

2023
PSYCHOTHERAPY
NETWORKER SYMPOSIUM
March 16-19

IGNITING OUR  Clinical Passion
The Art of Practice in a New Era

46th Annual Psychotherapy Networker Symposium

VOLUNTEER GUIDE

Thursday, March 16th – Sunday, March 19th, 2023

Omni Shoreham Hotel
2500 Calvert Street N.W.
Washington, D.C. 20008
(202) 234-0700

Have Volunteer Questions?

Symposium Registration Team – 888-851-9498
Email: symposium@psychnetworker.org

Need to Know

1. You must be available 7 am - 7 pm to work assigned positions Thursday – Sunday. Note that Sunday is only a half day and the day ends at approximately 1pm. Please read this training guide thoroughly before the orientation meeting. There are a lot of details we need you to remember.
2. You will receive your job assignments the first day during Volunteer Check-In. You may also view your schedule through Cvent’s Attendee Hub and Mobile App. If we need to adjust your schedule during the week, it will be updated in Cvent and noted during the morning Volunteer Check-In.
3. The key to managing Symposium is the attendees' name badge. Badges are emailed to the attendees to print ahead of time. Along with their basic info, a QR code is included that contains their registration information digitally. Scanning this QR code outside of each workshop and meal confirms they are allowed into the room and provides evidence of attendance for CE.
4. Attendees claim CE through an evaluation emailed to them on the last day of Symposium or through the evaluation link on our website. Once complete, CE certificates can be accessed as a PDF document.
5. Workshop Handouts provided by presenters are available within their respective sessions in the Attendee Hub and Mobile App, one week prior to Symposium. There will also be a handout page on the Symposium website. **There are no handouts distributed or copied at Symposium.**

To access handouts from the website, follow these instructions:

1. Go to our Symposium website: www.psychnetworker.org/2023
2. Hover over "**Workshops**" in the navigation menu at the top.
3. Click on "**Workshop Handouts**" Password to access is: *PNS23*
4. Search for your workshop by day, and then by workshop number
5. Right-click (MAC users: Control-click) on the handout link to download

REMEMBER: Handouts are for personal and professional use only. Do not make this information public -without written permission from the presenter.

Volunteer Overview

Volunteering Is About

Excellence

Your teams – Communication!

Service to the Attendees

Volunteering Is NOT About

Quitting

Attitude

Complaining

Excellence

This guide and our orientation provide you with everything you need to know about Symposium, your job(s), and the hotel. We ask you to commit to a level of excellence that leaves attendees believing you work for the Networker at this hotel year-round!

Teamwork

You will be assigned to 1+ teams based on your registration selection. Your team will work together and communicate to ensure the job is done.

Service

Ultimately, volunteering is about service. General rules of thumb for service:

- Create an environment where attendees feel cared for
- Be friendly – smile and greet attendees
- Answer with confidence or ask your supervisor if you're not sure

Check-in Info

Location: Palladian Ballroom

Date/Time:

Thursday & Friday – 7:30AM

Saturday & Sunday – 7:45AM

Checking in at these times are required. Failing to attend disqualifies you from volunteering and your registration will be cancelled.

The Day's Structure

1. Check-In at the stated time. Maroon visors are given to wear throughout Symposium so attendees may identify you as staff.
2. Attend a daily 20-minute meeting where you'll learn assignment details and any changes.
3. Meet with your Supervisor. The first day, you may do a quick tour of the hotel to ensure you're confident with directions.
4. If you have an early volunteer assignment you will tend to that. If not, you are free to attend the continental breakfast or relax in the Lounge (Suite #125E) until the keynote begins
5. If you are not a part of the keynote team, you may attend the 'Keynote Overflow' (video simulcast in a separate room)
6. There is no formal ending to the day. You're free to leave, once your role is complete. You will be emailed a feedback form on the last day.

Symposium Outline

Day 1: Thursday/Creativity Day – 100 Series

The **100 Series** consist of 4.5-hour workshops & an afternoon keynote.

Day 2: Friday - 200 & 300 Series

The **200 series** takes place in the morning with the **300 series** in the afternoon. The day includes a morning keynote, lunchtime activities, evening show, and dance party.

Day 3: Saturday – 400 & 500 Series

The **400 series** takes place in the morning & **500 series** in the afternoon. The day includes a morning keynote, lunchtime activities, and evening show.

Day 4: Sunday – 600 Series

This clinical day includes a keynote with full day workshops (3 Hours).

Volunteer Teams

The teams below reflect the many tasks needed to keep Symposium running smoothly. In addition to this guide and orientation, each team will have a supervisor who provides on-site training. Preferences are honored on a first-come, first-served basis.

Each team should meet briefly when their task is complete. Team members will quickly go over what went well and needs to be adjusted moving forward.

1. Session Volunteer

Workshop Team

This team manages and executes their assigned workshop. You and a team of 2-4 volunteers (depending on workshop size) will meet at the workshop 20-30 minutes prior to the session start time. We aim to give you your first choice; however, there may be workshops no one has signed up for that do need jobs filled.

