



WORLD DENTAL CONGRESS SAN FRANCISCO 2019

COMMITTEE ON LOCAL ARRANGEMENTS (CLA)

VOLUNTEER MANUAL

**Please review the contents of this CLA Manual
PRIOR to the CLA Orientation and Reception:**

**Wednesday, September 4 at 6 p.m.
Moscone Convention Center
747 Howard St.
San Francisco, CA 94103
Moscone South, Room 205
CLA Reception Immediately Following**

TABLE OF CONTENTS

QUICK CHECKLIST.....	4
Prior to the Annual Meeting	4
On the Day of Your Volunteer Assignment	4
<input type="checkbox"/> Attend the CLA Orientation & Reception Wednesday, September 4 at 6 p.m.....	4
2019 COMMITTEE ON LOCAL ARRANGEMENTS	5
CLA Chairs and Contact Information	5
CLA ORIENTATION AND RECEPTION.....	7
PROGRAMS COMMITTEE VOLUNTEERS.....	13
Speaker Host	13
Room Host	13
CE Credit for Hosts.....	13
Temporary Staff, ADA Staff and Vendor Positions.....	13
SPEAKER HOST RESPONSIBILITIES	14
Prior to ADA FDI 2019	14
On the Day of Your Assignment	14
Details to be Coordinated with the Speaker	14
Before the Course	14
During the Course.....	14
At the Close of the Course.....	15
Speaker Host General Information	15
ROOM HOST RESPONSIBILITIES	16
Prior to ADA FDI 2019	16
On the Day of Your Assignment.....	16
During the Course.....	16
General Information	16
Fee Courses.....	17
No-Fee Courses.....	17
Standby Seating Procedures – No-Fee courses only	17
Exceptions.....	17
OPERATIONS COMMITTEE VOLUNTEERS.....	19
Speakers’ Lounge Host.....	19
Information Desk Concierge.....	19

Street Directional Guide 20

Operations Volunteer Responsibilities 20

 Prior to ADA FDI 2019 20

 On the Day of Your Assignment 20

VOLUNTEER PARKING 21

QUICK CHECKLIST
Please Print for Your Reference

The CLA Office is located in Moscone Convention Center
 747 Howard St., San Francisco, CA 94103
CLA Office: Moscone North, Lobby
CLA Office Phone: 415.940.4457

Prior to the Annual Meeting	On the Day of Your Volunteer Assignment
<ul style="list-style-type: none"> <input type="checkbox"/> Visit www.world-dental-congress.org/registration/volunteer-information to review: <ul style="list-style-type: none"> ○ General information about the CLA ○ This CLA Volunteer Manual <input type="checkbox"/> Print your badge onsite at Moscone Convention Center if you did not receive it in the mail <input type="checkbox"/> Attend the CLA Orientation & Reception Wednesday, September 4 at 6 p.m. Moscone Convention Center, Moscone South, Room 205 	<ul style="list-style-type: none"> <input type="checkbox"/> Bring your: <ul style="list-style-type: none"> ○ Badge ○ Cell phone <i>(you may need to contact your CLA Co-Chair if you experience an emergency)</i> <input type="checkbox"/> Check in at the CLA Office: <ul style="list-style-type: none"> ○ 30 minutes prior to your assignment for Operations positions ○ 60 minutes prior to your assignment for Programs (CE) hosts ○ Pick up your yellow CLA Volunteer badge lanyard ○ Receive assignment-specific materials <input type="checkbox"/> Pick up an Onsite Guide.

EMERGENCY PROCEDURES

From within Moscone Convention Center:
 If you are the first to react or if you become aware of a life threatening or potentially life threatening situation or become involved with a medical emergency requiring an Ambulance, **dial 511** from a house phone.
 Or call the MCC Control Room at **415.974.4021** from a mobile phone
 The MCC will dispatch a medical services provider and contact **911**.

Outside the Convention Center: Dial 911

2019 COMMITTEE ON LOCAL ARRANGEMENTS

Welcome to the ADA FDI World Dental Congress in San Francisco! The ADA appreciates your valuable contributions during ADA FDI 2019 and the dedication of the entire Committee on Local Arrangements (CLA). Your participation is critical to the success of the meeting.

