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DULCE MARI HERBST
Unc- Universidade do Contestado
Canoinhas - SC / Brasil
profdulceh@hotmail.com

To be able to participate of this great event, a subscription by internet happened in 2006, in which a register should be fulfilled, having information such as name, affiliation, address, contact phone numbers, education, among others. In December 2006, I received an email from The Pan American Games Organization giving the opportunity to realize a selection process with the possibility to choose date and place to do the accomplishment of dynamics for recruitment process, which happened on January 06th ,2007,

Placed at Estácio de Sá University, at Barra da Tijuca, in Rio de Janeiro. A dynamic group was made and an interview. In March, 2007, a language classification was also made by internet, seeking for a better qualification of the volunteers to serve people during the Pan American games, Like the PASO (Pan American Sports Organization) information below:

More than 80 thousand people have presented,15 thousand have been selected, and of these ones, 1.500 had the chance to work in the Pan American Village .The selection of the volunteers for the XV Pan American Games, has started in 2005. All of them have passed through a hard recruitment process- With the support from Estácio de Sá University, which received psychologists and educationalists to participate in group dynamics and interviews. The team and group spirit, the education, behavior, agility and motivation of the candidates were considered and analyzed. Besides, all of them had done English and Spanish texts (With the Cultura Inglesa help) to verify what each one was able to do. " Those who knew at least one of the two foreign languages were exactly the chosen ones to work at Pan American Village, because here the contact with the athletes is much bigger than other venues or gymnasiums", Explains the journalist Paula Hernandez, the manager of the volunteers of CO-RIO. The relationship is daily and they are real warriors.

Knowing about the expenses would come from the volunteers themselves, an accommodation place had been set up by the internet. The advertising about this place was made by one of the volunteers who lives in the city. And in this place, many people from many different states of Brazil and even a person from Uruguay got accommodated there. The volunteers arrived there by plane, and local transportation was used from the bus station to the accommodation place in a little farm, in Guaratiba/RJ.

Some of them arrived by taxi cab and bus. It was formed a group of people decided to make a good job, called Pan American Volunteers. I think that to the volunteers, the accommodation place was really important, to make social knowledge, culture and meet new friends.

Most part of people haven´t met Rio de Janeiro before, except for the visit made during the recruitment achieve in the dynamic group and interviews, so going out together was common. The place was far from the Barra Shopping mall, where information center for volunteers was placed; called UAC, and it was also far from any other installation, where the games used to happen, etc. Because of it, we decided to leave the accommodation place and rent an apartment.

In the Uniform and Accreditation Centre (UAC), placed in the parking lot of Barra Shopping mall, it was where the volunteers accreditation to hold their function during the games was made, which were requested : date of birth and having your ID in hands, to confirm existing past entries through classification stages. I realized that some volunteers had already defined functions, because they had been communicated about it before, through email. And those were quickly served. And the others, besides, were sent to the problems solution room, where registered data were confirmed and several functions were offered during accreditation.

It was informed that only people in possession of credentials may have access to their workplace. As PASO (2007, p. 52:53) accreditation is:

An identification process and people registration of those who will have direct or indirect participation on the Pan American and Parapan American games Rio 2007, covering athletes, Work Force, press, coaches, referees, sport leaders, sponsors and invited people. Ensures tickets on a safe, easy and simple way for the effective people go to the desirable places. An accrediting is a permission to work. As an integrate of Force Work RIO 2007, you will receive an accrediting card that will identify you, will show you at which installation you will have free access. Remember an accrediting card must be used all the time, because only with that you will be able to have access to the places of competition or non competition. The process of accrediting is extremely important for the security, people management and operational efficiency.

After that stage, there was another registration section to receive the official uniform, data were confirmed and I went to try on the uniforms in a especial room for that. And then another section to finally receive the uniform inside a kit, composed by: three polo shirts, two grey pants, a chosen size blouse, a cap, a wallet, a water bottle, a rain coat, and a green bag. I had signed a compromise contract, in which I was informed about responsibilities following principles and applications, then I had to go to the other section to confirm the questions, according to what presents in the Força Rio pocket guide (PASO).

