If security personnel and volunteers are deployed around the Winter Olympic Stadium, players and spectators may feel protected, and behaviors that may cause safety accidents can be prevented in advance. During the event, volunteers should spend a lot of time on the main tasks they are responsible for. However, during the period of the game, there are the most frequent accidents such as the excitement or injury of the spectators, collapse and fire of the stadium, and player's injury. Therefore, you should be careful about running the game.

[Reading material] 'Considerations about placing the safety personnel' (for the organizing committee (operator))

- Instruct the safety prevention activity instruction centered on the places where safety accidents are likely to occur
- Confirm whether to have the card with contents such as telephone number of emergency situation room, emergency telephone number list, responsibility and mission in medical emergencies
- The communication system is a necessary means of the organizing committee for planning, directing, coordinating and controlling, which clearly stipulates the communication system in advance in order to promptly cope with and take measures in case of the specified situation.
- During the event, the person in charge of supervising safety personnel and volunteers is constantly supervising the status and performance of the personnel in preparation for emergencies.

(Source : *Sports safety manual (for the operator)*, Sports Safety Foundation)

[Reading material] 'Evacuation tips for the specified situation' (for the Organizing committee (operator))

- Under the direction of the operating officer, event management personnel (including volunteers) lead to evacuation of the crowd.
- The athletes and spectators must escape from the venue and gather at the designated venue and wait until there is an instruction from the security guard. (Volunteers should cooperate with security personnel)
- When large numbers of people are evacuated at once, operating personnel (including volunteers) should guide participants not to run or push people in front of them.
- At the end of the evacuation, the security personnel should ensure that all persons are evacuated and report to the operational director.
- Operators (including volunteers) should be careful not to re-enter the venue until the athletes and spectators have been confirmed by the fire fighter or the safety officer.

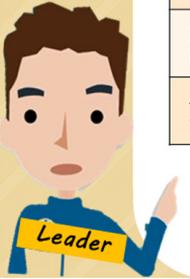
(Source : *Sports safety manual (for the operator)*, Sports Safety Foundation)

● Role of Leader Volunteers

Leader volunteers should constantly monitor the progress of team members (general volunteers) to prevent safety accidents at any time during the sports event.

※ This checklist is for educational purposes, and the actual contents of the checklist need to be reconfigured according to the situation of the organizing committee and volunteers.

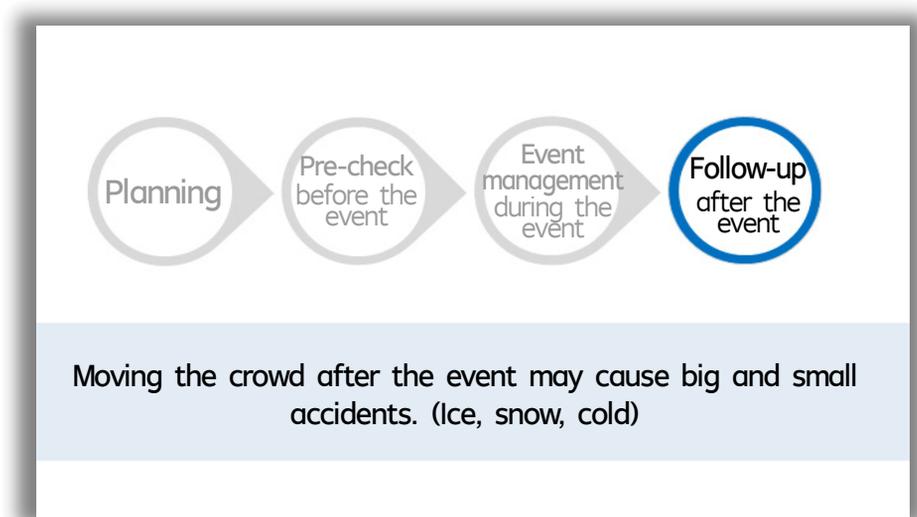
Checklist before the sports events (Check it out!)



Checkpoints	Yes	No
Are the tasks given to team members (general volunteers) proceeding smoothly?		
Is there a safety blind spot not recognized by team members (general volunteers)?		
Are you constantly watching the spectators' dangerous and unexpected behavior?		

- ❖ Are the tasks given to team members (general volunteers) proceeding smoothly?
 - Leader volunteers must ensure from time to time that team members (general volunteers) are performing their duties faithfully and that their support is being properly maintained.
- ❖ Is there a safety blind spot not recognized by team members (general volunteers)?
 - You should check regularly to see if there is a safety blind spot not found in advance.
- ❖ Are you constantly watching the spectators' dangerous and unexpected behavior?
 - Visitors in the stadium may threaten the safety of the entire stadium. Therefore, the leader volunteers should be able to prevent safety accidents caused by visitors through the whole situation. (Cooperation with safety personnel is essential)

4) Follow-up after the event



Understanding of flow-line management

A flow-line means a path through which a person including a crowd moves.

Because of the frequent disruption and accidents at the exit of a large number of spectators and participants, they lead to distributed exits through planned outlets. The risks that may arise after the end of a sporting event, such as a disturbance, a road occupation, or throwing a dangerous object by an excited crowd during a sporting event, should be controlled. Volunteers should manage/coordinate the movement of players and spectators based on their understanding of this flow-line, in accordance with the instructions of the person in charge.

❖ Five types of flow-line

Main flow-line	for the most crowd
Aux flow-line	for a few crowds or filling up the main
Connecting flow-line	for connecting the main venues
VIP flow-line	for the VIP only
Emergency flow-line	for the concerned person such as police, fire fighter or rescue squad in the event of an accident or disaster

[Reading material] 'Five types of flow-line'

- Considerations for deciding on the right flow-line start from determining where crowds are overcrowded or undercrowded in anticipation of movement when the crowd acts freely at each place or area.
- Set up the appropriate crowd line first, then set the emergency line, business line, and VIP line to determine the basic line by adjusting the inappropriate part.
- When deciding on the basic flow-line, it should be set to an appropriate level depending on where the crowd stops, where it flows, where it gets wider or narrower, or where there are stairs and slopes.
- If it is expected to exceed the limits of adequate density, it may be necessary to plan the flow-line change or temporary regulation.

(Source: *Sports safety manual (for the operator)*, Sports Safety Foundation)

● **Note for managing the flow-line**

- 1 Depending on the degree of congestion in the stadium, take one-way traffic, limit the number of passengers and prohibit traffic. (It is essential to communicate smoothly with the responsible person in the area.)
- 2 Cooperate with the elderly and the handicapped to actively manage and move safely when they are moving.
- 3 In the event of an accident, you should immediately contact the general control center and act accordingly.
- 4 In the event of a casualty, the spectators should be prevented from approaching any further and avoid secondary accidents.
- 5 Ensure access to the medical team for easy access. (Ask around to the crowd, use your fellow volunteers.)

※ It is also necessary to consider the contents of the accident, such as preserving the site and securing witnesses and

Source : *Sports safety manual (for the operator)*, Sports Safety Foundation

● **Role of Leader Volunteers**

Leader volunteers should be able to prepare for the next event through regular meetings (meetings) with team members after the end of the sporting event.

※ This checklist is for educational purposes, and the actual contents of the checklist need to be reconfigured according to the situation of the organizing committee and volunteers.

Checklist before the sports events (Check it out!)		
Checkpoints	Yes	No
Are there any changes in volunteer health status?		
Has the volunteer's finishing exercise been carried out correctly?		
Are there any breaks in the event facilities?		
Have safety accidents occurred at each section?		
If so, did you share the correct way of coping?		
Are you familiar with the size of the event, the identification of personnel, and the possible safety incidents that will occur next day?		



❖ Are there any changes in volunteer health status?

- After the end of the sports event support, identify the general volunteer who has an abnormality in the body, check whether there is a problem in the next support, and take appropriate measures such as volunteer replacement if there is a problem.

❖ Has the volunteer's finishing exercise been carried out correctly?

- The finishing exercise aims to calm the excitement of mind and body raised by activity and to restore fatigue. The body that is tired due to sudden movement and mental tension should be released through the finishing exercise so that there will be no problem in the next game support.

❖ Are there any breaks in the event facilities?

- After the event is over, all volunteers should check for damage to the facility at the place they are in charge of, to prevent any safety accidents that can occur in the next competition.
(In case of problems, the leader volunteers should collect their opinions and forward them to the person in charge.)