CLA Chairs and Contact Information

Name	Title / Committee
Dr. Dennis Shinbori	General Chair
Dr. James Van Sicklen	Vice Chair
Dr. Stafford Duhn	Programs Co-Chair
Dr. Erich Werner	Programs Co-Chair
Dr. Jeffrey Jang	Operations Co-Chair
Dr. William Lee	Operations & Programs Co-Chair

Committee on Local Arrangements (CLA) Office

Moscone North, Lobby; Phone – 415.940.4457

DATE	OPEN	CLOSE
Wednesday, September 4	7:30 a.m.	5 p.m.
Thursday, September 5	7 a.m.	4:30 p.m.
Friday, September 6	7 a.m.	4:30 p.m.
Saturday, September 7	6 a.m.	4 p.m.
Sunday, September 8	6:30 a.m.	1 p.m.

Continuing Education/Speaker Ready Room

Moscone South, Room 105; Phone – 415.978.3610

DATE	OPEN	CLOSE
Tuesday, September 3	Noon	4 p.m.
Wednesday, September 4	7 a.m.	4 p.m.
Thursday, September 5	7 a.m.	4 p.m.
Friday, September 6	7 a.m.	4 p.m.
Saturday, September 7	6:30 a.m.	3:30 p.m.
Sunday, September 8	7 a.m.	Noon

Q: What if my schedule or availability changes?

A:

Prior to ADA FDI 2019

If an emergency occurs and you cannot fulfill your assignment, please contact us immediately. Prior to Tuesday, September 3, please contact Kristi Seibert via e-mail at annualmeeting@ada.org.

During ADA FDI 2019

Beginning Wednesday, September 4 through Sunday, September 8, if you are unable to fulfill your volunteer assignment, please contact the CLA Office at 415.940.4457.

CLA ORIENTATION AND RECEPTION

Wednesday, September 4, 2019

Moscone Convention Center

CLA Orientation

Moscone South, Room 205

CLA Reception

Moscone South, North Terrace, Level 3

Please join ADA staff, the Committee on Local Arrangements (CLA) and your fellow volunteers for an orientation session where you will receive all the information you need to fulfill your assignment(s) and get the opportunity to ask any questions you may have. Your attendance at this orientation meeting is essential in order for you to be fully prepared for your assignments.

Please stay for a special volunteer reception immediately following the orientation to thank you for helping make this year's annual meeting a success. Hors d'oeuvres and beverages will be served.

Note: the reception is for ADA FDI 2019 volunteers only.

A detailed breakdown of session times and locations is as follows:

SESSION	TIME	ROOM
CLA General Orientation – ALL Volunteers	6-6:30 p.m.	Moscone South, Room 205
Programs	6:30-7 p.m.	Moscone South, Room 205
Operations (Registration/Hospitality)	6:30-7 p.m.	Programs Level, Room 203
CLA Volunteer Reception	7-8:30 p.m.	Moscone South, North Terrace, Level 3

IMPORTANT: All CLA volunteers are expected to attend the orientation. If you have extenuating circumstances which would prevent you from attending the orientation please review this manual thoroughly to ensure you are fully informed and prepared for your assignment(s). If, after reviewing this manual, you have any questions, please contact Melanie Judy either via e-mail at cdapresents@cda.org or 800.232.7645.

CLA VOLUNTEER POLICIES AND GUIDELINES

Volunteer Membership Requirements

All dentists who serve on the Committee on Local Arrangements must be current members of the American Dental Association. All dental school students who serve on the Committee on Local Arrangements must be current members of ASDA (American Student Dental Association).

CLA Volunteer Descriptions

The Committee on Local Arrangements is made up of two working committees:

Programs Committee – Members assist in continuing education courses by serving as speaker hosts and room hosts.

Operations Committee – Members assist as greeter/directional guides throughout the convention center, as well as providing assistance in key areas such as the Speakers' Lounge, information desks and registration area.

For more information, find your committee's section in pages 13-20. Volunteers must read their specific committee section. We also encourage you to become familiar with the functions of the other committees in the event you are asked to perform alternate duties.

