

Yankee 2020 COMMONLY ASKED ON-SITE QUESTIONS

Alumni Receptions: Refer to Concurrent Meetings and Alumni Receptions in the table of contents. Check the On-site Guides or Mobile App for locations, see Concurrent Meetings.

Badge Holders and Lanyards: will be available at all Welcome Centers and Information Booths for any registrant with a name badge.

Boston Information and Restaurant Reservations: Boston CVB Concierge Desk Hours: North Lobby

Thursday, January 30: 8:00am - 6:00pm

Friday, January 31: 8:00am - 6:00pm

Saturday, February 1: 8:00am – 5:00pm

BCEC Entrances: The main entrance is located on 415 Summer Street. There are 2 entrances located on the East and West side of the building level (1). On the East side of the building, exhibits level (0) there are 2 entrances.

CD-ROM or USB Flash Drive recordings of Program Sessions: Fleetwood Onsite Conference Recording is recording all program sessions that are marked “recorded” in the program book. Fleetwood booth is located on level 1, in the North Lobby. (Noted as Conference Session Recordings)

Charging Stations – located in the lounge on the exhibit floor and MDS booth (for MDS members).

Coat Checks are color coded and located as follows: North Lobby-Red & Yellow, Level 1 East-Blue and West Entrance-Green.

Contacts: The convention layout is so large. How do I communicate with everyone?

The following people will have cell phones. Cell phone numbers can be obtained in the show office. Show office phone #617.954.3940.

1	Ms. Allie Carver	BCEC Event Coordinator
2	General Arrangements	BCEC Level 1 Welcome Center
3	Ms. Alicia Wright	Coordinator, Allied Scientific Program
4	Ms. Samantha Blache	Coordinator, Scientific Program
5	Ms. Tammy Putney	Coordinator, Volunteers & General Arrangements
6	Dr. Ryan Goslin	Corporate Sponsorship Chair
7	Ms. Dorrey Powers	Director, Continuing Education and Programming
8	Ms. Alisa Ufland	Director, Marketing
9	Ms. Shannon McCarthy	Managing Director, Business Development & Yankee Dental Congress
10	Ms. Maryellen Geurtsen	Director, Meeting Operations
11	Ms. Amanda Torpey	Manager, Exhibits Sales
12	Dr. Meredith Bailey	Exhibits Co-Chair
13	Dr. Andrew Tonelli	Exhibits Co-Chair
14	Ms. Sheila Giordano	Sales Relations Coordinator
15	Mr. Matt Bradley	Freeman, Account Manager
16	Ms. Sarah Johnson	Freeman, Account Manager
17	Dr. Mary DeMello	General Arrangements Co-Chair
18	Dr. Dr. Tina Wang	General Arrangements Co-Chair
19	Dr. Jared Reid	General Chair
20	Dr. Sandra Cove	Hands-on Committee
21	Ms. Francesca Fusaro	Hands-on Committee
22	Dr. Paul Hubley	Hands-on Committee
23	Ms. Kerry MacCallum	Hands-on Committee

24	Dr. Robert Moreau	Hands-on Committee
25	Dr. Kevin Perruzzi	Hands-on Committee
26	Ms. Karen Roche	Hands-on Committee
27	Ms. Judy Shannon	Hands-on Committee
28	Ms. Susan Karp	Education Program Coordinator
29	Dr. Cherie Bishop	Hospitality Co-Chair
30	Dr. Gigi Garcia Rogers	Hospitality Co-Chair
31	Ms. Stefanie Cunniffe	Manager Exhibits & Operations
32	Dr. Carl McManama	Program Chair
33	Dr. Jennifer Korzeb	Program Co-Chair
34	Dr. Traci Portnoff	Program Co-Chair
35	Mr. Erick Alsheimer	Projection Presentation Technology (AV CO.)
36	Dr. Lisa Vouras	Registration Chair
37	Mr. Jeff LoGioco	RPM's
38	Ms. Sophia Strong	Seaport Conference Manager
39	Dr. Bing Liu	Special Projects Chair
40	Dr. Maryam Shomali	Specialty Relations
41	Ms. Alexandria Conway	Senior Marketing Specialist
42	Ms. Veronica Early	Westin Waterfront Convention Services Manager