- ❖ Have safety accidents occurred at each section? If so, did you share the correct way of coping?
 - If there is a safety accident during the event support, it should be shared with other volunteers to know which accident happened, how to report it, and how to handle it so that the same accident does not occur in the next competition.

- ❖ Are you familiar with the size of the event, the identification of personnel, and the possible safety incidents that will occur next day?
 - Since the expected number of participants and the size of the event are different from one competition to another, meetings with team members should be held on a preliminary scale and sharing of possible safety accidents.

5) Summary of volunteer's note



4 First Aid

1) First aid in case of an accident

● First aid procedure in case of an accident (3C)

-  The first volunteer who finds the patient identifies the situation and reports it to the General control center.
※ If it is difficult to identify the incident, first report it to the audience or party.
-  Ensure appropriate first aid treatment according to the patient's condition until the Olympic medical team arrives.
-  Other volunteers control the crowd so that they are not disturbed.
-  As there is a risk of spinal injury or secondary injury, patient movement should be minimized until the Olympic medical team is available.
※ However, if the accident scene is dangerous, the patient should be moved to a safe place after a basic first aid.
-  After the situation is over, the 'general volunteer' reports to the 'leader volunteer'. (Team Sharing)

❖ Checking the situation

The first thing to do when an emergency occurs is to secure your safety. Then check the site and the patient. In particular, it should be able to respond appropriately to emergencies such as cardiac arrest, severe bleeding, sudden illness, and be able to respond quickly to physical injuries such as fractures and body damage. Emergencies can be identified by patient symptoms and signs. First, it is necessary to check whether the patient has consciousness, whether it is difficult to breathe, whether there is pain in the chest or neck, sweating without reason, or whether the skin color is pale or green.

❖ Checklist for emergency

Item	Checkpoint	Yes	No
Sound	Did you hear the sound of a shouting or crying pain?		
	Did the glass crack, or did the metal hit?		
	Did you hear a loud noise, such as falling down or falling, that was not correct?		
Visual	Are there any hazardous substances (glass fragments, vials, etc.) on the floor?		
	Are there dangerous substances around (elongated wires, gas near the fire site, etc.)?		
	Is there a visible wound area (bleeding, fracture, etc.) on the patient's body?		
Smell	Does it smell strong or strong in the field?		
	Does it smell chemicals in the field?		
	Is there any heavy smoke at the field?		
Symptom and sign	Is the patient's conscious state clear or fuzzy?		
	Are there any inconveniences for the patient to breathe?		
	Does the patient have pain in the chest or neck?		
	Is the patient gibberish?		

Source : *Sports safety manual (for the safety sports activities)*, Sports Safety Foundation

❖ Calling the General control center

When a crowd is injured in a safety accident, reporting to the on-site safety or emergency team is the most important step. The sooner the emergency team arrives at the site, the better the prognosis of the patient will be.

Remember how to report!

- First** Name, code number and contact number of reporting volunteer
- Second** What is happened.
- Third** How many persons are injured?
- Fourth** The patient's injury condition
- Fifth** Correct place of emergency



❖ Caring

Emergency treatment will affect recovery and disability, as well as survival and death of the wounded. Therefore, first aid should be started as soon as possible and the injured person should be monitored continuously until the paramedic arrives.

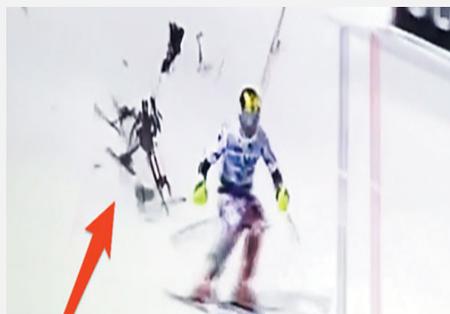
First aid includes cardiopulmonary resuscitation for the heart arrest, treatment with an Automatic cardiopulmonary (AED), hemostasis to prevent blood flow during bleeding, and minimization of movement by splinting the injured area during fracture.

🕒 Accident case

**Drone turned into weapon to fall near a player...
Okay with PyeongChang?**

The drone crashed at the Ski World Cup. This is not the first time a drone-related safety accident has occurred in a sporting event. Increased viewing and shooting through the drone has increased safety accidents threatening to spectators and athletes.

In Korea, the Alpine Ski World Cup, will be held as a PyeongChang Olympic test event in February next year. This World Cup is an international convention similar in size to a drone crash, but in fact Korea is defenseless in terms of drone operation. Volunteers should be

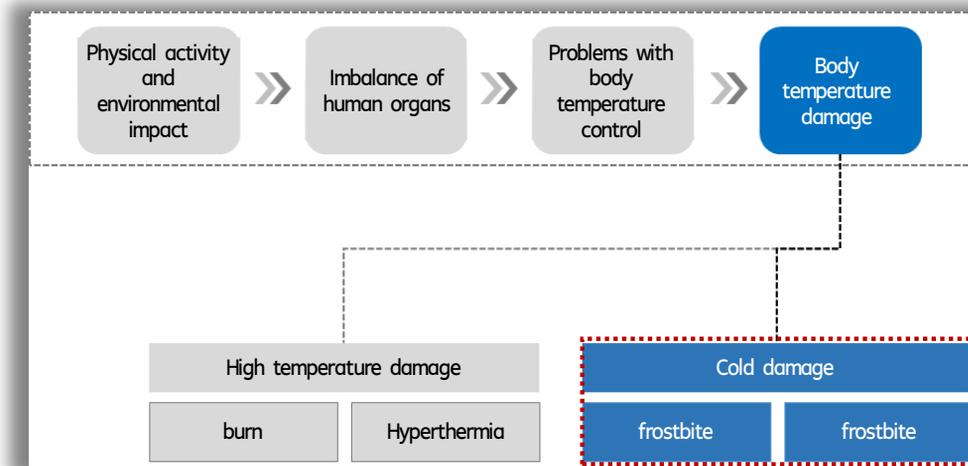


aware of the situation around the crowd from time to time to determine if there are any equipment that could be a threat to the crowd, such as drone, and should be able to prevent safety accidents by reporting in advance.

(Source : Drone turned into weapon to fall near a player... Okay with PyeongChang?,
Chosun Ilbo, 2015.12.24.
http://news.chosun.com/site/data/html_dir/2015/12/24/2015122400076.html?Dep0=twitter&d=2015122400076, 2017.01.12.)

2) Body temperature related accidents

Body damage caused by temperature changes can be classified into high temperature and low temperature. The causes of physical damage at high temperature are burn and heat stroke. At low temperature, frostbite and hypothermia may occur. During the Winter Olympics, the risk of cold injury is quite high, so all volunteers should be careful not to have 'frostbite' and 'hypothermia'.

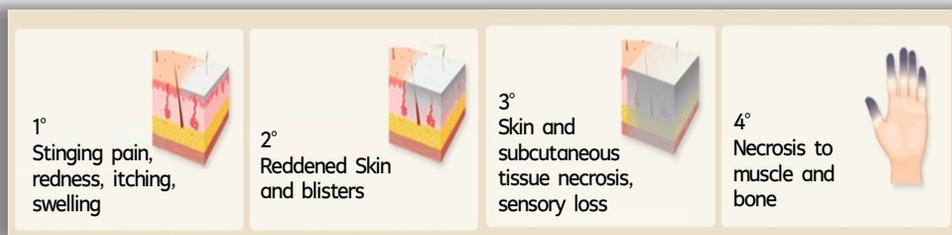


(Source : *Sports safety manual (for the intellectual disabled)*, Sports Safety Foundation)

● Frostbite

❖ Definitions and symptoms of frostbite

A part of the body tissue means a frozen state, and it occurs mainly in a body part exposed to low temperature during sports activity. The main factors are temperature, exposure time, and wind.



(Source : *Ministry of Health and Welfare*, Korea Medical Association)

❖ First aid for the frostbite

- (Common) Volunteers who first discovered a patient will identify the situation and report it to the General control center.
- The patient is transferred from a cold environment to a warm environment.
- Take off the patient's wet clothes and wrap the entire body with a warm blanket.
- Immediately soak the frozen parts in warm water at 38~42°C for 20~40 minutes to smooth the blood circulation and to dissolve the intercellular freezing.
- Make sure that the water does not cool down as you supplement the warm water.
- Put a warm wet towel on the frostbitten ear or face, and change it often.
- Place dry gauze between the toes and fingers to remove moisture and avoid sticking to each other.
- Slightly elevate the frostbitten area to reduce pain and swelling.
- When carrying the patient, use a stretcher to keep the patient from walking.
- (Caution) Do not rub the frostbitten area.
- (Caution) If you get the damaged part close to a heating device, the patient may get burns. Use the method of gradually increasing the body temperature.

