



Human Resources
Professionals
Association

February 2 - 4, 2011
Metro Toronto Convention Centre
South Building

**HRPA
2011**
Annual Conference
and Trade Show

HRPA Volunteer Manual

2011

**Annual Conference & Trade Show
February 2 - 4, 2011**



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**HRPA
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and Trade Show

December 20, 2010

Dear Volunteers,

Thank you for participating in HRPAs 2011 Annual Conference & Trade Show! Your time and effort will contribute significantly to the success of our event.

We welcome both our “veterans” and new volunteers and hope you all enjoy the experience. We certainly value your contribution. We have put together some guidelines and advice that will help orient you to the event and the Metro Toronto Convention Centre (MTCC) facility and explain your volunteer entitlements. Your professional and courteous assistance is essential to creating a positive experience for our delegates.

Regardless of your status as a new or returning volunteer, please read this manual carefully and ensure that you understand everything. If you have any questions after reviewing this guide, please speak with your HRPAs staff lead for your area.

On behalf of the Board of Directors and HRPAs staff, we would like to thank you for your participation. This will be a great opportunity for you to network, learn new skills and have a great time.

Enjoy the conference!

Sincerely,

Marta Pawych, CMP
Director Professional Development & Sponsorship



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Conference Theme – Turn Trends to Your Advantage

HRPA's 2011 Annual Conference & Trade Show is about identifying and capitalizing on the trends—demographic, economic, and technological—that are revolutionizing the workplace at the start of the second decade of the 21st century.

For three days—February 2 to 4, 2011—you will exchange ideas with HR peers from around the globe, examine the latest HR issues, challenges and opportunities, and engage with some of the world's leading business minds.

Pokens (Sponsored by Monster)

Efficient networking is key to any successful business event. Monster makes it easy with its inaugural 2011 HRPA Annual Conference & Trade Show Poken event. Here's how it works: All paying delegates receive a poken—a compact, digital 'social business card. When two Pokens touch, they exchange a digital ID. In addition to the information found on a typical business card, links to users' social networks—Twitter, Facebook, LinkedIn—can also be added. All contacts can be uploaded after the event. No lost contact information, no wasted time. Maximum utility—and fun!—for all event participants.

<http://www.hrpa.ca/Conf2011/Tradeshow/Pages/Pokens.aspx>

Twitter Wall (Sponsored by Careerbuilder)

A new feature to the 2011 Annual Conference & Trade Show, a Twitter Wall lets attendees interface before and during the conference via Twitter. Conference tweets are displayed on conference big screens, encouraging user interaction, and can include other mediums such as an audio or video stream. The Twitter Wall provides real-time delegate reaction and commentary to conference keynotes, seminars and events.

<http://www.hrpa.ca/Conf2011/Tradeshow/Pages/TwitterWall.aspx>

Sustainability

HRPA's sustainability vision is: "to ready HR professionals to lead sustainability change in the workplace by leveraging HRPA's reach, thought leadership and best practices."

Together we can all build a brighter, greener future



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Conference Location and Directions

HRPA's Annual Conference & Trade Show will be held at the Metro Toronto Convention Centre, South Building. 222 Bremner Boulevard, Toronto, Ontario, M5V 2W6

Directions to the Metro Toronto Convention Centre (MTCC) – South Building:

By car from the East

- Take Highway 401 West to the Don Valley Parkway South
- Follow the Don Valley Parkway South to the Gardiner Expressway
- Exit at the Yonge/York exit
- As you exit the ramp continue west along Lakeshore Blvd. to Lower Simcoe St.
- Turn right at Lower Simcoe St. then turn left into the MTCC parking garage

By car from the West

- Follow the QEW East; it will become the Gardiner Expressway in Toronto
- Exit at York St.
- Proceed north two lights to Bremner Blvd.
- Turn left on Bremner Blvd.
- Turn left on Lower Simcoe St. then turn right into the MTCC parking garage.

The MTCC has 1,700 indoor parking spaces. There are 10,000 more parking spaces within 1 Km on the MTCC that are operated by various parking companies

The entrance to the MTCC South Building parking garage is on Lower Simcoe St. just north of Lakeshore Blvd. and just south of Bremner Blvd. There are nine disabled parking spaces conveniently located near the glass doors leading into the south building.