The telephone system will have the following features for greater efficiency. Telephones will be located as follows:

BCEC Exhibitor Registration with voicemail:

Incoming/Outgoing Calls

BCEC Information Line (Show Office) with voice mail:

Incoming/Outgoing Calls

BCEC Show Office with voice mail:

Incoming/Outgoing Calls

Continuing Education Credits: As an attendee you will receive continuing education credits for only those courses that are listed under your name and unique registration number. If someone from your office cannot attend a course and you plan to attend in his/her place, the change **MUST** be made to your registration as well as to that of the person you are replacing. Please use the Yankee 2020 Update Form found online or call the Yankee Customer Service at 877.515.9071.

Can I preregister for no *CHARGE* courses? Preregistration is required for all continuing education No Charge courses listed in the *Yankee Program Book* or yankeedental.com online listings. Your seat will be held for 10 minutes after the start of the course; after that, those without tickets will be seated according to available space. When the room is filled, no additional people will be admitted due to fire department regulations. If you have not preregistered, please be prepared to select an alternate session to attend.

Dental Assisting National Board (DANB): 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 taken 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 for CDE credit. A copy of DANB's recertification requirements is available at www.danb.org. For CDE questions, contact DANB by phone at (800) 367-3262 or stop by their booth 1203.

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 (CDTs) and Recognized Graduates (RGs) 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 yankeedental.com website.) It is the responsibility of the technician wanting to receive approved credit to submit this documentation to NBC before the renewal period, while keeping a copy for his/her personal records. The Yankee Dental Congress does not submit transcripts on your behalf.

Free Courses: You must register in advance for free courses.

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 to generate a transcript. You can do this on the Yankee App, or enter credits online at yankeedental.com. If you need help visit self-registration in the north lobby or MDS booth 1244 if you are an MDS member.

Yankee Day Captains:

Thursday	Ana Keohane Cari Radogna Lynnette Rosenbloom Robin Taher
Friday	Courtney Brady Deedee Gurin Lauren Jacobs Tanya Ventres
Saturday	Sepideh Novid Lynnette Scott Cameron Shahbazian E. Leo Whitworth

Exhibit Floor Day Captains:

Thursday	Ms. Allison Eastman
Friday	Dr. Tevy Dines
Saturday	Dr. Matthew Fantasia

Deliveries:

Printers or suppliers making small deliveries for MDS or clinicians should be sent to the Show Office in the North Lobby. All other deliveries should be referred to Freeman (Exhibitor Services, located in Level 0 Lobby). Exhibitors may hand carry small items into the exhibit hall, but large deliveries should be made through the loading dock. If there are any exhibitor problems, contact Stefanie Cunniffe, Amanda Torpey, Shannon McCarthy, or Sheila Giordano via cell phone, or refer the exhibitor to security personnel.

Emergencies:

Your problem-solving card will list the appropriate extension in your venue to call to report an emergency. The building prefers that you call the command center for all emergencies, because they have a direct line to Boston EMS. If 911 have already been called, immediately notify the BCEC command center at 617-954-2222 or x222 on a house phone, so they can direct the emergency vehicles to the right location in the facility.

Thursday Night Attractions: Roaring 20s Party, Thursday, 5:30-7:30 pm at the Westin Waterfront Hotel. Revel in the glitz and glamour of an elegant 1920s soiree, with a contemporary twist. Experience the era of gangsters, flappers, glitter, and feathers as we celebrate Yankee 2020 with the roaring 20s!

