IUPESM World Congress on Medical Physics & Biomedical Engineering

Volunteer Manual

Name: ____________________________________________
Shifts:
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THANK YOU

The International Union for Physical and Engineering Sciences in Medicine would like to thank each of you for volunteering your time at the World Congress. Your contribution and support is very important to the event.

This booklet contains important information in regards to both the event and your specific role and site, so please take the time to read it prior to the event day. If you have any questions, please contact the Volunteer Hotline (number to be provided).

ABOUT THE CONFERENCE

The IUPESM World Congress attracts biomedical engineers and medical physicists locally and internationally and offers an exceptional opportunity to showcase the breadth and caliber of biomedical engineering and medical physics from around the world. With more than 2,500 delegates expected to attend, the Congress will include state-of-the-art lectures, scientific and educational sessions, selected oral presentations, workshops, and poster presentations. The meeting is undoubtedly the best opportunity for networking, sharing the latest information, and discussing with the world’s leading experts in these fields.

ABOUT IUPESM

The IUPESM represents the combined efforts of more than 40,000 medical physicists and biomedical engineers working on the physical and engineering science of medicine. The methods used by the IUPESM to achieve its purpose include but are not limited to the following:

- Organizing and coordinating the triennial “World Congress for Medical Physics and Biomedical Engineering”.
- Organizing and/or coordinating international meetings or conferences for the IUPESM constituent organizations.
- Representing the interests of IUPESM members in the International Council for Science.
- Collaborating with other international scientific, professional and medical organizations with common interests.
- Establishing committees, commissions, working groups and other bodies for purposes within its mandate.
- Publishing scientific journals, newsletters, books and electronic documents to enhance progress.
- Disseminating, promoting and/or developing standards of practice in the fields of medical physics and biomedical engineering to enhance the quality of health care worldwide.
IUPESM VIPs

President | IOMP President | IFMBE President
---|---|---
Herb Voigt, PhD | Kin Yin Cheung, PhD | Ratko Magjarevic, PhD
Boston, USA | Hong Kong, China | Zagreb, Croatia

COMP President | CMBES President
---|---
Marco Carlone, PhD | Martin Poulin, M.Eng., P.Eng.
Toronto, Canada | Victoria, B.C.

Congress Organizing Committee Co-Chairs

David Jaffray, PhD | Tony Easty, PhD, P.Eng., O.C.E.
Toronto, Canada | Toronto, Canada
ICS STAFF

International Conference Services Ltd. (ICS) is the official Conference Secretariat for IUPESM WC 2015 and our team is responsible for the entire organization of the Congress from registration & housing, to speaker and program management, sponsorship & exhibit management as well as all onsite logistics.

Below you will find the ICS management and each ones roles and responsibilities. Should you have any questions or issues during the Conference, please approach the ICS staff without hesitation.

Mathias Posch  
ICS President & Partner  
Overall Management

Nesha Milecevic  
Registration and Housing Manager

Anastasia Leontyeva  
Conference Coordinator

Jessica Hartley  
Speaker and Abstract Coordinator

Yuliana Tjie  
Conference Coordinator

Olivia Neumann  
Registration and Housing Coordinator

Cali Vindeirinho  
Sponsorship and Exhibits

Jan Altmann  
Project Manager

Francoise Guilluy  
Group Housing and Registration

Luciana Vondrasek  
Staff Coordinator
VOLUNTEER INFORMATION

As a Volunteer for IUPESM 2015, YOU will be the first contact for many of the attendees. Your critical role will be to welcome participants and to foster a spirit of helpfulness and hospitality. A number of elements may contribute to the success of the Conference, including your role as a Volunteer!