By TTC

The MTCC is a 10-minute walk from the Union Station subway and can be accessed via the Skywalk, a weather-protected walkway. There are indications in Union Station for the MTCC and the Skywalk.

Shuttle Bus

There is no shuttle bus as the host hotel has been moved to the Hotel Intercontinental on Front Street and is adjacent to the MTCC.

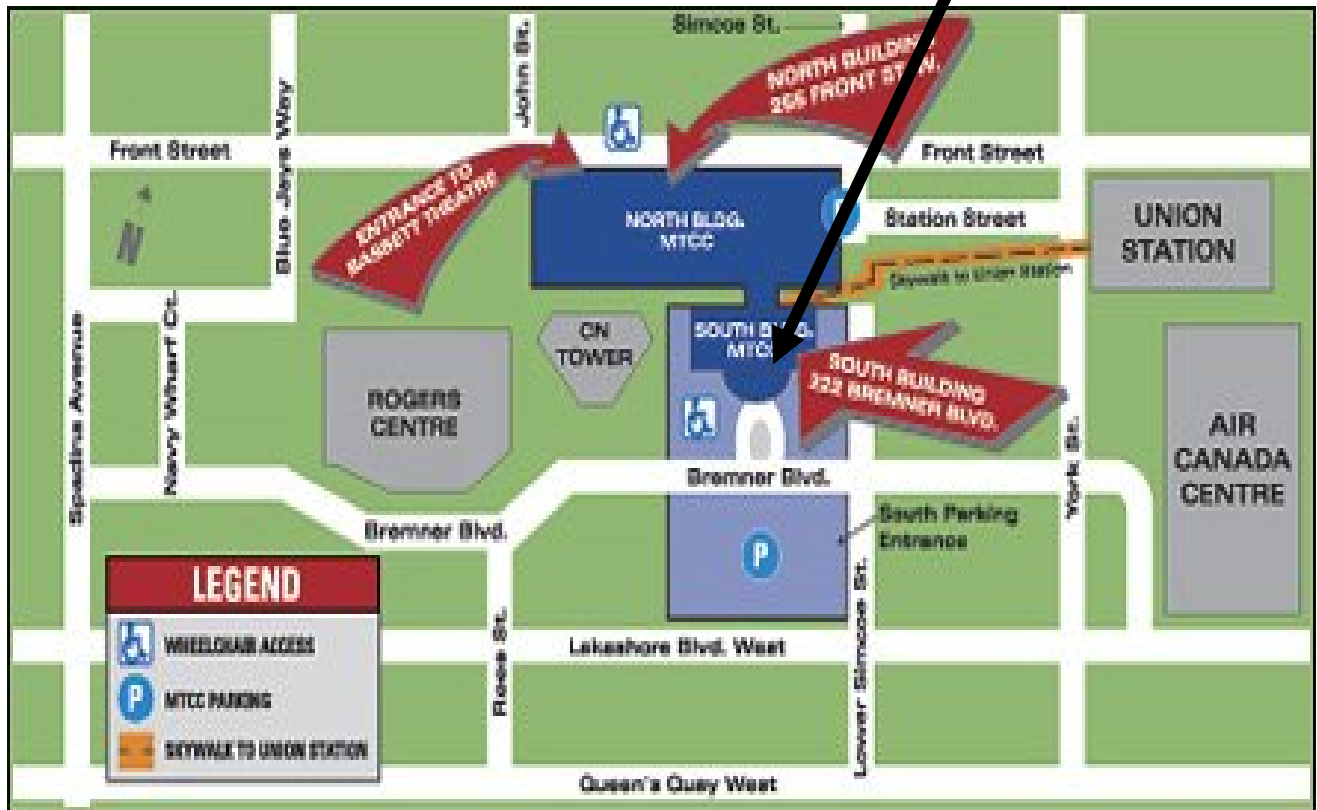


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MAP OF MTCC LOCATIONS. PLEASE NOTE WE ARE IN THE SOUTH BUILDING.





