Committee on Local Arrangements (CLA)
Volunteer Manual

Please review the contents of this manual prior to the CLA Orientation and Reception on Wednesday, Oct. 8 at 6 p.m.
**QUICK CHECKLIST – Print for your reference!**

The CLA Office is located at the Henry B. Gonzalez Convention Center
200 E. Market St., San Antonio, TX 78205
**CLA Office:** Level 2, Room 209
**CLA Office Phone:** 210.582.7030 or 210.582.7031

<table>
<thead>
<tr>
<th>Prior to the Annual Meeting</th>
<th>On the Day of Your Volunteer Assignment</th>
</tr>
</thead>
</table>
| ❑ Visit [TDA.org/events/ADA2014](http://TDA.org/events/ADA2014) to review:  
  o General information about the CLA  
  o This CLA Volunteer Manual | ❑ Bring your:  
  o Registration badge  
  o Course tickets  
  o Cell phone (you may need to contact your CLA Co-Chair if you experience an emergency) |
| ❑ Look for your Advance Registration Packet in the mail starting in mid- to late September, containing your:  
  o Badge and badge holder  
  o Tickets for courses or events that you selected through advance registration | ❑ Check in at the CLA Office:  
  o **30 minutes prior to your assignment** for Operations positions  
  o **60 minutes prior to your assignment** for Programs (CE) hosts  
  o Pick up your yellow CLA Volunteer badge lanyard  
  o Get your Clinicians’ Lounge passes for that day  
  o Check the maps to see where your assignment is located  
  o Receive assignment-specific materials |
| ❑ Attend the CLA Orientation & Reception  
  **Wednesday, Oct. 8 at 6 p.m.**  
  Street Level, Room 103B  
  Henry B. Gonzalez Convention Center  
  200 E. Market St.  
  San Antonio, TX 78205  
  ***Pick up parking passes at the Reception—see page 6 for more information** | ❑ Pick up an Official Guide. |

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**EMERGENCY PROCEDURES**

*From within the Henry B. Gonzalez Convention Center:*

*If you are the first to react:* If you become aware of a life threatening or potentially life threatening situation, dial 911 from any house phone and then notify convention center security at 210.207.7773.

*From within the Marriott Rivercenter or Marriott Riverwalk:*

Dial 1 from the nearest house phone.

*From within the Grand Hyatt:*

Dial 55 from the nearest house phone.

*Outside the convention center or the hotels above:*

Dial 911.
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Welcome to the 155th ADA Annual meeting in San Antonio! The ADA appreciates your valuable contributions during ADA 2014 and the dedication of the entire Committee on Local Arrangements (CLA). Your participation is critical to the success of the meeting.

**CLA Chairs and Contact Information**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title / Committee</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Risé Martin</td>
<td>General Chair</td>
<td>210.215.9630</td>
</tr>
<tr>
<td>Dr. Lisa Masters</td>
<td>Vice Chair</td>
<td>210.861.6418</td>
</tr>
<tr>
<td>Dr. Maria Lopez Howell</td>
<td>Programs Co-chair</td>
<td>210.823.3601</td>
</tr>
<tr>
<td>Dr. Karen Troendle</td>
<td>Programs Co-chair</td>
<td>210.316.6027</td>
</tr>
<tr>
<td>Dr. Joseph Ferro</td>
<td>Operations Co-chair</td>
<td>210.414.5069</td>
</tr>
<tr>
<td>Dr. Roger Macias</td>
<td>Operations Co-chair</td>
<td>210.865.0839</td>
</tr>
</tbody>
</table>

The CLA Office is located in the Henry B. Gonzalez Convention Center, Level 2, Room 209. The CLA Office hours are:

- Thursday, October 9: 6 a.m.-6 p.m.
- Friday, October 10: 6 a.m.-6 p.m.
- Saturday, October 11: 6 a.m.-6 p.m.
- Sunday, October 12: 7 a.m.-noon

Q: What if my schedule or availability changes?

A: **Prior to ADA 2014**

If an emergency occurs and you cannot fulfill your assignment, please contact us immediately. Prior to Thursday, Oct. 9, please contact donna@tda.org or your appropriate co-chair listed above.

