



VOLUNTEER MANUAL

2017

TOE 2 HEAD

Looking at School Health from a Different Perspective

April 19 & 20, 2017
Albuquerque Convention Center
401 2nd St NW
Albuquerque, NM 87102

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Thank you for your support of Head to Toe!

Please read this orientation guide thoroughly. It contains everything you need to know about your role as a volunteer.

During the event, the Kesselman-Jones team can be reached on their cell phones:

Laura Kesselman, *Project Manager*: (505) 620-1265

Claudia Hafez, *Registration Manager/Volunteer Liaison*: (505) 206-7018

Kristin Berg, *Exhibitor Coordinator*: (505) 400- 1848

Danielle Adams, *Speaker Liaison*: (575) 635-2536

WHAT TO WEAR

Business casual (slacks and a nice shirt/blouse please!)

Dress in layers (the temperature in meeting rooms is often difficult to regulate)

Wear comfortable shoes (you will be on your feet most of the day)

EMERGENCY PROCEDURES

In the event of an emergency, first assess the situation. If it is safe to do so, one room host should remain in the room while the other notifies the Kesselman-Jones team at the registration desk. If you are the only room host, remain in the room and send an attendee to notify the Kesselman-Jones team at the registration desk.

FIRE ALARM: Ask guests to proceed to the closest exit and wait on Civic Plaza for further instructions.

MEDICAL EMERGENCY: Call 911

SUPPLIES: We have a wide variety of supplies beyond standard office supplies including first aid and emergency supplies at the registration desk including a first aid kit, masks for performing mouth-to-mouth resuscitation and gloves; emergency supplies such as flash lights, tools and a bullhorn; and personal items such as tissue, feminine hygiene items, mints, sewing kits and clear nail polish for hose runs.

ACCIDENTS: If you witness an attendee hurt themselves at the conference, please fill out an incident report at the registration desk.

THINGS TO KNOW

PARKING: Free parking is available for conference attendees in the above-ground parking structure on Martin Luther King Jr. Ave and Broadway Blvd. Pick up your pass from the designated table near registration. Please note, we can only give one parking permit per vehicle.

CONFERENCE APP: The Head to Toe app is back and better than ever! It would be very helpful for all volunteers to have the app to quickly access the schedule and maps. **All volunteers are highly encouraged to download and familiarize with the app before the conference.**

NEW AND IMPROVED

Everything that used to be in the program is now on the app such as session descriptions, bios and exhibitor info. Plus, it has useful features to enhance your event experience including:

- Pre-loaded schedule
- Interactive map
- Note-taking section
- Discussion boards
- Immediate conference updates/push notifications

WHO CAN USE THE APP?

Any conference attendee or speaker with a smart phone, tablet or laptop. The app works on both Apple and Android platforms, though it does look different depending on which you have.

DOES IT COST?

There is no charge for the app. If you are using the free Wi-Fi at the convention center you should also see no data charges.

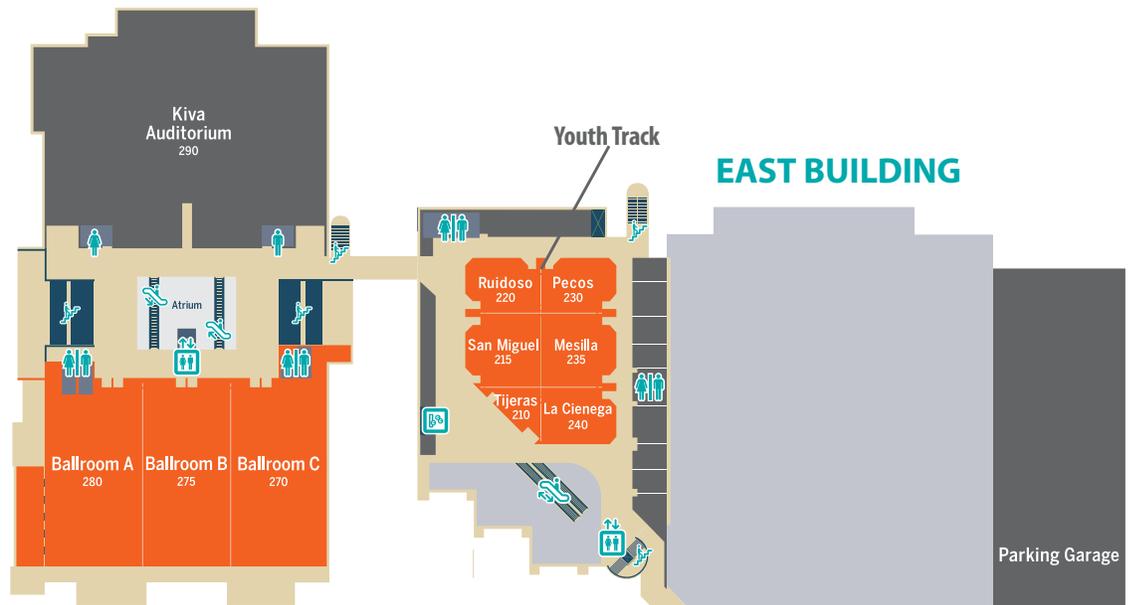
HOW DO I DOWNLOAD?