- Workshop Teams consist of door monitors and presenter hosts.
- Help if someone is having difficulties doing their task.
- Don't forget to save seats for yourself as volunteers - don't over scan the room.
- Ensure any problems are reported to the supervisor or Registration Desk. Temp changes may take up to 2 hours to affect the room.
- **Your responsibilities last through the duration of the workshop.**

Presenter Host

- Welcome the presenter
- Find AV staff if any equipment questions
- Checking there's water for the presenter
- Any issues should be addressed to your supervisor or the reg desk.
- Alert the presenter if they're going over time. We recommend a subtle cue.
- Be sure reserved seat signs are held for hearing-impaired individuals.

Door Monitor

- For attendees to obtain CE, you must scan their badge as they're walking into the workshop.
- Unless a workshop has reached capacity, workshop availability is ever changing because attendees can change their selection in the Attendee Hub or Mobile App.
- When scanning attendees' badges, you'll receive a 'denied entry' flag if the attendee has not pre-registered for that workshop. If it is a session that is at or nearing capacity, it will show that as the reason for denied entry. Please gently ask that individual to find another workshop they'd like to attend or patiently wait until right before start time to see if there are seats available that they can be scanned into. (Remember to count the seats for volunteers in this seat count).
- If you have an attendee who is pushing back or refusing to leave, please flag down a supervisor or alert the registration desk who can assist so you're free to scan other attendee badges.
- You will receive OnArrival App downloading and operational instructions separately.

Keynotes and Meal Team

- The keynote and meal teams are responsible for ushering and scanning attendees.
- *Keynotes:* There are 1,500 seats in the Regency Ballroom, and 400 seats each in the Diplomat, Palladian, and

Blue Ballrooms, with ~2,500 attendees needing a seat.

- *Meals*: All meals will take place in the Regency Ballroom. It is vital to be on time, which does mean leaving your morning workshop early.
- Regardless of your assigned task, your responsibility lasts the duration of the time slot.

Door Scanners

- Each room requires at least 2 door scanners to keep the flow of traffic moving into the room.
- Follow the OnArrival instructions for scanning how-to's.
- If someone does not have a badge, send them to the Reg Desk.
- Scan badges until 5-10 minutes into the meal or keynote, as there will be late arrivals.

Ushers

- Encourage people to fill in seats from the front (stage) end of the ballroom first.
- All seats must be filled to maximize the space; attendees cannot use empty seats to hold their personal items. If you see them doing this, please tell them to hold their belongings.
- As the ballroom fills up, help people find free seats. This job requires you use both your voice and arms to direct people - be courteous but firm.
- When the keynote begins, it is important for you to be aware of vacant seats. When people walk in late, help seat them in vacant seats.

2. Operational Volunteer

Hallway Host Team

- Assist traffic flow when there are large crowds of people in the halls, before/after keynotes and waiting for shuttle buses (if needed).
- Help people figure out where they're going and how to get there. When an area is crowded, please announce directions to the group at large.

Registration Team

The Registration Team is responsible for the flawless operation of the Registration Desk. You'll work with our Customer Service team who manage the desk.

Mobility Team

Each member of this team is assigned to an attendee to provide whatever assistance they need. In most cases, you will accompany the person to the keynote, escort them to the first workshop, meet them after that workshop, and continue this process in the afternoon. When they are settled in their workshop, you will then be able to attend your workshop. If it's appropriate, you will also be shown the Omni's handicapped access facilities. **We encourage you to email your attendee to arrange a certain time and location to meet.**

Exhibit hall

This team will assist our Exhibit Hall manager with tote bag stuffing, moving boxes, and scanning attendees into the exhibit hall for prize entry (See other door scanners descriptions and OnArrival instructions for how-to's).

Roulette Team

The roulette team is used in case volunteers are late or do not show up for their job. It's called 'roulette' because you may not be assigned anything, or we may need you to cover a workshop. Report to the far end of the Registration Desk 30 minutes before the keynotes and each session. Wait there until a Supervisor releases you.

The Omni Shoreham

The Omni Shoreham may appear complicated at first, and one of our tasks is to make attendees comfortable with the hotel - **But first we must make you comfortable with it.** We'll have a tour of the Omni during the orientation meeting and ask that you repeat as necessary.

To dispel the 'complicated' myth: think of the hotel as having four main areas: The Main Lobby, the East Wing (to the left), the West Wing (to the right), the keynote area and the ballroom area. Please view the map below to get yourself familiar with the various locations. We've also included a list of which rooms we utilize for meetings and general information.

Getting There

Arriving at the Omni Shoreham at the correct time for the orientation meeting and daily check-ins is a basic responsibility that you must honor.

Parking is extremely limited, and you should not count on street or hotel parking. **We encourage both the attendees and the volunteers to use the Metro and/or ride share whenever possible.**

Metro Information: Take the Red Line train (from Metro Center) marked Shady Grove and get off at the Woodley Park/Zoo station. Exit the escalator and turn to the street on your right. Walk left to the next light; the Omni is diagonally across that intersection.