**During ADA 2014**

Beginning Thursday, Oct. 9, through Sunday, Oct. 12, if you are unable to fulfill your volunteer assignment, please contact the CLA Office at 210.582.7030 or 210.582.7031.
CLA ORIENTATION AND RECEPTION

Wednesday, Oct. 8, 2014
Henry B. Gonzalez Convention Center
Street Level, Room 103B – 6-8:30 p.m.

Please join ADA staff, the Committee on Local Arrangements (CLA) and your fellow volunteers for an orientation session where you will receive all the information you need to fulfill your assignment(s) and get the opportunity to ask any questions you may have. Your attendance at this orientation meeting is essential in order for you to be fully prepared for your assignments.

Please stay for a special Volunteer Reception immediately following the Orientation to thank you and your fellow volunteers for helping to make this year’s annual meeting a success. Hors d’oeuvres and beverages will be served.

A detailed breakdown of session times and locations is as follows:

<table>
<thead>
<tr>
<th>Session</th>
<th>Time</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLA General Orientation – ALL volunteers</td>
<td>6-6:30 p.m.</td>
<td>Street Level Room 103B</td>
</tr>
<tr>
<td>Programs</td>
<td>6:30-7 p.m.</td>
<td>Street Level Room 103B</td>
</tr>
<tr>
<td>Operations</td>
<td>6:30-7 p.m.</td>
<td>Street Level Room 103A</td>
</tr>
<tr>
<td>CLA Volunteer Reception</td>
<td>7-8:30 p.m.</td>
<td>River Level Lonesome Dove Room</td>
</tr>
</tbody>
</table>

Parking for the Orientation and Reception will be complimentary at the Grand Hyatt, 600 E. Market St., and you will need to get your ticket validated during the Reception. Parking passes for use on the days of your assignments will also be distributed at the Reception. (See next page for details.)

**IMPORTANT:** All CLA volunteers are expected to attend the Orientation. If you have extenuating circumstances which would prevent you from attending the Orientation please review this manual thoroughly to ensure you are fully informed and prepared for your assignment(s). If, after reviewing this manual, you have any questions, please contact donna@tda.org or contact your committee co-chair listed on page 4.
CLA VOLUNTEER POLICIES AND GUIDELINES

VOLUNTEER MEMBERSHIP REQUIREMENTS
All dentists who serve on the Committee on Local Arrangements must be current members of the American Dental Association. All dental school students who serve on the Committee on Local Arrangements must be current members of ASDA.

CLA VOLUNTEER DESCRIPTIONS
The Committee on Local Arrangements is made up of two working committees:
- **Programs Committee** – Members assist in continuing education courses by serving as speaker hosts and room hosts.
- **Operations Committee** – Members assist as greeter/directional guides throughout the convention center, as well as providing assistance in key areas such as the Clinicians’ Lounge, information desks and Exhibit hall.

*For more information, find your committee’s section in pages 12-19. Volunteers must read their specific committee section.* We also encourage you to become familiar with the functions of the other committees in the event you are asked to perform alternate duties.

CLA VOLUNTEER ATTIRE
CLA Volunteers are asked to wear a short or long sleeve white blouse or shirt, and either a khaki skirt or khaki trousers. If possible, the CLA chairs would like to request that Speaker Hosts and Room Hosts wear business attire when attending to their speakers.

All volunteers will have a registration badge and a yellow CLA Volunteer badge lanyard that designate them as a member of the Committee on Local Arrangements. Greeter/directional volunteers will also wear a San Antonio-themed sash to make them visible to attendees in the convention center. These items will be distributed to volunteers upon check-in on their assignment day.

PARKING AND TRANSPORTATION
Complimentary parking **with a designated parking pass** is available on the day(s) of your assignment(s) in the Marina Parking Garage, located across the street from the Grand Hyatt, next to the Marriott Riverwalk. **You must have your CLA parking voucher TO ENTER the garage. Vouchers will be distributed at the Orientation and Reception on Wednesday, October 8.** If you are unable to attend, please contact donna@tda.org to make alternate arrangements to pick up your parking vouchers. **Please note: The ADA will be unable to reimburse volunteers who utilize alternate parking arrangements.**

While complimentary parking on the day(s) of your assignment(s) is available, volunteers are highly encouraged to walk or to utilize public transportation and/or ADA shuttles whenever possible. Thousands of people, many local, will be attending the annual meeting, all looking to park in the area. Foot traffic will be high, causing traffic slowdowns near the parking entrances. If you do drive, please consider carpooling.
VOLUNTEER CHECK-IN PROCESS
For more information, find your committee’s section in pages 12-19. Volunteers must read their specific committee section.

