

# VOLUNTEER ROLES



Dallas  
Children's  
Advocacy  
Center™

# WORKSHOP MONITOR

Workshop Monitors are assigned to room locations for the entirety of their shift.

## CHECK-IN

Go to the Volunteer Lounge, Sheraton Pearl 4 (2<sup>nd</sup> Floor, hotel side).

- Sign in to VicNet and pick up your name badge.
- Get the workshop packet for your room. There is only one workshop packet per room.
  - Your workshop packet includes a "Room Full" sign, sticky tack, a media list, and a list of verification codes.
- Grab a snack before you leave.
- If you need assistance finding your assigned room, please talk to the staff in the Volunteer Lounge—they will be happy to help you!
- Arrive at your location/workshop room at the assigned time.

## BEFORE THE WORKSHOP

### Check Workshop Signage

Ensure that the sign on the easel outside of your workshop displays the correct signage. If it's inaccurate, please change it to the proper workshop.

### Meet the Speaker

Please introduce yourself to the speaker and let them know you are there to support them.

- Double-check with the speaker that the last slide in their presentation provides the Verification Code for that session.
- Remind the speaker that they must use the microphone—there are no exceptions!
- Let the speaker know that timecards are available to help manage their presentation. These cards will be shown to indicate when 10 minutes and 5 minutes remain. There is also a card to remind them to share the verification code.

- Ask the speaker if there are any videos in the presentation.
  - If yes, please do a sound check **before** the session begins. This ensures that the volume is not disruptive to attendees in other rooms.
- If you have an issue with the sound or video equipment, please **immediately** step out into the hall and locate one of the ENCORE professionals (who will be at/near an Encore table in your area). This is imperative to ensure the attendees and the speaker have a positive experience.



- If you cannot locate an Encore professional, escalate the situation to your Hospitality Lead for assistance.
- Please remember, if you cannot hear the speaker, neither can the attendees.

## Meet the Hospitality Leads for Your Area

There are two Hospitality Leads assigned to support volunteers in each of the different areas of the conference venue. This role is available to help troubleshoot concerns and provide relief during volunteer breaks and lunch.

## Check Nametags

CRIMES AGAINST CHILDREN CONFERENCE	ATTENDEE	CRIMES AGAINST CHILDREN CONFERENCE	ATTENDEE	CRIMES AGAINST CHILDREN CONFERENCE
CRIMES AGAINST CHILDREN CONFERENCE	SPEAKER	CRIMES AGAINST CHILDREN CONFERENCE	SPEAKER	CRIMES AGAINST CHILDREN CONFERENCE
CRIMES AGAINST CHILDREN CONFERENCE	SPONSOR	CRIMES AGAINST CHILDREN CONFERENCE	SPONSOR	CRIMES AGAINST CHILDREN CONFERENCE
CRIMES AGAINST CHILDREN CONFERENCE	VOLUNTEER	CRIMES AGAINST CHILDREN CONFERENCE	VOLUNTEER	CRIMES AGAINST CHILDREN CONFERENCE
CRIMES AGAINST CHILDREN CONFERENCE	EXHIBITOR	CRIMES AGAINST CHILDREN CONFERENCE	EXHIBITOR	CRIMES AGAINST CHILDREN CONFERENCE
CRIMES AGAINST CHILDREN CONFERENCE	GUEST	CRIMES AGAINST CHILDREN CONFERENCE	GUEST	CRIMES AGAINST CHILDREN CONFERENCE
CRIMES AGAINST CHILDREN CONFERENCE	STAFF	CRIMES AGAINST CHILDREN CONFERENCE	STAFF	CRIMES AGAINST CHILDREN CONFERENCE

Check for participants' nametags as they enter the room.

- If attendees do not have their conference-issued lanyard and badge, they cannot attend the workshop. **DO NOT** allow them into the room.

- Please ask them to retrieve their name tag or escort them to the Help Desk for further assistance. Replacement name tags may be purchased at the Help Desk.
- If someone does not have the proper color lanyard and name tag, DO NOT allow them entry into the room.
  - Exhibitors (**Red lanyards**) cannot attend workshops without purchasing an upgraded badge. Exhibitors may purchase an upgraded lanyard and badge at Special Registration to attend workshop sessions.

**If you are uncomfortable with any situation, do not hesitate to contact your Hospitality Lead, Tai at 214-860-7744, Holly at 214-986-9679, or Elliott at 410-929-3330.**

### **"Workshop Full" Sign (When Needed)**

Place your "Workshop Full" sign on the magnetic signage on the easel and place the easel in front of the doors.

- There is sticky tack in your workshop packet. Please **DO NOT** tape anything to the doors.
- A red/green sign is available to help manage room capacity. Please hold the sign with the green side facing out to indicate there are open seats. Once the room is full, flip the sign so the red side faces the hallway to signal that the session is at capacity.

**This is very important.** Hospitality Attendants will be in the hallways outside of workshops to assist attendees in finding another workshop to attend.

- Attendees may visit the app for additional workshop options. Many workshops will be repeated, so they can also look for another time the session is offered.
- Attendees are NOT allowed to sit on the floor or stand in the back of the room due to fire codes.