Entertainment on Friday Night: Laugh Boston, Laugh! 7:30 - 8:30 pm (Doors open at 7:00 pm) at the Westin Waterfront Hotel. Leave the hectic week behind and laugh the night away at Laugh Boston, featuring premier stand-up comedy. *Limited number of tickets available - Must be ordered by December 1, 2019.*

Exhibit Hall Hours: Thursday, 9:30 am-5:30 pm, Friday, 9:30 am-5:30 pm, Saturday, 9:00 am-4:00 pm.

Exhibitors: Exhibitors who need assistance should report to Exhibitor Registration in the North Lobby of the BCEC.

Exhibits Hall ONLY Badges: Registrants cannot receive CE or general attendance credits except for Dental Office Pavilion, Product Navigator Live, Bank of America Pavilion, Pediatric Pavilion, Crest + Oral-B Center

for Excellence, Benco Pavilion, Patterson Pavilion, and CE on the Exhibit Hall Floor courses. Any other courses they would like to take will require them to upgrade their registration at the registration desk in the north lobby. Please note: Product Spotlight Lounge sessions are on the exhibit hall floor and CE credits will NOT be granted.

Food Service: There are coffee kiosks located on Level 1 in the North Lobby, West & East sides. There is 1 large food court on the exhibit floor offering many choices for lunch. There are also 2 smaller food courts on the NW & NE sides of the exhibit floor.

The BCEC has a Food Court on Level 1, west side.

Giveaways & Traffic Builders at Boston Convention & Exhibition Center

Thursday, Friday, Saturday	Rebate Program	Exhibit Hall Floor
Thursday, Friday, Saturday	Free Photo Op	Exhibit Hall Floor
Thursday, 11:30am-1:30pm	\$5 Yankee Dining Dollars 11:30am – 1:30pm	Exhibit Hall Floor
Thursday, 4:00-5:30pm	Welcome Reception 4:00 – 5:30pm	Exhibit Hall Floor
Thursday Only	Spend \$500 or more and get \$50 Gift Card 9:30 am – 5:30 pm	Info-Counter on Exhibit hall floor
Friday, 9:30 – 5:30 pm	Yankee Escape \$5 gift card for completion while supplies last and grand prize drawing	Exhibit Hall Floor
Friday, 4:00-5:30pm	Mid-Show Mixer 4:00 – 5:30 pm	Exhibit Hall Floor
Saturday, 12:00pm	20 th Annual Chowder Tasting 12:00 pm	Exhibit Hall Food Court
Saturday, 10am-4:00pm	Super Saturday Raffle 10 am – 3:00 pm	Raffle Pick Up: Info-Counter on Exhibit hall floor

Hand-outs: All available handouts will be posted online for registered attendees and volunteers.

Hands-On Committee:

HANDS ON COMMITTEE:	
Hands-On Committee	Dr. Sandra Cove
Hands-On Committee	Ms. Francesca Fusaro
Hands-On Committee	Dr. Paul Hubley
Hands-On Committee	Ms. Kerry MacCallum
Hands-On Committee	Dr. Robert Moreau
Hands-On Committee	Dr. Kevin Perruzzi
Hands-On Committee	Ms. Karen Roche
Hands-On Committee	Ms. Judy Shannon

Information Line: There will be a special phone line, 617.954.3940, which will serve as an information line that will be staffed by a volunteer for questions regarding Yankee in the Show Office.

Lost and Found: Refer attendees to the Welcome Center desk in the North Lobby or the security desk at the North Lobby main entrance.

Medical Assistance:

In each hotel, the security department has trained medical personnel. Dial 0 and ask for security and state your emergency. In the BCEC, a first aid station will be in room 201. An EMT is scheduled for Show days, Th, Fr, Sat. When the EMT is not on site, all the Public Safety Supervisors and Managers are certified first responders and all officers are CPR, AED and basic first aid certified.