On the day of your assignment, please report to the CLA Office, Gonzalez Convention Center, Level 2, Room 209, where the CLA Co-Chairs will sign you in, review your assignment(s) and inform you of your role and responsibilities. During this time you will receive:

- A yellow CLA Volunteer badge lanyard
- Clinicians’ Lounge passes for that day, and
- Any other materials you need for your assignment
  - Speaker Hosts will receive assignment-specific materials
  - Greeter/directional volunteers will receive a sash

Operations or Registration assignments – Please report at least **thirty (30) minutes** prior to the start of your assignment.

Programs assignments – Please arrive at least **sixty (60) minutes** prior to the start of your assignments.

Please be sure to bring your registration badge and your cell phone. You may need to contact your co-chair if you experience an emergency. Your cell phone will be helpful in order to contact the CLA Office at 210.582.7030 or 210.582.7031. It’s a good idea to pre-program your phone with these and any other important numbers (see co-chair contact information on page 4).

The CLA Office hours are:

- Thursday, October 9: 6 a.m.-6 p.m.
- Friday, October 10: 6 a.m.-6 p.m.
- Saturday, October 11: 6 a.m.-6 p.m.
- Sunday, October 12: 7 a.m.-noon

MEALS – Clinicians’ Lounge, River Level, Lonesome Dove Room
Members of the Committee on Local Arrangements are provided with Clinicians’ Lounge passes for the day(s) of their assignment(s).

<table>
<thead>
<tr>
<th>Clinicians’ Lounge hours of service:</th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Day/Date</strong></td>
<td><strong>Lounge Hours</strong></td>
<td><strong>Continental Breakfast Serve Time</strong></td>
<td><strong>Lunch Serve Time</strong></td>
</tr>
<tr>
<td>Thursday, Oct. 9</td>
<td>10:30 a.m.-3 p.m.</td>
<td>N/A</td>
<td>10:30 a.m.-1:30 p.m (1:30-3 p.m. beverages and snacks)</td>
</tr>
<tr>
<td>Friday, Oct. 10</td>
<td>6:30 a.m.-2 p.m.</td>
<td>6:30-10 a.m.</td>
<td>11 a.m.-2 p.m.</td>
</tr>
<tr>
<td>Saturday, Oct. 11</td>
<td>6:30 a.m.-2 p.m.</td>
<td>6:30-10 a.m.</td>
<td>11 a.m.-2 p.m.</td>
</tr>
<tr>
<td>Sunday, Oct. 12</td>
<td>7-9 a.m.</td>
<td>7-9 a.m.</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>
BAG/COAT CHECK
The CLA Office will not have storage for hand bags, tote bags, computers, briefcases or any other personal items. Be prepared to carry everything you will need for your assignment.

Should you require any bags or coats checked, there will be a bag/coat check available as follows:
Thursday and Friday – Street Level, Ballroom A pre-function lobby (outside Room 102)
Saturday and Sunday – Hall C/D Lobby

EMERGENCY PROCEDURES

From within the Henry B. Gonzalez Convention Center:
If you are the first to react: If you become aware of a life threatening or potentially life threatening situation, dial 911 from any house phone and then notify convention center security at 210.207.7773.

From within the Marriott Rivercenter or Marriott Riverwalk:
Dial 1 from the nearest house phone.

From within the Grand Hyatt:
Dial 55 from the nearest house phone.

Outside the convention center or the hotels above:
Dial 911.

GENERAL ADA 2014 INFORMATION
Continuing Education Program

Tickets for Courses and Workshops – All annual meeting courses require a ticket – both fee and no-fee courses. This procedure ensures that attendees who planned in advance to attend a course will have a seat reserved.

Ticketing Information
• CE course tickets are available at Registration in the Hall A/B Lobby. Registrants must have a ticket for each course: fee, no-fee, Education in the Round and workshops. Plan ahead!
• Unless otherwise noted, one clock hour equals one credit hour.
• All on-site ticket sales are final.