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Key Contacts at a Glance:

Name	Function	Office Phone	Email
Marta Pawych	Director	416-923-2324 x323	mpawych@hrpa.ca
Sherrydawn Warren	Sponsors, Logistics	416-923-2324 x345	swarren@hrpa.ca
Dawn Case, CHRP	Program/Speakers	416-923-2324 x336	dcase@hrpa.ca
Lata Viseu, CHRP	Speakers/Volunteers	416-923-2324 x304	lviseu@hrpa.ca
Nancy Maben, CHRP	Registration	416-923-2324 x319	nmaben@hrpa.ca
Sarah Pretty	Trade Show	416-923-2324 x355	spretty@hrpa.ca
Paulina Sapinska	Conference Assistant	416-923-2324 x333	psapinska@hrpa.ca
Chris Larsen	Media Inquiries	416-923-2324 x335	clarsen@hrpa.ca
Duff McCutcheon	Media Room	416-923-2324 x324	dmccutcheon@hrpa.ca
John Johnson	Conference Bookstore	416-923-2324 x305	jjohnson@hrpa.ca
Dino Falvo	HRPA Booth/Membership	416-923-2324 x303	dfalvo@hrpa.ca
Melissa Gouveia	Chapter Relations/Membership	416-923-2324 x341	mgouveia@hrpa.ca
Kelly Morris, CHRP	Recertification/HRPA Booth	416-923-2324 x342	kellymorris@hrpa.ca
Lesley Mijatovic, CHRP	Recertification/HRPA Booth	416-923-2324 x350	lmijatovic@hrpa.ca



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Volunteer Responsibilities and Rewards

As a Volunteer at the Annual Conference, your responsibilities include:

- Being available for all three days of the conference
- Arriving on time to all scheduled shifts
- Attendance at the Orientation Session February 1, 2011 at the Metro Toronto Convention Centre South Building **Room 716 from 2:00 – 4:00 pm**
- Adherence to HRPAs Code of Ethics: <http://www.hrpa.ca/OfficeOfTheRegistrar/Pages/ProfessionalConduct.aspx>
- A helpful and enthusiastic personality and respect for confidentiality
- Signing in each day of the 3-day Conference at the **Conference Office (801B)** to pick up your meal tickets
- All accommodation, travel expenses and parking are the responsibility of the volunteer
- **If you are ill or cannot show up for your shift for any reason during the conference please call Lata Viseu 647-298-2935.**

You will receive:

- Breakfast and lunch meal tickets – provided upon sign-in at the Conference Office each day
- Casual wear uniform for the conference – two conference shirts
- CHRP recertification points, 1 point per day plus 1.5 per hour of professional development as described below
- A conference pass for attendance at sessions when not volunteering – space permitting, host rules apply
- Access to speaker presentation materials on our website
- A conference tote bag (if the quantities remaining permit distribution to volunteers)

Members who have achieved their CHRP designation can obtain Recertification Points in the following ways:

- Volunteering for the Annual Conference will award 1 point per day (including the orientation). (CHRP's can acquire a maximum of 5 points per year for volunteering for administrative tasks in an HR Association under section B11 of the National Recertification log)
- Volunteers are encouraged to attend speaker presentations when they are not volunteering (space permitting). 1.5 points are earned per hour of professional development (to a maximum of 10 points per day).



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On site rooms/activities at a glance by Day:

Tuesday

600 LEVEL

600 5:00 pm - 9:00 pm Registration

700 LEVEL

718A&B 12:00 pm - 2:00 pm Volunteer Awards Lunch
716 2:00 pm - 4:00 pm Volunteer Orientation
718A&B 5:00 pm - 9:30 pm Summit Awards

Wednesday

600 LEVEL

600 6:00 am – 5:00 pm Registration

700 LEVEL

Concurrent Sessions starting at 7:00 am and ending at 5:15 pm

800 LEVEL

HALLS F & G Morning and Afternoon Keynote Presentations

Thursday

600 LEVEL

600 6:00 am – 5:00 pm Registration

700 LEVEL

Concurrent Sessions starting at 7:00 am and ending at 4:00 pm

800 LEVEL

HALLS F & G Morning and Afternoon Keynote Presentations



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Friday

600 LEVEL

600 6:00 am – 1:00 pm Registration

700 LEVEL

Concurrent Sessions starting at 7:00 am and ending at 5:15 pm

800 LEVEL

HALLS F & G Morning and Afternoon Keynote Presentations

803B 11:30 am – 12:30 pm Globe and Mail Sponsor Reception
(A private reception for Friday's closing Keynote sponsor, The Globe and Mail)

OTHER IMPORTANT ROOM NUMBERS

Conference Office: 801B

This is where you pick up your meal tickets, badges and conference wear.