Nursing Moms: Mamava Nursing Pod. Location: Southeast Level 1 of BCEC adjacent to restroom
They will be able to access by downloading the app and scheduling their appointment
<https://www.mamava.com/mobile-app>.

Parking: The convention center parking lot is located behind the building in the south lot. The cost for parking is \$20 and \$30 for BCEC valet. Arrangements have been made for overflow parking, if necessary. Yankee regrets that it cannot guarantee course seats or give refunds to latecomers with parking problems. There is no overnight parking allowed at the BCEC.

Parking Shuttle: See the mobile app, yankeedental.com/shuttles, or on-site guide.

Press Badges: Can be picked up at Exhibitor Registration or call Kathleen McKeon for questions onsite.

Program Committee:

PROGRAM COMMITTEE:	
Program Co-Chairs	Dr. Carl McManama
Program Co-Chairs	Dr. Jennifer Korzeb
Program Co-Chairs	Dr. Traci Portnoff
Minuteman Co-Chairs	Dr. Mohamed Hassan
Minuteman Co-Chairs	Dr. Robin Taher
Poster Session Co-Chair	Dr. Andrea Fallon
Poster Session Co-Chair	Dr. Ana Keohane
Dental Team Playbook Co-Chairs	Dr. Kerrie O'Brien
Dental Team Playbook Co-Chairs	Dr. Todd Belfbecker
Fast Track Co-Chairs	Dr. Casey Cook
Fast Track Co-Chairs	Dr. Yong-Han Koo
Interprofessional Symposium Co-Chairs	Dr. David M. Leader
Interprofessional Symposium Co-Chairs	Dr. Paula Friedman

Public Telephones: Are located on meeting level 1 only. (3 on the east side, 3 on the west side.)

Registration: Registrants with questions about sold out courses, ticket purchases, pick up of mail-in materials, exchanges or refunds must go to the Registration Area in the North Lobby.

Restrooms:

BCEC Level 0	2 on the east side
Exhibits Hall	2 on the east side, 2 on the west side of the hall
BCEC Level 1	2 on the east side, 2 on the west side, and 2 in the North Lobby
BCEC Level 2	2 on the east side, 2 on the west side
BCEC Level 3	(Grand Ballroom) 2 located on the east and west side of the building

Room Locations will be available on the Yankee Mobile App, the Yankee On-Site Guide and at yankeedental.com after January 17, 2020.

Scouts: Guests from other meetings attend Yankee to research new speakers and ideas. They will have a “Scout Pass” that will allow them entry into all courses for a maximum of 15 minutes.

Shuttle Schedule: The complementary coach service will pick up passengers on Level 1 and Level 0 at the east entrance to the Boston Convention Center. It will drop off passengers within close proximity of most of the Hotels in the Yankee Room Block. Shuttle services will be marked by the route numbers that they will be running. See the mobile app, On-site Guide, or yankeedental.com/shuttles. Parking lot shuttle bus drop off/pick up is on level 1, west or east side of the BCEC.

Speaker Ready Room: Will be at the BCEC Room 101.

Hours:

Wednesday, January 29, 2020	12 noon-4:00 pm
Thursday, January 30, 2020	7:00am-5:00 pm
Friday, January 31, 2020	7:00am-5:00 pm
Saturday, February 1, 2020	7:00am-1:00pm

Special Guests of the Meeting: Special guests of the meeting include ADA dignitaries and representatives or scouts of other dental meetings (Conference on Dental Meetings). They should be referred to the Clinician/Special Guest Desk at the Show Office in the north lobby.

Poster Sessions: Dental Student Poster Sessions will take place on the exhibits floor (Booth 2453, behind the Dental Office Pavilion), Saturday, from 11:00am-3:00pm.

Tours: Will be leaving from Level 1, southeast lobby.

Welcome/information centers are in the following locations:

Exhibit Hall Floor -The Lounge
Welcome Center -North Main Lobby
NW1 -North West Level 1
NE1 -North East Level 1