The uniform is a important tool to everyone look like properly and nicely during the games. With an accrediting card differentiating you from the other ones on your job area, you will represent the image of RIO Games 2007 .The uniforms have shirts of different colors, having the differences below: Shirts for all the Force Power; Green shirt for the sport technical team; dark blue shirt for technical officers, Clear blue shirt for host Broadcaster (responsible for the games images-On Pan, only).

Although The volunteer job in the right function hadn´t started yet, in July 01st , everybody had been invited to work on accreditation job to make name tags: folding, cutting out, and putting a metal chip inside of it, then closing and putting it inside a plastic covering, and then it pass through a pressure machine to give the final settings and finishes. In the sequence, it was going to the Brazilian Olympic committee place to make it valid; Where I had been until July 06th. There was a strong Security process at the place. When I arrived at the entrance, the receptionist was responsible to take me to the job room. Taking pictures and filming was not allowed, but I was treated as if I was working there for real.

I was designated to work though, and I started to attend the Pan American Village, working as navigator in support.

Volunteering / Traffic and transportation

The Pan American Village had a free transportation system and exclusive for athletes and team leaders, specially developed to serve displacement needs to places like: Training place, competition place, the event opening and closure. The places for traffic and transportation was placed in the end of the Village, it was organized by departure and arrival areas, which was seriously and good planned made by the bus station coordinators. According to the PASO manual:

As a member of the traffic and transportation staff (TTP-Tráfego e transporte), you will have an important function to achieve and you can make these games be unforgettable, getting into the history as a unique moment and a marker not just for Rio de

Janeiro, but to the whole country.

By being in contact with them, I got important information for the good functioning of the work in the Pan American Village, the schedule organization and knowledge of Rio de Janeiro map, locating competition venues, courses used and alternated courses and in the sequence, training with the volunteers were made by the steps in the games and how to integrate the team for better attendance. According to the manual of the PASO (2007, p.67), it´s verified: "the training aims to develop in the team the behavior expected in each person, such as commitment, the utility, flexibility, respect, cordiality and joyfulness.

The volunteer that develops the function of Support Navigator is a responsible person to follow athletes and sports controllers to the competition and training venues, trying to help them solve the problems, observing constituted hierarchies and give necessary orientation for the safety and welfare of the passengers and tourist information. For this, some characteristic are observed such as: impartiality, affection, confidentiality, respect to the cultural differences and the deficient ones, punctuality, leadership, spirit of cooperation and motivation among others. All the people who had accreditation to be in the Pan-American Village, could use the benefits to circulate in the National or International area, being able to use microbuses that twirl without fixed points. In this way, the PASO news (2007, n° 11) calls the attention for the rotation the cars.

That´s how shuttles work, microbuses that twirl 24 hours a day in the Pan American Village. There are four cars carrying mostly athletes, but also taking all kinds of people - coaches, Chief of mission, volunteers, guests, administration employees. The buses circulate for the road ring of the Residential Area and each complete way takes four minutes. With diesel engine and conditional air, they can carry 23 people seated, reaching the maximum speed of 30 km an hour.

A table with volunteers was placed in the entrance of the road, to give information to the delegations, to situate sport and teams in the buses with anticipated reservations. The buses used to transport athletes and controllers, had set appointments at least in the previous day of the competitions, and/or, trainings for the Chief of Mission of the delegations. Tourist strolls duly reserved were also offered to the delegations. The buses used for trainings and competitions, had the information put in the front glass of the vehicle such as: Departure and place of destination nominated with acronyms and schedule of the departures. And the base had the control of the information such as: how much time it would take to arrive to the destination place, if this did not occur a policeman would be directed to meet the bus of this delegation, using radios for communication. People called Leaders, had been determined to manage the departures and arrivals using teams schedule that contained the information such as departures and arrivals of buses, destined places, kilometers, time taken until the competition place, and to determine volunteers to follow such delegations in the buses. When arriving in the departure place the delegations were informed by the volunteers of the reception, the exits that would have to be located for the departure. The organization of the drivers also included leaders that distributed the buses and delegations and together with the coordination, policemen to follow the buses are determined. The volunteer work made possible to work together with the delegations of México in the handball team, Cuba with tênis team, Equador, Argentina, Colômbia and Paraguay with the soccer team, Venezuela with the swimming team, and those used by training and competition, Brazil with the rowing team. The routes used by these teams were called dedicated buses routes, which left early in the morning and returned in the afternoon.