CLA Volunteer Attire

If possible, the CLA chairs would like to request that speaker hosts and room hosts wear business/business-casual attire when attending to their speakers.

All volunteers will wear a registration badge and a yellow CLA Volunteer lanyard that designate them as a member of the Committee on Local Arrangements. The lanyard will be distributed to volunteers upon check-in on their assignment day.

Volunteer Check-In Process

For more information, find your committee's section in pages 13-20. Volunteers must read their specific committee section.

On the day of your assignment, please report to the CLA Office, Moscone North, Lobby where the CLA Co-Chairs will sign you in, review your assignment(s) and inform you of your role and responsibilities. During this time you will receive:

- A yellow CLA Volunteer lanyard
- Any other materials you need for your assignment
- Speaker Hosts will receive assignment-specific materials

Operations or Registration assignments – please report at least **30 minutes prior** to the start of your assignment.

Programs assignments – Please arrive at least **60 minutes prior** to the start of your assignments.

Please be sure to bring your registration badge and your cell phone. You may need to contact your Co-Chair if you experience an emergency. Your cell phone will be helpful in order to contact the CLA Office. It's a good idea to pre-program your phone with these and any other important numbers (see Co-Chair contact information on page 5).

The CLA Office hours are:

DATE	OPEN	CLOSE
Wednesday, September 4	7:30 a.m.	5 p.m.
Thursday, September 5	7 a.m.	4:30 p.m.
Friday, September 6	7 a.m.	4:30 p.m.
Saturday, September 7	6 a.m.	4 p.m.
Sunday, September 8	6:30 a.m.	1 p.m.

Meals – Speakers’ Lounge, Moscone South, Room 303

CLA Volunteers can scan into the Speakers’ Lounge with their badge on the day(s) of their volunteer assignment.

Speakers’ Lounge Hours of Service:

DATE	CONTINENTAL BREAKFAST SERVED	LUNCH SERVED
Thursday, September 5	7:30-10 a.m.	11:30 a.m.-2 p.m.
Friday, September 6	7:30-10 a.m.	11:30 a.m.-2 p.m.
Saturday, September 7	6:30-9 a.m.	11 a.m.-1:30 p.m.
Sunday, September 8	7-9:30 a.m.	CLOSED

Bag and Coat Check

The CLA Office **will not** have storage for handbags, tote bags, backpacks, computers, briefcases or any other personal items. Be prepared to carry everything you will need for your assignment. Should attendees require any bags or coats checked, there will be a bag/coat check available in the convention center lobby on Saturday, October 20 and Sunday, October 21. Attendees can check their bags for \$3.00 per item or luggage/laptops for \$5.00 per item.

Emergency Procedures

From within Moscone Convention Center:

If you are the first to react or if you become aware of a life threatening or potentially life threatening situation or become involved with a medical emergency requiring an ambulance, **dial 511** from a house phone or **415.974.4021** from a mobile phone. The Security Department will dispatch a medical services provider and contact 911.

Outside the Convention Center: Dial 911

GENERAL ADA FDI 2019 INFORMATION

Continuing Education Program

Badge Scanning for Courses and Workshops – All ADA FDI 2019 attendees will be scanned into courses with their badge for both fee and no-fee courses. This procedure ensures that attendees who planned in advance to attend a course will have a seat reserved. Speaker Hosts and Room Hosts must also scan into courses they are volunteering for.

Fee Courses and Workshops

- You may enroll in a course onsite up to the scheduled start time of a course (based on availability).
- If you enroll in a fee course or workshop, your seat is reserved for the duration of the course.
- Workshop requirements: All participants should bring protective eyewear. If your workshop requires other supplies, they are listed on your ticket. Participants who do not bring or have the proper supplies do not qualify for a refund.

No-Fee Courses

- You may reserve a seat onsite up to the day before the scheduled course (based on availability).
- If you reserve a seat for a no-fee course, seating is only guaranteed up to the published start time of the course. After that time, admittance will be on a first-come, first-served basis, regardless of advance registration, until the room is full.

