

General Volunteer Instructions

Hi! We're glad you're on board! We appreciate your willingness to work in trade for your registration discount at our National Aquatic Therapy Conference. By working together we know this will be a great event for all who attend!

Remember that how you handle yourself at the event directly reflects on ATRI. Attendees consider you to be a part of our ATRI staff while you are working. They assume that because you have your volunteer ribbon and shirt on, you're on duty and you know the answers. We want you to be as knowledgeable about the event as possible and know where to get the answers that attendees need.

We have put together a general list of instructions that is important for all volunteers:

- **Wear your volunteer shirt at all times** except when in the pool. This helps speakers, staff and attendees identify and locate you quickly.
- Consider wearing a waterproof watch that can be worn in the classroom and pool.
- **Read through your own registration materials** as soon as you receive them on-site so that you are familiar with everything. Some of the questions you will be asked are already answered in the Registrant Envelope and other materials.
- **Walk through the hotel** so you know where everything is and can give directions. Familiarize yourself with the locations of restrooms, classrooms and pool. You will have a tour during the volunteer meeting but still good to be familiar ahead of time.
- Please limit eating, no talking on cell phones, and no smoking while on duty.
- **Do not leave the classroom or pool during the class unless another volunteer can cover it for you.**
- **Keep the classroom and pool areas clean.** If attendees leave a mess, please ask them to clean it up. If they have already left the area, please do it for them.
- **No family members or guests are allowed to sit in on pool courses or lecture.**
- If you see something that isn't going right, take the time to report it in the Registration Office.
- Please complete your Volunteer Evaluation at the conclusion of the conference. We make changes to our Volunteer Program based on your input. Thank you!

If an attendee has a question or concern, as our representative we hope you will assist them in any way you can, by answering the question, or helping them find out who can. An ATRI staff member will always be in our Registration Office to handle questions or situations that you are unsure about.

Check Updates

Things happen quickly at the event. Since we never gather as a group after the Volunteer Meeting, stop at the Registration Office to check for volunteer "updates".

Emergency Information

In the event of an emergency, follow the instructions in the Event Information Packet. If an emergency occurs at the pool, find or call an ATRI staff person or facility person immediately. Also notify the Registration Office immediately. If there is a lifeguard on duty, please follow their instructions.

ATRI Registration Office

This is where attendees pick up all their materials for the event. This is also where attendees change courses, purchase and pick up pool equipment, bid on the Silent Auction, etc. Volunteers report here for special assignments, pick up and drop off their "Course Volunteer Envelope", and drop off tee shirts. The Registration Office handles virtually all of the attendee's questions.

Directing Traffic

At the start of the conference, attendees often aren't familiar with where different rooms and pools are located. They also aren't in the habit of reading their Blue Itinerary, "Schedule at a Glance" or Event Information Packet to answer their own questions. All of these can be found in the Registrant Envelope. Please notice attendees who need help and help them.

If someone asks, "Where is BackHab?" instead of looking it up for them, say "Do you have your Itinerary or your Event Information Packet? The name of the room is written there." Once they know the name of the room they want, direct them to it. Help them help themselves!

A Final Note...

Remember, you're working as a volunteer but that doesn't mean you can't have fun too! We want this event to be a rewarding experience for attendees, volunteers and ATRI staff. Learn some, work some, and have fun some. Let's make this a great event!