⊙ Hypothermia

❖ Definition and Symptoms of Hypothermia

It means that the central body temperature of the body falls below 35 °C due to various external causes.

Severe hypothermia can lead to death due to loss of consciousness, loss of heart, lungs, brain function, loss of heat-producing defense mechanisms. Hypothermia can be caused even if the temperature is not below zero, so it should not be exposed to the external environment for a long time.

When the body temperature falls below 35 °C, the whole body is spasmodic.
(As the symptoms progress, tremors may disappear.)

When the body temperature falls below 35 °C, the whole body is spasmodic.
(As the symptoms progress, tremors may disappear.)

<Severe hypothermia>
Unconsciousness, apnea, slow pulse (arrhythmia), physical stiffness

❖ How to prevent the hypothermia

 50-minute outdoor games (including volunteering) and 10-minute indoor movement (breaks) should be observed.

 Since outdoor activities are more likely to cause hypothermia than indoor, prepare a blanket or warm drink for outdoor games.

 Check the body condition such as blue lip, etc..

Checklist for Hypothermia

Did you observe outdoor exposure times and indoor breaks?	
Have you prepared extra clothes to prevent hypothermia?	
Are dry towel and blankets prepared?	

❖ First aid for Hypothermia

- (Common) Volunteers who first discovered a patient will identify the situation and report it to the General control center.
- Sudden increase in body temperature, such as putting a patient in hot water, can cause cardiac arrest. Use a gradual increase in body temperature.
- Do not leave the patient in a cold place, take off wet clothes, wear dry clothes to minimize heat loss.
- 50~80% of the body's heat escapes through the head and neck. So, protect the patient's head from cold air.
- Patients with normal consciousness are recommended to keep warm and warm drinks.
- For unconscious patients, check the airways, breathing, and pulse in real time, and if necessary, perform the CPR.
- (Caution) Do not forcibly stop the patient from swinging (reflex movement of the body to help maintain a constant body temperature by 5 times the basal metabolic rate)
- (Caution) Avoid rapid warming treatments with hot water bottles or hot packs for hypothermic patients below 32°C (may cause cardiac arrest)

3) Safety accidents on snow and ice

What?

Concussion, fractures, and sprains

When?

Entering the stand for viewing the stadium
Moving to accommodation and parking
Moving various facilities



● Concussion

❖ Definition and symptom of concussion

It means that the head is impacted by trauma and causes temporary disability of the brain. The patient may lose consciousness temporarily, feel uncomfortable maintaining your body balance, and have symptoms such as dizziness, vomiting, and headache. If the symptoms of concussion are severe, memory confusion can also lead.

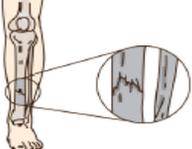
❖ First aid for concussion

- ◆ If there is no consciousness after checking the patient's condition, open the respiratory path immediately and perform cardiopulmonary resuscitation
- ◆ If the bump is swollen, give it a cold fomentation, sit up with the upper body in the state of lying down, and let the upper body lean against it.
- ◆ If the patient has symptoms such as decreased energy or amnesia even after the patient has stabilized, go to the hospital and conduct a close examination.

● Fractures and sprains

❖ Definition and symptom of fractures and sprains

- Fracture : Caused by broken bones in the ankles, knees, etc., and collisions
- Sprain : Muscles or ligaments damaged by external impact

 <p>Sprain</p>	<p>The site swollen and reddened and painful. In addition, pressing a sprained area can cause pain, bruising the inside of the skin, bruising the joints, and reducing mobility.</p>
 <p>Simple fracture</p>	<p>The fracture site is swollen, sluggish, and sore, and the body below the fracture site may not move. In addition, the damaged part may be limitedly moved.</p>
 <p>Compound fracture</p>	<p>In addition to simple fracture symptoms, the tip of a broken bone can penetrate the skin (wound) and can accompany severe bleeding. If there is a wound at the fracture site, it is judged to be a compound fracture.</p>

(Source : *Sports safety manual(for baby)*, Sports Safety Foundation)

❖ First aid for fracture and sprain

<p>P Protection</p>	<p>Protection</p>	<p>After checking the patient's consciousness, look around to see if the environment is safe.</p>
<p>R Rest</p>	<p>Rest</p>	<p>Do not move the wound as much as possible. (Fixed if necessary)</p>
<p>I Ice</p>	<p>Ice</p>	<p>Cold to the wound for up to 48 hours after injury (for edema and pain prevention)</p>
<p>C compression</p>	<p>Compression</p>	<p>Prevents swelling of the wound area. ※ Care must be taken to prevent injury to the wound and to block blood circulation if stressed too strongly for too long.</p>
<p>E Elevation</p>	<p>Elevation</p>	<p>Raise up the wound area above the heart to reduce excess bleeding and swelling.</p>
<p>S Splint</p>	<p>Splint</p>	<p>Fix with a splint to prevent the wound from moving.</p>

- ❖ Volunteers' first aid will be handed over to P (protection), R (stable), and then to specialist rescue personnel.
- ◆ (Caution) If possible, do not move the injured person and do not move at the scene of the accident.
- ◆ (Caution) It is very dangerous to try to fit the bones of the fractured site (risk of compound fracture)
- ◆ (Caution) If an injured person needs to be transported, the injured area must be fixed and transported in case the fracture site causes secondary damage.

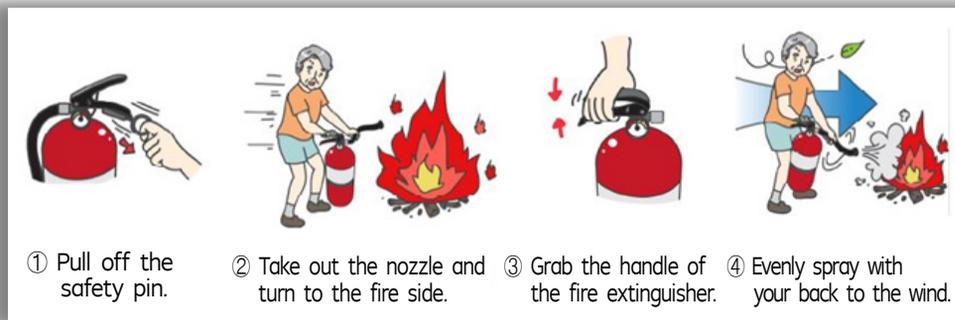
4) Fire and earthquake

● Fire

❖ Fire-fighting code



- Report a fire: Let others know "fire" in a loud voice and report it quickly to the General control center
- Evacuation Guidance: It is necessary to guide the evacuation route to the crowd and to post the evacuation in case of fire. In case of actual fire, a lot of people are gathered at the same time, which can cause secondary safety accidents. Passages and spectators must be strictly controlled to prevent congestion. (The exit must be secured in two directions. If there is no exit, after the rescue request, moisten the door to prevent smoke from entering the room.)
- Initial fire-fighting: Identify the location and function of the surrounding fire extinguisher and fire hydrant.



(Source : *Sports safety manual (for the old)*, Sports Safety Foundation)

❖ Fire-fighting by situation

»» When getting out of the building



Do not use the elevator, but use the stairs, but if you can not escape to the lower floor, evacuate on the roof.

»» When passing through the flames



Protect your body and face with wet blanket or towel.

»» When there is a lot of smoke



Cover your nose and mouth by one hand with wet towel and so on, and Move with a lowered posture. (Do not let your stomach touch on the floor.)

»» When opening the door to evacuate



When you touch the knob of the door, if it is not hot, open the door and evacuate.

⊙ Earthquake

❖ Behavior against the earthquake

Since it is difficult to make an appropriate judgment at the moment of an earthquake, it is necessary to familiarize with the behavior tips in order to minimize the damage caused by the earthquake. For indoor sports, immediately instruct them to evacuate under the chair and protect their head with cushion or clothing. Additional accidents may occur due to the fall of the facility, so keep the crowd from moving during an earthquake. After a major earthquake has stopped, guide the crowd to escape to a wide open space. Volunteers should identify the safest places in the event of an earthquake and calmly evacuate the crowd without being embarrassed in an emergency.