Standby Policy for No-Fee Course

- If a no-fee course is sold out or if you are trying to attend a no-fee course you did not register for in advance the day of the scheduled course, you may stand in line for standby
- After the published start time of the no-fee course, admittance will be allowed on a first-come, first-served basis, until the room is full up to the 15 minutes after the published start time
- No admittance is allowed 15 minutes after the published start time for any courses

Course Locations – room assignments are available:

- in the mobile app
- in the Onsite Guide in the Continuing Education section

Course Handout Policy – In an effort to reduce paper waste, the ADA no longer distributes traditional handouts for continuing education. At the end of August, you can go to the [Course Planner](#) to access course handouts. Click on “Browse Courses” and choose your preferred search method.

Handouts will also be available on the ADA Events mobile app. Visit your mobile device’s app store and search **ADA Events** to download. Your personal login information will be sent to the email used to register for the annual meeting.

Handouts are posted at the discretion of each presenter and not all courses will include handouts. Course handouts are available on the individual course pages. To find a course, you can use the universal search by tapping on the magnifying glass at

the top of your screen. You can also access the full course schedule from the homepage.

You can visit the [Course Planner](#) at any time, even onsite, to view the latest course updates.

Managing Your Continuing Education (CE) Credits – Attendees will be able to verify CE on the annual meeting mobile app or onsite at the annual meeting, although printing capability will not be available onsite.

Attendees can also verify CE online at their home or office at ADA.org/meeting. From this system attendees can verify their courses and print their CE verification letter.

For Speaker Hosts and Room Hosts – you can receive CE credit for the course(s) you host. Keep track of the CE verification code you receive during the course so you can receive credit the same way attendees do.

For hosts in hands-on workshops – your ability to participate in the hands-on activities will depend on space availability in the course. Even if you are only able to observe, you can still receive the CE credit.

OTHER IMPORTANT ADA FDI 2019 INFORMATION

ADA FDI 2019 Onsite Guide

The Onsite Guide is a complete guide to courses, services, exhibits, events and locations, and will be distributed throughout Moscone Convention Center.

ADA Shuttles

ADA will provide complimentary shuttle transportation for attendees between ADA official hotels (not within walking distance) and Moscone Convention Center. Shuttles will pick up and drop off in front of the lobby. A badge is required for bus loading. (No shuttle pass needed.) Shuttle service is not available if the hotel is not in the official ADA block of hotels.

Hours of Shuttle Operation

See page 10 of the Onsite Guide for Shuttle Route information.

Tuesday, September 3	1-5 p.m.
Wednesday, September 4	7 a.m.-6 p.m.
Thursday, September 5	7 a.m.-8:30 p.m.
Friday, September 6	7:30 a.m.-10 p.m.
Saturday, September 7	7 a.m.-5 p.m.
Sunday, September 8	7 a.m.- 1:30 p.m.

Temporary Staffing

In addition to CLA volunteers, the ADA hires temporary staff to assist in managing the annual meeting. Temporary staff is contracted through ProShow, an event staffing company which subcontracts locally.

Attendee Badges

All attendees must wear a badge during ADA FDI 2019. Badges can be printed at Moscone Convention Center during the annual meeting and can also be printed at the Hilton Union Square and Westin St. Francis on Wednesday, September 4 from 2-6 p.m. and Thursday, September 5 from 7 a.m.-12 p.m. There will be a \$25 fee for badge re-prints.

ADA FDI 2019 Staff

In addition to the Committee on Local Arrangements Volunteers, the ADA also brings full-time staff members to help facilitate the activities related to ADA FDI 2019. Below is a list of some of the key departments and their staff.

Division of Conferences and Continuing Education – annual meeting and convention center operations, speaker and CE coordination. Staff from this division can be found in:

- The ADA FDI 2019 Show Management Office (Committee on Annual Meetings)
 - Moscone South, Room 104
- Speaker Ready Room/Programs Office
 - Moscone South, Room 105

Division of Membership, Tripartite Relations and Marketing – Membership staff from this division can be found at:

- ADA Member Center, Moscone North & South, Booth 827

International Assistance – Staff from this division can be found at:

- Moscone North, Room 113

PROGRAMS COMMITTEE VOLUNTEERS

The Programs Committee volunteer assignments include the following:

Speaker Host

Speaker Hosts are the onsite liaison between the speaker and the ADA. The Speaker Host will contact the speaker before the meeting to ensure all details have been discussed, will greet the speaker upon their arrival at the speaker ready room (or other pre-determined location), will facilitate courses, make general announcements, introduce the speaker and announce the course verification code number for CE credit at the end of the course. It is important that these volunteers help ensure a timely schedule is maintained.