You should have received an email with a personalized link to access the app. Didn't get that email? No problem! Visit your app store and search for Head to Toe.

BREASTFEEDING MOTHERS: There is a room near the lower level restrooms that can be used for privacy. A small refrigerator is available in the conference office, Zuni, if they need to store breastmilk.

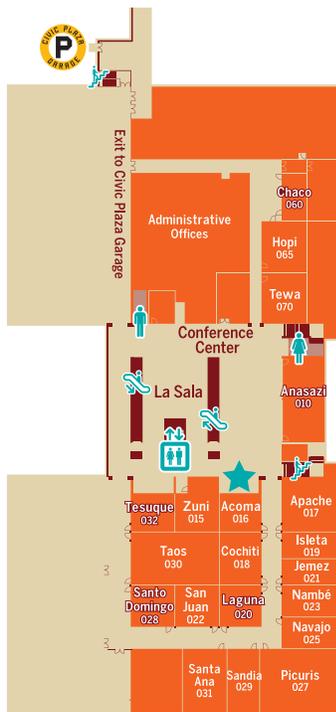
ALBUQUERQUE CONVENTION CENTER

UPPER LEVEL
 Ballroom A - Exhibit Hall
 Ballroom C - General Session
 Skybridge to East Building



WEST BUILDING

LOWER LEVEL
 Breakout Rooms
 Registration
 Relaxation Station



- Registration ★
- Elevator
- Escalator
- Guest Services
- Parking
- Pick-up & Drop-off
- Restroom
- Vending

Room Hosts

Prior to the conference you selected your room host shift(s). Each breakout session will have one or two room hosts to manage the room; you will be responsible for fulfilling the following duties:

CHECK IN/CHECK OUT

- Check in at the registration desk at least **fifteen minutes** before you are scheduled to host a room. At that time you will pick up your name badge (if you haven't already) and your Room Host Packet, which includes:
 - 1) Special instructions/materials
 - 2) Panel signs (if applicable)
 - 3) Breakout session evaluation forms
- Look through your Room Host Packet and familiarize yourself with the materials provided
- Check the room set-up. Find on/off light switches in the room and please make sure the speaker has their bottled water. On the podium or the head table will be a supply box which includes time notification signs, notepads, pens/pencils, and tissues. Leave this box in your room for the next host
- If the presentation is a panel, place panel signs (located in your Room Host Packet) on the head table
- If there are "reserved for wheelchairs" signs in your packet, place them on the last table in the back of the room and remove the chairs for easy access of a wheelchair
- If there are "reserved for the hearing impaired" signs in your packet, place two in the front seat of the room and direct the hearing-impaired attendee and translator to the front once they arrive. Note, they may choose to sit elsewhere and that's okay

HANDOUTS

- Materials provided by the speaker are available on the website at attendhead2toe.com and on the conference app. Handouts are not provided by the conference, but may be pre-printed by attendees at their convenience.
- Speakers may provide handouts; confirm with them before the presentation begins whether or not they have handouts that need to be distributed. Please obtain a copy of any additional handouts passed out by speakers and include in your room host envelope that will be returned to the registration desk to your on-site volunteer liaison.

MAKE THE PRESENTERS FEEL SPECIAL!

