

## 2009 IAEM Conference

# Volunteering at the IAEM Conference Frequently Asked Questions

### WHAT DO I NEED TO DO TO BECOME A VOLUNTEER?

To become a volunteer at IAEM's 57<sup>th</sup> Annual Conference & EMEX Exhibit in Orlando, Florida you will need to do the following:

1. Review this overview document and the list of volunteer position descriptions.
2. Determine whether or not you can commit to serving as a volunteer at the conference.
3. Fill out the [Conference Volunteer Commitment Form](#).
4. Send your completed form to Dan Robeson, the Conference Committee Co-Chair, at [drobeson@jocogov.org](mailto:drobeson@jocogov.org) by Friday, September 18<sup>th</sup>, 2009.

### WHAT IS THE PURPOSE OF THE IAEM CONFERENCE VOLUNTEER CADRE?

IAEM utilizes volunteers at their annual conference for two main reasons. First, the work of the volunteers is a critical element in delivering successful conferences. Secondly, IAEM uses the volunteer system as a mechanism to assist people in attending the conference that otherwise wouldn't be able to and as an opportunity to further engage student members of IAEM.

### WHAT ARE THE BENEFITS OF VOLUNTEERING AT THE CONFERENCE?

Volunteers will receive a \$25 registration fee discount for each hour worked (with a minimum of two hours). Volunteers will not be compensated for any hours worked which exceed value of registration fee (\$200 for IAEM student members, \$425 for all other IAEM members, and \$525 for non-members). Additionally, taking advantage of this opportunity will provide a forum for networking with key stakeholders at all levels of government, the private sector, public health and related professions in emergency management and homeland security. *(Note: Over 90% of conference volunteers surveyed in 2008 stated that they: (1) Were glad they volunteered at the 2008 conference, (2) Plan on volunteering at future conferences, and (3) Would recommend the volunteer experience to others.)*

### WHAT ARE MY RESPONSIBILITIES AS A VOLUNTEER AT THE CONFERENCE?

Responsibilities of IAEM Conference Volunteers fall into the following general categories:

- Conference Registration: Volunteers are responsible for registering for the conference and if the discount received through volunteering (at \$25 an hour) doesn't cover the full registration fee the volunteer will need to pay the difference. Volunteers will also need to register and submit payment for any pre- or post-conference sessions they wish to attend. Pre- and post-conference registration fees are not discounted or comped for volunteers (even for room chaperones of these events). While room chaperones for pre-conference events will receive the hourly volunteer discount towards the regular conference registration, pre- and post-conference session registration fees are not eligible for the volunteer discount.
- Position Specific Responsibilities: Each volunteer position has specific job responsibilities. An overview of these roles and responsibilities are described in the [Volunteer Position Descriptions](#) document.
- IAEM Representative: As a volunteer, you will be working with the IAEM staff and other IAEM member volunteers to help ensure all aspects of the conference go smoothly and that conference attendees have a favorable experience. As representatives of IAEM, volunteers will of course need to maintain a high degree of professionalism and pay special attention to customer service.

- Conference Volunteer Shirt: Volunteers are also required to purchase a Conference Volunteer Staff Shirt (approximately \$20), to wear while on duty at the IAEM conference.
- Volunteer Conference Call: All volunteers are required to participate in one of the two conference calls scheduled in October. The first is at 3:00pm Eastern on Wednesday, October 7<sup>th</sup> and the second is at 8:00pm Eastern on Tuesday, October 13<sup>th</sup>.
- Mandatory Onsite Volunteer Meeting: All volunteers are required to attend the Volunteer Cadre Meeting in Orlando (specific location TBD) from 2:30 to 3:30pm Sunday, November 1<sup>st</sup>, 2009.
- Daily Morning Briefings: There is a Daily Morning Briefing every day of the conference. Volunteer Coordinators and Floor managers will be available at this time and location each day to provide updates on volunteer information and answer any questions from volunteers.
- Commitment: Considering that volunteers are an essential component to the conference's success (and that volunteers receive a generous registration discount), volunteers are expected to fulfill their obligations in full once they commit to participating in the conference.

#### **WHAT IF I HAVE SPECIAL REQUESTS REGARDING WHEN I WANT TO WORK AND IN WHAT CAPACITY?**

IAEM wants to make sure that volunteering is a worthwhile experience for everyone, so the organization works hard to accommodate volunteer preferences in developing the volunteer schedule. While not every preference can be accommodated, post-surveys of 2007 and 2008 volunteers found that over 95% of the volunteers felt like the preferences they identified in their application were accommodated. The Volunteer Application considers the following volunteer preferences:

- Volunteer Position Preferences: The application allows applicants to indicate their first, second, and third preferences in volunteer positions. Volunteers are usually able to work in either their first or second choice.
- Number of Hours Willing to Work: IAEM understands that not all volunteers want to work the same amount of hours. The application allows applicants a choice of 2, 4, 6, 8, and 8 hours & above (as needed).
- Time Slots Unavailable to Work: Everyone has a particular presentation/speaker they want to make sure and see at the conference. As such, the application allows applicants an opportunity to indicate times they are not available to volunteer. The application also includes an opportunity to indicate arrival and departure time to allow for flexible schedules.

#### **WHEN WILL I KNOW WHAT MY VOLUNTEER SCHEDULE IS?**

All IAEM Conference Volunteer Applications are due on September 18<sup>th</sup>, 2009. Once all of the applications are turned in, IAEM will spend a week organizing the schedule based on the conference needs and volunteer preferences. The volunteer schedule will be sent to volunteer applicants on September 28<sup>th</sup>, 2009. This will allow five weeks to make arrangements to attend the conference.

#### **HOW DO I REGISTER FOR THE CONFERENCE IF I'M PLANNING ON VOLUNTEERING?**

As a volunteer, you'll need to make sure you register online for the conference as an attendee in addition to applying to be a conference volunteer. When you register you should indicate that you will "pay by check", however no payment is due prior to the conference. After the conference, IAEM will send an invoice to anyone that still owes (for conference registration) after receiving the discount for their volunteer hours. If you inadvertently paid for the conference you will receive a reimbursement for the difference of the volunteer hours you work.

Remember, Volunteers will also need to register and submit payment for any pre- or post-conference sessions they wish to attend. Pre-and post-conference registration fees are not discounted or comped for volunteers (even for room chaperones of these events). While room chaperones for pre-conference

events will receive the hourly volunteer discount towards the regular conference registration, pre- and post-conference session registration fees are not eligible for the volunteer discount.

**WHERE CAN I FIND ALL OF THE IMPORTANT DATES ASSOCIATED WITH VOLUNTEERING?**

The [Important Dates for IAEM Conference Volunteers](#) document will provide you will all of the dates you'll need to be cognizant of as a volunteer.

**WHAT DO I DO IF I HAVE ADDITIONAL QUESTIONS ABOUT VOLUNTEERING?**

Contact the Dan Robeson, the Conference Committee Co-Chair, at 913-715-1013 or [drobeson@jocogov.org](mailto:drobeson@jocogov.org) with questions about the IAEM Conference Volunteer Program.