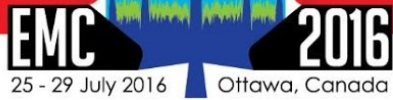


# Volunteer Handbook





## 2016 IEEE EMC Conference

### Volunteer Handbook

#### Greetings!

Welcome to all 2016 EMC Conference Volunteers!

On behalf of all the organizers of this year's IEEE Electromagnetic Compatibility Conference we would like to thank you for contributing your time and energy to support this event.

EMC is an annual international conference held at a different global location every year. Up to 2000 participants from all over the world will be attending this year's conference in Ottawa. As a volunteer, your principal duty will be to act as the IEEE and Ottawa ambassador, helping conference participants have a pleasant, productive and generally positive experience.

This will also be a terrific personal opportunity for you to network with professionals in the electromagnetic compatibility, and signal and power integrity fields. For students, especially, this is a unique opportunity to explore these fields as a possible career choice.

#### Volunteer Conference Privileges

ALL volunteers:

- Food and beverages during hours of service, including breakfast, lunch, and break snacks
- EMC2016 shirt
- Other gift (Stay tuned!)
- Parking passes or bus reimbursement for the days you work

Student delegates with a 5-Day registration:

- Free Gala ticket for those who work a minimum of 2 full days (4 half days).

Other volunteers (or 1-day registrants):

- Free registration day for every day they volunteer.

Subject to the above condition, volunteers may attend conference sessions (keynotes, tutorials, technical sessions, plenaries etc.) and exhibits. Please give conference registrants seating priority. Your conference badge and volunteer shirt are proof of identity. Generally, however, you might not be entitled to special handouts, such as CDs containing copies of the presentation material. The paying delegates get first access to such material. Of course if there is material left over, the presenters/chairs are usually happy for you to help yourselves.

### **Volunteer Code of Conduct**

We want everyone who participates in the conference to have a positive and memorable experience. To ensure that you and your fellow volunteers have the best experience possible, we would like you to follow some basic guidelines:

- A friendly and professional demeanor towards the registrants, industry people, and other volunteers
- A willingness and ability to follow directions
- Focus on the job at hand (I.e.: no cellphone conversations, distractions, wearing headphones, etc.)
- Timely reporting for your scheduled shift
- Respect the dress code

### **Dress Code/Uniform**

The dress code is fairly basic:

- Volunteer shirts will be issued during the July 24 volunteer orientation. If you miss the orientation, the shirt will be provided to you at the beginning of your first shift in volunteer HQ, show room 2B/C.
- The volunteer shirts must be worn while volunteering. Please consider this shirt your uniform.
- Your volunteer shirt is not to be shared with anyone during the conference.
- Other than the volunteer shirt, we encourage volunteers to wear clothing that is comfortable, clean and presentable.
- You will be provided with a conference badge. This badge must also be worn and will provide you access to the different areas of the conference.

### **Training and Familiarization**

Come to the Ottawa Shaw Centre (55 Colonel By Drive, adjacent to the Rideau Shopping Centre) at noon (12 pm) on Sunday July 24. This will help orient you to the location and travel routes. While there, you will receive a tour of the convention centre, a tutorial on how to operate the session room control panels, an introduction to your duties and the InitLive volunteer management app. If you can't make it, we'll give a quick orientation before your first shift, in which case please arrive a half hour or more before that first shift.

The conference website is <http://www.emc2016.emcss.org>, please review the website and familiarize yourself with the program.

### Hours

Each day of the conference starts at 7:00 am, though some sessions don't start until 8:00 am or later. Please arrive at least 15 minutes before your first assigned shift starts.

Conference end times differ each day, and according to the assigned task.

For registration volunteers, registration will open Sunday afternoon at 2pm until 6pm. Weekdays, the registration shift will start at 7 am.

### Volunteer HQ

We will use the conference administration office in Show Offices 2B/C, second floor, north side, as our headquarters for check in/out, storage and relaxation.

### InitLive

We will be using the free InitLive volunteer management smartphone app (iOS or Android) as the main checkin/out and communications tool at the conference. You should have received email guidance on the basics of using this app.