Room Host

Room Hosts are responsible for the supervision of room requirements, greeting attendees as they arrive for the course and ensuring everyone in the room has a seat (standing in the back of the room is not permitted). They assist the Room Monitor (see below) with the management of standby seating for each course. In the unlikely event the Room Monitor needs to step away, the Room Host should stand outside the door until the Room Monitor returns.

CE Credit for Hosts

For Speaker Hosts and Room Hosts – you can receive CE credit for the course(s) you host. Keep track of the CE verification code you receive during the course so you can receive credit the same way attendees do.

For hosts in hands-on workshops – your ability to participate in the hands-on activities will depend on space availability in the course. Even if you are only able to observe, you can still receive the CE credit. Please bring protective eyewear in the event you are able to participate.

Temporary Staff, ADA Staff and Vendor Positions

Room Monitors are temporary staff, and are responsible for monitoring the door to scan attendees' badges to ensure that everyone who enters the room is registered for the course. To ensure courses run smoothly, they work with local volunteers to scan badges and manage standby seating for each course.

Zone Managers are ADA staff, and are responsible for overseeing the logistics for the continuing education courses, including the audiovisual equipment, chairs, risers and needs of the speakers and local committee volunteers in their assigned zone. Zone Managers are responsible for ensuring the Room Monitors are in place one hour prior to the course start time.

Workshop Managers are ADA staff, and are responsible for coordinating the set up and tear down of dental material and equipment for the workshops.

AV Zone Managers are representatives of Freeman AV, the ADA's official audiovisual contractor. They are responsible for an assigned zone and ensure that all audiovisual equipment is operational and is delivered to the correct location.

SPEAKER HOST RESPONSIBILITIES

Prior to ADA FDI 2019

Log in to the Cadmium Harvester system. ***A separate email will be sent with your moderator login and password to access the system.***

View instructions for contacting the speakers for your courses. Speaker contact details are available upon login. Review your course details, speaker bios, this manual and any other materials relevant to you assignments.

Contact your speaker as instructed (**please try to reach out to speakers by August 23**). During this conversation you will arrange a time and place to meet your speaker before the course begins.

If you have any questions, please contact Melanie Judy at cdapresents@cda.org or the Program Co-Chairs, Dr. William Lee and Dr. Erich Werner.

Attend the CLA Orientation and Reception on Wednesday, September 4 (see page 7).

On the Day of Your Assignment

Please report to the CLA Office in Moscone North Lobby at least **60 minutes** prior to the start of your assigned course. The Program Committee Chairs will distribute the official announcements to be given at the beginning and end of the course.

Immediately after checking in, meet your speaker at the location you pre-arranged with them during your phone call. Confirm the speaker has previously checked-in at the Speaker Ready Room and has picked up their materials. Then escort the speaker to the course room and introduce yourselves to the Room Host.

Locate the closest house phone in case you need to call the Speaker Ready Room by dialing x3610. Please advise the ADA Zone Manager if the speaker feels there are any discrepancies between the actual room setup and the requested room setup.

Details to be Coordinated with the Speaker

- Ask the speaker(s) if they would like assistance keeping on schedule. If so, discuss the system or signals that will be used to communicate to the speakers.
- Determine the speaker's plan for Q&A during the course. The speaker should allow 15 minutes for this during the course or at the conclusion of the course. You should be prepared to ask the first question.

Before the Course

- Start the course on time regardless of audience size.
- Read the ADA Pre-Course Announcement Sheet, received at volunteer check-in.

During the Course

- Monitor the course and take care of any last-minute needs of the speaker.
- Make sure the course adheres to the schedule.
- If the course is to continue all day, announce the lunch break and what time the course will resume. Confirm with the Zone Manager that the room has security during lunch. Accompany the speaker to the Speakers' Lounge, located in Moscone South, Room 303.

