

Pre-Meeting

- Be in touch with PC's (early January)
 Make sure they know their responsibilities
 and answer any questions
- Make sure all PC/RC slots are filled If someone cancels, you will need to find a replacement

Day Captain Breakfast & Signing In

- 6:00 am: Breakfast at the Exhibit Floor Clinician/Volunteer Lounge
- 6:30 am: Report to the Show Office Desk in the North Lobby

Lines will already have formed, so please be on time

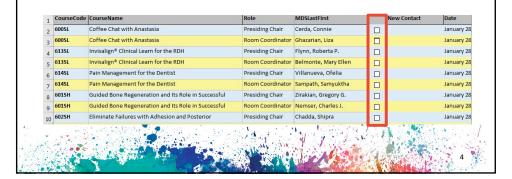


Day Captain On-site Duties:

Log Books & Packets

PC/RC check-in

When the volunteers arrive, the column highlighted in orange will allow you to add a check mark beside the volunteer's name to indicate they have picked up their packet for that particular course.

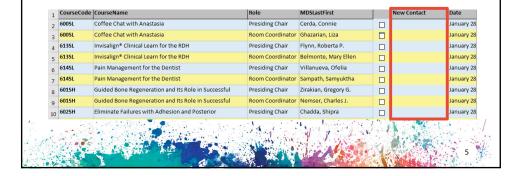


Day Captain On-site Duties:

Log Books & Packets

PC/RC check-in

If a volunteer was replaced, the next column titled "New Contact" is where you can type the name of the new person who will be filling in. CEUs are only issued to volunteers who have been checked off or to the new contact who filled in.



Day Captain On-site Duties:

Log Books & Packets

PC/RC check-in

If the network connection is lost or interrupted, there will be a hard copy of the log at the desk, so you can begin manually checking off the volunteers as they arrive.

- Packets will be in course code order (by day)
- There are separate bins for PCs and RCs



Day Captain On-site Duties:

Room Changes, Cancellations & Replacements

- Inform volunteers of room changes or cancellations when they check-in. There will be an alert on the app and a list noted on the signs.
- Courses not filled with a PC/RC will be replaced by Day Captains and/or Volunteer Floaters.
 - There will be a white board in the Show Office with volunteer names and cell numbers to call for replacements.
 - Day Captains, you will need to return to the desk ASAP once the course is underway or a replacement volunteer is sent to relieve you.

Update on Courses



- Information on Sold Out Courses will be available in mid January
- Cancellations & Room Changes
 Prior to Yankee, an email is sent to attendees.
 Onsite, an alert is posted on the Yankee Mobile App.
- Locations:

Program at a Glance, Yankee Mobile App, On-Site Program Guide Changes & Big Boards in the Registration Hallways

Free courses will be ticketed

Clinician Packet Contents

- Tickets they ordered
- Speaker Ribbon
- Badges
- Meal Stickers
- Card with Phone #s



Room Coordinator Packet Contents

- Room Evaluation Form
- Meal Sticker attach to volunteer badge
- Free course list
- Problem Solving Card
- RC Ribbon

Course Evaluations can be filled out on the Yankee App or online at yankeedental.com

Presiding Chair Packet Contents

- Problem Solving Card
- Meal Sticker attach to volunteer badge
- Free course list
- Room Evaluation Form
- PC Ribbon

CE Secret Codes to be announced together with Course Codes only at completion of course

Logs

- Clinician Log
 Speakers sign the log and are given their packets.
- Volunteer Log

All PC/RC's must be checked in before their packet is handed out. Packets should not be given out to anyone except the assigned volunteer so that we know they are onsite and ready to help with the class or if a replacement is needed. (This is very important)

Packets and Procedures

Return Packets after course

Volunteers are asked to return their packets at the end of the course

Laser Pointer

Will be supplied by the AV company

NBC procedures

Course attendees submit records directly to NBC for certification

Procedures for volunteers CE credits

PC/RC's volunteer status will be pre-entered into their registration record so they can update their CEU's online at the completion of their course

Hand Out Procedures

- All hand outs are online.
 - NO Copies will be made on-site
 - PC/RC's will be available online