## **AT THE BEGINNING OF THE WORKSHOP**

### **Remain in the Workshop**

When the speaker is ready to begin, please remain in the workshop. You may stand or sit at the back of the room.

You may **NOT** leave your workshop to attend another.

## Be Present

Your role is critical, and we need your full attention during workshops. Please be present and on high alert for any issues with attendees/speakers during the workshop.

- Please do not talk, text, or use any cell phone, Kindle, iPad, or laptop for personal use during the session.
- Do not read newspapers, books, or magazines, knit, sleep, or do other personal activities while volunteering.
- Please ensure that attendees do not record or take photos during workshops. If you see this, politely ask attendees to stop. [If they refuse, please contact Tai at 214-860-7744, Holly at 214-986-9679, or Elliott at 410-929-3330.](#)
- If you are uncomfortable during the session with the presented material, please step out of the workshop, but remain just outside the door in case you are needed.

## Complete Headcount Form

On the front of the workshop packet there is a QR code to the Headcount Form. This needs to be completed *for each session*. Please complete the form in its entirety.

*The Conference team collects and reviews this data to make decisions about next year's Conference, so please be sure to do it for each and every session.*

## Monitor the Workshop Time

The workshop packet has three timecards that can be used to communicate with the speaker towards the end of the workshop session. These cards can be held up to give a gentle reminder to the speaker and include:

- 10 minutes
- 5 minutes
- Verification Code

# AT THE END OF THE WORKSHOP

## Workshop Evaluation

Encourage attendees to evaluate the workshop on the app. They will only receive credit hours on the final certificate for workshops for which they complete a survey in the app.

- The presenter will display a slide at the end of their presentation with a unique verification code. Please listen to be sure the speaker shares the verification code with attendees. If they forget, please gently remind the speaker verbally or hold up your sign.
- If an attendee misses the code, your packet will provide a list.
- Please note that each session has its unique code, so if a session is repeated, each repeat will have its unique code. Two-part sessions will have two codes, one for Part 1 and another different code for Part 2. If an attendee attends only one part of a two-part session, they can get credit for the Part they attended by completing the evaluation.

### Clean Up for the Next Session

- Please discard any trash in the room.
- Remove the "Workshop Full" sign from the magnetic sign.
- Change the workshop signage in preparation for the next session.
- Ensure reserved seating signs are placed back on the seats in the back of the room for international attendees/interpreters.

## AT THE END OF YOUR VOLUNTEER SHIFT

### Return Items to the Volunteer Lounge

- Please return your name badge to the Volunteer Lounge.
  - PARTNER VOLUNTEERS: Please keep your name badge so you may attend workshop sessions/events.
- Return your Workshop Packet containing all the contents of the packet.

# HOSPITALITY ATTENDANT

Hospitality Attendants are assigned to the same location for the entirety of their shift.

## CHECK-IN

Go to the Volunteer Lounge, Sheraton Pearl 4 (2<sup>nd</sup> Floor).

- Sign in to VicNet and pick up your name badge.
- Grab a snack before you leave.
- If you need assistance finding your assigned room, please talk to the staff in the Volunteer Lounge—they will be happy to help you!
- Arrive at your location/workshop room at the assigned time.

## AT THE BEGINNING OF YOUR SHIFT

### Meet the Hospitality Lead for Your Assigned Area

There are two Hospitality Leads assigned to support volunteers in each of the different areas of the conference venue. This role is available to help troubleshoot concerns and provide relief during volunteer breaks and lunch.

### Open the CACC App

Using the iPad or your smartphone, log in to the CACC App. Please note you are responsible for the iPad and any loss/damage that happens to it. Please be careful!

## DURING YOUR SHIFT

### Help with Directions

Assist attendees with directions around the conference venue. Remember—the conference app has color-coded maps!

- Maps are also located in the back of this manual.

### Find Workshop Offerings

Help attendees find workshops—the app has information for this too!

- If a workshop is full, please remind attendees that many sessions will be repeated, and they can find this information in the app.
- Additionally, 50 sessions were pre-recorded and are available on demand.

## Relieve Workshop Monitors

Once workshops are in session, relieve Workshop Monitors for restroom breaks, to grab a snack, to get lunch, etc.

- Please be sure you are familiar with all of the Workshop Monitor responsibilities to ensure a smooth transition during breaks.
- Be sure to check in with the Workshop Monitors in your area *at least once per hour*.

## Assist with A/V Needs

Help locate Encore professionals if A/V assistance is required. Encore staff members will be found throughout the conference venue at or near the Encore table in your area.



- If you cannot locate an Encore professional, escalate the situation to your Hospitality Lead.

## Help Attendees Feel Welcomed

Provide overall southern hospitality to our conference attendees. This may include helping them locate a place to eat lunch, offering suggestions about places to visit while in town, or answering their questions about conference events.

## AT THE END OF YOUR SHIFT

### Return Items to the Volunteer Lounge

- Please return your name tag to the Volunteer Lounge.
  - PARTNER VOLUNTEERS: Please keep your name badge so you may attend workshop sessions/events.
- If applicable, check in the iPad and get your driver's license.