Volunteer Lounge: 802B

This is where you can relax between shifts.

Exhibitor Support Centre: Located on Tradeshow floor (behind aisle 100), close to HRPA Booth

Support for trade-show exhibitors on-site during the conference

Sponsor & Speaker Ready Room: 802A

Meeting point for speakers and their representatives and sponsors. This is where Speakers can check their presentations or make revisions before their session.

Media Room: 809

Media interviews with speakers.



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600 Level – REGISTRATION FOR DELEGATES, EXHIBITORS & MEDIA, COAT CHECK

Delegate Registration

All arriving delegates who have pre-registered will be directed to Registration to collect their tote bags and conference badge holders. We will distribute Conference tote bags to volunteers **at the end of the Conference, subject to availability.**

On-site registrations take place at MTCC, South Building, HRPAs Registration desk on the 600 Level pending availability.

Registration Hours

Tuesday, February 1, 2011	5:00 pm – 9:00 pm
Wednesday, February 2, 2011	6:00 am – 5:00 pm
Thursday, February 3, 2011	6:00 am – 5:00 pm
Friday, February 4, 2011	6:00 am – 1:00 pm

Delegates will only gain access to the sessions that they pre-selected at the time of registration. Non-pre-registered delegates are required to wait until all registered delegates are seated to determine if space is available (applies to volunteers and staff as well).

Badges

Name badges must be worn by all delegates and volunteers at all times. Only those individuals visiting the Trade Show area do not require name badges as admittance to the trade show is free.

- Media badges will be available at the VIP registration desk
- Volunteer badges and conference wear shirts will be available in the Conference Office - Room 801B after the Volunteer Orientation on Tuesday or may be picked up Wednesday morning from the Conference Room.

Each Badge has a badge type, clearly printed on it to help you understand what the delegate has access to. Some badges will also be accompanied by a coloured ribbon.



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Ribbon Legend

Black – Chair of HRPAs Board of Directors

Blue – Director, HRPAs Board

Orange – Annual Conference Programs Committee

Red – HRPAs Staff

Green – HRPAs Chapter President

Purple – Lead Volunteers

Delegate Badge Types

FULL DELEGATE	Full 3 days of Conference sessions, keynotes and meals
WEDNESDAY	Wednesday Conference sessions, keynotes and meals
THURSDAY	Thursday Conference sessions, keynotes and meals
FRIDAY	Friday Conference sessions, keynotes and meals
WEDNESDAY, THURSDAY (any combination of two days)	Wednesday and Thursday Conference sessions, keynotes and meals
MEDIA	All press/media will wear a “Media” badge. Media have access to all sessions but must stand at the back of the room if all seats are taken.
EXHIBITOR	Exhibitors do not have access to sessions or keynote presentations.
EXHIBITOR / FULL DELEGATE	Full 3 days of Conference sessions, keynotes, meals plus access to the tradeshow one hour before opening hours.
SPONSOR	These Sponsors have access to sessions and keynote presentations
SPONSOR – FULL CONFERENCE	These sponsors have access to all sessions and keynotes
SPEAKER – FULL DELEGATE	Speakers have access to all sessions and keynotes. *Speakers are not pre-registered for sessions, but should be allowed in first, after the pre-registered delegates. *
SPEAKER WEDNESDAY	Wednesday Conference sessions, keynotes, meals and Wednesday



