



Participant Registration Guide 2023 Canada Winter Games

Contents

Introduction	1
Deadline Dates and Important Information	1
Registration Instructions	2
Updating your Profile	4
Getting Support	4
Frequently Asked Questions	5

INTRODUCTION – Please read this page before moving on to the Registration instructions.

All participants (athletes, coaches, managers, apprentice coaches, technical support, guides, participant assistants, infant caregivers and venue pass holders) are required to register using GemsPro software. Before you begin, there is some information to gather or consider which will help guide you through the process more efficiently.

Personal Medical Information - please note that all medical information is confidential. None of the medical information is mandatory; however, it is gathered to assist should medical attention be required at the Games and to ensure everyone's needs are being met with respect to allergy and accessibility needs. You will be asked to submit the following during the process:

- Emergency contact information
- Family physician information
- Health card number
- Insurance provider
- Current medical concerns
- Medical history including previous surgeries, injuries, or illnesses
- Significant family medical history (heart disease, diabetes, etc.)
- Allergies
- Vaccination status
- **Accessibility Needs or Disability Accommodations (this information will be used for transportation or accommodation requirements)**
- Medications

Biographical/Media Profile Information (Athletes Only) - all biographical information is very helpful for Team Ontario to use in newsletters and stories during the Games to highlight athletes, teams, or sports. Please take time to consider what you'd like written about yourself if you're selected for a story. This section is voluntary, and any questions answered in this section will be publicly available.

- Number of years you've been competing
- Club/Team affiliation
- Coach
- Position
- Instagram Username
- Other games you've participated in (including years)
- Recent athletic or artistic accomplishments in your sport or discipline
- What are your goals for the Games?
- Your personal best result in your event
- Awards or major accomplishments you've received
- Personal role model
- Why/how did you get involved in your sport.

DEADLINE DATES AND IMPORTANT INFORMATION:

All potential Team Ontario participants must be registered in GemsPro by **Saturday, January 14, 2023**. The PSO coach/manager will be required to submit a final roster, including jersey numbers where applicable, for every event where two or more athletes compete together (i.e., badminton doubles event, wheelchair basketball, etc.) by Friday, February 3 to their designated mission staff. If a last-minute substitution must take place for any reason after February 3, only a registered participant with all required paperwork submitted will be able to fill the spot.

REGISTRATION INSTRUCTIONS:

Step 1: Copy and paste the appropriate registration link to your browser. Each link is specific to a participation type.

Participant Registration Links Liens d'inscription des participants		
Participant Type Types de participant	English Link	Lien français
Athlete Athlète	http://bit.ly/3UHNHsm	http://bit.ly/3EBCCU9
Coach Entraîneur	http://bit.ly/3UJ11g1	http://bit.ly/3OqINyV
Apprentice Coach Apprenties entraîneures	http://bit.ly/3E5KThq	http://bit.ly/3ECtr5V
Manager Gérant	http://bit.ly/3UDigzk	http://bit.ly/3UFG71b
Technical Support Soutien technique	http://bit.ly/3ELvdSp	http://bit.ly/3OcCxcv
Guide	http://bit.ly/3tw0u5j	http://bit.ly/3OaLH9r
Participant Assistant Accompagnateur	http://bit.ly/3hLHlcO	http://bit.ly/3UVUyxS
Caregiver for Infant Gardien pour l'enfant	http://bit.ly/3AmWJTr	http://bit.ly/3AmWUHz
Venue Pass Holder Détenteur de carte d'accès	http://bit.ly/3TI3fLx	http://bit.ly/3O9dmb0

Step 2: Complete the online form with your personal information. See below for additional information on **some** fields.

Registration Fields (* indicates mandatory field)

Full legal name	Enter your name as it appears on a government issued ID for travel purposes. If you include a middle name it will appear on your accreditation unless you complete the preferred name section.
Preferred name	Enter your preferred name. This can differ from your legal name (e.g., Chris vs. Christopher). This is the name that will appear on your Games accreditation.
Contingent	Select Ontario using the drop-down box.
Picture	Upload a picture which meets the following guidelines: <ul style="list-style-type: none"> • This picture will appear on your accreditation and will be seen publicly. • No sports head gear or sunglasses. • Ensure picture is of passport quality (Clear, sharp and in focus. Taken straight on with face and shoulders centered and squared to the camera, eyes open and face clearly visible). Any unapproved images will need to be replaced prior to being named to the final roster.
General Information	
E-mail	Canada Games will use this to confirm your registration.
Gender identity	Select the gender you identify with using the drop-down box.
Date of birth	Used to confirm athlete eligibility and ensure parental/guardian permission.
Clothing size	Used for Canada Games, not Team Ontario, purposes.
Sport	
Sport/Events	Enter your sport and events if applicable. Select all events you will be competing in. Some coaches may prefer that this be kept blank so they can submit a complete events list with their final roster. Coaches will be asked to confirm all information in this section.
Emergency Contact Information	
Name/Relation/ Phone/E-mail	Enter the required information for a primary emergency contact.