From the conference sign-up and shift selection process, you should already be familiar with the computer web interface, used to select your roles and shifts. If you have not signed up already, note the role descriptions in subsequent sections below. The first thing InitLive asks of you is to register and build a profile. Your chosen email will become your login id for the app.

Once the conference is underway, the InitLive app will be active for the duration of the conference. It will allow you to check yourself into a shift, communicate with your shift supervisor and event manager (and vice versa), and communicate with other volunteers using voice, SMS or email. It will be our main communication resource during the conference.

If you expect to be late or miss your conference shift, use the app to communicate this to the event manager and/or shift supervisor.

If you don't own, or have access to, a smartphone, we'll communicate the old-fashioned way, whatever works.



### Volunteer Check-In/Out

- You must check-in when you arrive for your shift each day. You have 2 options for how to do this:
  - If you have an iOS or Android smartphone or tablet, checkin with the free InitLive app. A simple tap on the main page will do it, and report to your assigned location. Session monitors will need to report to HQ to pick up and drop off their session reports.
  - If you do not have any of these devices, then report to volunteer HQ, show office 2 B/C, and get checked in by with one of the volunteer chairs who will then direct you to your location.
- The volunteer chairs are Bob Davis and Wolfram Lunscher.
- It is crucial that you allow enough time to check-in before your scheduled shift...perhaps allow an additional 15 minutes to get checked in. Once checked-in, you must report to your assigned location.
- It is also important to check in at the start AND out at the end of each shift as we are tracking shift attendance, and want feedback concerning any issues encountered. Check-out is not required for the evening shifts.

Typical check-in times will be early morning: 6:30-8:00 am; lunch hour: 12-1:00 pm; and late afternoon: 5-6:00 Tuesday and Wednesday, for the evening functions.

### SHIFT Changes/CANCELLATIONS

If you must change or cancel a shift, please inform one of the volunteer chairs as soon as possible. Use the InitLive app if you can.

If you wish to swap a shift with another individual, that is acceptable. Arrange it between yourselves and inform one of the volunteer chairs. In this case it is your responsibility to ensure that both of you understand your shift duties.

### Storage

You may store your personal effects in the volunteer HQ, show office 2 B/C. Bring only what you need. We recommend that it fits in a knapsack or fanny pack to reduce clutter. We are NOT responsible for lost or stolen items. The best strategy for protecting your valuables is to plan ahead or not bring any.



### **Lunch and Breaks**

Food service will be provided. The conference menu was designed to accommodate a wide range of dietary preferences and restrictions.

In the unlikely event that lunch is all gone before you get to it, volunteers may avail themselves of the offerings of the Rideau Centre. Please keep the receipts.

There will be coffee breaks. Volunteers may avail themselves of the offerings. However, please do defer to the registrants first.

### **Travel/Parking**

You are on your own for travel each day to and from the conference centre.

However, the conference will reimburse bus and parking (we will provide parking passes for the Shaw and Rideau Centre parkades).

For those of you driving, the Shaw Centre has underground parking, but it is also accessible from the Rideau Centre, which has a parkade under the same management. See the maps below for access.

For those taking the bus, check [www.octranspo.com](http://www.octranspo.com) to make your bus schedule.

Please retain your travel receipts.

### **Receipts**

Please retain your approved (by your supervisor or event manager) conference expense receipts. At the end of your last shift, submit your receipts to one of the volunteer chairs.

When you submit your receipts, please ensure they are legible especially concerning the purpose and amount. If in doubt annotate the receipt yourself.

Place the receipts in an envelope clearly labeled with your name and address.

Reimbursement cheques will be issued shortly after the conference is over.

### First Aid

If you are alerted to a medical situation, immediately inform security and/or the Shaw Centre staff (the session room touch panels are excellent for that purpose), use the InitLive app to alert the event managers.

Go to the person requiring medical assistance and advise that the First Aid team is on their way. Take note of the symptoms you observe. DO NOT practice any first aid treatments unless you have been professionally trained to do so. Keep the person comfortable and discourage them from moving on their own until assistance arrives.

### Registration Role

The registration booths are a very public facing role. All conference delegates must interact with registration at least once to pick up their badges and other conference material. Hence, there are some special considerations for those considering working registration.

