

## MACMH 2025 Child & Adolescent Mental Health Conference Volunteer Role Descriptions

### General Volunteer Resources

- DECC Floor Map:  
<https://decc.org/wp-content/uploads/2022/09/decc-floorplan-2022.pdf>
- DECC Parking/Site Map:  
[https://decc.org/wp-content/uploads/2023/12/ParkingGuide\\_2024.jpg](https://decc.org/wp-content/uploads/2023/12/ParkingGuide_2024.jpg)
- Conference Brochure: <https://macmh.org/brochure-2024e/>

### Convener Roles & Responsibilities

- Arrive at the breakout room 15 minutes before the breakout begins, wearing your volunteer shirt.
- Assist the previous presenter with leaving the room with all belongings (if they are still present).
- Check in with the presenter for the upcoming workshop and ensure they have access to all AV equipment needed.
- Assist with microphones, plugging in projector cords, etc. as needed.
- Ask the presenter if they require any assistance throughout the presentation, such as someone to bring a microphone to folks asking questions, clicking through slides, etc.
- Once the door monitor gives the thumbs-up and/or it is the exact start time listed on the conference program, begin to introduce the presenter using the introduction provided to you at volunteer check-in.
- Keep time for breakout presenters and inform them when they have 10 mins/5 mins/1 min left to present by raising the timekeeping signage provided in your volunteer folder.

### Door Monitor Roles & Responsibilities

- Arrive at the breakout room 15 minutes before the breakout begins, wearing your volunteer shirt.
- Warn any lingering attendees that the next breakout session will begin soon and assist with finding the general location of their next session as needed.
- Stand outside the door of the breakout room and welcome all attendees inside, assist anyone with limited mobility to seating close to the exit as needed.
- As the room fills, ensure there are no “buffer seats” and direct incoming attendees to open spots. If a particular room fills to standing room, ensure all walkways are clear enough for folks to travel through easily.
- At the exact start time of the breakout session, close the door and begin to direct any remaining incoming attendees to silently enter the room to ensure minimal disruption and maximum time for presenters to showcase their expertise.
- Assist any latecomers by spotting open seats in advance and directing attendees to them before they enter the room.
- Once the breakout begins and everyone is settled in, begin to count heads for attendance for the session and document said attendance by sending an email to [info@macmh.org](mailto:info@macmh.org) containing: the workshop number AND title, and the number of attendees in the room, not including presenters/volunteers.

### Sunday Setup Roles & Responsibilities

- Arrive at Fitzgerald Exhibit Hall wearing your volunteer T-shirt.
- Check-in with a MACMH Staff member to be placed either stuffing bags, unpacking boxes, organizing the check-in stations, hanging signs, or gathering items to bring to other locations outside the Fitzgerald Exhibit Hall.

## Registration Roles & Responsibilities

- Arrive at the Attendee Check-In space at your designated time, wearing your volunteer shirt and with your smartphone fully charged.
  - If you do not have a smartphone, please inform a MACMH staff member straight away to ensure you are allowed to exclusively sort attendee swag items.
- Check-in with MACMH staff (registration lead: April J Tighe), to be placed either handing bags to attendees or scanning QR codes on name tags.

### *Scanning Name Tag QR Codes*

- As attendees arrive, welcome them to our conference and ask attendees “How do you spell your last name?”
- Find their name tag within your alphabetized row of attendee name tags.
  - If you cannot find an attendee’s name tag, clarify the spelling of their last name, ask “Are you a volunteer or presenter, or do you have another last name that you could have been registered under?” If the answer is no to all of those questions, direct them to on-site registration to manually mark their attendance at our conference.
  - Volunteers and presenters check in upstairs in the Board Room (from the lobby, use the elevator/stairs and turn left– the Board Room is at the end of the walkway, with a door on your left). If anyone enters the attendee check-in line as a presenter or volunteer, direct them to the Board Room.
- Once you have found an attendee’s name tag, use your smartphone camera to scan the QR code on the name tag.
- Once the QR code is scanned, click the link provided to mark the individual as “attended.” This will ensure they receive all communications related to CEUs and evaluations for our conference.
- Provide the attendee with their name tag.