❖ Evacuating code for the earthquake

<p>» When you are at the inside of the stadium</p> <ul style="list-style-type: none">• Protect your head with your bag and belongings until quaking stops completely.• Prohibit spectators from moving during an earthquake.• Secure the evacuation route in advance. 	<p>» When you are in the elevator</p> <ul style="list-style-type: none">• Quickly get down to the nearest floor to check for safety and then guide to evacuate to the outside.• When the elevator stops, calmly contact the control center to ask for help.• When evacuating from an earthquake, using elevators should be prohibited. 	<p>» When you are outside the stadium</p> <ul style="list-style-type: none">• Guide the crowd to protect the head with bag or hand against falling objects.• Guide them to evacuate as far as possible from the building.• Earthquake shelter should be identified in advance. 
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(Source : *Behavior tips against the natural disaster*, National Security Agency)

5) Remember! Review quiz

Quiz 01

When treating a frostbitten patient first, if the patient's clothing is wet, take off the patient's clothes and wrap the entire body with warm blanket.

Quiz 02

If a fracture occurs, immediately move the patient, report the situation, and perform first aid.

In order to prevent secondary damage, it should be avoided from moving at the scene of the accident if possible.

5

First aid II

1) Understanding the CPR

● What is the cardiac arrest?

- ❖ By various causes, it is the condition that the heart responsible for blood circulation in the body is suddenly stopped.

● Symptoms of a heart attack

- ❖ Extreme fatigue
Before the onset of a heart attack, the body becomes weak and suffers burning similar to flu symptoms.
- ❖ Light pain
It is not limited to the chest, but feels pressure and pain in the sternum, upper back, left shoulder, neck, jaw, gums or teeth.
- ❖ Increased sweat output
Without any particular reason, the face becomes soaked with sweat, becomes pale or ashy-gray.
- ❖ Nausea and dizziness (headache)
It can cause dyspepsia or vomiting before a heart attack, and it may even cause symptoms that may lead to loss of consciousness.
- ❖ Breathlessness
It is difficult to breathe or to keep breathing, and it is too cold to keep the conversation going.
- ❖ Insomnia
A few weeks before the heart attack, it is hard to fall asleep or wake up at night.

● What is the Cardiopulmonary resuscitation (CPR)?

- ❖ Techniques to revive a stationary heart and lungs
- ❖ Restore the spontaneous circulation of the cardiac arrest patient's heart and prevent death.

2) Executing the CPR

● Survival chain



- ① Prevention and early detection of cardiac arrest
- ② Quick report (on-site Emergency Response Team or 119 report)
- ③ Perform the quick CPR.
- ④ Quickly use the Automated External Defibrillator (AED).
- ⑤ Effective special resuscitation and treatment after cardiac arrest

※ Actions ① to ④ can be performed by the general rescuer, but the action ⑤ should be done by the professional medical organization.

(Source : 'Survival chain' to rescue the heart-attacked patient, Korea Cardiopulmonary Resuscitation Association)

● Golden Time for Cardiac arrest

- ❖ First aid (cardiopulmonary resuscitation) should be performed within 4 minutes after the patient falls to the cardiac arrest.

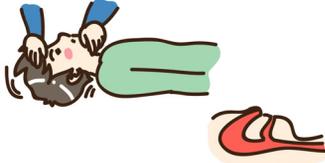


- ❖ 0 min.~4 min. : No brain cell damage
- ❖ 4 min.~6 min. : Brain cell possible to be damaged
- ❖ 6 min.~10 min. : Damaging the brain cell
- ❖ 10 min.~ : Even if the heart functions normally through professional CPR, brain cells can not be recovered.

Source : 'Four Minute Miracle' saving a housewife stopped heart on the street.,
SBS News, 2016.04.22.,
http://news.sbs.co.kr/news/endPage.do?news_id=N1003538461&plink=ORI&cooper=NAVER, 2017.01.13

(Source : *Safety Management Manual for National Lifestyle Athletic Festival*, Ministry of Culture, Sports and Tourism, 2014)

How to perform the CPR

<p>1</p>	<ul style="list-style-type: none"> ❖ Check the patient's response and report it to the 119 center. <p>Pat the patient's shoulders lightly, ask "Are you okay?", check the reaction, and designate a specific person to call for a 119 center.</p>	
<p>2</p>	<ul style="list-style-type: none"> ❖ Check the patient's breathing <p>Put the rescuer's ear to the patient's mouth and nose observing the patient's chest and abdomen. Check for 10 seconds to see if the patient's breathing is normal or not.</p>	 <p>Check breathing</p>
<p>3</p>	<ul style="list-style-type: none"> ❖ Chest compression <p>Place the rescuer's one hand on the lower half of the patient's chest bone and the rescuer's other hand on this hand.</p>	
<p>4</p>	<ul style="list-style-type: none"> ❖ Keep the respiratory path <p>Lift up the patient's head by the rescuer's one hand and lift up the tip of the patient's jaw by the rescuer's other hand to maintain the respiratory path.</p>	
<p>5</p>	<ul style="list-style-type: none"> ❖ Artificial respiration <p>Catch the patient's nose to block. Open the patient's mouth wide and cover the patient's mouth with the rescuer's mouth completely. Breathe for one second to get the chest up. When breathing in, make sure that the patient's chest is swollen.</p>	
<p>6</p>	<ul style="list-style-type: none"> ❖ Repeat the chest compression and the artificial respiration <p>Repeat the cycle of 30 chest compressions and 2 artificial respirations until the 119 paramedics arrive at the scene.</p>	

● Chest compression resuscitation (Hands only CPR)

Artificial respiration and chest compression of CPR are essential life support methods for the patient. Chest compression resuscitation is a method of compressing chest without artificial respiration during the CPR. In the early stages of cardiac arrest, there is no difference in survival rates between chest compressions and cardiopulmonary resuscitation (artificial respiration and chest compression). It is known that even if the chest is pressed, the survival rate can be improved more than if no CPR is performed at all. Even after receiving the CPR training, a general person could not correctly perform the artificial respiration in many cases. In some cases, the CPR would not be attempted by avoiding the artificial respiration.

Considering the scientific basis for the survival rate contribution of chest compressions and the low rate of CPR in Korea, the 2015 Guidelines advised that general rescuers perform thoracic compression resuscitation. (However, rescuers able to perform and to intend the artificial respiration are advised to perform the CPR.)

Emergency medical personnel are advised to perform chest compressive resuscitation even when the general rescuer is instructed to perform cardiopulmonary resuscitation through telephone guidance.

(Source : *2015 CPR Guidelines*, Korea Cardiopulmonary Resuscitation Association)

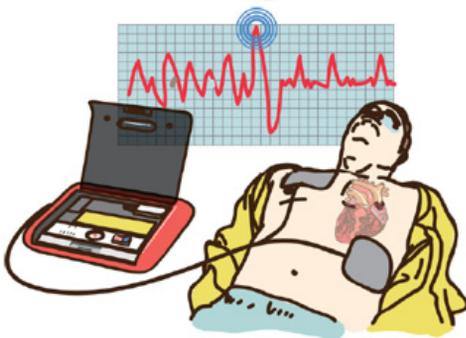
How to perform the AED



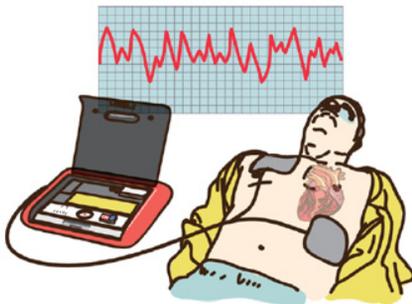
- ① Turn on the power.
While applying the AED, ask for help around the scene so that it does not stop.



- ② Attach two pads.
According to the machine voice guidance, attach two pads. Attach the one under the right bolt bone and the other under the left armpit. The chest pressure should not stop while the pad is attached.



- ③ Analyze the cardiac rhythm
Plug in the pad connector.
Step off the patient according to the voice guidance "Do not touch".
When the analysis is completed, it takes about 8 seconds to charge.
Do not the chest pressure while charging.