Metro begins weekend operation at 7 am, so it is important to be there to meet the first train if using it Saturday or Sunday morning.

Bathrooms

The largest bathrooms are reserved for women on Friday and Saturday, based on attendance, located under the Ambassador staircase, just past our Registration Desk.

Facilities for both men and women are also located:

- * In the East Wing.
- * In the West Wing (Congressional Foyer)
- * In the restaurant area, on the left (very few).

Handicapped Access Points

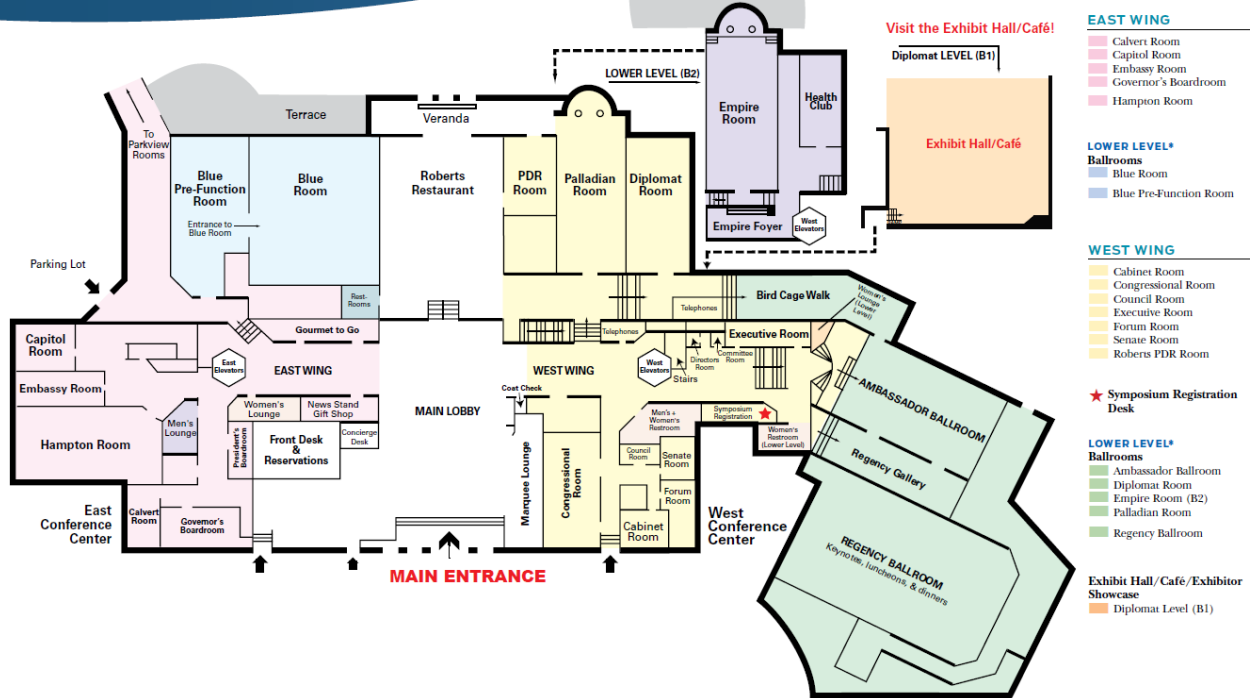
Regency & Ambassador Ballrooms: Take West Elevators to floor 1B. Go around either side of the Ambassador staircase. Wheelchair lift is available to the right of the Ambassador entrance.

Diplomat Ballroom & Exhibit Hall: Take West Elevators to floor 1B. Go right & then left. Entrance straight ahead.

Palladian Ballroom & Robert's Restaurant: Take the Service Elevator (across the Gift Shop) to B1. Turn right and go through Robert's Restaurant, stay straight, and then down the hallway. Entrance is on the left.

Blue Room & Blue Pre-Function: At the Main Lobby go left around East Wing elevators to the end of hallway. Take elevator on your right (near Capitol Room) down to level M1 and turn right out of elevator and go thru double doors. Entrance to the Blue Room and Blue Pre-Function will be on your left before stairs.

Omni Shoreham Floor Plan



Meeting Rooms List (Alpha)

- Ambassador** - West Wing - Keynote Area
- Blue Room** - East Wing - Entrance thru Blue Pre-Function Room
- Blue Pre-Function Room** - East Wing
- Cabinet** - West Wing
- Calvert** - East Wing
- Capitol** - East Wing
- Congressional** - West Wing
- Council** - West Wing
- Diplomat** - West Wing - Lower Ballroom Level - B1
- Director's** - West Wing
- Embassy** - East Wing
- Empire** - West Wing - Lower Ballroom Level - B2
- Executive** - West Wing
- Forum** - West Wing
- Governor's Boardroom** - East Wing
- Hampton** - East Wing
- Palladian** - West Wing - Lower Ballroom Level - B1
- Regency Ballroom** - West Wing - Keynote Area
- Roberts** - PDR - Entrance thru Roberts Restaurant
- Senate** - West Wing
- Volunteer Lounge** - Suite #125E
- Presenter Lounge** - Suite #325