The short routes comprehended to travel together with the athletes to the nearest venue location from the Village, like Lagoa Rodrigo de Freitas, Rio Centro complex, Maria Lenke Aquatic Stadium, Copacabana Beach, Olympic Arena, Rowing Stadium of the Lagoon, among others and go back to the Village.

It was very important to use a foreign language to communicate with the athletes and controllers that many times, wanted to know information about the transports daily routine, tourist information. According to the PASO daily press (July 27th, 2007), it´s verified:

A babel of languages. That´s the Pan American Village. Besides Portuguese, Spanish and English, official languages of the Pan American Games Rio 2007, it´s easy to hear other languages here and you learn a little from home. Athletes from the Netherlands Antilles and from Araba for example, speak Dutch and Papiamento. The ones from Suriname use in some places the taki-taki. People from Haiti mix words from French and Criollo. This linguistic difference complicates sometimes, but it doesn´t stop the communication between the athletes, because in this globalization era, almost everyone spoke English and Spanish, which increased this language soup.

It is believed that it was of fundamental importance to the success of the Pan American Games, acknowleding that knowing a foreign language can facilitate much the voluntary work

It was Informed that the Town's daily newspaper was written in Portuguese, Spanish and English enabling the reading of information for athletes.

I have especially lived with the swimming team from Venezuela during the training, and women's soccer team from Paraguay.

Thus, it is believed that the volunteer becomes able to use their own and acquired knowledge in training to confront better problems on the situations that require professional performance, ability to demonstrate leadership and solidarity, welfare of athletes and teams, and can contribute to the success of the same.

The volunteer who develops a function of navigator in support,is the person who has the responsibility to monitor athletes and sports leaders in buses that will carry them, observing procedures as Manual Training ODEPA et al, (2007, p 5): "The prime function of the voluntary collaborator of the area of Traffic and Transportation, is to make the customers transfer to the Games. " It is of real importance, the work that could be done by volunteers, to be responsible, punctual, cooperator and be motivated to do what has to be done.

The organization of drivers in the area of traffic and transportation, including leaders who were responsible for the distribution of buses and delegations and, in conjunction with the bus station Central Control of Pan American village, police were called to escort them.

Athletes and sports leaders of collective modalities are transported in exclusive buses. To the individual team modalities,the transportation is by local bus line called shuttles that could be shared by athletes from different modalities and countries.

Depending on the teams modalities,they were carried by routes, called Bus Routes.It had a long period to return and it had also to wait until the end of the training or competition, the short routes comprised travel and return to the village after departuring In areas next to the village like: Copacaban abeach, Rio flags Center, Rodrigo de Freitas Lagoon, and others in continuous movement.

The exclusive use of vehicles, taxi services, were allowed in some places, determined by transit authorities at Ayrton Senna avenue in Rio de Janeiro city.

To the volunteers,were given cards called Rio Card, to use in public transport system, with two tickets per day, and the accreditation name tag allowed access to bus metro station, unlimited.

From Pan American Village to Ayrton Senna Avenue output, an urban bus used to leave and go to a bus center in Rio de Janeiro and come back to Pan american village entry. For accreditaded people it was free.

In this voluntary work, I had the chance to share experiences with delegations from diferent countries such as Argentina, Aruba, Brazil, Bolivia, Canada, Chile, Colombia, Cuba, Ecuador, Mexico, Paraguay, Puerto Rico, and Venezuela. The modalities of: Athletics, Badminton, Basketball, Water Skiing, soccer , Handball, Swimming, Rowing, Ornamental Jump, Tennis ,beach Volleyball.

For better understanding and integrating it was possible and important to use a foreign language to make contact with

athletes and leaders, who were given information about the games, organization, tourist information and even to tell them what the crowd were saying.

Pan American Games security

It is understood that volunteers participation even if indirectly is important for the security of the games, because they must know about safety and appropriate guidance to enable access risks, solve problems and make suggestions when necessary.

The security in Rio de Janeiro city seemed to be reinforced because there were police everywhere. According to ODEPA (2007, p.35):

The staff responsible for security, agents of law and order, civil police and military are present in each game places. They are responsible for ensuring the welfare and safety of every single participating.