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	Afternoon Event. *Speakers are not pre-registered for sessions, but should be allowed in first, after the pre-registered delegates. *
SPEAKER THURSDAY	Thursday Conference sessions, keynotes, meals. *Speakers are not pre-registered for sessions, but should be allowed in first, after the pre-registered delegates. *
SPEAKER FRIDAY	Friday Conference sessions, keynotes, meals. *Speakers are not pre-registered for sessions, but should be allowed in first, after the pre-registered delegates. *
BOARD OF DIRECTORS	Members of the HRP Association Board of Directors have full conference passes. They have pre-selected sessions which they can attend in the same way as delegates. However, they may wish to attend other sessions, and should be permitted as long as space is available once all paying delegates have entered. Board members can also be identified by a blue ribbon attached to their badge.
STAFF	Staff has access to all sessions and keynotes as well as the evening event. *Space permitting** Staff members have red ribbons.
ANNUAL CONFERENCE VOLUNTEER	Volunteers have access to all sessions and keynotes as well as the afternoon event. *Space permitting**

Badge-Sharing

We do not facilitate badge-sharing for delegates. Delegates who wish to share their badge with a colleague should make their own arrangements to do so.

Exhibitor Registration

Registration for exhibitors in the trade show is located on the 600 level at the Exhibitor Registration desk.

Media Registration

Registration for members of the press and other media is located on the 600 level – VIP registration line.



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700 Level – SESSION ROOMS, MEETING ROOMS

Concurrent Sessions

Concurrent sessions take place on the 700 Level of the MTCC – South Building at the following times:

7:00 am – 8:00 am	Early Morning Sessions
11:00 am – 12:00 pm	Morning Sessions (Wednesday and Thursday)
3:00 pm – 4:00 pm	Afternoon Sessions (Wednesday and Thursday)
4:15 pm – 5:15 pm	Afternoon Session (Wednesday)
2:30 pm – 4:30 pm	Super Sessions (Wednesday and Thursday)
10:15 am – 11:15 am	Morning Sessions (Friday)
12:00 pm – 1:00 pm	Afternoon Sessions (Friday)

Sessions Volunteers – Chair: Jill Zappitelli

Volunteers in the Sessions Group monitor and ensure a smooth flow of delegates into the session rooms, scan delegate badges to ensure that they are registered for the session they are attending to ensure room capacity is observed.

One volunteer will always be responsible for picking up the Scanners and the Room Capacity List for the session and returning them to the Registration. Additionally, a total count of each session's attendance is recorded and submitted to the Conference Office.

Tape/Video Recordings

Tape or video recording of sessions is strictly prohibited.

Session Materials

As part of HRPAs sustainability initiatives, the CD-ROM containing speaker handouts have been replaced with downloadable handouts from HRPAs conference web site. These handouts are available two weeks prior and for two weeks following the conference.

Programs Committee and Speaker Support Volunteers

Members of this committee and their volunteer group are responsible for accompanying speakers to their sessions and in most cases, introducing and thanking the speakers at the sessions. The Programs Committee's prime responsibility of identifying and selecting speakers for the annual conference program is conducted during the eleven months prior to the Conference. Programs Committee members are identified by an orange ribbon.

Chair: Joanne Kane, CHRP; **Committee Members:** Brian McDonald; Deta Constantine, CHRP; Jennifer Roberts, CHRP; Loralie Prinzen, CHRP; Marilyn Mazzocchitti, CHRP; Maureen O'Leary-Pickard, CHRP; Shreyshree Raja, M.Ed.

Other Meetings:

A variety of other meetings take place during the conference. These meetings include board, committee or other ad-hoc meetings. If you are asked for assistance by meeting attendees please advise the conference office and an HRPAs staff member will respond.



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800 Level – KEYNOTE PRESENTATIONS, TRADE SHOW, BOOKSTORE, HRPAs OFFICES, EVENING EVENT

Keynote Speakers, Halls F&G

There are six keynote speakers.

Wednesday Opening Keynote: Leonard Brody	8:15 – 10:00 am
Wednesday Luncheon Keynote: Bill Taylor	12:00 – 2:00 pm
Thursday Morning Keynote: Simon Sinek	8:15 – 10:00 am
Thursday Luncheon Keynote: Amanda Gore	12:00 – 2:00 pm
Friday Morning Keynote: Raj Patel	8:00 – 9:45 am
Friday Closing Keynote: Dan Pink	1:00 – 3:00 pm

Keynote Volunteers - Chair: Peter Bonish

Most keynote presentations are sponsored. Sponsors will have a ticket(s) to attend the session(s) that they have sponsored (for example, Leonard Brody, the opening keynote speaker, is sponsored by Atlas Canada).