Fee Courses, Education in the Round and Workshops
• You may purchase a ticket on-site up to the scheduled start time of a course (based on availability).
• If you purchase a ticket for a fee course, Education in the Round or workshop, your seat is reserved for the duration of the course.
• Workshop requirements: All participants should bring protective eyewear. If your workshop requires other supplies, they are listed on your ticket. Participants who do not bring or have the proper supplies do not qualify for a refund.
No-fee Courses
• You may reserve a ticket on-site up to the day before the scheduled course (based on availability).
• If you reserve a ticket for a no-fee course, seating is only guaranteed up to the published start time of the course. After that time, admittance will be on a first-come, first-served basis, regardless of advance registration, until the room is full.

Course Locations – Room assignments are printed:
• on the course tickets
• in the Official Guide in the Continuing Education section

Course Handout Policy – In an effort to reduce paper waste, traditional handouts for continuing education courses have been eliminated. Starting October 1, you can go to www.eventscribe.com/2014/ada to access course handouts. Click on “Browse Courses” and choose your preferred search method.

Handouts are posted at the discretion of each presenter and not all courses will include handouts. Courses with handouts are indicated by a gray page icon. Clicking on that icon will open the course description, and from there you can click the “Handouts” button to open the handouts.

You can visit eventscribe at any time, even on-site, to view the latest course updates.

Managing Your Continuing Education (CE) Credits – Attendees will be able to verify CE online at ADA.org/meeting beginning October 8. From this system attendees can verify their courses and print their CE verification letter.
• For Speaker Hosts and Room Hosts – you can receive CE credit for the course(s) you host. Keep track of the CE verification code you receive during the course so you can receive credit the same way attendees do.
• For hosts in hands-on workshops – your ability to participate in the hands-on activities will depend on space availability in the course. Even if you are only able to observe, you can still receive the CE credit.

Other Important ADA 2014 Information

ADA 2014 Official Guide
The Official Guide is a complete on-site guide to courses, services, exhibits, events, tours and locations and will be distributed throughout the Henry B. Gonzalez Convention Center.

For information about the exhibit hall, the ADA Member Center, the Opening General Session and Distinguished Speaker Series, the ADA 2015 booth, food and beverage, Internet access and Wi-Fi, and more, see pages 8-12 in the Official Guide.

ADA Shuttles
ADA will provide complimentary shuttle transportation for attendees between ADA official hotels (not within walking distance) and the Henry B. Gonzalez Convention Center. Shuttles will pick up and drop off at the main entrance of the convention center in front of Ballroom A. A badge is required for bus loading. (No shuttle pass needed.)

Shuttle service is not available if the hotel is not in the official ADA block of hotels.
Hours of Shuttle Operation

<table>
<thead>
<tr>
<th>Date</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>Wednesday, Oct. 8</td>
<td>11 a.m.-6 p.m.</td>
</tr>
<tr>
<td>Thursday, Oct. 9</td>
<td>6 a.m.-7 p.m. (Extended service from Welcome Reception until 10 p.m.)</td>
</tr>
<tr>
<td>Friday, Oct. 10</td>
<td>6:30 a.m.-6:30 p.m.</td>
</tr>
<tr>
<td>Saturday, Oct. 11</td>
<td>6:30 a.m.-6:30 p.m.</td>
</tr>
<tr>
<td>Sunday, Oct. 12</td>
<td>7:30 a.m.-1:30 p.m.</td>
</tr>
</tbody>
</table>

Temporary Staffing
In addition to CLA volunteers, the ADA hires temporary staff to assist in managing the annual meeting. Temporary staff is contracted through ProShow, an event staffing company which subcontracts locally.

Attendee Badge Holder Colors
All attendees must wear a badge during ADA 2014. Badge holder colors correspond to registration types as shown in this table.

ADA 2014 Staff
In addition to the Committee on Local Arrangements Volunteers, the ADA also brings over 150 full-time staff members to help facilitate the activities related to ADA 2014. Below is a list of some of the key departments and their staff.