The majority of volunteers are needed on Sunday afternoon and Monday morning. Everyone needs to be trained before coming on board. Ideally we would like to take from the pool of Sunday and Monday trained volunteers to fill in the slots for the rest of the week. Hence, availability on Sunday and/or Monday has been made a registration qualification selection when you first sign-up in InitLive.

In addition to being able to work multiple days, other considerations when choosing a volunteer for registration is that they should be someone who is **friendly and comfortable speaking with an international public**.

Bonnie Brench, registration supervisor/chair will be at the registration desk most of the time for back-up, questions, filling in, and to help with training. The registration service, iPlanIt, (Tammy White) will be there all of the time: staffing the computers, taking the on-site registrations, and answering questions. So if a volunteer is not sure about something, please **just ask!**

### Youth Technical Program Monitor Role

This will be a special event program for 8 to 19 year olds. It consists of a series of workshops run by Amy Pinchuck.

Duties include taking attendance, collecting emergency forms from each youth participant, staying with the group to assist if needed and until all participants are collected, and making sure no participant leaves without an adult.

### Volunteer Appreciation Events

Stay tuned!

## Roles

Task	Duty	Inputs
<b>Workshop &amp; Tutorial Monitor</b>  <b>&amp;</b>  <b>Technical Session Monitor</b>	Control entry to the rooms by inspecting participant's badges.	Familiarize yourself with the badge types during Sunday training or at registration
	Send people to registration desk who don't have appropriate badge.	Map of Shaw Centre for venue layout including location of registration desk.
	Introduce yourself to the session chair	
	Adjust lighting, call for assistance, etc. at direction of session leader	Training on comm's panel, Sunday 24, 1 pm or from Volunteer Chair
	Make sure that ALL presentations are loaded on the room Laptop	
	In case of any technical issues find the AV technicians, or use the InitLive app to contact event managers.	The AV technicians usually have a table set up on the second floor, and wander about inspecting the facilities.
	Take a head count and provide the number to Session leader. Additionally, write the session number down along with the head count number	Session record sheet.
	Note if there are any <b>"No Show"</b> speakers and report the paper name and speakers name.	
	We also need to record professional development hours (PDH) and track in and out times for people who want PDH credit.	Badge scanner
<b>Poster Session Monitor</b>	Return the Session and PDH record sheets to volunteer HQ at the end of your shift	
	Take list of posters and chair reports from volunteer HQ and assist poster presenters to post	List of posters sessions and posters and any chair record sheets
	Remove unclaimed posters from previous sessions and bring to volunteer HQ at end of shift	

