



Conference Volunteer Guidelines

IAEM 74th Annual Conference & EMEX

**November 6 – 12, 2026
The Long Beach Convention & Entertainment Center
Long Beach, California**

Dear IAEM member,

Thank you for applying to participate as a conference volunteer member for the IAEM 74th Annual Conference & EMEX scheduled for November 6 – 12, 2026 in Long Beach, CA. The following document outlines the 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 me at terry@iaem.com.

Thank you for your volunteer service.

Best regards,

Terry Lightheart-Sadler
Conference Volunteer Coordinator

About the Conference and Volunteer Opportunities

The IAEM 74th Annual Conference and EMEX will be held in Long Beach, California from November 6 – 12, 2026, at The Long Beach Convention & Entertainment Center located at 300 East Ocean Boulevard, Long Beach, CA 90802.

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

- IAEM Board
- IAEM Conference Committee
- IAEM Staff
- IAEM Conference Volunteers

Conference volunteers are an essential part of the conference's success. As a volunteer, you will support the overall operation of the conference and help ensure that members, attendees, presenters, exhibitors, and guests have a positive experience.

Conference Volunteer Coordinator

The Conference Volunteer Coordinator (CVC), an IAEM staff member, oversees all conference volunteers, with assistance from Floor Managers.

Benefits of Volunteering

All volunteers receive a *\$25 registration fee discount* for each hour worked. Volunteer hours may be applied only up to the full value of the registration fee. Volunteers will not receive monetary compensation for additional hours or credit for shifts they do not work.

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

Conference Registration Fees

This year's registration fees are as follows:

	Early Bird Discount until August 31	Full Registration rate as of September 1
IAEM Member Full Registration Fee	\$725	\$849
IAEM Student and Emerging Professional Members	\$368	\$440

Volunteer Registration

Volunteers must be an IAEM member in good standing.

- Every volunteer is required to register online for the conference as an attendee.
- 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 paid for the conference during the initial registration, you will receive a credit toward the cost of registration based on the number of hours volunteered.

Viewing and Signing up for Shifts

Volunteers can sign up for and view shifts through this page:

<https://iaem.volunteerlocal.com/volunteer/?id=109405>

Orientation

All volunteers will receive just-in-time training immediately before the start of their shift. Please arrive 10 minutes before your scheduled start time.

Volunteer Attire

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

Identification & Uniform Requirements

- **ID Badge:** All volunteers must wear their conference ID badge in a visible location on their upper torso.
- **Volunteer Shirt:** All volunteers are required to wear the official blue IAEM volunteer 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 via credit card.
- **Dress Code:** The volunteer 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 a shift is completed, please change out of the shirt so that conference attendees do not mistake you for an on-duty volunteer.

Volunteer Conduct

Volunteers work closely with the CVC, IAEM staff, Floor Managers, and fellow volunteers to help ensure a smooth, well-organized event and a positive experience for attendees, presenters, exhibitors, and guests. Your role is vital to the conference's success, 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 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 prior to the conference.

To view your current schedule or sign up for additional shifts, visit the volunteer portal: <https://iaem.volunteerlocal.com/volunteer/?id=109405>.

Volunteer Expectations

Please review your schedule prior to your arrival at the conference. All volunteers 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 CVC or designee 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 Roles and Responsibilities

Below is a brief overview of some 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.

Basket Bonanza and Silent Auction Set-Up

Assists with the setup of the Basket Bonanza and Silent Auction display tables ensuring materials and signage are correctly placed.

Breakout Session Chaperone

Monitors 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.

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. Helps IAEM Staff with various duties.

General Session Chaperone

Monitors session entrances to minimize noise and direct attendees to available seats.

Lunch Chaperones

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. 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. Provides general support to the IAEM Registrar and registration team. Helps with sales of challenge coins.

Welcome Party Manager and Guides

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

Volunteer Floor Managers

To support daily operations, Floor Managers will be on duty Monday through Wednesday.

Floor Manager duties include but are not limited to:

- Monitor volunteers throughout the conference and promptly report coverage gaps to the CVC.
- Manage breakout session chaperones, ensuring schedules, locations, and specific needs are met for conference presenters.
- Supervise volunteer coverage at the EMEX entrance, and during general/breakout sessions, breaks, mealtimes, and other high-traffic times.
- Serve as an on-site point of contact for volunteer questions and coverage needs.
- Coordinate volunteer assignments, activities, and any necessary adjustments with the CVC.

Who to Contact During Your Shift

During your shift, contact the Floor Manager assigned to your area or the CVC if you have questions, encounter a problem, or need assistance. Floor Managers and the CVC may exchange cell phone numbers with volunteers when needed to facilitate timely communication.

Thank you for volunteering!

We look forward to seeing you in Long Beach, California!

Please feel free to contact Terry Lighthouse-Sadler, Conference Volunteer Coordinator,
at terry@iaem.com.