

## 2010 IAEM Conference

# Conference Staff at the IAEM Conference Frequently Asked Questions and Reference Information

### WHAT IS THE PURPOSE OF IAEM CONFERENCE STAFF?

In 2010, IAEM changed the Volunteer program to Conference Staff. IAEM utilizes Conference Staff at their annual conference for two main reasons. First, the work of Conference Staff is a critical element in delivering successful conferences. Secondly, IAEM uses the Conference Staff as a mechanism to assist people in attending the conference and as an opportunity to further engage student members of IAEM.

### WHAT DO I NEED TO DO TO BECOME CONFERENCE STAFF?

To work as Conference Staff at IAEM's 58<sup>th</sup> Annual Conference & EMEX Exhibit in San Antonio, TX you will need to do the following:

1. Review this overview document and the list of Conference Staff position descriptions.
2. Determine whether or not you can commit to serving as Conference Staff at the conference.
3. Fill out the Conference Staff Commitment form which will be available on the IAEM website by the end of August.
4. Send your completed form to Michelle Savoie, the Conference Staff Coordinator, at [msavoie@iaem.com](mailto:msavoie@iaem.com) by Friday, September 17<sup>th</sup>, 2010.

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

Conference Staff must be IAEM members. Conference Staff will receive a \$25 registration fee discount for each hour worked (with a minimum of two hours). Conference Staff will not be compensated for any hours worked which exceed value of registration fee (\$180 for IAEM student members, \$430 for early bird registration and \$480 for late registration for IAEM members). Additionally, taking advantage of this opportunity provides 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: a majority of conference volunteers surveyed in 2009 stated that they: (1) Were glad they volunteered at the 2009 conference, (2) Plan on volunteering at future conferences, and (3) Would recommend the volunteer experience to others.)*

### WHAT ARE MY RESPONSIBILITIES AS CONFERENCE STAFF?

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

- Conference Registration: Conference Staff must be IAEM members. Conference Staff are responsible for registering for the conference and if the discount received through working (at \$25 an hour) doesn't cover the full registration fee, you will need to pay the difference. Conference Staff must register and submit payment for any pre- or post-conference sessions or optional meal functions and other activities not included in the general registration fee. These optional sessions/events are not discounted or comped for Conference Staff (even for room chaperones of these events). While room chaperones for pre-conference events will receive the hourly discount rate towards the regular conference registration, pre- and post-conference session registration fees are not eligible for the discount.
- Position Specific Responsibilities: Each Conference Staff position has specific job responsibilities. An overview of these roles and responsibilities are described in the [Conference Staff Position Descriptions](#) document.
- IAEM Representative: As Conference Staff, 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, Conference Staff must maintain a high degree of professionalism and pay special attention to customer service.

- Conference Staff Shirt: You will be required to purchase a Conference Staff Shirt (approximately \$20), to wear while on duty at the IAEM conference. Volunteer shirts from previous years will no longer be used.
- Conference Call: All Conference Staff are required to participate in one of the two conference calls scheduled in October. The first is at 4:00 pm Eastern on Tuesday, October 5<sup>th</sup> and the second is at 8:00 pm Eastern on Wednesday, October 13<sup>th</sup>.
- Mandatory Onsite Conference Staff Meeting: All Conference Staff are required to attend one of 2 Conference Staff Meeting in San Antonio, on Friday, October 29, 10 am or on Sunday, October 31, 4 pm.
- Daily Morning Briefings: There will be Morning Briefings every day of the conference. Conference Staff Coordinators and Floor managers will be available at this time and location each day to provide updates on Conference Staff information and answer any questions.
- Commitment: Considering that Conference Staff are an essential component of the conference's success (and that Conference Staff are compensated with a generous registration discount), Conference Staff are expected to fulfill their obligations in full once they commit to participating in the conference. If you are not able to fulfill your commitment during the conference, you will be responsible for the registration fees.

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

IAEM wants to make sure participation is a worthwhile experience for everyone, so the organization works hard to accommodate preferences in developing the Conference Staff schedule. The Conference Staff Application considers the following preferences:

- Conference Staff Position Preferences: The application allows applicants to indicate their first, second, and third preferences in Conference Staff positions.
- Number of Hours Willing to Work: IAEM understands that not all applicants 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 see at the conference. As such, the application allows applicants an opportunity to indicate times they are not available to work. The application also includes an opportunity to indicate arrival and departure time to allow for flexible schedules.

Please note: while we would like to accommodate all requests, too restrictive a schedule may result in an applicant receiving fewer number of hours than requested.

#### **WHEN WILL I KNOW MY CONFERENCE STAFF SCHEDULE?**

All IAEM Conference Staff Applications are due on September 17<sup>th</sup>, 2010. Once all of the applications are turned in, IAEM will spend a week organizing the schedule based on the conference needs and Conference Staff preferences. The Conference Staff schedule will be sent to applicants on September 27<sup>th</sup>, 2010. This allows five weeks to make arrangements to attend the conference.

#### **HOW DO I REGISTER FOR THE CONFERENCE IF I'M PLANNING TO WORK AS CONFERENCE STAFF?**

As Conference Staff, you must register online for the conference as an attendee in addition to applying to be Conference Staff. 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 hours worked. If you already paid for the conference, you will receive a reimbursement for the difference.

Remember, Conference Staff will need to register and submit payment for any pre- or post-conference sessions or optional meal functions and other activities not included in the general registration fee. These optional sessions/events are not discounted or comped for Conference Staff (even for room chaperones of these events). While room chaperones for pre-conference events will receive the hourly discount rate towards the regular conference registration, pre- and post-conference session registration fees are not eligible for the discount.

#### **WHAT ARE THE IMPORTANT DATES ASSOCIATED WITH WORKING?**

Please mark your calendars with these important dates:

- August 30—Conference Staff Commitment Form available at: <http://www.iaem.com/events/Annual/ConferenceStaff2010.htm>
- September 17—Completed Conference Staff Commitment form due to Michelle Savoie, the Conference Staff Coordinator, at [msavoie@iaem.com](mailto:msavoie@iaem.com).
- September 27—Applicants notified of acceptance/positions
- October 5—1<sup>st</sup> Conference Call, 4:00 pm Eastern
- October 13—2<sup>nd</sup> Conference Call, 8:00 pm Eastern
- October 29, 10 am or October 31, 4 pm—Mandatory Onsite Conference Staff Meeting
- November 8—Conference Staff will validate hours worked
- November 15—Deadline for Conference Staff to identify discrepancies in hours worked; final hours sent to IAEM registrar

#### **WHAT DO I DO IF I HAVE ADDITIONAL QUESTIONS ABOUT WORKING?**

Contact Michelle Savoie, the Conference Staff Coordinator, at 703-538-1795 x 1786 or [msavoie@asmii.net](mailto:msavoie@asmii.net) with questions about the IAEM Conference Staff Program.