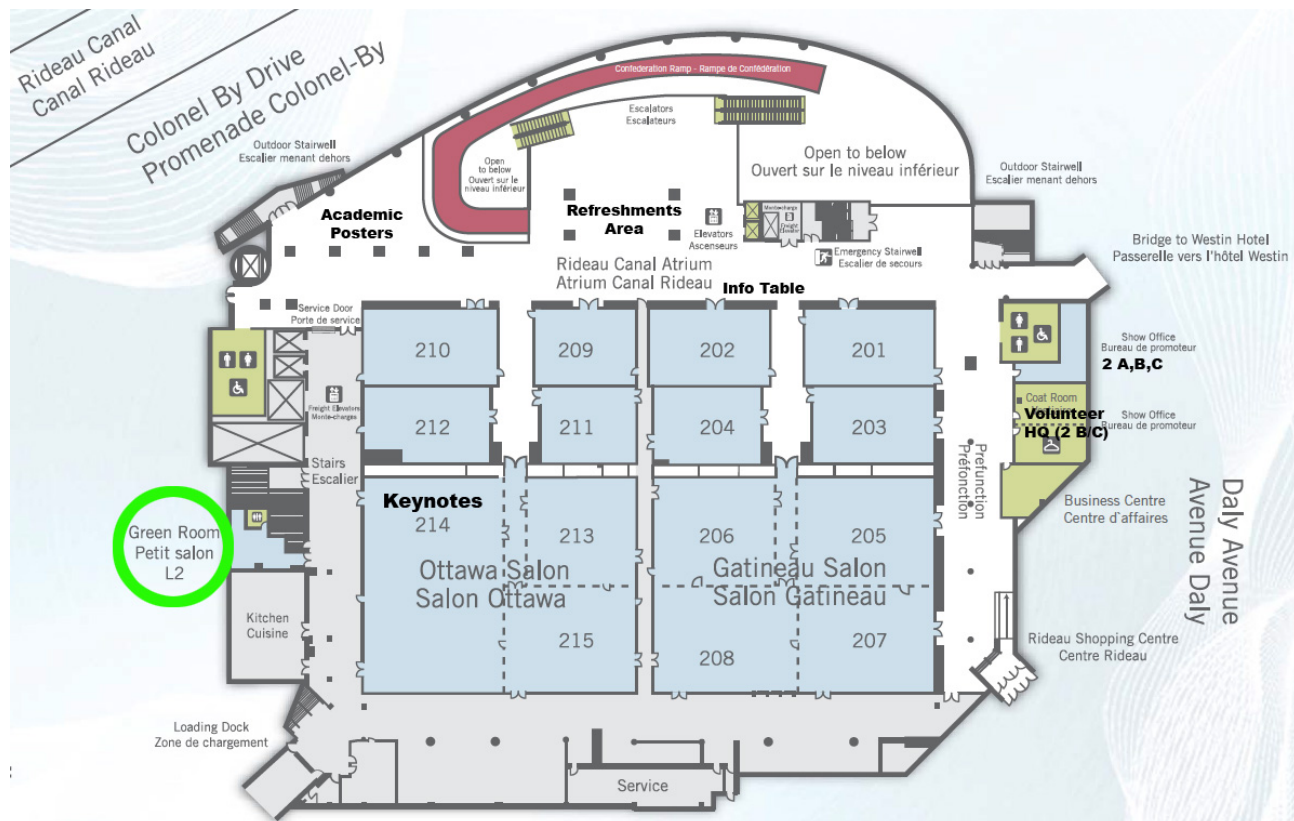


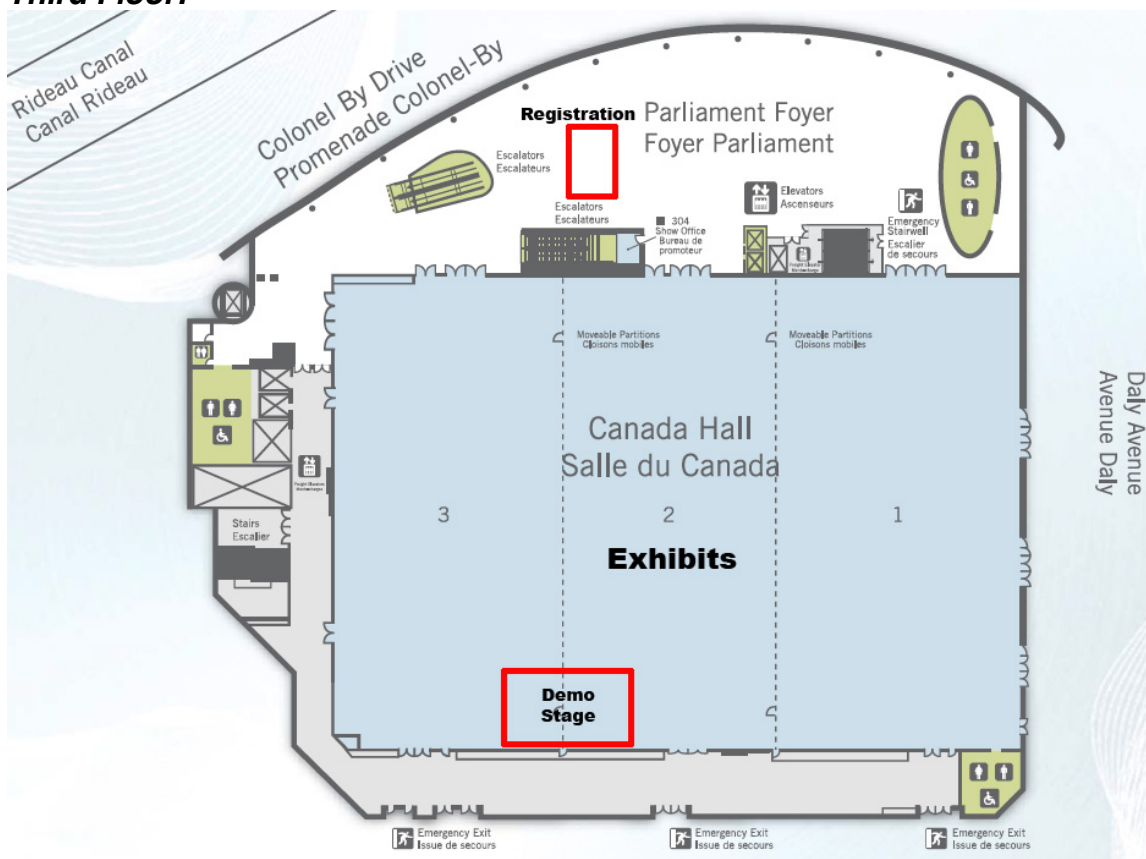


<b>Access Attendant</b>	Control entry to non-Technical Sessions such as the Exhibits and Keynote/Plenary rooms by inspecting participant's badges.	Familiarize yourself with the badge types during Sunday training or at registration
	Send people to registration desk who don't have appropriate badge.	Map of Shaw Centre for venue layout including location of registration desk.
	In case of any technical issues find the AV technicians, or use the InitLive app to contact event managers.	The AV technicians usually have a table set up on the second floor, and wander about inspecting the facilities.
<b>Guides</b>	Answer questions, provide directions	Copy of program Map of OCC floors with Conference rooms marked  Familiarize yourself with the badge types during Sunday training or at registration  Familiarity with Rideau Shopping Centre, Weston Hotel and parkade access
		Copy of program Map of OCC floors with conference rooms marked  Familiarity with Rideau Shopping Centre, Weston Hotel and parkade access  Ottawa Tourism information material as available
<b>Info Desk</b>	A special case of the guide function situated at the information table. Still TBD if we will have this function.  Answer questions, provide directions and local information on request, including flyers, on Ottawa things to do and places to eat, etc.	Copy of program Map of OCC floors with conference rooms marked  Familiarity with Rideau Shopping Centre, Weston Hotel and parkade access  Ottawa Tourism information material as available
<b>Special Events</b>	Associated with special access functions such as the gala dinner, youth programs etc. These will be defined as the program matures.  Collect Tickets and Forms as necessary, and return to event organizer	Obtain required attendance sheets, tickets, forms etc., and other event specific materials either from Volunteer HQ or the event organizer.