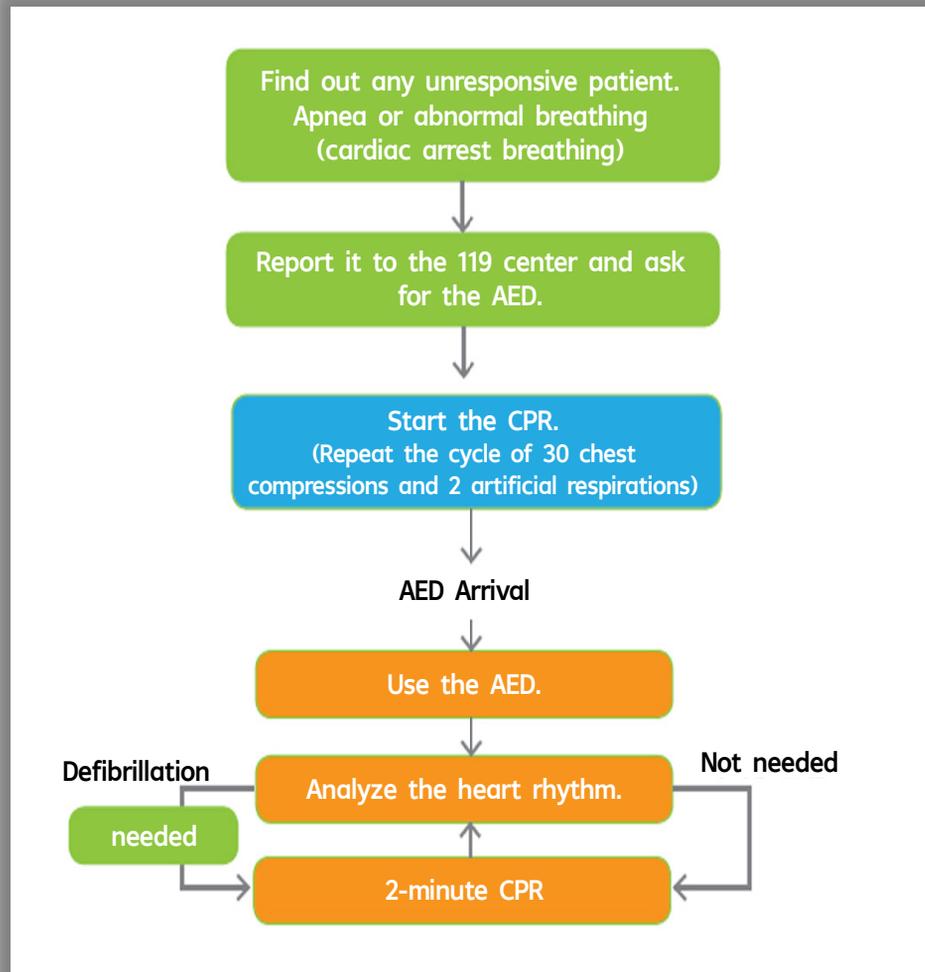
- ④ Perform the AED.
When charging is completed, stop chest compressions and then press the flashing defibrillation button to start.



- ⑤ Immediately resume the CPR.

(Source: *First aid training*, Korean Red Cross Society, www.redcross.or.kr)

- ❖ Repeating the chest compression and the AED



(Source : *Sports safety manual (for the trainer)*, Sports Safety Foundation)

⦿ When stopping the CPR

- ❖ When a patient with abnormal breathing (a cardiac arrest patient) regains consciousness
- ❖ When the 119 team or the PyeongChang Olympic Games medical team arrives at the scene (hand-over)
- ❖ When the rescuer's safety is threatened (sudden environmental change, etc.)

3) The legal aspects of CPR

Good Samaritan law

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4) Remember! Review quiz!

Quiz 01

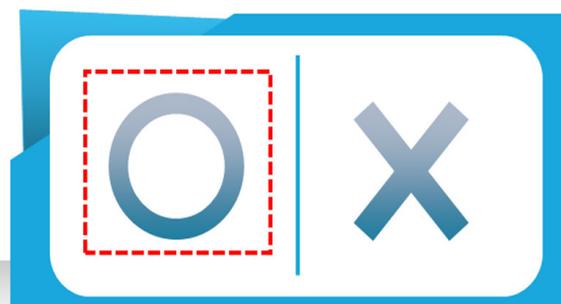
In case of a cardiac arrest patient, chest compressions should be performed more than 120 times per minute.



Press with the correct depth (about 5 cm) and the appropriate speed (100 to 120 times per minute).

Quiz 02

The general rescuer may perform only chest compression resuscitation without artificial respiration.



From the 2015 guidelines, the general rescuer is advised to perform the chest compression resuscitation only.

1) Major features of recent terrorist incident

● Features of recent terrorist incident

- ❖ IS vs Al Qaeda terrorist groups are intensifying, and indiscriminate terrorism is increasing worldwide.
- ❖ New regional and metropolitan-oriented terrorism is increasing in Asia.
- ❖ Terrorism by camouflage refugees and indigenous extremists
- ❖ "Soft target" including public, airport, restaurant, sightseeing spot
- ❖ Confusion and fears aimed at important events and international events have been maximized.

[Reading material] 'Recent major terrorisms'

- 2016. 7. 1 Bangladesh Dhaka Diplomatic Mission Restaurant (20 killed)
- 2016. 6. 28 Atatürk International Airport in Istanbul, Turkey (45 killed)
- 2016. 3. 22 Brussels Zbedem International Airport, Malbake Station (32 killed)
- 2016. 1. 14 Jakarta city center road in Indonesia (7 killed)
- 2016. 1. 13 Afghanistan Jalalabad Pakistani Consulate (10 killed)
- 2015. 11. 13 France Paris performance hall, soccer field (130 people killed)

● Major terrorisms at International sports events

The previous Olympic Games were recognized as the focus of sports events held as festivals. However, due to the occurrence of the Olympic Games in Munich, the concept of "anti-terrorism security" has been introduced into the Olympic Games, and this has become a top priority. Not only organizational and collective terrorism, but also "lonely wolf-type" terrorist acts, remind us of the difficulty of preventing terrorism and the importance of more precise preventive measures.



2) Terror threat factors of PyeongChang Olympic

Disguised infiltration such as international terrorist groups, IS, cheerleaders, tourists, etc.

It is an area confronting enemies, so it is easy for enemies to infiltrate and to hide with mountains and oceans in the cold weather.

There are increasing numbers of potentially dangerous people, including social complaints and mentally disordered person.

Because many games are held at night and in the middle of the night, safety is threatened by terrorism.

3) Identifying and coping with terrorists

● How to Identify a Terrorist

- ❖ Disguised with mask, mustache, hat, etc., and avoiding exposure.
- ❖ Abnormal behavior such as urgent behavioral expression when contact with security personnel
 - ※ Especially sweating a lot or getting nervous.
- ❖ Wearing thick and long clothing not suiting with the surrounding environment
 - ※ Wearing a jacket easy to carry explosives and dangerous materials.
- ❖ Leaving pack or bag in the facility pretending as a mistake.
- ❖ Frequent wandering inside facilities without clear purpose.

● **How to identify vehicles loaded with explosives**

- ❖ If the wheels of the vehicle are noticeably lowered
- ❖ When window tinting is heavy and wires are visible
- ❖ If a driver appears to be missing or left unattended
- ❖ If a driver's language or behavior is abnormal
- ❖ Intentionally avoiding to be searched

● **How to identify suspicious items of explosives**

- ❖ Postal matter with no sender or postmark
- ❖ Metal objects or wire objects
- ❖ Heavier or over-packed item compared to its bulk
- ❖ Objects with strange smell (almond, peach flavor, etc.)
- ❖ Oil-stained envelope or wrapper

● **Coping tips for explosives**

- ❖ Do not touch it, and block others' access.
- ❖ Do not use mobile phone or radio.
- ❖ If you suspect bombs, open doors and windows and evacuate.
- ❖ Evacuate in the opposite direction of the suspicious article location.
- ❖ When escaping, use emergency stairs as much as possible.
- ❖ When you exit the building, evacuate to a distance of 500 meters or more.

● **How to deal with terrorism**

- ❖ After securing your own safety, report to the related safety control room.
- ❖ Evacuate the surrounding people first, and check any dangerous substances.
- ❖ Control the location of the incident and the accessible passage into the facility.
- ❖ Prevent outsiders from accessing the site and preserve the evidence.
- ❖ When the related specialist arrives at the site, explain the situation in detail and take over.

(Source : *Basic materials for training the volunteer*, PyeongChang 2018 Winter Olympic Games and Paralympic Games Organizing Committee)

VI

Winter Olympic/Paralympic Games of Gender-Equality





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1

Understanding the gender equality

1) Definition of the gender equality

The gender equality means not being discriminated by sex, and it means having the right to freely develop and choose one's own abilities, without being bound by stereotypes according to gender. The gender equality can be realized when all the conditions in which the distinction of men and women limit the fundamental rights of men are overcome. In other words, for the realization of complete human rights, men and women have equal conditions.