Division of Conferences and Continuing Education – Annual meeting and convention center operations, speaker and CE coordination
Staff from this division can be found at:
ADA 2014 Show Management Office (Council on ADA Sessions), Level 2, Room 212
Speaker Ready Room/Programs Office, Level 2, Room 211

Division of Membership, Tripartite Relations and Marketing – Membership and registration
Staff from this division can be found at:
ADA Member Center, Exhibit Hall, between Halls A/B and C/D

Division of Global Affairs – International programs, registration and attendees
Staff from this division can be found at:
International Registration, Hall A/B Lobby
PROGRAMS COMMITTEE VOLUNTEERS

The Programs Committee volunteer assignments include the following:

SPEAKER HOST
Speaker Hosts are the on-site liaison between the speaker and the ADA. The Speaker Host will contact the speaker before the meeting to ensure all details have been discussed, will greet the speaker upon their arrival at the speaker ready room (or other pre-determined location), will facilitate courses, make general announcements, introduce the speaker and announce the course verification code number for CE credit at the end of the course. It is important that these volunteers help ensure a timely schedule is maintained.

ROOM HOST
Room Hosts are responsible for the supervision of room requirements, greeting attendees as they arrive for the course and ensuring everyone in the room has a seat (standing in the back of the room is not permitted). They assist the Room Monitor (see below) with ticket collection and the management of standby seating for each course. In the unlikely event the Room Monitor needs to step away, the Room Host should stand outside the door until the Room Monitor returns.

CE Credit for Hosts
- For Speaker Hosts and Room Hosts – you can receive CE credit for the course(s) you host. Keep track of the CE verification code you receive during the course so you can receive credit the same way attendees do.
- For hosts in hands-on workshops – your ability to participate in the hands-on activities will depend on space availability in the course. Even if you are only able to observe, you can still receive the CE credit. Please bring protective eyewear in the event you are able to participate.

TEMPORARY STAFF, ADA STAFF AND VENDOR POSITIONS

Room Monitors are temporary staff, and are responsible for monitoring the door to help ensure that everyone who enters the room has a name badge and a ticket. To ensure courses run smoothly, they work with local volunteers to collect tickets and manage standby seating for each course.

Zone Managers are ADA staff, and are responsible for overseeing the logistics for the continuing education courses, including the audiovisual equipment, chairs, risers and needs of the speakers and local committee volunteers in their assigned zone. Zone Managers are responsible for ensuring the Room Monitors are in place one hour prior to the course start time.

Workshop Managers are ADA staff, and are responsible for coordinating the set up and tear down of dental material and equipment for the workshops.

AV Zone Managers are representatives of Freeman AV, the ADA’s official audiovisual contractor. They are responsible for an assigned zone and ensure that all audiovisual equipment is operational and is delivered to the correct location.
SPEAKER HOST RESPONSIBILITIES

Prior to ADA 2014
1. Log in to the eventscribe Speaker Host portal to:
   - View instructions for contacting the speakers for your courses (by September 26). Speaker contact details are available upon login.
   - Review your course details, speaker bios, this manual and any other materials relevant to your assignments.

2. Contact your speaker as instructed (please try to reach out to speakers by Sept. 26). During this conversation you will arrange a time and place to meet your speaker before the course begins. (See speaker host contact instructions when you log in to eventscribe.)

3. If you have any questions, please contact donna@tda.org or the Program co-chairs, Dr. Maria Lopez Howell at 210.823.3601 or Dr. Karen Troendle at 210.316.6027.

4. Attend the CLA Orientation and Reception on Wednesday, Oct. 8 (see page 5).

On the Day of Your Assignment
Please report to the CLA Office, Level 2, room 209, at least 60 minutes prior to the start of your assigned course. The Program Committee Chairs will distribute the official announcements to be given at the beginning and end of the course.

Immediately after checking in, meet your speaker at the location you pre-arranged with them during your phone call. Confirm the speaker has previously checked-in at the Speaker Ready Room and has picked up their materials. Then escort the speaker to the course room and introduce yourselves to the Room Host.

Locate the closest house phone in case you need to call the Speaker Ready Room by dialing extension 7025. Please advise the ADA Zone Manager if the speaker feels there are any discrepancies between the actual room setup and the requested room setup.

Details to be Coordinated with the Speaker
- Ask the speaker(s) if they would like assistance keeping on schedule. If so, discuss the system or signals that will be used to communicate to the speakers.
- Determine the speaker’s plan for Q&A during the course. The speaker should allow 15 minutes for this during the course or at the conclusion of the course. You should be prepared to ask the first question.