Please familiarise yourself with the following:
* Layout of the Toronto Exhibition and Convention Centre to offer directions to attendees
* Conference program and schedule in order to answer questions
* Details of your own work area and services at other areas
* How and where to refer registrants when asked

Interpersonal Communication Skills:
As a Volunteer, you should practice good people skills on a daily basis. Since Conference registrants may have different needs or expectations, you may find the following tips useful:

* Maintain eye contact when conversing with the Participants
* Ask questions to clarify your understanding of the situation
* Use suitable vocabulary - keep in mind, many of the Participants are not using their first language
* Speak slowly and clearly and please do not raise your voice

Punctuality
Punctuality is very important. You are a part of a team and each member will rely on the other to ensure that a smooth change over occurs.
Volunteer Meeting Point

Saturday, June 6th **Room 713B**
Sunday, June 7th **Room 714A**
Monday, June 8th – Friday, June 12th **Room 711**

**Volunteer Coordinator**

Luciana Vondrasek

Contact information will be provided
Volunteer Meals and Breaks

Complimentary food & beverage will be provided to all volunteers each day.

Break Room Location:
- Saturday, June 6\textsuperscript{th} **Room 713B**
- Sunday, June 7\textsuperscript{th} **Room 714A**
- Monday, June 8\textsuperscript{th} – Friday, June 12\textsuperscript{th} **Room 711**

Volunteer Benefits

- Complimentary food & beverage during volunteer shifts
- Free admission for volunteers to congress session’s (not including the Gala Dinner), if not already registered for the Conference
- A Certificate of Participation

What to Wear

A professional appearance is important at all times; we ask that you wear a staff shirt and badge which will be provided to you during the training session or before your first shift. Please wear the following other attire:

**Ladies:**
- Black pants (no jeans) or black skirt (knee length) and white/black shirt or blouse with black shoes (no running shoes)

**Gents:**
- Black pants (no jeans) and white/black dress shirt with black shoes (no running shoes)
EVENT INFORMATION
Conference Venue

All Sessions will take place at the Metro Toronto Convention Centre - South Building.

222 Bremner Blvd, Toronto, ON M5V 3L9

Below are listed a few important rooms that you should know about:

**Exhibition**
Poster & Exhibition
Hall DE (level 800 – South Building)

**Registration**
Registration Area
Lobby, Level 600
Delegate Badge Pick Up
Lobby, Level 600

**Session Rooms**
Plenary Hall
Hall FG (level 800 – South Building)
Session Rooms
Rooms 701-803 (level 700/800 – South Building)

**Offices and Others**
ICS Office
Room 702 (level 700 – South Building)
Speaker Ready Room
Room 705 (level 700 – South Building)
Volunteer Staff Room
Room 713B, 714A, 711 (level 700 – South Building)

**Organiser’s Office**
IUPESM, IOMP, IFMBE Office
Room 712 (level 700 – South Building)
COMP Office
Room 704 (level 700 – South Building)
CMBES Office
Room 706 (level 700 – South Building)
Media Room
Room 703 (level 700 – South Building)
Level 800
VOLUNTEER JOB DESCRIPTIONS

Congress Bag Preparation

Location: TBD
Objective: Prepare Congress Bags
Report to: Luciana Vondrasek
Set-Up: Work area, desks and boxes
Work Days: TBD

Responsibilities:
- Assembly of Congress Bags as per the “master list” and samples provided
- Maintaining a clean “work friendly” environment by removing empty boxes etc.
- Restocking materials as necessary for assembly
- Transfer Congress Bags to distribution counter at Registration

NOTE: Casual clothing is suitable attire for Congress Bag Preparation. All volunteers are requested to take part in Congress Bag Preparation.

Registration

Registration is one of the most important areas of the Conference. Registration is usually the first point of contact for our delegates, making a friendly behavior and a smile on your face even more important.

Location: Level 600 Lobby, Registration Desk
Report To: Nesha Milecivic
Opening Time:
- Sunday, June 6*
- Monday, June 7*
- Tuesday, June 8*
- Wednesday, June 9*
- Thursday, June 10*
- Friday, June 11*

*Time to be determined
**Objective:** Assist Registration Agents with distribution of Participant materials

**Set-Up:** Work area with counters

**Shift:** Start and finish time will vary

**Responsibilities:**
- Retrieval of Participant registration packages, per the Registration Agents instructions
- Restock registration desk materials as requested by Team Leader and Agents
- Knowing what’s in the registration packages and Congress Bags
- Knowing the location of and information available at other registration counters
- Knowing the location of: Exhibit Hall, Plenary Sessions, Speaker Ready Room, coffee areas and washrooms