Arrange to accompany (or meet) the speaker back at the course room fifteen (15) minutes prior to the afternoon portion of the course.

- Be prepared to ask the first question if a question and answer period has been previously arranged with the speaker. Make sure questions are repeated through the sound system to ensure the entire audience hears the question and to ensure the question can be heard if being recorded.

At the Close of the Course

- End the course on time.
- Read the ADA Post-Course Announcement sheet, received at volunteer check-in. Make sure to read the course number and CE verification code.
- If it is lunch time, accompany the speaker to the Speakers' Lounge, located in Moscone South, Room 303.

Speaker Host General Information

- The ADA encourages member volunteers from other dental meetings, called "scouts" to visit ADA FDI 2019. These guests will have a separate scouting pass that clearly displays that the individual is authorized to observe the courses. **THE SCOUTING PASS DOES NOT ALLOW THEM ACCESS TO THE NEW DENTIST CONFERENCE.**
- Committee members, CLA Co-Chairs, and ADA staff may enter without a ticket. If a course is near capacity, scouts, staff and Committee members should be directed to stand in the back of the room and should not take a course outline (if provided).

ROOM HOST RESPONSIBILITIES

Prior to ADA FDI 2019

1. Read and familiarize yourself with this material and information on the CLA website <https://www.world-dental-congress.org/registration/volunteer-information>
2. If you have any questions, please contact Melanie Judy at cdapresents@cda.org or the Program Co-Chairs: Dr. William Lee and Dr. Erich Werner.
3. Attend the CLA Orientation and Reception to be held on Wednesday, September 4 (see page 7).

On the Day of Your Assignment

Please report to the CLA Office in the Moscone North Lobby, at least **60 minutes** prior to the start of your assigned course.

After checking in, proceed to the appropriate Program room (course location) and introduce yourself to the Room Monitor(s).

Locate the closest house phone in case you need to call the Speaker Ready Room by dialing x3610.

Upon their arrival at the room, the Speaker Host will introduce you to the speaker.

You are responsible for working with the Room Monitor to coordinate standby seating (see below). Please utilize this individual as necessary and make sure that one of you is outside the door at all times prior to and during the course.

During the Course

- Please remain at the entrance to the room to assist the Room Monitor in scanning badges, controlling traffic, and finding empty seats.
- When the course begins and all attendees have been seated, close the doors.
- Do not sit in the front of the room. Remain seated in the back of the room by the door. Greet and direct latecomers to available seats and keep the doors closed.
- Count the number of empty seats in the room one hour and fifteen minutes into the course and give this number to the Room Monitor to record on the required paperwork.

General Information

- Courses will not be ticketed. All registered attendees to courses will be scanned in with their badge.
- If a no-fee course is not sold out, attendees may reserve a seat in the registration area or through the mobile app up to the day before the course. Example: On Thursday, attendees may obtain no-fee seat for courses scheduled Friday through Sunday. No seats will be issued on the day of a no-fee course and attendees need to follow standby procedures (see page 10)
- If you encounter any difficulties with an attendee, please seek assistance from the nearest Zone Manager.

Badge Scanning Process

Fee Courses

- Upon arrival, attendees must have a badge and be scanned in by the Room Monitor; only then may they enter the room and take a seat. **If an enrolled participant has an issue scanning in, please seek assistance from the nearest Zone Manager, who will contact the appropriate person to verify their registration.**
- If an attendee has not purchased a seat, please direct them to do so in the registration area or through the mobile app.
- If an attendee must leave the course, they can be scanned in again for re-entry.
- If there is an audiovisual problem that prohibits continuation of the course, announce a five-minute break. Inform the Zone Manager or Audio Visual Zone Manager of the specific problem and let them know it is a problem that requires *immediate attention*.
- Instruct the Room Monitor to remain stationed at the entrance to help ensure that the room is secured during breaks and lunch hours.
- Attendees to workshop courses will not be scanned in. Temporary staff will have a list of registered attendees to allow them in.

