

Guide for Hosts

Thank you for volunteering to serve as a host at *CDA Presents*.

The success of *CDA Presents* hinges upon the time and efforts of many, including our valued speaker and room hosts. Please read this guide carefully, as it contains important details about your host assignment. You may also wish to print a copy of this guide and bring it for your reference during the convention.

Your role as a host

Host Assignments

Simply put, a speaker host takes care of the speaker and a room host takes care of the room. During the convention, speaker hosts ensure our speakers are well taken care of upon arrival, during their presentations and through departure. Room hosts ensure that everyone's experience in the course or lecture room is comfortable, efficient, pleasant and productive.



Host Perks

In appreciation for the generous contribution of your time and skills, all hosts volunteering five hours or more in a single day receive special benefits at *CDA Presents*:

- Two complimentary tickets to the CDA Party on Friday evening (if requested on the VIP registration form)
- Complimentary lunch on the day(s) of host assignment
- Access to the Hospitality Suite on the day(s) of host assignment
- Access to the VIP Lounge on the day(s) of host assignment
- Special perk for hosts at *CDA Presents* in Anaheim: two complimentary twilight tickets to Disneyland good for either park on any day of *CDA Presents* from 4 p.m. to closure.
- C.E. credit for course(s) hosted

Please note: hosts' guests at the convention are not permitted in VIP areas.

Host Responsibilities

Hosts represent CDA at the convention and are essential liaisons between the association, the speaker and the attendees. All host volunteers shall dress, communicate and perform their duties with dignity, hospitality and professionalism.

The responsibilities for the **speaker host** (main host) include: communicating with the speaker prior to the meeting and obtaining the speaker's introduction. Once at the convention center, the host should arrive early to the course and ensure the speaker arrives on time. Then, the host should begin the general announcement on time, introduce the speaker to the audience, and remain in the speaker's lecture room for his or her entire presentation. Once the speaker is introduced, the speaker host should assist the room host at the back of the room. The speaker host is also encouraged to accompany the speaker to the luncheon on the day of assignment.

The responsibilities of the **room host** (co-host) include: facilitating attendees scanning in and out of the room, general housekeeping and safety requirement awareness, facility knowledge, audio-visual/lighting/room temperature/room capacity matters and safety compliance matters.

In addition, host responsibilities include:

- *Positive and constructive interaction with attendees.* In the event an attendee becomes uncooperative or noncompliant, the host shall refer the issue to any available *CDA Presents* Board of Managers member.
- *Reviewing all host information and instructions prior to and during the convention.* The *CDA Presents* Board of Managers host committee will visit all the meeting rooms during the meeting to answer any questions and evaluate that host responsibilities are being met.
- *Prudent scheduling decisions.* Host assignments must allow for a minimum of a one-hour gap between the end of one program and the start of the next.
- *Active, attentive and consistent participation.* Hosts must not leave the room during their hosting assignments. They must be present and on-task for the entirety of the course.

Your day as a host

Before the course begins

- Visit the VIP Registration booth and show your confirmation barcode to pick up your badges and materials.
- Sign in at the VIP Registration booth at least one hour before assignment so that CDA staff members know the assignment is filled.
- Arrive at the room at least 45 minutes prior to the course.
- Review the new badge-scanning process and equipment.
- Download the CDA App to your smartphone. Under “CDA Presents,” add the current convention. Take time to explore the tools and resources within the app so that you can quickly find convention information and may better address attendees’ questions.
- If handouts have been provided by the speaker, they will be made available online at cdapresents.com and in the CDA App.
- To receive C.E. credit for yourself, remember to scan in and out of the course.

During the course

- The speaker host will begin with a general announcement, followed by an introduction of the speaker (based on information obtained earlier from the speaker).
- Hosts should be proactive — not sitting in the audience, but instead monitoring the door throughout the course. Following speaker introduction, the speaker host should help the room host at the entrance.
- Attendees are not allowed to photograph, audio record or take videos of the speaker or their presentation. Reference disclaimer in the registration information. Ask the attendee to stop, or to leave the room.
- During lunch breaks and between classes, the room is not secure and seats cannot be saved. All items must be removed or housekeeping will collect them. CDA is not responsible for items left in rooms.
- The speaker should not give breaks during the scheduled presentation or end it early. Refer to the sign outside the room for the course schedule.

Crowd control

- Attendees may not stand at the back of the room or sit on the floor; however, scouts may sit in designated chairs at the back of the room. Please note, a fire marshal is on the premises and has the right to close down a lecture due to safety concerns.
- “Seat saving” is not allowed. If the room begins to fill, the host must advise attendees to remove their items from open seats and allow others to sit.
- If room gets close to being full, close the doors and place the **ROOM FULL** sign in front of them. The sign is located behind the schedule sign.
- Additional attendees should be allowed in one-by-one only after open seats have been identified.