**Registration Counters**

**Registered Delegates** Delegates who are already registered for the Conference and just want to pick up their name badge

**Invited Faculty** For all invited speakers, chairs and discussants (please also see Speaker Information on page 14 in this manual) – Note: Abstract Presenters (Oral or Posters are not considered Invited Faculty – they will have to pick up their registration materials at the other counters)

**Exhibitors** Badge pick up for all exhibitors

**Outstanding Payments /Tickets** For those delegates who are already registered, but have outstanding payments or would like to add a ticket to their registration (Gala Dinner, etc.)

**Delegate Bag Pick Up** Delegates will receive a ‘delegate bag voucher’ with their registration materials. They can pick up their bag at the counter and choose between three different bag options.

**Information Desk** Staff will provide assistance with any Toronto related information as well as questions concerning the conference or program.
Info Center

Location: Exhibition Hall
Report To: Jan Altmann
Opening Time: TBD

Objective: Answer Participant questions regarding the Congress and local information
Set-Up: Work area with counters
Shift: Start and finish time will vary

Responsibilities:
- Knowing the location of: Registration, Exhibit Hall, Plenary Sessions, Speaker Ready Room, coffee areas and washrooms
- Knowing the social event and tours schedule
- Knowing reports given onsite

Congress Management Support

Location: Level 1 Lobby, Registration Desk
Report To: Anastasia Leontyeva

Objective: Assist Congress Manager with various tasks
Shift: Start and finish time will vary

Responsibilities:
- Assist with placement of venue/session signage
- Distribution of speaker tent cards to session room monitors
- Collection of session attendance count from room monitors, compile master count
- Attend to Secretariat office when Congress Manager not present
- Contact Congress Manager via radio as necessary to respond to queries
- Knowledge of Congress Program and Social Events
- Knowing what’s in the registration packages and Congress Bags
- Knowing the location of and information available at other registration counters
- Knowing the location of: Exhibit Hall, Plenary Sessions, Speaker Ready Room, coffee areas and washrooms
Delegate Bag Pickup

Location: Lobby, Level 600
Report to: TBD
Objective: Hand out delegate bags to delegates
Set Up: Counters with chairs

Responsibilities and required knowledge:
- Exchange delegate bag vouchers for conference bags – delegates have the choice between three different bags, they all have the same information inside and can choose the look they would like.
- Distribute Printed Programs only to delegate who previously asked for one
- Count the number of handed out bags at the end of each day

Poster Board Assistant

Location: Hall DE (level 800)
Report to: Jan Altmann
Objective: Assist poster presenters with set up and dismantle of their posters, assist with the dismantle of posters and set up of new poster numbers at the end of each day
Set Up: Poster Area (you will be on your feet most of the day so make sure to wear comfortable shoes)

Responsibilities and required knowledge:
- Always have the Onsite Program available
- Assist poster presenters in the morning to find the right poster board and help them setting up their poster
- Take notes of poster presenters who are not available during the author stand by times (networking breaks) to discuss with delegates – provide this information to Jan (Exhibit Manager) at the end of each day
- Direct delegates to the right poster areas
- Assist poster presenters with taking down their posters at the end of each day
- Assist Jan with discarding left over posters at the end of each day and setting up new poster numbers for the next day

Session Room Monitor

Location: Various session rooms as assigned at the beginning of your shift.
Report to: Jessica Hartley
Working Hours: Various times based on program – refer to Onsite Program
Objective: Scan delegate bags, check that attendees wear their name badges
Set Up: Chairs

Responsibilities and required knowledge:
- Check that ‘holding slides’ are shown between sessions
- Guide people to empty seats, particularly when sessions are well attended
- Scan people at the entrance doors, only allow access to people who wear their name badges; make sure that Single Day Registrants only attend on the day they have paid for; if you see delegates without their name badge, please KINDLY ask them to wear their name badge for security reasons; if they lost their badge, they will have to get a new badge from registration
- Make sure you always have an Onsite Program available to guide people to the right session rooms. Be familiar with the layout of the Conference center to answer questions if needed
- Arrive at your assigned session room at least 20 (!) minutes before the session starts
- Ensure that disturbances by people leaving and entering the room during the session are kept to a minimum
- Keep note of all incidents that may happen during a session (running over, speaker or chair missing, presentation not working, AV/IT not properly working, room temperature, etc.)