PLEASE NOTE: There is no standby seating for fee courses. A seat will be held for the duration of the course for anyone who has bought a seat.

No-Fee Courses

- Upon arrival, enrolled attendees will be scanned in by the Room Monitor, and may then enter the room and take a seat. If an enrolled participant has an issue scanning in, please seek assistance from the nearest Zone Manager, who will contact the appropriate person to verify their registration.
- If an attendee must leave the course, they can be scanned in again for re-entry.

Standby Seating Procedures – No-Fee courses only

- Attendees who have not purchased a seat who wish to attend a course on a standby basis should be directed to line up outside course (so they are not blocking the entrance or obstructing traffic). If seats are available after the scheduled start time for the course, you will seat standbys on a first-come, first-served basis in groups of 3-5 until all seats have been filled.
- When the room is full, place the “Sold Out” overlay sticker on the course sign. The “Sold Out” stickers will be distributed to Room Monitors with their course materials by the Zone Manager.

Exceptions

Admission to all courses (fee and no-fee) requires being scanned in, unless otherwise noted. The exceptions to this rule are:

- Those being admitted per standby seating procedures described above
- Official Scouts will have a scouting pass. **PLEASE REMEMBER - THE SCOUTING PASS DOES NOT ALLOW THEM ACCESS TO THE NEW DENTIST CONFERENCE.**
- **Committee on Annual Meetings members** will have an identifying red lanyard that reads “Committee on Annual Meetings.”
- **Press** – Press have a different “Press” badge and are allowed to enter any course room, without a ticket.
- **CLA Co-Chairs** – They may drop in for a portion of the course and should be directed

to stand in the back of the room.

- **CLA Volunteer** – There will only be **one** other CLA volunteer assigned to the course besides the room host. That volunteer will be the speaker host and should arrive with the speaker prior to the start time of the course and introduce themselves to you.
- **ADA & FDI Staff** will have a green lanyard with ‘ADA Staff’ printed on it. These individuals usually drop in for a portion of the course and should be directed to stand in the back of the room.

PLEASE NOTE:

- **Exhibitors are not permitted in courses.** There are a small number of courses with exceptions to this rule. If you are unsure, locate a Zone Manager.
- **Anyone with a Dental Dealer badge or House of Delegates badge is not allowed entrance to any of the continuing education courses.**
- **Standby Seating: *Standby seating is for no-fee courses only.*** Standby seating is not available for fee courses and/or workshops.

PLEASE NOTE: *Due to fire regulations, all individuals in the room must have a seat,* therefore standing in aisles, sitting on the floor or blocking doors is prohibited. For this reason it is important to make sure there are seats available for each standby attendee you allow into the room. The Fire Marshall will ask anyone sitting on the floor or blocking the aisles to leave the room. This includes scouts from other dental meetings.

OPERATIONS COMMITTEE VOLUNTEERS

The Operations Committee volunteer assignments include these responsibilities:

- Speakers' Lounge Host
- Greeter/Directional Guide
- Information Desk Concierge
- Street Directional Guide

Listed below are the specific job descriptions for each assignment. Please Note: Some job functions also have ProShow temporary staff assigned as well. Be aware that while some duties may overlap, both CLA and ProShow staff have specific roles, and it is crucial to remain at your assigned location.

Speakers' Lounge Host

The Speakers' Lounge is located in the convention center: Moscone South, Room 303

Speakers' Lounge Hours of Service:

DATE	CONTINENTAL BREAKFAST SERVED	LUNCH SERVED
Thursday, September 5	7:30-10 a.m.	11:30 a.m.-2 p.m.
Friday, September 6	7:30-10 a.m.	11:30 a.m.-2 p.m.
Saturday, September 7	6:30-9 a.m.	11 a.m.-1:30 p.m.
Sunday, September 8	7-9:30 a.m.	CLOSED

As a Speakers' Lounge Host, your primary responsibility will be to welcome people as they enter the lounge. Temporary staff will scan attendees and/or the invitation list and check the scouting pass for scouts. Individuals that are allowed in the Speakers' Lounge will be scanned in.

