



Volunteer Conference Staff Guidelines

IAEM 73rd Annual Conference & EMEX

**November 14-20, 2025
The Kentucky International Convention Center
Louisville, Kentucky**

Dear IAEM member,

Thank you for applying to participate as a volunteer conference staff member for the IAEM 73rd Annual Conference & EMEX scheduled for November 14-20, 2025 in Louisville, Kentucky. The following document guidelines, requirements, and expectations for all volunteers. Please familiarize yourself with the information. If you have any questions after reading through this summary, please contact our volunteer staff coordinator, Terry Lighthouse-Sadler at terry@iaem.com.

Sincerely,

Duane Hagelgans

IAEM Conference Committee Chair

About the Conference and Volunteer Opportunities

The IAEM 73rd Annual Conference and EMEX will be held in Louisville, Kentucky from November 14-20, 2025, at The Kentucky International Convention Center located at 221 South Fourth Street.

The conference is supported by a number of groups within IAEM including:

- IAEM Board
- IAEM Conference Committee
- IAEM Staff
- IAEM Volunteer Staff

Volunteer staff are such an essential component to the conference's success (and receive a generous registration discount). We expect you to fulfill your obligations in full once you commit to participating. As a volunteer staff member, you will support the overall mission of the conference and ensure that guests, members, and attendees have a quality experience.

Benefits of Volunteering

All volunteer conference staff receive a *\$25 registration fee discount* for each hour worked. Volunteers will not be compensated for any hours worked which exceed the value of the registration fee, nor will they be compensated if they are unable to work selected shifts.

Additionally, taking advantage of this volunteer opportunity provides a forum for networking with a variety of professionals in emergency management and homeland security.

Registration Fees

This year's registration fees are as follows:

	Early Bird discount until October 10, 2025	Full registration rate as of October 11, 2025
IAEM Member Full Registration Fee	\$675	\$799
IAEM Student and Emerging Professional Members:	\$338	\$410

Volunteer Conference Staff Registration

Volunteer conference staff must be an IAEM member in good standing. IAEM members and support staff are expected to conduct themselves with respect, commitment, and professionalism at all times. This commitment should be taken seriously. Only commit to volunteering after you have confirmed your availability to attend the conference.

Every volunteer is required to register online for the conference as an attendee in addition to applying for the available volunteer job positions. However, when registering for the conference, please indicate that you will **“pay by check.” No registration fee is due prior to the conference.**

After the conference, IAEM staff will review the volunteer hours worked, apply any necessary discounts, and send an invoice for any remaining balance owed for the conference registration fee.

If you inadvertently paid for the conference during the initial registration, you will receive a reimbursement for the difference of the hours you worked.

Viewing and Signing up for Shifts

You can sign up for shifts and view your shifts through this page:

<https://iaem.volunteerlocal.com/volunteer/?id=100515>

If you are interested in being a Floor Manager, please email terry@iaem.com directly to express your interest. However, please do not consider this position unless you have prior experience managing people.

Orientation

All volunteers receive just-in-time training directly prior to their shift beginning. Please make sure to arrive 10 minutes before the start of a shift.

Volunteer Conference Staff Attire

When you are on duty, you represent IAEM and serve as the face of the conference. To ensure a positive and professional experience for all attendees, we ask that you arrive for your shift well-groomed, appropriately dressed, and fully prepared to carry out your assigned duties.

Identification & Uniform Requirements

- **ID Badge:** All conference volunteer staff must wear their conference ID badge in a visible location (e.g., upper torso). Please avoid attaching it to your waist or belt where it is harder to see.
- **Volunteer Staff Shirt:** All staff are required to wear the official blue IAEM volunteer conference staff shirt during their shift.
 - If you have volunteered at a previous conference and already own the blue shirt, you are welcome to wear it as long as it is in good condition.
 - If you do not have one, you will need to purchase a shirt for \$25, unless you are scheduled to work more than four hours, in which case the shirt will be provided to you at no cost.
 - Shirts can be purchased on-site. Payment can be made via cash, check, or credit card.

- **Dress Code:** The volunteer conference staff shirt should be worn in a neat and professional manner. We recommend pairing it with khaki or black pants or a skirt to maintain a polished and consistent look.
- **Off-Duty Protocol:** Once your shift is over, please change out of the shirt so that conference attendees do not mistake you for an on-duty staff member.

Volunteer Conference Staff Conduct

As a member of the **IAEM Volunteer Conference Staff**, you'll be working closely with IAEM staff and fellow volunteers to help ensure a smooth, well-organized event and a positive experience for all attendees. Your role is vital, and we thank you in advance for your commitment.

As a representative of IAEM, we ask that you:

- **Maintain a high level of professionalism** at all times.
- **Provide excellent customer service** with a courteous and helpful attitude.
- **Refrain from eating or chewing gum while on duty.** If your shift overlaps with a scheduled meal function, we will ensure you have a designated time to eat.
- **Limit personal phone use** during your shift to brief and necessary moments only

Volunteer Conference Staff Schedule

Once you sign up for volunteer shifts, you will receive an email confirmation with your draft schedule. Additional details, including your assigned location and shift duties, will be shared in early November.

To view your current schedule or sign up for additional shifts, visit the volunteer portal: <https://iaem.volunteerlocal.com/volunteer/?id=100515>.

Volunteer Conference Staff Shift Expectation

Please review your schedule prior to your arrival at the conference. All conference staff are expected to arrive on time for their scheduled shifts. Remember, others are counting on you.

Getting Credit for Time Worked

To receive credit toward your registration fee, you must check in and check out at the registration desk with the volunteer coordinator each time you begin and end a shift. Only the hours that are officially recorded through this process will be applied as credit toward your conference registration.