Exhibit Hall Representative
Location: Hall DE
Report To: Jan Altmann
Opening Time: TBD
Objective: Ensure the smooth running of the Exhibition Hall entrance
Set-up: Exhibit Booths
Shift: Start and finish times will vary

Responsibilities:
- Check Name Badges at the door for entry access to Exhibit Hall
- Directing Congress Participants
- Carrying a copy of the Congress On-Site Final Program at all times to answer questions

Exhibit Opening Hours (times TBD)
- Sunday, June 7
- Monday, June 8
Welcome Reception – Sunday, June 7 – 19:00-21:00

The Welcome Reception takes place after the Opening Plenary Session and is the official opening of the Exhibit Hall. Delicious local food and drinks will be served allowing delegates and exhibitors the chance to mix and mingle.

Social Events

- **Welcome Reception (for all registered delegates)**
  Sunday, June 7 – 19:00-TBD
  The Welcome Reception is the official opening of the Exhibit Hall, taking place on Sunday, October 27 from 20:15 – 21:30. Food and drinks will be provided allowing delegates and exhibitors the chance to mix and mingle.

- **Presidents Welcome Awardees**
  Monday, June 8 – 10:30-12:00

- **Opening Ceremony**
  Monday, June 8 – 19:00-21:00

- **Gala Dinner (ticketed event)**
  Wednesday, June 10 – 19:00-23:00

- **Closing Ceremony**
  Friday, June 12 – 15:00-16:15

SPEAKER AND ABSTRACT INFORMATION

There are two different types of speakers for this conference, Invited speakers and Abstract Presenters.

1. **Invited Speakers/Chairs/Discussants**
These people have been invited by the Conference to give a presentation, chair a session or participate as a discussant. People invited by the Conference are our VIPs and called ‘Invited Faculty’.

2. Abstract Presenters

There are two different kind of abstract presenters: Oral and Poster Presenters. These people have submitted an abstract for review, which was then accepted for presentation by the Scientific Committee based on the scientific content of the abstract. Sometimes Oral and Mini Oral Abstract Presenters consider themselves as ‘Invited Speakers’; however, in our understanding they are ‘Abstract Presenters’ unless they have also been officially invited to give a talk.

All invited faculty (speakers, chairs and discussants) can pick up their registration kits from the “Speaker Registration” desk located in the Registration Area. Presenters of Oral Abstracts register at the “Registered Delegates”.

Speaker Ready Room

The Speaker Ready Room (room TBD) is for Invited Speakers and Abstract Submitters. Computers will be available for speakers to upload and preview their presentations. All speakers must upload their PPT slides prior to their presentation. They are encouraged to do so 24 hours prior to their talk. NO presentation submissions will be accepted in the session rooms.

Opening Hours Speaker Ready Room

- Sunday, June 7: TBD
- Monday, June 8: TBD
- Tuesday, June 9: TBD
- Wednesday, June 10: TBD
- Thursday, June 11: TBD
- Friday, June 12: TBD

Poster Presenters

Different posters will be displayed each day and presenters are asked to be available for discussions with delegates during the morning and afternoon Networking Breaks.

Poster Set Up Time each day: TBD
Poster Stand By Time: TBD
Poster Dismantle Time each day: TBD

Posters not taken down after 19:00 will be discarded by management.