- If they have vegetarian or gluten-free lunch, inform them that their lunch tickets are contained within their name tag.

### ***Handing Bags to Attendees***

- As attendees are handed their name tags and marked as attended, greet each attendee warmly and give attendees their bag.
- Inform each attendee that their bag contains the printed program with a map inside, and inform them of the start time of the next keynote/breakout session.
- Answer any questions they may have about the conference, such as:
  - Nearest bathrooms, prayer rooms, nursing rooms, etc., all of which are shown on the program map.

### **Hall Monitor/Greeter Roles & Responsibilities**

- Arrive at your designated hall/area wearing your volunteer T-shirt.
- Welcome and invite all attendees as they walk past, proactively directing all foot traffic toward breakout rooms.
- Assist any lost attendees with finding their desired breakout.
- Direct participants toward bathrooms, elevators, nursing rooms, prayer rooms, and other important areas across the DECC as needed.

### **Supervision Lunch Distribution Roles & Responsibilities**

- Arrive at your designated hall/area wearing your volunteer T-shirt.
- Direct those with vegetarian or gluten-free lunch options to take the lunch tickets out of their name tags to hand to DECC/MACMH/Volunteer Staff to ensure they receive the proper lunch.
- Assist anyone who has lost their vegetarian/gluten-free lunch tickets by providing them with extras. Extra lunch tickets can be taken from the on-site registration desk if needed.

- Direct participants toward bathrooms, elevators, nursing rooms, prayer rooms, and other important areas across the DECC as needed.

### Lunch Monitor Roles & Responsibilities

- Arrive at your designated hall/area wearing your volunteer T-shirt.
- Welcome and invite all attendees as they walk past, proactively directing all foot traffic toward Pioneer Hall for lunch.
- Direct those with vegetarian or gluten-free lunch options to take the lunch tickets out of their name tags to hand to DECC staff in Pioneer Hall.
- Assist anyone who has lost their vegetarian/gluten-free lunch tickets by providing them with extras. Extra lunch tickets can be taken from the on-site registration desk if needed.
- Direct participants toward bathrooms, elevators, nursing rooms, prayer rooms, and other important areas across the DECC as needed.

### Usher Roles & Responsibilities

- Arrive at the Symphony Hall wearing your volunteer T-shirt.
- Check-in with the MACMH staff lead to be placed in an aisle/area.

#### *Ushers Outside the Doors*

- Calmly direct the flow of foot traffic into the symphony hall, welcoming all attendees as they enter.
- Direct anyone with limited mobility or any other physical accommodations to the seating closest to the exits, ensuring those seats remain open for those who need accessible seating.
- As the Symphony Hall fills, direct attendees that can walk upstairs to seat themselves in the balcony area.
- Close the doors at the designated time noted in the conference program.

- For any latecomers, direct them to the balcony level or point out open seats.

#### *Ushers in the Aisles/Walkways*

- Direct folks to seating as they enter the Symphony Hall, filling the hall from front to back.
- Ensure there are no “buffer seats” between attendees so all attendees can be comfortably seated. The main level can hold approximately 1,100 people and there are 1,700 attendees at this conference, so the main level should be close to full by the start of each keynote.
- Ask attendees to keep the floor of main walkways clear of purses, backpacks, etc. to ensure no one trips.

#### **Exhibitor Lunch Distribution Roles & Responsibilities**

- Arrive at your designated hall/area wearing your volunteer T-shirt.
- Work with DECC food staff to distribute proper lunches to exhibitors. You will receive a spreadsheet with all exhibitor lunches and table numbers the week of the conference, but it will be easiest to ask each exhibitor which lunch they ordered and hand them the proper lunch.
- Direct participants toward bathrooms, elevators, nursing rooms, prayer rooms, and other important areas across the DECC as needed.