- Welcome and introduce yourself to the presenter(s)
- Ask the presenter(s) if there is anything they need that is not in the room.
- If they have any requests you can't accommodate, come to the registration desk and we will help you
- Let presenter(s) know that 15 minutes before the end of the session you will hold up a sign to remind them to wrap up. You can remind yourself to do this by placing a piece of masking tape on your watch stating the time to remind them or setting a silent timer on your cell phone

MANAGE THE ROOM

- Distribute workshop evaluations as people enter (you can recruit someone to help you)
- Distribute handouts if provided by the presenter
- If your room is full, take the sign "room full" from your supply box and tape it on your door. We cannot pull more chairs in as most rooms will be set to fire code. Please be as nice as you can and recommend people find another session to participate in
- Start ON TIME. There is no room in the agenda for going over scheduled start and end times
- Room temperature is the most common complaint we receive and the most difficult to accommodate since people are wearing different layers of clothing and have different metabolisms. Don't respond immediately after the first complaint; wait until you get a number of complaints or actually see people fanning themselves or putting on their jackets. Don't trust your own temperature, especially if you have been running around
- If the room is too warm or cold, please come to the registration desk. If an engineer comes to the room, make sure he/she clearly understands which direction you want the thermostat moved. It takes a while for the heating/cooling system to respond and you could easily end up over heating or cooling
- Remind people before the session begins to turn cell phones to vibrate
- If you have interpreters, ask if they or the hearing-impaired attendees need anything
- Once the session has begun, count the number of people in your room and make sure to write it down on your room host envelope label
- At the close of the session, thank presenter(s) and remind people to turn in their evaluations to you

WRAPPING UP

- Collect evaluations as people leave the room and place them in the envelope provided
- Bring the envelope with evaluations, any extra handouts, supplies and any miscellaneous items left in the room back to the registration desk
- Serve as the liaison between room and conference coordination staff

REGISTRATION ASSISTANTS

RESPONSIBILITIES

- Distribute attendee badges and packets
- Answer general attendee questions (familiarize yourself with the conference agenda)
- Help with directions (familiarize yourself with room locations and restrooms)
- Direct all payment questions to registration administrator
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PROCEDURE

1. Greet attendee and ask for first and last name.
2. Locate envelope in alphabetical order by last name.
3. If there is no envelope, direct them to the onsite registration desk.
4. Provide the attendee with a brief description of the contents of their packet.
5. Remind the attendee that name badges must be worn at all times for access to all conference programming and meals.
6. Hand attendee a conference bag and envelope with their name badge.
7. Direct attendee to the general session located in Ballrooms B & C.
8. Answer questions and provide information when possible. For exhibitor questions, please direct to Kristin or any available Kesselman-Jones staff.

The registration envelopes are filed in alphabetical order by last name, then first name.

GUIDELINES

- If a common name (i.e. Chavez), ask for first name to save time.
- When checking unfamiliar names, always check for the reverse. (i.e. Hiroshi Suzuki may be filed as Suzuki Hiroshi).
- Check various spellings for the name (i.e. Mc or Mac).
- If you cannot find their name, ask if they are a speaker or exhibitor and direct them to a Kesselman-Jones staff.

ENVELOPE CONTENTS

- Name badge (May also include a ribbon – please put on for them)
- CEU tracking form
- Meal tickets for those with special dietary needs (i.e. vegetarian, vegan, etc.)
- Card with session selections

ONSITE REGISTRATION

If an attendee has not yet registered, direct them to the registration administrator.

NAME BADGE REPRINTS

Please send attendee to onsite registration to complete a badge reprint form. If a person has lost a badge, the cost of a new badge is \$5.

CONTINUING EDUCATION PROCESSORS

The conference has been approved for and pending approval on the following continuing education:

NURSES: Approved through the ENMUR CE Monitoring Committee #11-02 for 15.3 for the full conference. Partial credit has been approved each day.

COUNSELORS: The NM Counseling Board honors NASW-NM credits.

SOCIAL WORKERS: We have been approved for up to 12.5 credit hours by NASW-NM, 9 of which are cultural CEUs. Partial credit is available. Cultural competency CEUs are offered for sessions 9, 10, 36, 41, 44, 53 and 62.

BEHAVIORAL HEALTH PROFESSIONALS: We have been approved for 12.5 hours by NM Credentialing Board for Behavioral Health Professionals (NMCBBHP). Provider # 1014.

CERTIFIED HEALTH EDUCATION SPECIALISTS: We have been approved for 11.5 Category I Certified Health Education Specialist (CHES) continuing education contact hours (CECH) by New Mexico State University's CHES Continuing Education Review Committee (Provider #NM0020)

CE PROCESSING INSTRUCTIONS

1. Collect completed CE tracking form
2. Review CE tracking form. Make sure all items are complete. Verify:
 - Attendee's name is on the form. All individuals must write in their name on the top of the form.
 - They have checked their profession.
 - They have checked which session they attended.
 - They initialed every line all the way down the form.
3. Explain that they will receive an email following the conference with a link to the conference evaluation. After completing the survey they will be able to download their certificate.
4. Smile and say "have a safe trip home."
5. Place paperwork in collection box.