THINGS TO REMEMBER

- Sign-in for your shift at the staff office and report to your supervisor.
- Be informative and polite to your team and the delegates. Remember you are representing the Conference.
- **Wear close-toed, black shoes and black pants.**
- We need your commitment - it is very important that you arrive for your shifts earlier rather than late
- If you are ill while on shift please contact the Volunteer Team immediately (*number TBD*)
- Your role may change during your shift so please be prepared to be flexible.
- Remember to respect everyone you work with and support them.
- **Please contact us immediately if you are unable to make your shift or you are delayed so that alternative arrangements can be made. Please continue to check your emails regularly leading up to and on the days of the event.**
- Sign-out at the end of your shift with your supervisor and return any equipment issued to you.
- **Have fun and enjoy the Conference!**

**DO’s AND DONT’s**

<table>
<thead>
<tr>
<th>Do</th>
<th>Don’t</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Always be punctual</td>
<td>• Do not eat or chew gum at your working position</td>
</tr>
<tr>
<td>• Always be polite</td>
<td>• Do not smoke anywhere where you can be seen by delegates</td>
</tr>
<tr>
<td>• Always have a smile on your face</td>
<td>• No private phone conversations during your shift</td>
</tr>
<tr>
<td>• Always try to help or try to find the right person who can help</td>
<td>• Never say ‘I don’t know’</td>
</tr>
<tr>
<td>• Always carry the Onsite Program with you (this is our conference bible)</td>
<td>• Never leave your assigned position without telling your supervisor</td>
</tr>
<tr>
<td></td>
<td>• Do not read newspapers, books etc during your shift, no matter how bored you might be</td>
</tr>
</tbody>
</table>
WHAT ARE SOME OTHER THINGS YOU CAN EXPECT AS A VOLUNTEER?

- Most of the time you will be busy, however sometimes you may find that the area you are in is quiet. This is the nature of events. Remember that every position is important.
- There may be situations where you are moved to another location or role. You should be provided with a briefing of your new role. Please follow reasonable instructions given by your supervisor, the Volunteer Team or Emergency Services.
- There may be unexpected problems, schedule changes, disruptions and unpredictable delays. We ask that you adapt to the environment, remain calm and help to keep everyone calm and patient.

Uptime and Downtime

The nature and also the exciting part of working at a live event is that anything can happen. The first days are usually very busy and you may be pulled in different directions and asked to do different tasks at the same time. This is normal. Please stay calm, do not run around the Convention Centre and always keep a smile on your face. This is what a Conference is all about. Remember that delegates will appreciate a smile on your face and friendly behavior.

Should find yourself with spare time, be pro-active and do the following:

- let your supervisor know you are on standby and be available for anything else coming up that may require assistance
- Think of any tasks that you could do now that would free up your time later
- Position yourself in a highly visible area and direct traffic and/or answer questions
- Avoid loitering with other staff in public spaces. Limit private or non conference related conversations to your break in a private location.

THE NITTY GRITTY

Handling Complaints

- Please direct delegates to the Information stand if they have a complaint. Information Stand staff will make a record of all complaints.
- Keep calm and thank the person for bringing the issue to your attention.
- Offer to fill out an Incident Report Form with them.
- If immediate action can be undertaken, please record this on the form and notify your Supervisor
- If you are having any difficulty dealing with the complaint, contact your Supervisor.
Lost Property

If you find or are handed lost property, please hand the property in to your Supervisor.

First Aid

If you are injured seek first aid treatment as soon as possible. It is important to note that all injuries must be reported as soon as possible to your supervisor. First Aid Kits are placed throughout the Convention Centre. In a medical emergency, please speak to one of the security guards who are first aid trained.

Workers Health and Safety

- All Volunteers are encouraged to be aware of the need to prevent accidents or injury at the workplace and to reduce any possible hazards to health and safety. Always be watchful for safety issues during your shift.
- Ensure hazards in your working environment are either eliminated or controlled as far as reasonably possible – notify your Supervisor immediately.
- All injuries and property or equipment losses need to be reported to your Supervisor and an Incident Report Form completed.
- Ensure your Supervisor is aware of any disability or any other fact that may affect your capacity to perform your duties safely.
- If you consider a task that is not within your ability or is unsafe, please notify your Supervisor immediately.
- Ensure you drink plenty of water before and during your shift.
- Be aware of vehicle traffic around your location. Never turn your back on or step in front of approaching vehicles.
- Look after yourself and make sure you take time to rest.