Before the Course
- Start the course on time regardless of audience size.
- Read the ADA Pre-Course Announcement Sheet, received at volunteer check-in.

During the Course
- Monitor the course and take care of any last-minute needs of the speaker.
- Make sure the course adheres to the schedule.
- If the course is to continue all day, announce the lunch break and what time the course will resume. Confirm with the Zone Manager that the room has security during lunch. Accompany the speaker to the Clinicians’ Lounge, River Level, Lonesome Dove Room.
Arrange to accompany (or meet) the speaker back at the course room fifteen (15) minutes prior to the afternoon portion of the course.

- Be prepared to ask the first question if a question and answer period has been previously arranged with the speaker. **Make sure questions are repeated through the sound system to ensure the entire audience hears the question and to ensure the question can be heard if being recorded.**

### At the Close of the Course
- End the course on time.
- Read the ADA Post-Course Announcement sheet, received at volunteer check-in. Make sure to read the course number and CE verification code.
- If it is lunch time, accompany the speaker to the Clinicians’ Lounge, River Level, Lonesome Dove Room.

### Speaker Host General Information
- The ADA encourages member volunteers from other dental meetings, called “scouts” to visit ADA 2014. These guests will have a white and green scouting pass that clearly displays that the individual is authorized to observe the courses. The scouting pass is issued in the Speaker Ready Room. Council members, CLA co-chairs, ADA staff and the room host assigned to the course may enter without a ticket. If a course is near capacity, scouts, staff and council members should be directed to stand in the back of the room and should not take a course outline (if provided).
ROOM HOST RESPONSIBILITIES

Prior to ADA 2014
1. Read and familiarize yourself with this material and information on the CLA website at tda.org.

5. If you have any questions, please contact donna@tda.org or the Program co-chairs, Dr. Maria Lopez Howell at 210.823.3601 or Dr. Karen Troendle at 210.316.6027.

6. Attend the CLA Orientation and Reception on Wednesday, Oct. 8 (see page 5).

On the Day of Your Assignment
Please report to the CLA Office, Level 2, Room 209, at least 60 minutes prior to the start of your assigned course.

After checking in, proceed to the appropriate Program room (course location) and introduce yourself to the Room Monitor(s).

Locate the closest house phone in case you need to call the Speaker Ready Room by dialing extension 7025.

Upon their arrival at the room, the Speaker Host will introduce you to the speaker. You are responsible for working with the Room Monitor to coordinate standby seating (see below). Please utilize this individual as necessary and make sure that one of you is outside the door at all times prior to and during the course.

During the Course
• Please remain at the entrance to the room to assist the Room Monitor in checking badges, controlling traffic, taking tickets and finding empty seats.
• When the course begins and all attendees have been seated, close the doors.
• Do not sit in the front of the room. Remain seated in the back of the room by the door. Greet and direct latecomers to available seats and keep the doors closed.
• Count the number of empty seats in the room one hour and fifteen minutes into the course and give this number to the Room Monitor to record on the required paperwork.

GENERAL TICKET INFORMATION
• All courses require a ticket.
• Attendees who registered in advance (by Sept. 5) will have been mailed tickets for their courses.
• If a no-fee course is not sold out, attendees may reserve a ticket in the Registration area up to the day before the course. Example: On Thursday, attendees may obtain no-fee course tickets for courses scheduled Friday through Sunday. No tickets will be issued in the Registration area on the day of a no-fee course.
• If you encounter any difficulties with an attendee, please seek assistance from the nearest Zone Manager. Zone Managers will be wearing navy blue polo shirts with the ADA logo on the sleeve.
TICKET COLLECTION PROCESSES

Fee Courses
- Upon arrival, attendees must have a badge and give their ticket to the Room Monitor; only then may they enter the room and take a seat. If an enrolled participant does not have their ticket, please seek assistance from the nearest Zone Manager, who will contact the appropriate person to verify their registration.
- If an attendee has not purchased a ticket, please direct them to Registration in Hall D.
- Please be sure that a ticket is issued if an attendee has to leave the course. This will verify that the attendee will be allowed re-entry.
- If there is an audiovisual problem that prohibits continuation of the course, announce a five-minute break. Inform the Zone Manager or Audio Visual Zone Manager of the specific problem and let them know it is a problem that requires immediate attention.
- Instruct the Room Monitor to remain stationed at the entrance to help ensure that the room is secured during breaks and lunch hours.
- Please note: There is no standby seating for fee courses. A seat will be held for the duration of the course for anyone who has bought a ticket.