Volunteer Conference Staff Coordination

As the IAEM Annual Conference continues to grow, so does the importance of coordinating our dedicated volunteer team. Terry Lighthouse-Sadler, IAEM staff member, oversees the overall coordination and supervision of volunteer conference staff.

To support daily operations, Floor Managers will be on duty Monday through Wednesday. Potential Floor Manager roles include Operations Floor Manager (general logistics/duties) , Presentations Floor Manager (supports breakout/plenary session operations), Store Floor Manager (manages IAEM store/merchandise volunteers).

Floor Manager duties include but are not limited to:

- Manages speaker liaisons/room chaperones ensuring schedules, locations, and specific needs are met for conference presenters.
- Supervises EMEX entrance, “room spotters” during mealtimes, other conference staff assigned to coverage areas.
- Coordinates activities with Conference Director, Julie Husk and Volunteer Conference Staff Coordinator, Terry Lighthouse-Sadler.

When applicable, volunteer conference staff are assigned to coordinate with one or more of these Floor Managers for guidance and support. Floor Managers and IAEM staff will be equipped with radios for fast communication and are your best resources if questions or issues arise.

Volunteer Conference Staff Roles and Responsibilities

Below is a brief overview of the potential roles (listed alphabetically) that might be available to be filled by conference volunteers. In most cases, volunteers may also assist with setup and/or breakdown of their assigned areas.

Attendee Guide

Supports attendees with access and functional needs by serving as their guide throughout the conference day. This includes assisting with navigation between sessions and events, offering general support, and ensuring the attendee has a positive and accessible experience.

A/V Assistant

Responsible for preparing and distributing A/V equipment, including tracking inventory, setting up drop bags for meeting rooms, and supporting the setup and operation of equipment as needed during sessions.

Basket Bonanza Manager

Coordinates directly with the Scholarship Program Director, Dawn Shiley, to confirm basket themes submitted by regions, councils, and chapters. May participate in onsite shopping if funds are provided. Oversees basket assembly and display, manages ticket sales operations, and supervises the volunteer sales team.

Basket Bonanza and Live Auction Set-Up

Assists with the setup of the Basket Bonanza and Silent Auction display tables under the

direction of the Scholarship Program Director, ensuring materials and signage are correctly placed.

Basket Bonanza Table Assistant

Staffs the Basket Bonanza table, supervises ticket tracking, and manages ticket sales both at the table and throughout the conference venue. Assists with distributing items to winning ticket holders.

Breakout Session Chaperone

Supports the Floor Manager by monitoring breakout session rooms, ensuring presenters have necessary materials and equipment. Coordinates A/V needs and resolves room setup issues in collaboration with the A/V Assistant. Greets attendees, helps with seating, distributes handouts, and monitors doors during sessions.

Career Workshop/Headshot Assistant

Manages check-in for professional headshots during the career workshop and assists the photographer in maintaining an organized flow of participants.

Digital Media Assistant

Supports the IAEM Digital Team by assisting with the setup, teardown, and operation of equipment used for live-streaming or recording sessions. Should be comfortable handling cameras and general A/V equipment.

EMvision Talk Chaperone

Helps attendees find seats prior to the EMvision Talks and manages the microphone during audience Q&A portions of the program.

First Steps Mixer Volunteer

Assists with event setup and provides support throughout the First Steps Mixer by helping attendees and addressing any needs that arise during the event.

Floater

Acts as a roving support person stationed at various points throughout the venue. Provides assistance to attendees, helps with navigation, and answers general questions related to the conference.

General Session Chaperone

Monitors session entrances to minimize noise and direct attendees to available seats. Assists with managing floor microphones during Q&A and ensures attendees know where to go to participate.

IAEM Awards Presentation Assistant

Supports the IAEM Staff and Awards Chair by organizing award materials, including certificates and plaques, ahead of the presentation. Hands awards to presenters and coordinates with speakers to ensure the awards ceremony follows the planned script. May assist with last-minute certificate production in the onsite IAEM office.

Lunch Chaperone

Ensures a smooth dining experience during meal functions by guiding attendees to available

seating, answering questions, and addressing basic needs. May assist with traffic flow at meal entrances and coordinate with Floor Managers for any special accommodations.

Preconference Setup Assistant

Assists with setting up the IAEM staff office and IAEM Store. This includes lifting and moving supplies, unpacking boxes, organizing materials, and preparing workstations prior to conference opening.

Registration Desk / Online Kiosk Registration Assistant

Helps attendees check in at the registration desk and assists with self-check-in kiosks. Assembles and distributes registration bags, restocks materials, and provides general support to the IAEM Registrar and registration team.

Scholarship Volunteer

Performs tasks assigned by the Scholarship Program Director, Dawn Shiley, which may include support for Basket Bonanza, auctions, or other scholarship-related initiatives.

Silent / Live Auction Assistant

Works at the auction tables to assist with managing sales, displaying auction items, answering questions, and supporting the Scholarship Director during bidding events.

Video Testimonial Assistant

Works with the Digital Engagement Coordinator to record brief testimonials from attendees. Helps set up the filming area, guide participants through the process, and ensure audio/video quality.

Welcome Party Guide

Assists attendees at the Sunday Welcome Party by providing directions, answering general questions, and helping create a welcoming and engaging environment.

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Thank you for your interest
in this volunteer opportunity.

We look forward to seeing you in Louisville, Kentucky!

Please feel free to contact Terry Lighthouse-Sadler regarding
any questions you may have at terry@iaem.com.