Family Physician Information (not required for Caregiver for Infant or Venue Pass Holder)	
Name/Phone/ E-mail	Enter the required information for your family physician. If you do not have a regular family physician, please list the doctor and or clinic you frequent most with a phone number.
Personal Medical Information (not required for Caregiver for Infant or Venue Pass Holder)	
All Fields	While the information requested in this section is not mandatory, it will better prepare medical staff at the Canada Games should medical treatment be required.
Dietary Considerations (not required for Caregiver for Infant or Venue Pass Holder)	
Select check boxes	This information will be used for food services at the village/venues.
Biographical/Media Profile Information (Athlete Registration Only)	
All Fields	Information in this section is voluntary. Any questions you answer will be publicly available. If you would prefer not to have an answer shown on your public profile, please leave the field blank. Please consider that this information is very helpful for Team Ontario to use in newsletters and stories during the Games to highlight athletes, teams or sports. Take time to consider what you'd like written about you if you're selected for a story.
Statistical Information	
All Fields	This is a voluntary self-identification section. All information provided is confidential.
Consent	
Canada Games	By selecting the drop-down box and selecting yes, you are indicating that you or your parent/guardian have read and agree to the terms of the Canada Games Council participant release, waiver and consent, and consent for assessment and treatment.
Team Ontario	Team Ontario has a Code of Conduct and Team Member Agreement available through the link in this section. Each potential Team Ontario member, regardless of age, must download and complete the fillable Team Ontario Code of Conduct/Team Member Agreement pdf form. Witness signatures are required. Parent/guardian signatures are required for anyone under 18. Email completed form to games.ontario@ontario.ca. Fill in the subject line of the email with Required Team O Form and note your name and sport in the body of the email. Completion of this form indicates that you have read, understood and agreed to the Code of Conduct and Team Member Agreement. Note – Team Ontario Code of Conduct/Team Member Agreement is due with registration.
Password	
Password/ Repeat password	Enter and confirm your password. You will need your password to access your profile if any information needs to be updated.
Don't forget to add your headshot!	
Save	Click Save to complete your profile. If there is any required information missing, the registration will not be processed, and an error message will appear. You will need to complete all required fields, re-enter and confirm your password, and click Save to complete your profile. A confirmation page will display on your screen showing your registration has been completed successfully. You will also receive a confirmation email; please check your junk mail if this hasn't been received.

UPDATING YOUR PROFILE

If you are missing information after your registration has successfully been saved, you will receive a notice from your Coach/Manager or PSO representative to update your profile before it can be formally approved.

To make changes:

Step 1: Visit [2023 Canada Winter Games - PEI \(gems.pro\)](https://2023canadawintergames.pei.gems.pro). Enter your email and password used when registering.

Step 2: Click on My Registration to view your own personal profile and complete any missing information.

To change your password: Click on the arrow next to Administration in the menu to the right and then select Change Password.

*Please note once all information is successfully uploaded and profiles are approved by an administrator, the participant will no longer be able to edit their registration. If your profile has been approved and there are necessary changes to make, please send an email games.ontario@ontario.ca and indicate **Registration Change** in the subject line. You will receive confirmation when the change has been made.

GETTING SUPPORT

If you are having any problems with your profile or have questions about the required forms to complete, contact the Ministry of Tourism, Culture and Sport staff at games.ontario@ontario.ca and indicate **Registration Question** in the subject line. Provide as much detail to your question as possible in the body of the email.

FREQUENTLY ASKED QUESTIONS:

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

A: Fields designated with an asterisk (*) are required to submit your registration. If you are missing required information, the system will not process the registration. Please ensure that you have all the information identified in this guide before beginning to register as you will not be able save the registration form once you begin.

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

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

1. Check your junk or spam email.
2. If you still have not received your confirmation, email games.ontario@ontario.ca and indicate **Registration Confirmation Concern** in the subject line of the email.

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

A: Canada Games collects medical information to ensure the medical team can provide a high standard of care should you require medical treatment. While the information is not mandatory it will better prepare medical staff at the Canada Games in case of any emergency.

Q: Who is viewing my registration information?

A: Only required Team Ontario and Ministry of Tourism, Culture and Sport staff will view registration information to ensure it is accurate and complete. Canada Games staff will be using information in various means to ensure the best Games experience.

Please note: the following information will be visible to the public through the Canada Games website – Name, Hometown, Sport, and Biographical/Media Profile Information.

Q: Why do I create a profile?

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

Q: Why do I have to include a picture?

A: The picture you submit will be featured on your Canada Games Accreditation. Additionally, like your biography, it will be available online before, during and after the Games on the Canada Games website, so please ensure you are following the guidelines required.