Sponsors and their guests will have tickets to present at the door.

These tickets are to be torn in half by the assigned volunteers. Half of the ticket is retained and the other half is returned to the guest. Keynote Sponsors have reserved tables at the front of the Room and should be escorted whenever possible.

Keynote Volunteers monitor and ensure a smooth flow of delegates into the session rooms, additionally, they distribute Evaluation clickers and collect them at the end of the session.

If in doubt, please look for a member of the HRPAs events team to assist the sponsor and/or their guests.

Trade Show

Canada's largest trade show of HR services and suppliers is hosted by HRPAs. **We offer complimentary admission to the Trade Show for the general public and all delegates.** This year's Trade Show features over 250 exhibitors!

Trade show volunteers assist with customer service to exhibitors and assist HRPAs staff in maintaining smooth operations.



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Exhibitors

Exhibitors will pick up their registration kits and badges at the Registration area, on level 600. A list of exhibitors is available on the mini planner.

Exhibitor Support Centre – Tradeshow Floor (closest to HRPA Booth)

This area is allocated to HRPA Staff and Volunteers so that they can assist all exhibitors with facility orientation and questions, and answer delegates' questions concerning the Trade Show aspect of the Conference.

Sponsors

Most of our sponsors are also exhibitors. **Sponsors receive special entitlements and should be acknowledged and thanked if you are speaking with them.** Sponsor booths will be easily identified and are listed in the conference program.

Prizes/Draws

Some exhibitors provide draw bins where you may enter your business card or a contest to be eligible to win a prize. **HRPA staff and all conference volunteers (including students) are not allowed to participate in these draws.**

HRPA Booth

HRPA Booth, located at the rear of the Exhibition Hall, is the home for all HRPA related information, including membership and recertification.

CHRP Recertification Information

Incorporated into the HRPA booth, this service is designed to provide information and to answer questions regarding CHRP recertification. Reserve a timeslot by emailing lmijatovic@hrpa.ca.

Bookstore

The Conference Bookstore is operated by HRPA Staff and volunteers in co-operation with Chapters/Indigo/The World's Biggest Book Store. In the bookstore, you will find books authored by conference speakers, general human resources and business books, tapes and other resources of interest to conference delegates.

Some **concurrent session speakers** will be signing their books at scheduled times following their presentation at the Bookstore. A schedule of speaker signings will be posted in the Bookstore.

Keynote speakers sign copies of their books at their respective sponsor's exhibitor booth immediately following their keynote presentation.

Speaker Ready Room – 802A

This room is provided for speakers to prepare for their presentation and to meet sponsors or other contacts.

Media – Room 809 Media will register on the 600 level registration. A member of HRPA's Communications staff will be present in the media room at all times. All queries for interviews and/or information by the media should be directed to the Communications staff in the Media Room.



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Conference Office – Room 801B

This is the “supply office” for the Conference where general supplies, a photocopier, phone, computer, etc., can be found. The Conference Office staff and volunteers are responsible for a smooth flow of required information and supplies over the three-day event.

This includes ensuring that all supplies are distributed to appropriate sessions and the monitoring of supplies. Volunteers will be assigned to print the room capacity for each session at the end of the day for the following day.

A volunteer will be responsible for dropping off the Room Capacity Report at Registration for the Sessions Volunteer to pick up before each session for the room they are assigned.

The Conference Office is also where volunteers must check in each morning to pick up their meal tickets for the day and to get answers to questions concerning their responsibilities.

Announcements or schedule changes will also be available here.

This is also where you will pick up your conference shirts, to be worn during your volunteer shifts.

Volunteer Lounge – Room 802B

A place to rest your feet, have a bite to eat and mingle with other volunteers.

Hours of Operation:

Wednesday	6:30 am – 3:30 pm
Thursday	6:30 am – 3:30 pm
Friday	6:30 am – 3:30 pm



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A Salute to our Exhibitors and Sponsors

NEW for 2011... HRPAs Hats Off cocktail reception features live entertainment, snacks and drinks, plus a scavenger hunt where everyone's a winner!