(Wikipedia)

Everyone is free from birth, equal in dignity and rights.

(Article 1 of the Universal Declaration of Human Rights)

All citizens have dignity and value as human beings, and have the right to pursue happiness.

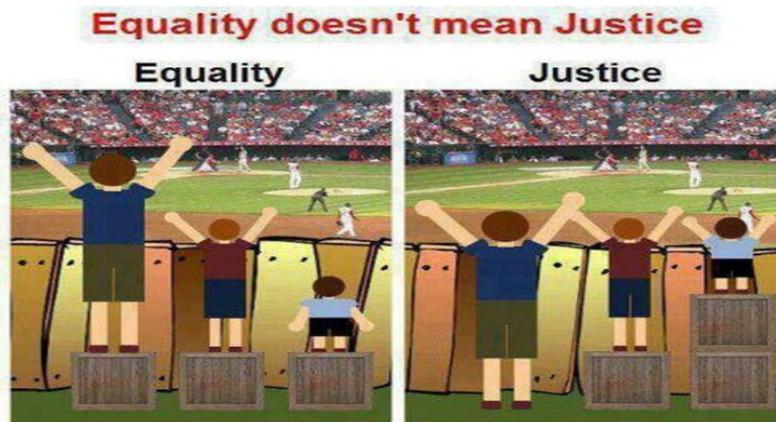
(Article 10 of the Constitution of the Republic of Korea)

'Gender equality' refers to equality of human rights without discrimination, prejudice, degradation, and violence based on gender and equal participation and treatment in all spheres.

(Article 3 (Definitions) of the Basic Act on Gender Equality)

- ④ The United Nations listed the gender equality as the fifth of the 17 agenda 2030 sustainable development goals (SDGs) to be implemented intensively over the next 15 years in 2015.
- ④ Emphasizing the gender equality is an important concept for sustainable development around the world, presupposes that the current situation

is not equal, and is an alternative concept to overcome current gender discrimination. It is also a methodical basis for the realization of basic rights by guaranteeing the opportunity to participate equally in all spheres, in accordance with the equal rights guaranteed by the Constitution.



- ① The gender equality means not being discriminated by sex, and it means having the right to freely develop and choose one's own abilities, without being bound by stereotypes according to gender. The gender equality can be realized when all the conditions in which the distinction of men and women limit the fundamental rights of men are overcome. In other words, for the realization of complete human rights, men and women have equal conditions.
 - ➔ Equality of opportunity: equality in the sense that it should not disadvantage certain groups in terms of law and institution.
 - ➔ Equality of conditions: Relative equality that recognizes the 'difference' of men and women
 - ➔ Equality of results: Equality with institutional constraints to ensure substantial equality

The 2012 London Olympics was the Gender Equality Olympics!!!

The history of the Olympics is also a history of challenge for women. In 1896, the first modern Olympic Games in Athens were prohibited for women. Baron Pierre Coubertin, the founder of the modern Olympic Games, even said, "Women should give a bouquet to the winner." However, the walls of the women were totally destroyed in 2012, 116 years after the establishment of the modern Olympic Games. For the first time in the history of the Olympics, all participating nations (203 nations) competed for female athletes. Jacques Rogge, chairman of the International Olympic Committee (IOC), said in a press conference at the Media Center in London's Olympic Park in London on July 22 (Korean time), "In order to achieve perfect gender equality in sports, "But it is a symbolic significance for women's sports development that all countries play female athletes this time," he said. (Women News. 2012.7.27.)

(Women News. 2012.7.27.)

*** Finally the glass ceiling is broken!**

- In 1924, the women participating in the 1st Winter Olympics were about 4% of all the athletes, and the winter sports event in which women could take part in the figure skating only. By the 1980s, women were only able to participate in five sports because of the "bias" that women are vulnerable to coarse winter sports (1924 - figure skating, 1936 - Alpine skiing, 1952 - cross-country skiing, 1960 - speed skating, 1964 - luge).
- In the 1990s, ice hockey (1998) and bobsleigh (2002) were also played by women.
- In 2014, Sochi Ski Jumping was added to bring women to 14 events.
- Finally, the PyeongChang 2018 Olympic Games are expected to attract the most female athletes of all time, adopting the curling and Alpine ski hybrid.

(PyeongChang Olympic Organizing Committee)

2) Actual Condition of Gender Equality

- What is the international level of gender equality in Korea? 25th and 116th place, "pole and pole" is the status statistics of Korean women in the international society. What does this statistic mean? The former is the Gender Inequality Index (GII) of the United Nations Development Program (UNDP), and the latter is the Gender Gap Index (GGI) of the World Economic Forum.
- Fundamental indicators for the Gender Inequality Index (GII) of the UNDP are maternal mortality, youth fertility rate, female percentage in the cabinet, percentage of population with secondary education or higher, and participation rate of economic activity are the main indicators of the Gender Inequality Index (GII) of the UNDP. In Korea, as for the GGI of the World Economic Forum, the first ranked indices are the literacy rate and the life expectancy, and the lowest rank is the 130th in the ratio of women in the cabinet, and the wage gap is the 116th place. Simply speaking, the former index means the level while the latter indicator means the gap.

World Gender Equality Rankings

1	Iceland
2	Finland
3	Norway
4	Sweden
5	Rwanda
6	Ireland
7	Philippines
8	Slovenian
9	New Zealand
10	Nicaragua
99	China
111	Japan
116	Republic of Korea

<Source: World Economic Forum (WEF)>



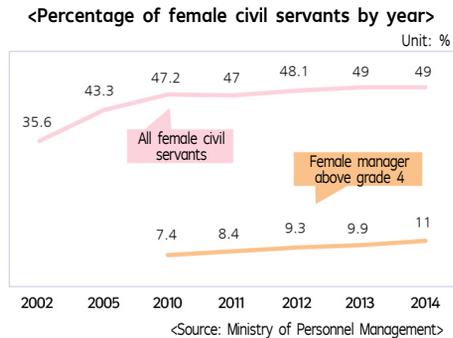
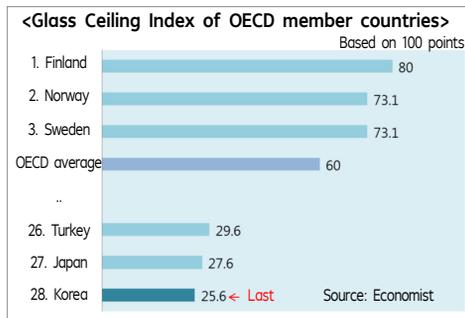
- The level of gender equality in Korea can be said to be among the best group in terms of underdevelopment, intermediate development, high development, and highest development level, but the level of gender gap still remains at the lower position. In terms of relative inequality, there are still many policy points to consider.
- On the other hand, there is a lot of controversy about the issue of so-called "reverse discrimination" and the awareness of the

socio-cultural awareness of female aversion. This can be attributed to the fact that there is no change in gender equality perception compared to the development of legal and institutional devices for gender equality policies.

● **Glass Ceiling and Glass Ceiling Index**

This index is a numerical index of obstacles to the advancement of high-ranking women in each country. The five items to be surveyed are the higher education completion rate of men and women, the participation rate of women's economic activity, gender wage gap, and the cost of childcare compared to wages.

It seems that men and women are given equal opportunities in the workplace, but as they move up to higher posts, women are blocked by invisible walls. As such, it is called "glass ceiling", which is difficult to raise status.