<b>Registration</b>	<p>Attend specialized training session behind Registration before your first shift. Everyone must be fully familiar with the envelopes and contents, and know who gets which bag and who gets none.</p> <p>Staff the Pre-Registered Booths, passing out the appropriate registration material to each attendee.</p> <p>Ask for name, find badge, go through what is in badge, provide lanyard, conference bag if appropriate. Greet with: "Welcome to EMC 2016"</p>	<p>List of who gets what: Delegates:</p> <ul style="list-style-type: none"> <li>– Lanyard + badge with appropriate ribbon.</li> <li>– Conference bag</li> </ul> <p>Others with limited access, e.g., exhibits:</p> <ul style="list-style-type: none"> <li>– Lanyard + badge with appropriate ribbon.</li> </ul> <p>Take direction from Bonnie Brench, registration supervisor, and iPlanIt</p> <ul style="list-style-type: none"> <li>• Must be comfortable speaking to an international public</li> <li>• Must be comfortable speaking in English</li> <li>• Must be not afraid to say "I don't know", and to ask the person in charge</li> <li>• Preferences will be for volunteers who can also put in a shift or two during the week (because of the involved training).</li> </ul>
	<p>Registration often doubles as an Information Desk; if there is a Local Information Booth, then Registration mainly deals with questions concerning symposium matters.</p> <p>Provide local information on request, including flyers, on Ottawa things to do and places to eat, especially when information booth isn't staffed (esp. Sunday)</p>	<p>Flyers, maps and promotional material from Ottawa Tourism</p>

**Maps:****Shaw Centre and Nearby Parking:****Shaw Centre Floor Plans:****Second Floor:**

**Third Floor:****Canadian Museum of History:**