Please Note: Only an ADA staff manager is authorized to order food and beverages or supplies. If additional food and beverages or supplies are needed, please contact the ADA FDI 2019 Show Management Office at 415.978.3600 or x3600 on a house phone.

Individuals who have an issue entering the Speaker's Lounge should be directed as follows:

- Speakers, scouts and others should contact the Program Office/Speaker Ready Room, MCC South, Room 105; Phone – 415.978.3610 or x3610 on a house phone.
- CLA volunteers should contact the CLA Office, located in the Moscone North Lobby

Information Desk Concierge

Your primary responsibility is to welcome attendees and to help answer their questions about both the ADA FDI World Dental Congress and San Francisco, CA. You may also have a temporary staff member and/or a member of the Visitors Bureau working alongside you to help answer questions. Please familiarize yourself with the Onsite Guide as it is your best reference tool.

If your shift replacement is late or does not arrive, contact the either of the CLA Operations Co-Chairs. Please do not leave the Information Desk unattended.

Greeter/Directional Guide

As a Greeter/Directional, you will be asked for information regarding courses, events, directions, food service and other topics. There are many locations for this assignment. The Operations Co-Chairs will direct you to your assignment. Please familiarize yourself with the Onsite Guide as it is your best reference tool.

Street Directional Guide

Street Directional Guides will be assigned to street corners 4th & Howard or outside Moscone North & South to assist attendees with questions including course locations, shuttle bus information, and other location information.

Free Communications Volunteer

Free Communications are organized into sessions of one hour. There are four presentations during each session with a time limit for each presentation of 15 minutes (10 minute oral presentation followed by a 3-5 minute discussion). Presenting authors are required to be present physically to present their work with slides and they are asked to attend the full 1-hour session. The Free Communications Volunteer will monitor that presenters are keeping within their time limit and find assistance from the nearby Zone Manager if any AV issues arise. *CE credit is not offered for Free Communications.*

Posters Volunteer

Poster presentations are organized into sessions of one hour. There are five presentations during each Poster session. The time limit for each presentation is 12 minutes. The Posters Volunteer will ensure poster presentations are running on time and find assistance from the nearby Zone Manager if any AV issues arise. *CE credit is not offered for Poster Sessions.*

Operations Volunteer Responsibilities

Prior to ADA FDI 2019

1. Read and familiarize yourself with this material and information on the CLA website <https://www.world-dental-congress.org/registration/volunteer-information>
2. If you have any questions, please contact Melanie Judy at cdapresents@cda.org or the Operations Co-Chairs, Dr. Jeffrey Jang and Dr. William Lee.
3. Attend the CLA Orientation and Reception to be held on Wednesday, September 4 (see page 7).

On the Day of Your Assignment

4. Report to the CLA Office in the Lobby at least **30 minutes prior** to your assigned time. You will be given appropriate materials and directed to your area of assignment.
5. Introduce yourself to ADA Committee members and ADA Staff. The members of the Committee will have red Committee on Annual Meetings lanyards. The ADA staff will have a green ADA Staff lanyard. Both of these groups are available to assist you.
6. Report any questions or situations that you cannot handle to a Committee member (red Committee on Annual Meetings lanyard), CLA Co-Chair (yellow CLA lanyard), or any ADA staff member (green ADA lanyard).

VOLUNTEER PARKING

Parking is available for volunteers on the day of their assignment at Fifth & Mission Parking Garage. Volunteers will need to pull a ticket when entering the garage and have it stamped at the CLA office to exit without paying.

- For volunteer parking Wednesday, September 4 and Sunday, September 8, volunteers may park anywhere in the garage, but they must pull a ticket when entering and have it stamped at the CLA office or at the CLA Orientation & Reception.
- For volunteer parking Thursday, September 5-Saturday, September 7, there is a designated area on the 6th floor for ADA FDI volunteers. There will be signs directing volunteers to area they can park on these days. **NO IN & OUT PARKING PRIVILEGES THURSDAY-SATURDAY.**
- A parking pass must be displayed on the dashboard for volunteers during Thursday-Saturday. The parking pass will be distributed at the CLA Orientation on Wednesday, September 4. They must also pull a ticket during these days and have it stamped at the CLA office.