CE FAQs

Why do different professions have different hours? Nurses calculate time with a 50-minute hour and counselors/social workers use a 60-minute hour. The number of hours granted were determined by the boards after reviewing our agenda.

What are cultural hours? The social work board has recently amended their licensure requirements to include a certain number of continuing education hours focusing on culture.

Can I get my certificate early? That depends on whether the profession you are requesting provides partial credits. If you want credit for the final session of the day, you must stay until that session is complete. These are the requirements of all the licensing boards. We will have many volunteers on hand to assist you with the process.

Can I mail in my paperwork later? No, we must collect all paperwork on-site. This is how we verify you were in the session. All boards require proof of attendance and many conferences actually have sign in/out sheets in all rooms. We have eliminated this step but still must know when you physically arrive (by picking up your paperwork) before leaving the conference.

I don't need CE but want a certificate. A Certificate of Attendance is available.

If I am a nurse and a counselor can I get two certificates? Yes, make sure you download the two different certificates. If you are a counselor and behavioral health professional, you will need two of the same certificates.

What's the deal with CHES? CHES is a certified health education specialist. They have their own special log-in and evaluation form that must be completed, and they must pay a fee for their hours. Their certificate will be handed out at the conference. KJ staff will process any CHES requests.

VIP Host

During the lunch hour:

- Direct attendees into the lunch room – Ballroom A
- Help guide guests to a seat, typically located in the front of the room. Remind attendees with a special meal that tickets were included in the registration envelope and to present to server.
- Provide answers to general conference questions (know where the nearest restroom is and familiarize yourself with the conference agenda)
- Ensure guests entering the lunch room are conference attendees by checking for a conference name badge. Attendees must have a badge for the full conference or with that day printed on it to attend lunch.

KEYNOTE PRESENTER ATTENDANT

- Meet Jana Stanfield at her table in the exhibit hall at 10:45 am on Thursday for instruction.
- Assist Jana at the table after her keynote.

RECESS HELPER

- Guide attendees to recess activities.
- Pick up signs from registration desk by 12:45 pm on Wednesday.

FREQUENTLY ASKED QUESTIONS

Q: Where are the restrooms?

A: Restrooms are located on each level of the convention center.

Q: Where is the general session?

A: All general sessions are in Ballrooms B & C located on the upper level of the convention center. Access via the escalators from the lower or main levels.

Q: Where is lunch?

A: Ballroom A.

Q: Is there a lost and found?

A: Check at the conference registration desk for any items lost during the conference. All items not claimed at the end of the conference will be turned into the convention center.

Q: Where do I receive my CEUs?

A: CEU certificates will not be available online until the end of the conference on Friday. All CEU Tracking Forms can be dropped and will be collected at the conference registration desk. CHES certificates are mailed upon receipt of \$3/credit hour and completion of the paper survey included in your registration envelope and turned into registration desk.

Q: Can I receive my CEUs if I leave early?

A: You cannot receive full conference credit if you leave early. You will only receive credit for those sessions FULLY attended.

Q: Where is _____ session room?

A: You can find a map on the conference app.

1. Conference registration and workshop rooms are located on the lower level of the convention Center.
2. General sessions are in Ballroom B & C
3. Exhibitor booths are located in Ballroom A.

Q: Where can I smoke?

A: Smoking is not allowed within 400 feet of the convention center. Closet location is on the plaza - exit through 3rd street doors on the ground level of the convention center.

Q. How do I download the H2T conference app?

A. You should have received an email with a personalized link to access the app. Didn't get that email? Visit the app store and search for Head to Toe.

Thank you!

Susan Acosta
Kristy Adakai-Tinney
Amanda Askin
Maria Avendano
Twila Becenti-Fundark
Francisco Chavez
Lorraine Chavez
Mariah Espeset Madrid
Ashley Garcia
Cindy Greenberg
Robert Griffith
Joan Gugliotta
Robin Hinman
Nancy Kirkpatrick
Lillian LaFate Palmer
Janie Lee Hall
Valerie Lopez
Amanda Madrid
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