# PLENARY BADGE CHECK

The plenary is the opening kick-off event for the annual conference. It is an extraordinary presentation that includes bagpipers, a color guard, CACC awards, and speeches by notable figures.

## BADGE CHECK DUTIES

- Greet and welcome guests with outstanding customer service.
  - Ensure all attendees are wearing a CACC badge ***before*** they are allowed to enter the ballroom.
  - If they do not have a CACC badge, please let them know they must check in at Registration before they can attend the plenary. **No one** can attend the plenary without an appropriate CACC badge.
- Answer questions about the conference as needed.
- Once the plenary has started, shut the doors to the ballroom.
- As attendees come and go, please close the door quietly.

# CONFERENCE REGISTRATION & ATTENDEE CHECK-IN

Attendees are encouraged to beat the crowd and check in early on Sunday, August 3<sup>th</sup>, from 11 AM – 7 PM in the Lone Star Pre-Convene area. Attendee registration and check-in will remain available in this same area until Monday at 10 AM. (Please note: There is a special and separate registration area for sponsors, speakers, and exhibitors on the Skybridge next to the FedEx Business Center.)

*Registration Volunteers will be provided with on-site training.*

Registration Duties:

- Greet and welcome guests with outstanding customer service.
- Check IDs and assist attendees with CVENT on-demand check-in/badge print.
- Answer questions about the conference as needed.

# FLOATER/RUNNER/ATTRITION

We understand that life does not stop just because it is conference week, and some volunteers cannot fulfill their assignments with little notice. Additionally, there are times when unexpected needs arise, and the conference team needs additional help. In these instances, the floaters/fill-ins play a critical role.

## FLOATER DUTIES

- Support Hospitality Attendants in event areas.
- Greet and welcome guests with outstanding customer service.
- Regularly check in at the volunteer lounge (at least once per hour) to see if there are any open volunteer spots/unexpected needs that need to be filled.
- When there are not any open volunteer spots to be filled/unexpected needs:
  - Help to relieve workshop monitors for restroom, wellness, and lunch breaks. Please coordinate this with hospitality attendants in this area.
  - Help to relieve hospitality attendants for restroom, wellness, and lunch breaks.
  - Offer additional assistance to hospitality attendants in the exhibit halls, as traffic can be quite busy.
  - Check in with Special Registration and the Help Desk to see if there are additional needs.
  - Answer questions as needed.

# DCAC BOOTH

The DCAC Booth is separated into two areas:

**Sales Booth-** Conference attendees can purchase CACC swag (challenge coins, t-shirts, vests, sweatshirts, etc.) at the DCAC booth.

## SALES BOOTH DUTIES

- Greet and welcome guests with outstanding customer service.
- Pull items (size and quantity) based on customer needs.
- Refold and organize collateral items as needed.
- Keep an informal inventory of remaining items.
- Answer questions as needed.

**Education Booth-** Conference attendees can get information about the Center's education curriculum and ask questions about DCAC services.

## EDUCATION BOOTH DUTIES

- Greet and welcome guests with outstanding customer service.
- Provide sample education booklets, handouts, and promotional items to attendees.
- Keep an informal inventory of remaining items.
- Collect contact information/business cards for drawing.
- Answer questions as needed.

# HOSPITALITY LEAD

This critical role helps ensure all Workshop Monitors and Hospitality Attendants in their assigned area have the support they need. Hospitality Leads are designated and tenured DCAC staff who have worked at the conference before. They are strategically placed as a "go-to" for questions, concerns, and support.

## HOSPITALITY LEAD DUTIES

- Remain in your assigned area for the duration of your shift.
- Greet and welcome guests with outstanding customer service.
- Please introduce yourself to the volunteers in your area and ensure they know their responsibilities and obligations.
- Be familiar and comfortable with all Workshop Monitor and Hospitality Attendant duties and able to step in to relieve others, as needed.
- Coordinate with the Hospitality Attendants in your assigned area to ensure all Workshop Monitors are personally checked on *at least once per hour*.
- Coordinate lunch breaks for volunteers in your area, filling vacant roles as needed.
- Troubleshoot and resolve A/V, customer service, and volunteer issues for your assigned area. Escalate to CACC core staff as needed.

Lead- Lone Star Rooms	Lone Star A1/A2 Lone Star A3/A4	Lone Star B Lone Star C1/C2	Lone Star C3
Lead- Dallas Rooms	Dallas A3 Dallas B	Dallas C Dallas D1/D2	Dallas D3
Lead- Sheraton 3 <sup>rd</sup> Floor	San Antonio A/B Houston A Houston B/C	State 1 State 2 State 3	State 4
Lead- Sheraton 4 <sup>th</sup> Floor	Remington City View 6	City View 7 City View 8	
Lead- Austin/Seminar	Austin 1 Austin 2/3	Seminar Volunteer Lounge	
Lead- Marriott	Plaza A Plaza B/C	Pegasus A/B Preston	Lakewood

## LUNCH SHIFTS

Lead Hospitality Attendants are responsible for coordinating lunch breaks and coverage in their assigned areas.