For accessing The Pan American Village, people had to pass through metal detectors, and a machine had reading name tags, confirming picture and name, purses and bags had to pass by the X-ray machines.

The police was standing on the access doors to the national and international area, in the bus station at the Pan American village, in the arrival and departure area, with the accreditation from the airport, in front of each building of the delegations, the entries of the restaurant, in sports venues, stands and hotels.

In working with the teams were designated batters, police motorcycle, which traveled in front of the bus, two more police inside the bus, enabling better security.

Afirms ODEPA et al (2007, p.80-81):

The responsibility for coordinating the security belongs to Justice department, through the National secretary of public safety (SENASP). The security shall be exercised by the public security organs in their Federal levels (National Police , National Road police), state, (Military Police ,Civil Police and Military Corps of Fire) and municipality (Municipal Guard), in accordance with its statutory duties.

There was an organizing security for the achievement of the Pan American games, enabling the population and the participants to be calm.

4-Final consideration

Attend an event of this size, it might be considered being in fact, something expressive and important, professionaly and personaly. You can really understand it better,in a bigger dimension, in a unique moment. I lived in a place where people came from different countries, cultures, and had diferent points of views, but, sought the same goals: success, victory and especially the achievement.

You can see spectacular images like the internal of Pan American village, but also, you can see expressions of joy, losses thoughts stamped on their faces, and perhaps the most important, solidarity and affection registered by the gestures , People integrating was pretty explicit in the Pan American opening and closure. I finish that saying the history is important, however, to be part of it directly, participanting, That´s certainly something that exceeds the thresholds of any effort. To describe the moments I´ve lived there, it doesn´t matter how simple it can seem , the Pan American volunteers Rio 2007, contributed in their own method and time in this unique and historic event and achievement.

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ABSTRACT:

This study presents an experience report as a volunteer in the Pan American Games held in the city of Rio de Janeiro in July, 2007 from the enrollment to the participation in the related games, accreditation, accomplished work on transit and transportation area as a support navigator, organization, among other works. It presents expectations of the Work Force organization committee for achievement and expected results of the Pan American games, as well as procedures and responsibilities during the games. It ponders the importance of knowing at least one foreign language for better communication during the event, life and experience accomplished during this daily contact and knowing the relevant aspect of the Pan American Village.

KEY WORDS: Pan American Games. Volunteer. Experience

RESUMEN:

Este estúdio presenta uma história de la experiência como el voluntário de los juegos Pan-americanos em la ciudad de Rio de Janeiro en julio de 2007, desde el registro para la participación en los juegos relacionados, credenciamento, trabajo llevado a través y transporte en la función del navegador de la ayuda, organización entre otras. Presenta las expectativas del organizador de lacomisión de la fuerza del trabaljo para la realización y los resultados esperados de los Juegos Pan-americanos, asi como procedimientos y responsabilidades en el transcorrer de los juegos. La comunicación podenra la importancia para tener dominio por lo menos de una lengua del idioma extranjero para mejor comunicación entre los participantes del evento, la vivencia y la experiencia adquiridas en este contacto y conocimiento diarios de los aspectos revelantes de la aldea Pan-Americana.

PALAVRAS LLAVE: Juegos Pan-amaricanos. Voluntario. Experiencia.

EXPERIÊNCIAS E VIVÊNCIAS DOS JOGOS PAN-AMERICANOS - RIO 2007

RESUMO:

Este estudo apresenta um relato de experiência como voluntária nos Jogos Pan-americanos realizados na cidade do Rio de Janeiro em julho de 2007, desde a inscrição para a participação nos referidos jogos, credenciamento, trabalho realizado na área de trafego e transporte na função de navegador de apoio, organização entre outros. Apresenta expectativas da Comissão organizadora da Força de trabalho para realização e resultados esperados dos Jogos Pan-americanos, bem como procedimentos e responsabilidades dos mesmos no transcorrer dos jogos. Pondera a importância de ter domínio de pelo menos uma língua estrangeira para melhor comunicação entre os participantes do evento, a vivência e experiências adquiridas neste contato diário e conhecimento de aspectos relevantes da Vila Pan-Americana.

PALAVRAS CHAVE: Jogos Pan-americanos. Voluntário. Experiência.