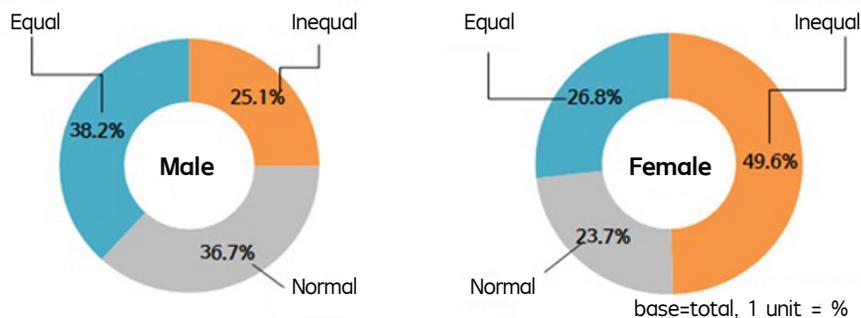


● **Gender equality awareness survey by the Ministry of Gender Equality and Family (2016)**

What about gender equality in the home? The stereotypes about sex role in the home still exist. The Ministry of Gender Equality and Family conducted a survey on the gender equality awareness questionnaire surveyed 1,000 adults in their 20s and 30s and 500 adolescents in the second and third grades. According to the survey, 40.2% of adult respondents answered that they cook in the kitchen for the survey item 'general women's activities at home', 'educating or caring the child' (20.2%), 'washing dishes in the kitchen' (12.8%), 'organizing clothes' (10.8%) and 'watching TV' (5.4%).

As such, there are many issues that need to be addressed not only in legal and institutional devices, but also in gender equality in international society and Korean society. As such, there are many issues that need to be addressed not only in legal and institutional devices, but also in gender equality in international society and Korean society.

Recognition of gender equality in the family (male vs female)



Example	Inequal	Normal	Equal
Total	36.9%	30.4%	32.7%
Married	25.4%	26.1%	48.4%
Not-married	41.5%	32.1%	26.4%

'Gender equality' awareness survey by the Ministry of Gender Equality and Family (2016)

3) Terms related to Gender Equality

What is the Sex Discrimination?

It refers to providing women and men with different opportunities or treatments, or culturally prohibiting or excluding one sex only. The term 'gender discrimination' is also used. This refers to "any discrimination, exclusion or restriction" on the grounds of gender without reasonable causes in the recognition, enjoyment or exercise of fundamental freedoms as human beings in all spheres of political, economic, social and cultural life".

● Gender Stereotype

The common expectation and norm that men have manly and masculine attributes and women have womanly and feminine attributes. For example, gender is an expectation that men are active, aggressive and rational while women are passive, gentle and emotional. These stereotypes see women and men as conflicting attributes and have different effects on women and men in developing the socialization process and abilities. The natural gender expectations that are born and imparted as women and men are transferred to social gender roles and are applied to society as well as within society. These gender stereotypes are evaluated as natural if they do not have the characteristics of women and men, rather than being respected in their individual characteristics and diversity. He or she can not show himself or herself as he or she is because of expected sex role.

❖ Examples of gender stereotypes

- It is better for women to do tea-errands or copies than men.
- It is good to see that a man wears a heavy burden.
- Housework and child care are primarily the responsibility of the wife, even if they are working respectively.
- Men should not show weakness if they can.
- It is natural for men to hold the initiative in love.
- It is natural for a mom to stay at home and a father to go to company.

● Gender-Sensitivity

Ability to recognize and reflect the effects on women's and men's rights and social participation so that inequalities do not occur in certain genders

❖ Gender-Sensitive Perspective

It is thought that women are different from men, and sometimes they have conflicting interests and needs. Thus, this view compares the lives of women and men, reflects women's unique experiences, and explores whether specific concepts are favorable or unfavorable to a specific gender, and reviews whether the stereotypes about gender role is intervened or not.

4) Olympics and gender equality issues

● BAD issue 1

In 2010, Guangzhou Asian Games Award ceremony helper's 'sensational costume'

[NewsN / 2010.11.17]

The stylish assistants carrying medals and bouquets at the awards ceremony of the Guangzhou Asian Games are wearing the Chinese traditional costume 'Cheongpao'. 'Cheongpao' dressed in helper is made thinner than the normal 'Cheongpao', sticking to it, revealing the underwear line. It was sometimes verbally abused due to the controversy of sensation.



● BAD issue 2

- ❖ In the women's 48kg class, Mongolian player Ulan Sekjuk was described, "She looks soft and shiny, but quite tough at a game."
- ❖ In the beach volleyball women's qualifying tournament, sexual harassment level remarks came out such as "I have to go with a woman on the beach." or "A beauty at the seashore, a bikini on the beach." On the basis of their appearance and biography, broadcasts were pouring out, evaluating
- ❖ The women participating in the Olympics, such as "The face also looks beautiful.", "She smiles like a beauty contestant.", "She's like a maiden of good family."

GOOD issue

London medal assistant men take flowers.

[Moonhwa Ilbo / 2012.06.01]

- ❖ On June 2nd, 2012 (Korean time), the London Olympic Organizing Committee said that only men would be arranged to carry medals and flowers for the awarding ceremony.
- ❖ The organizers also added, "The female assistant will play a supporting role in guiding the players." 200 out of 300 assistants in total who will guide the ceremony at the Olympic Games were selected as men. This is the first time that a male helper carries medals and flowers.



2

Olympics and sexual violence stories

1) Understanding sexual violence

On February 8th, 2007, the IOC adopted a consensus statement on sexual harassment and abuse in sports to define the concept of sexual violence, to identify the actual situation of sexual violence, and to take measures to prevent sexual violence. Nevertheless, the issue of sexual violence continues to arise in various sporting events. In 2016, there have been several incidents of sexual violence in the Olympics in Rio, disgracing the entire Olympic Games. On the other hand, a gold medalist, a female athlete, stated that she was a victim of sexual violence, and that sexual violence was not a shame, and that she would use force to support victims as a task to be solved. The issue of sexual violence is basically caused by gender differences and power relations. In addition to a multifaceted understanding about these issues, the awareness of volunteers is also important for a safe Olympic Games to be held.

2) Examples and discussion of sexual violence

Case 1 Sexual violence accident in Asian Games

An Iranian soccer team official took a picture with volunteers at the corridor of stadium waiting room to touch volunteers' buttocks and breasts.

- ① Immediately after the incident, the Asian Games Organizing Committee Situation Headquarters was notified of the incident.
- ② Situation headquarters reported to police
- ③ The accused one recognized all facts, the police took the prohibition of leaving the country, and investigated the case.

Case 2 International Convention on Sexual violence (2014)

A female volunteer in the athletic village entered the athlete 's room to collect the laundry, and a foreign athlete grabbed the top and waved to touch her chest and ran out. In the elevator, a player was holding his hand on his chest and hugging someone.

① Reported it to the Organizing Committee that she felt sexual shame.

Case 3 Olympic Rio's worried security, a guard tried to rape at the stadium.

[SBS News=Reporter Gwon Jongoh / 2016.08.01.]

In the bicycle race track where Rio Olympic cycling game is held, the present security guards rape a female fire-fighter. On August 1, the local media, including Globo.com, said, "Brazilian police arrested 43-year-old guards on the grounds of raping a 22-year-old female firefighter at the Bell Road home of the Baja Olympic Games in Rio de Janeiro on July 31." (Omitted below)

Case 4 Rio was spotted by Olympic rape. a female employee was hugged in the athletic village behind her back...

[Herald Economics=Issue section / 2016.08.10.]

The rape case occurred again at the Olympic Village in Rio de Janeiro, Brazil.

On the 9th day (Korean time), according to the AFP news agency, the police officer caught Jonas Juniors, who was in charge of the Namibian jockey, at the opening ceremony of the Olympics. Juniors, a boxing light welterweight, approached the woman who was in charge of cleaning in the athletic village, kissing her neck and hugging her forcefully. The Juniors have even suggested that "I will give you money when we have sex." (Omitted below)

3) Concept of sexual violence

Sexual violence is a broad concept that encompasses all physical, linguistic, and mental violence as a sexual act that is counterintuitive to the will of the other.

4) Type and actual condition of sexual violence

● Sexual violence

Rape, and forced harassment (sexual acts involving assault or intimidation). In recent years, when the act has been conducted in ignorance of the other party's opinion, it is recognized as rape or forced harassment without assault.