No-Fee Courses
- Upon arrival, enrolled attendees will give their ticket to the Room Monitor, and may then enter the room and take a seat. If an enrolled participant does not have their ticket, please seek assistance from the nearest Zone Manager, who will contact the appropriate person to verify their registration.
- Please be sure that a ticket is issued if an attendee has to leave the course. This will verify that the attendee will be allowed re-entry.

STANDBY SEATING PROCEDURE – No-fee courses only
- Attendees without tickets who wish to attend a course on a standby basis should be directed to line up outside the room along the wall (so they are not blocking the entrance or obstructing traffic). If seats are available after the scheduled start time for the course, you will seat standbys on a first-come, first-served basis in groups of 3-5 until all seats have been filled.
- When the room is full, place the “Sold Out” overlay sticker on the course sign. The “Sold Out” stickers will be distributed to Room Monitors with their course materials by the Zone Manager.

Ticketing Exceptions
A ticket is required for admission to all courses (fee and no fee) unless otherwise noted. The exceptions to this rule are:
- Those being admitted per standby seating procedures described above
- Official Scouts will have a white and green scouting pass.
- Council on ADA Sessions Members will have a pocket crest identifying them as a Council member and will be wearing a red badge lanyard that says “Council on ADA Sessions.”
- CLA co-chairs will have a CLA co-chair ribbon attached to their badge holder. They may drop in for a portion of the course and should be directed to stand in the back of the room.
- CLA volunteer – there will only be one other CLA volunteer assigned to the course besides the room host. That volunteer will be the speaker host and should arrive with the speaker prior to the start time of the course and introduce themselves to you.
• **ADA Staff** will have a green lanyard with ADA Staff printed on it. These individuals usually drop in for a portion of the course and should be directed to stand in the back of the room.

• **PLEASE NOTE:**
  o *Exhibitors (with black badges)* are not permitted in courses. (There are a small number of courses with exceptions to this rule. If you are unsure, locate a Zone Manager.)
  o *Anyone with an orange (Dental Dealer) badge or a clear (House of Delegates only) badge holder is not allowed entrance to any of the continuing education courses.* Attendees with orange badges are allowed entrance only to the exhibit floor. Those with clear badges are registered only for the ADA House of Delegates.

• **Standby Seating:** *Standby seating is for no-fee courses only.* Standby seating is not available for fee courses, workshops and/or Education in the Round.

**PLEASE NOTE:** *Due to fire regulations, all individuals in the room must have a seat,* therefore standing in aisles, sitting on the floor or blocking doors is prohibited. For this reason it is important to make sure there are seats available for each standby attendee you allow into the room. The Fire Marshall will ask anyone sitting on the floor or blocking the aisles to leave the room. This includes scouts from other dental meetings.
OPERATIONS COMMITTEE VOLUNTEERS

The Operations Committee volunteer assignments include these responsibilities:

- Clinicians’ Lounge Host
- Retired Member Lounge Host
- Greeter/Directional Guide
- Information Desk Concierge

Listed below are the specific job descriptions for each assignment. Please Note: Some job functions also have ProShow temporary staff assigned as well. Be aware that while some duties may overlap, both CLA and ProShow staff have specific roles, and it is crucial to remain at your assigned location.

Clinicians’ Lounge Host
The Clinicians’ Lounge is located on the River Level in the Lonesome Dove Room, and operates as follows:

<table>
<thead>
<tr>
<th>Day/Date</th>
<th>Lounge Hours</th>
<th>Continental Breakfast Serve Time</th>
<th>Lunch Serve Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, Oct. 9</td>
<td>10:30 a.m.-3 p.m.</td>
<td>N/A</td>
<td>10:30 a.m.-1:30 p.m. (1:30-3 p.m. beverages and snacks)</td>
</tr>
<tr>
<td>Friday, Oct. 10</td>
<td>6:30 a.m.-2 p.m.</td>
<td>6:30-10 a.m.</td>
<td>11 a.m.-2 p.m.</td>
</tr>
<tr>
<td>Saturday, Oct. 11</td>
<td>6:30 a.m.-2 p.m.</td>
<td>6:30-10 a.m.</td>
<td>11 a.m.-2 p.m.</td>
</tr>
<tr>
<td>Sunday, Oct. 12</td>
<td>7-9 a.m.</td>
<td>7-9 a.m.</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>