- If additional crowd control is needed, contact a Board Member or CDA Presents staff member.
- For “full rooms,” restroom (in/out) passes can be distributed so attendees can exit and re-enter the room without scanning, as scanning out should only be done at the completion of the course. Hosts may obtain in/out passes at the VIP Registration booth.

Workshop guidelines

- Hosts for workshops (fee-based events) may not participate in the hands-on workshops, and should be focused on hosting duties. However, hosts will still receive C.E. credits and do not have to pay fees for the workshop.
- Workshop hosts should not use or remove any supplies. All materials are ordered and approved specifically for registered attendees, and vendors provide only the necessary amount for each program.
- If a ticketed attendee is a “no show” or if there are any canceled tickets, the space in the workshop cannot be sold after the workshop starts.
- Tickets may not be sold at the door. Refer attendees with questions about tickets to the registration area instead of trying to manage questions on your own.
- As attendees enter the room, check their names and confirmation letters with your list of attendees. No one may enter a workshop without first purchasing a ticket and being on the participant list.
- Once the workshop starts, place the **WORKSHOP IN PROGRESS, DO NOT ENTER** sign in front of the door. The sign is located behind the large sign at the entrance of the room.

Facilities support

- Air conditioning and heating issues should be reported to a Board Member or a CDA Presents staff member.
- Audio-Visual technicians will be floating among rooms to provide assistance. They are identified with a PSAV badge and in all black attire.
- Lost and Found is located in the Meeting Management Office.

Reserved seating

For a limited number of popular programs, there is a reserved seating option. Attendees must reserve seats in advance, as there are no on-site ticket sales.

- Seat covers will be placed on the chairs in the reserved seating section of the room. Attendees who have purchased reserved seating must sit in these designated seats.
- A second entrance, indicated by a special sign, will be for attendees who have purchased Reserved Seat eTickets. The sign should be put away 10 minutes into the program.
- An assigned staffer will be scanning attendee badges for Reserved Seat eTickets to validate access at the beginning of the lecture. Attendees may scan out at the end of the program at any scanner.
- If the room does not fill, reserved seats are made available for general admission 10 minutes into the program. Keep track of these seats to release the appropriate number if the room fills.
- If attendees with eTickets arrive after open reserved seats are

released, they should be moved to the front of the line at the main entrance.

Overflow room

- When needed for specific courses, a Board Member or CDA staffer will activate an overflow room.
- Once activated, a limited number of tickets will be given to the room host for the program to be used to direct attendees to the overflow room.
- Each ticket is color-coded for the program and includes the room location.
- Attendees will scan in at the overflow room to receive C.E. credit.
- **Do not** advise attendees about overflow room availability until or unless it is activated by an official Board Member. Inaccurate or ill-timed information could cause attendees to leave the main lecture room and go to overflow to sit with their colleagues.

Scanning and course credit (For Attendees)

- For any ticketed lecture, course or events for which tickets have not already been purchased, tickets can only be purchased in the registration area during business hours.
- Per state board requirements, credit will not be given if an attendee misses more than 15 minutes of the course. No partial credit is given for courses. (Please do not publicize this 15-minute cutoff.)
- C.E. requirements are detailed in the *CDA Presents* program.
- All attendees will scan at arrival and departure on tablets located at the entrance to the room, with assistance from the room monitor as needed.

Tablet screen view for ticketed workshops:

- If an attendee purchased a ticket, the screen will be green and display "Access Granted."
- If an attendee did not purchase ticket, the screen will be red and display "Access Denied." The attendee may purchase a ticket in the registration area only if the workshop has not already sold out.

Tablet screen view for all lectures:

- The screen will be green and display "Access Granted."
- No one is denied access. Because lectures are free, first-come, first-served events, the scanner will only display green.

Tablet screen view for specific required courses:

- Room monitors will first verify the color bar code on each attendee's badge.
- Then, the attendees will be allowed into the room where they will scan their own badges.
- The attendees will also need to scan their own badges at the completion of all programs.

At the end of the course

The speaker host (main host) will close the program by thanking the speaker for his or her presentation and the attendees for the participation.

- During closing announcements, provide the 3-digit code provided in the packet received at the VIP Registration booth. Do not distribute this code at any other time. The code is for verification purposes only.

For workshops

- Help the speaker clean up all supplies, as appropriate. This may include checking handpieces, boxing up supplies, picking up garbage, and packing computers, presentation tools or power sources.

Support

If you have additional questions about the *CDA Presents* hosting experience, please contact Melanie Judy, Events and Programs Senior Coordinator, at melanie.judy@cda.org or 916.554.4949.