Held right in the middle of our Exhibit Hall, we'll send you off to schmooze with attendees, meet the exhibitors, trade clues, hunt for secret prizes plus and search for the elusive "Golden Bowl." Two lucky winners go home with diamond gifts from The Diamond Showcase.

You just gotta be there!

Wednesday, February 2, 2011
4:00 – 6:00 pm
Metro Toronto Convention Centre,
South Building, Exhibit Hall - Trade Show area

Dress - Business Casual



Prizes Donated by TDS

**HATS OFF
EXTRAVAGANZA!!!!**
A RECEPTION TO SALUTE OUR
EXHIBITORS AND SPONSORS!
Two lucky winners go home with
gifts from The Diamond Showcase

**IT'S A HATS OFF EXTRAVAGANZA
AND YOU JUST GOTTA BE THERE!**
DRESS - BUSINESS CASUAL

**FEBRUARY 2ND
4 TO 6 PM
EXHIBIT HALL**



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GENERAL INFORMATION

Volunteer Admission into Conference Sessions and Keynote Presentations

While we recognize you would like to attend as many sessions and keynote presentations as your volunteer schedule will allow, we ask you to please respect the 'host rules'.

HRPA staff and volunteers must wait until all pre-registered delegates have been admitted before they can be seated for a session, bearing in mind that fire regulations limit the number of attendees in each room.

Conference Attire

What is appropriate dress for the conference? Clean, pressed black or khaki pants or skirts and comfortable shoes. HRP A will provide two conference branded shirts, to each volunteer. Shirts are to be picked up at the Volunteer Orientation and it is requested that the shirt be worn for the duration of the Conference. PLEASE...NO JEANS.

Personal Storage

Unfortunately, there is no locker space available for you to store a purse, briefcase or personal belongings. There will be coat racks in the Volunteer Lounge, but no security. You can also check your coat, etc. at the MTCC Coat Check for \$2.00 per day.

Accessibility

All sessions at the Annual Conference & Trade Show are wheelchair accessible. There will be room for wheelchair seating at the front or the back of the speaker room. Please offer those in need of assistance the choice of where they would prefer to be located.

Accessibility elevators are located on the 600 Level and provide access to 600, 700, and 800 Levels.

Please offer to help anyone in need of assistance. Even if you are under pressure, please show grace, patience, understanding and helpfulness towards all conference delegates, particularly those in need of assistance. And smile!

Dietary Requirements

Some of our delegates may require low-salt, vegetarian or other special meals.

1. **Delegates are asked on their registration form to advise the HRP A office of these requirements when registering.**
2. **Signage at registration will also ask delegates to notify registration staff of special requests.**
3. **Delegates must present a special meal ticket to their server at the beginning of the meal.**

Photography

There will be an authorized HRP A photographer on-site for the three days of the Conference who will take casual shots of members, staff, and volunteers. Some of the photos will appear on the big screen before and after the keynote sessions.

Security

If you see a delegate who is ill or requires assistance, please use the nearest courtesy telephone, dial "0" for assistance and wait for MTCC staff to respond, or ask an HRP A Staff member to contact Marta Pawych, Director, Professional Development & Sponsorship, HRP A. **Do not try to handle a difficult situation on your own.**