As a Clinicians’ Lounge Host or Hostess, your primary responsibility will be to welcome people as they enter the lounge and offer them refreshments. Temporary staff will check credentials and/or the invitation list and collect meal passes at the entrance to the lounge. Only individuals with an authorized Clinicians’ Lounge pass, which will be dated and color-coded, will be allowed to enter the Clinicians’ Lounge.

*Please note: Only an ADA staff manager is authorized to order food and beverages or supplies. If additional food and beverages or supplies are needed, please contact the ADA 2014 Show Management Office at 210.582.7020 or 7020 on a house phone.*

**Individuals who do not have their pass** should be directed as follows:

- Speakers, scouts and others should contact the Program Office/Speaker Ready Room, Level 2, Room 211 – 210.582.7025 or 7025 on a house phone.
- CLA volunteers should contact the CLA Office, Level 2, Room 209 – 210.582.7030 or 7030 on a house phone.

Once the appropriate Clinicians’ Lounge pass is presented, the bottom portion should be torn off and placed in the envelope provided for collection. Please make sure that all ticket stubs collected for the day are returned to Glynis Wilkins in the ADA 2014 Show Management (Council on ADA Sessions) Office, Level 2, Room 212, when the lounge closes after the lunch service.
Retired Member Lounge Host
Your primary responsibility will be to welcome attendees (badge required) as they enter the lounge. The Retired Member Lounge is located near the ADA Member Center between Halls A/B and C/D.

Information Desk Concierge
Your primary responsibility is to welcome attendees and to help answer their questions about both the annual meeting and San Antonio. You may also have a temporary staff member and/or a member of the San Antonio Convention and Visitors Bureau working alongside you to help answer questions. Please familiarize yourself with the Official Guide as it is your best reference tool.

If your shift replacement is late or does not arrive, contact the Operations Chair in the CLA Office at 210.582.7030 or 7030 from a house phone. Please do not leave the Information Desk unattended.

Greeter/Directional Guide
As a Greeter/Directional, you will be asked for information regarding courses, events, directions, food service and other topics. There are many locations for this assignment. The Operations Co-chairs will direct you to your assignment. Please familiarize yourself with the Official Guide as it is your best reference tool.

Registration Greeter/Directional Guides
Volunteers will also be positioned throughout the Registration Area and at the entrances to the Registration lines. If positioned in the Registration Area, volunteers ensure that attendees are in the correct Registration Area (i.e., U.S. Attendee, International Attendee, or Exhibitor Personnel). Volunteers should ensure that attendees have completed the on-site registration form (available at the “Fill-in Counters”) and advise attendees to have their payment ready to present to the clerk.

For international attendees, volunteers will direct attendees to the International Registration counters. Full-time ADA managers as well as bi-lingual registration staff are available to assist international guests in the International Registration area.

If any attendee (domestic or international) is already registered but needs to reprint their badge and/or tickets, please direct them to a Badge Reprint Station to expedite the receipt of their materials.
OPERATIONS VOLUNTEER RESPONSIBILITIES

Prior to ADA 2014
1. Read and familiarize yourself with this material and information on the CLA website at tda.org.

2. If you have any questions, please contact donna@tda.org or the CLA Operations Co-chairs, Dr. Joseph Ferro at 210.414.5069 or Dr. Roger Macias at 210.865.0839.

3. Attend the CLA Orientation and Reception on Wednesday, Oct. 8 (see page 5).

On the Day of Your Assignment
1. Report to the CLA Office, Level 2, Room 209, at least thirty minutes prior to your assigned time. You will be given appropriate materials and directed to your area of assignment.

2. Introduce yourself to ADA Council members and ADA Staff. The members of the Council will have red Council on ADA Sessions lanyards. The ADA staff will have a green ADA Staff lanyard and a clear badge holder. Both of these groups are available to assist you.

3. Report any questions or situations that you cannot handle to a Council member, CLA Co-Chair, or any ADA staff member.