● Sexual harassment

Acts that cause discomfort due to sexual intercourse or cause disadvantage such as employment

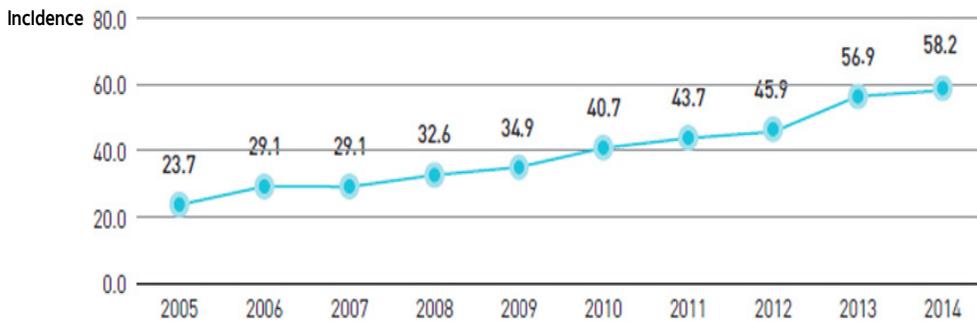
- ❖ Physical: Physical contact such as kissing, hugging, touching a specific body part such as chest or hip, or forcing massage or caressing.
- ❖ Verbal: an assessment of appearance, sexual analogy, forced to fill a glass with wine, forced or reluctant sexual relations.
- ❖ Visual: posting or displaying obscene videos, pictures, graffiti, publications, etc., deliberately exposing or touching a specific body part.
- ❖ This is also the case with language or behavior that is perceived to cause sexual humiliation or disgust in societal stereotypes.

● Number of incidents of sexual violence, sexual harassment

In 2014, there were 29.863 cases of sexual assault crimes and 58.2 cases per 100,000 people. The incidence of sexual assault crimes increased steadily from 23.7 cases in 2005 to 58.2 cases in 2014. It has increased by 145.5% over the past decade. Compared with violent crime, sexual violence crime have increased by about 2.5 times while violent crime has been on a declining trend for the past 10 years.

<Table 7> Number and incidence of sexual violence crimes (2005 ~ 2014) (Unit: case, incidence.%)

Year	Number of incident	Incidence	Increasing ratio
2005	11,551	23.7	-
2006	14,277	29.1	23.0
2007	14,344	29.1	22.8
2008	16,129	32.6	37.4
2009	17,377	34.9	47.3
2010	20,584	40.7	71.9
2011	22,168	43.7	84.4
2012	23,365	45.9	93.5
2013	29,090	56.9	140.0
2014	29,863	58.2	145.5



<Fig. 7> The incidence of sexual violence crime (2005 ~ 2014)

<Source : 2015 crime analysis, Supreme Prosecutors' Office>

① Relationship between victims of sexual violence and sexual harassment and perpetrators

According to the counseling statistics of Sexual Violence Counseling Center in 2012, as for the relation of victim and offender from sexual violence, 83.2% of victims is offended by the known, but 16.8% of victims is offended by the unknown. It is implied that sexual violence can be caused by any known one around us.

3

Stereotype and cause of sexual violence

1) The stereotype of sexual violence

⊙ Misunderstandings and prejudices about sexual violence and sexual harassment

Distorted stereotypes create a social atmosphere for a victim to expose. It causes the victim to suffer secondary damage, and as a result, the offender continues violence.

- ❖ The tendency to judge that the victim provided the cause: overexposed clothing, late-night behavior
- ❖ Recognizing that sexual violence and sexual harassment are personal issues
- ❖ The victim tends not to resist strongly: agree not to resist

Q&A: Why is the victim unable to tell the truth about the incident?

- Even if the victim says about it, the people do not believe it.
- Because the victim is disadvantaged
- Because the victim is not provided with adequate services and safety nets

2) Cause of sexual violence

- It occurs from an asymmetric power relation due to differences of various power relations according to gender, age, and status.
- Sex discrimination stereotypes are caused by hypocritical sex ethic according to sex.
- Distorted stereotypes and social perceptions tend to shift the responsibility onto the victim, treat violence as a minor personal issue, and diminish and ignore the actual aspect of violence.
- Lack of gender responsiveness tends to be caused from low adult awareness and everyday violence culture.

TIP > Check stereotypes about sexual assault victims

1. If you are careful, sexual violence can be avoided. (NO)
2. The victim's attire is the cause of sexual violence. (NO)
3. If you resist to the end, sexual violence is impossible. (NO)
4. All victims of sexual assault suffer from afterlife. (NO)

* If you think YES, you are also prejudiced.

4

Our Practice for Gender Equality Olympics

1) Having a sense of human rights that respects differences

● Pay attention to the right to be a human being

- ❖ Have a respect for and consideration of peer volunteers during the competition
- ❖ Everyone is free from birth, equal in dignity and rights.
(Article 1 of the Universal Declaration of Human Rights)
- ❖ Everyone is free from birth, equal in dignity and rights.
(Article 10 of the Constitution of the Republic of Korea
All citizens have dignity and value as human beings, and have the right to pursue happiness.)

2) Checking the gender role stereotypes

● Check for gender-based violence

- ❖ Check whether there is discrimination or violence that is habitualized in everyday life and is implicitly done
- ❖ Look back on whether you made sexual discrimination during volunteer activities.
(Ex) Woman should..., Man should...
- ❖ Prevent discriminatory work assignments due to stereotypes

3) Not being an assaulter of sexual violence

● Not being an assaulter of sexual violence

- ❖ Do not tee obscene jokes or do not interfere excessively with your partner's appearance during volunteering

- ❖ No unnecessary physical contact during volunteer activities
- ❖ Accept and apologize immediately for the other's refusal and rejection
- ❖ Do not ask for private dating during the competition

4) Coping with sexual violence

● Coping with sexual violence

- ❖ Express your feelings and express your refusal
Express that you feel uncomfortable and sexually humiliated by sexist and violent remarks by your opponent
- ❖ Ask around for help, get evidence
Report to the Organizing Committee in case of damage
- ❖ Do not turn the damage to your own responsibility

5) Becoming a more important eyewitness than CCTV

● Not being a bystander

- ❖ Actively support the victim
Assisting the perpetrator to stop the action and resolve it with the victim
- ❖ Relieving the victim through sympathy
'It is not your fault,' comforting
- ❖ Prevent secondary damage
- ❖ Be careful not to think of it as a personal matter and not to say that the victim was not doing well.

5

Sexual violence SOS

● It is important to respond quickly and appropriately!

The most important thing in case of sexual violence is to 'report' it to a specialized agency. Reporting is the best option to reduce secondary damage.

※ Counseling and reporting to professional organizations (112,1366) → Police investigation → Prosecution investigation → Court trial

● Support facility for the sexual violence victim

- ❖ Sexual Violence Counseling Center
- ❖ Women's Emergency Phone (1366)
- ❖ Integrated Support Center: One-Stop Support Center, Sunflower Women's and Children's Center

● Call for help during the Olympic Games

The phone number of the Sexual Abuse Reporting Center (installed in the athletic village) of the Organizing Committee will be imminent. All participants should save the phone number of the sexual abuse report center and the person in charge before the field work. During the contest, all complaints are received by the "task manager" of the Organizing Committee in the Code of Conduct. After receipt, support is provided to the Gangneung Youngdong Sunflower Center (in Dongin Hospital).

10 Commandments for School Athletic Sexual Violence Prevention of NFHS (American High School Physical Education Federation)

① No sexual jokes

Teachers and coaches should never speak the implicitly sexual language or explicitly speak the sexual jokes in front of students or student athletes.

② Prohibition of sexual video

Teachers and coaches should never show explicit sexual expression or obscene pictures or material in front of a student in any environment, including school.

③ Prevent excessive personal conversation

Teachers and coaches should avoid personal conversations, either directly or over the telephone, to the student athlete.

④ Excessive private letters, gifts, etc. prohibited

Teachers and coaches should avoid delivering excessive personal letters, e-mails or gifts.

⑤ No mention of body or appearance

Teachers and coaches avoid referencing physical appearance, such as costumes, specific physical characteristics, to the student athlete.

⑥ Minimize physical contact

Teachers and coaches should avoid as much physical contact as possible with the student athlete.

⑦ Only two people not allowed to ride in the car.

Teachers and coaches avoid taking students home, either alone or in groups, by taking a car home.

⑧ No one-on-one meeting outside school

Teachers and coaches should avoid one-on-one meetings with student athletes outside the school, especially at student athletes' homes.

⑨ Guardians accompany group travel

Teachers and coaches should be accompanied by an adult guardian, with prior consent of the guardian, when traveling with a student athlete.

⑩ No private date

Teachers and coaches should never date student athletes under any circumstances.

source

- [SBS New=Reporter Gwon Jongoh / 2016.08.01. "Olympic Rio's serious security, guards tried to rape at the stadium."]
- [Herald Economics=Issue section / 2016.08.10. "Rio was spotted by Olympic rape. a female employee was hugged in the athletic village behind her back"]
- Korea Gender Equality Education Promotion Agency, '*Standard document for Sexual-violence prevention education and Integrated education*'
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