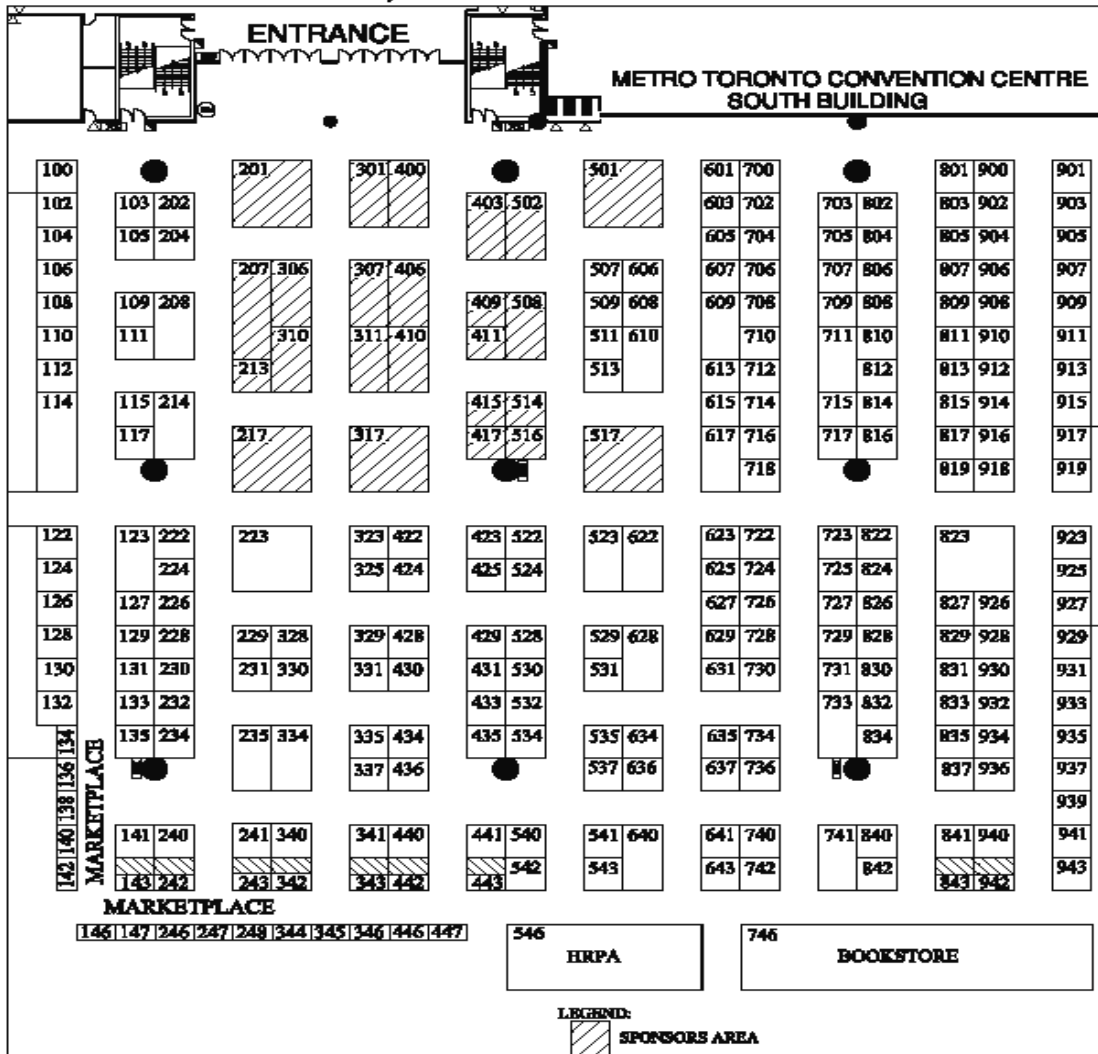
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TRADE SHOW MAP

HRPA / Jan. 28-30th, 2009 / MTCC-SOUTH BUILDING-HALL E





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Board of Directors

Antoinette Blunt, MPA, CHRP, SHRP – Chair, Board of Directors
President, Ironside Consulting Services

Daphne FitzGerald, CHRP, SHRP - Vice Chair, Board of Directors
Partner and Chief Operating Officer, Capital G Consulting Inc

Jo-Ann Ball, CHRP
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4	Carla Calderon	358	Territory Marketing Specialist-Western-Ontario
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11	Dawn Case	336	Manager, Professional Development
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14	Gary Monk	307	Director, Finance and Information Systems
15	Jeff Smith	322	Membership Coordinator
16	Jennifer Eiler	359	Territory Marketing Specialist-Eastern Ontario
17	Jill Holmberg	351	Multimedia Specialist
18	John Johnson	305	information Specialist
19	Justine Shelston	346	Marketing Coordinator
20	Kelly Morris	342	Academic Requirement and Exam Specialist
21	Lata Viseu	304	Specialist Professional Development
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25	Margaret Carter	343	Certification and Recertification & Administration
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