



Advancing the **Vision**

January 30 - February 1, 2020
Boston Convention & Exhibition Center

2020 DAY CAPTAIN TRAINING

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

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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.

1	CourseCode	CourseName	Role	MDSLastFirst	New Contact	Date
2	600SL	Coffee Chat with Anastasia	Presiding Chair	Cerda, Connie	<input type="checkbox"/>	January 28
3	600SL	Coffee Chat with Anastasia	Room Coordinator	Ghazarian, Liza	<input type="checkbox"/>	January 28
4	613SL	Invisalign® Clinical Learn for the RDH	Presiding Chair	Flynn, Roberta P.	<input type="checkbox"/>	January 28
5	613SL	Invisalign® Clinical Learn for the RDH	Room Coordinator	Belmonte, Mary Ellen	<input type="checkbox"/>	January 28
6	614SL	Pain Management for the Dentist	Presiding Chair	Villanueva, Ofelia	<input type="checkbox"/>	January 28
7	614SL	Pain Management for the Dentist	Room Coordinator	Sampath, Samyuktha	<input type="checkbox"/>	January 28
8	601SH	Guided Bone Regeneration and Its Role in Successful	Presiding Chair	Zirakian, Gregory G.	<input type="checkbox"/>	January 28
9	601SH	Guided Bone Regeneration and Its Role in Successful	Room Coordinator	Nemser, Charles J.	<input type="checkbox"/>	January 28
10	602SH	Eliminate Failures with Adhesion and Posterior	Presiding Chair	Chadda, Shipra	<input type="checkbox"/>	January 28

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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.

1	CourseCode	CourseName	Role	MDSLastFirst		New Contact	Date
2	600SL	Coffee Chat with Anastasia	Presiding Chair	Cerda, Connie	<input type="checkbox"/>		January 28
3	600SL	Coffee Chat with Anastasia	Room Coordinator	Ghazarian, Liza	<input type="checkbox"/>		January 28
4	613SL	Invisalign® Clinical Learn for the RDH	Presiding Chair	Flynn, Roberta P.	<input type="checkbox"/>		January 28
5	613SL	Invisalign® Clinical Learn for the RDH	Room Coordinator	Belmonte, Mary Ellen	<input type="checkbox"/>		January 28
6	614SL	Pain Management for the Dentist	Presiding Chair	Villanueva, Ofelia	<input type="checkbox"/>		January 28
7	614SL	Pain Management for the Dentist	Room Coordinator	Sampath, Samyuktha	<input type="checkbox"/>		January 28
8	601SH	Guided Bone Regeneration and Its Role in Successful	Presiding Chair	Zirakian, Gregory G.	<input type="checkbox"/>		January 28
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10	602SH	Eliminate Failures with Adhesion and Posterior	Presiding Chair	Chadda, Shipra	<input type="checkbox"/>		January 28

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.

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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**

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Clinician Packet Contents

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

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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**

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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**

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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)**

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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

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Hand Out Procedures

- **All hand outs are online.**

- NO Copies will be made on-site
- PC/RC's will be available online

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THANK YOU!

A horizontal band of colorful paint splatters in shades of blue, green, red, and purple, located above and below the "THANK YOU!" text.