

Before the Convention:

1. Make sure your presiding chair has contacted you before the convention. If you have not heard from him or her contact PC yourself.
2. As room coordinator you will:
 - Check registrant badges and collect their tickets upon entrance to the lecture
 - Ask attendees to check coats. **No coats in classrooms** (See “Commonly Asked Questions”)
 - Monitor lighting, temperature, and audio-visual; call for help if needed
 - Return collected course tickets & room evaluation forms to the Clinician’s Desk in the North Lobby. Please note that Course Evaluations and some handouts are online for all attendees.
 - Turn lights on and off if video is shown
 - Know location of nearest house phone to report a problem
3. **REMEMBER TO REGISTER YOURSELF FOR YANKEE BEFORE THE CONVENTION!**

During the Convention:

1. **BRING YOUR VOLUNTEER TRAINING PACKET** and check in at the Show Office at the North Lobby about an hour before the course. Pick up your onsite packet, a meal sticker and other last-minute materials.
2. Report to the lecture room at least 60 minutes before the program starts. Make sure the audiovisual equipment listed on the sheet in your Volunteer Orientation packet is set up and working, otherwise call AV Hotline (card in packet) from the house phone in the back of the room or go to the nearest info booth/ make sure there is a bottle of water at the podium/ monitor lighting and room temperature (refer to instructions in onsite-packet) /practice using the room lights/ know location of nearest house phone to report a problem and nearest exit in the event of an emergency. Place Reserved Seat signs on PC and RC chairs.
3. Introduce yourself to the presiding chair and the speaker.
4. As attendees enter, check badges and collect tickets. Tickets must be returned in your packet to the clinician desk. (Guests must also have a badge and a ticket -no one with a *GUEST badge* will be eligible to receive CE credits unless they upgrade their registration). Ask them to check their coats. There are coat-checks in the North Lobby, Level 1 east and west entrances. Coats take up valuable seating space in small rooms.
5. Course code on ticket must match course code number of class. No substitute tickets are allowed. Refer those attendees to the registration desk in North Lobby. Full day courses meeting in the am and resuming in the pm have TWO tickets. Please watch those carefully.
6. Make sure sign is posted outside lecture room; contact show office if needed.
7. During the program, be attentive to the clinician’s needs. Make sure the audiovisual is working properly and the room temperature is moderate. If you are having a problem, contact the appropriate person on your Problem-Solving Card in your packet.
8. At the end of the program, return the packet to the Clinician’s Desk in the North Lobby.
9. For lectures with over 150 attendees, additional ticket takers may be assigned to assist you.

***Protocol for Filled Room:**

1. When a room is full, close the doors and stand outside the room for 30 minutes. (a room is full when all the seats are occupied, standing is not allowed for anyone except scouts)
2. Direct everyone else to another free course or a minuteman lecture using the list in your packet.
3. Help people find empty chairs.

*If you are a PC/RC for a free course on exhibit hall course. Please see additional protocol.

About Continuing Education Credits:

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Please visit our website at <https://www.yankeedental.com/Registration/Policies> for more information.



The Massachusetts Dental Society is an ADA CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. Concerns or complaints about a CE provider may be directed to the provider or to the Commission for Continuing Education Provider Recognition at ADA.org/CERP.

CEU Credits

Credit is assigned by the MDS on an hourly basis, subject to final approval by the Board of Registration in Dentistry (BORID) in each state. Lectures, workshops, and hands-on courses receive one credit per hour (rounded down to the nearest hour). For courses not related to patient care, please contact BORID for allowed credit. You may enter your CE credits for Yankee 2020 through March 15, 2020, by logging on to yankeedental.com.

NBC Credits

The formal continuing education programs of the Yankee Dental Congress are ADA CERP approved and qualify for NBC continuing education credits. Upon completing courses at Yankee, Certified Dental Technicians (CDT) and Recognized Graduates (RG) should print a transcript of their courses at the CE Pavilion at Yankee and submit this directly to the NBC. (Transcripts may also be downloaded from the www.yankeedental.com website) It is the responsibility of the technician wanting to receive approved credit to submit this documentation to NBC before their renewal period, while keeping a copy for their personal records. Yankee Dental Congress does not submit transcripts on your behalf.

DANB Credits

DANB Certificants who attend or participate in Continuing Dental Education (CDE) courses sponsored by the American Dental Association Continuing Education Recognition Program (ADA CERP), may be able to use these courses to renew their DANB Certification. It is the responsibility of the Certificant to ensure that courses they take meet DANB's Recertification Requirements, and that the CDE credits are reported in the appropriate DANB CDE categories, as described in DANB's Recertification Requirements. DANB does not accept general attendance and/or Exhibit Hall Floor attendance CDE credit.

A copy of DANB's recertification requirements is available at: www.danb.org

For CDE questions contact DANB by phone at 1-800-367-3262.

AGD Credits

The formal continuing education programs of the Yankee Dental Congress are accepted by AGD for Fellowship/Mastership credit. The AGD number is 219251.

Volunteer Credits: Volunteers will have the courses they have been assigned to pre-loaded into their registrations. You will need to enter the verification codes in order to generate a transcript. You can do this by either logging in at the CE Pavilion, YDC Mobile App or entering credits online at www.yankeedental.com.

Handouts: Handouts from speakers were due in September. Those received were uploaded and available to attendees and volunteers at www.yankeedental.com.