

Part 4 – National Programs

fmi*igf has two national level programs it plans for annually. Its PD Week is held in the Fall in the Nation's Capital region, while PSMW is hosted on a rotational basis in the Spring by a selected local Chapter. This section provides a Framework for these events implemented and administrated by the fmi*igf.

4.1 Professional Development Week (PD Week)

4.1.1.1 Organizing Committee Terms of Reference

The Committee ToR outlines the overall spirit and intent of the partnership envisioned between the volunteer Organizing Committee and National Office. The goal is to combine their considerable energy and capacity to plan, organize and deliver an excellent PD Week experience each year. It is supported by a detailed Guideline outlining roles and responsibilities that will be evergreened annually by the CEO and the Chair of the Committee.

4.1.1.2 Honorary Chair

The Honorary Chair should be a person that occupies a senior level position in the federal government. This person should also be well known in the government financial community so that their position helps increase the visibility of PD Week to potential attendees.

The Honorary Chair is selected by the Chair and the Vice Chair of PD Week under the direction of the Chief Executive Officer (CEO), with the input of the organizing committee. This information is then communicated to the fmi*igf Board of Directors.

4.1.1.3 Committee Formation

As per the fmi*igf National By-Laws, the PD Week Chair and Vice Chair report to the CEO. The normal term will be for one year in a specific role, this may be extended in agreement with the CEO. The Vice Chair normally will become the Chair at the end of their one-year term. Should they wish, the Chair and Vice Chair may instead choose to operate as Co-Chairs in any given year. Typically, the Past Chair will sit on the Committee as a key advisor to the Chair.

The duties of the Chair are to recruit and assemble the best group of volunteers who will be able to form the PD Week Organizing Committee, manage its meetings, and partner with the CEO to ensure the planning of PD Week and

proper functioning of the event. Normally, the Vice Chair will replace the Chair at meetings when required and work to ensure the proper functioning of all events.

The make-up of the various organizing committees is determined by the PD Week Chair and Vice Chair. The duties of the various committees are determined by the Chair and Vice Chair with the CEO's guidance.

4.1.1.4 Non-Committee Volunteer Requirements & Benefits

Logistical support - greeters, information assistance, room monitors, exhibition hall support, attendant care support, ticket taking, etc;

Administrative support - registration desk, session sign up, tour desk, post signs, etc.

Benefits:

- A free PD Week T-shirt.
- Free lunch for each day they volunteer.
- Free admission to PD Week for each day they volunteer.
- 2 admission tickets to the PD Week "Friday Evening of celebration" for any person accepted and volunteering two days or more during one PD Week.
- Peer recognition and networking opportunities
- Opportunity to take on roles they typically would not necessarily have access to at work
- Exposure to work with and learn from senior leaders
- The ability to use the fmi*igf as a volunteer reference on their resume
- Access to training and associated CPD Hours
- Being recognized for effort behind building a flagship annual event

4.1.2 Financial Management

PD Week Budget

The Chief Executive Officer will prepare a budget based on the proposed program, speakers and streams and registration fees. The budget and the program overview will be presented to the Board by the CEO, usually at the January/February Board meeting of the year of the event.

All expenditures are processed through the National Office. Expenditures for events that take place during PD Week which are related to the Board of Directors or the Chapter Advisory Council (CAC) meetings and receptions will be charged to the Board of Directors or CAC cost center as applicable.

All revenues will be processed through the National Office. This includes registration fees, revenues from sponsors and exhibitors.

Work performed by the National Office staff in assisting the PD Week Organizing Committee will not be charged to the PD Week cost center, or planned in the budget preparation, unless additional costs are incurred that would not normally be paid, such as for temporary employees who are hired primarily for the purpose of working on PD Week.

4.1.3 Program Development and Operations

4.1.3.1 PD Week Content and Partners

Under the direction of the CEO, the PD Week Chair and Vice Chair and the organizing committee collaborate with the Directors of Marketing & Programs and Business Development to determine the content and topics of PD Week. Every attempt is made to reach agreement, however, should it be required, the final decision rests with the CEO.

Every effort should be made to ensure that the session slides be available in both English and French.

4.1.3.2 Locations and Accommodations

The CEO will ensure a suitable location is contracted for PD Week to be held, in consultation with the PD Week Chair, and select the conference accommodations based on best value and proximity. The Board of Directors will approve both decisions. This would normally be done as part of the budget process.

4.1.3.3 Approval of Slogan and Poster

The PD Week theme/slogan and poster are to be developed under the direction of the Director Marketing, the PD Week Chair and the Vice Chair, and shared with the Board for information purposes.

4.1.4 Marketing and Sponsorship

4.1.4.1 Sponsorship and Advertising Rates/Policies

The PD Week Sponsorship and Advertising Catalogue details the sponsorship levels and opportunities available to potential sponsors. The Director Business Development builds the annual prospectus and manages the sponsorship outreach.

4.1.4.2 Exhibitor and Sponsor Benefits

All PD Week sponsors and exhibitors will receive benefits based on the PD week sponsorship catalog. Depending on sponsorship level, they may be given complimentary benefits such as event passes, invitations to the President's Reception and the Evening of Celebration.

4.1.4.3 Recognition

See section 4.3.1 below for details on PD Week Recognition Framework

4.2 Public Sector Management Workshop (PSMW)

4.2.1.1 PSMW

PSMW is a national event, hosted yearly by an fmi*igf Chapter in late May/early June. Should fmi*igf decide to hold more than one PSMW annually, the timing would be arrived at by the Board of Directors based on consultation with the CAC and CEO.

4.2.1.2 Eligibility

All fmi*igf Chapters are eligible to host PSMW, with the exception of the Capital Chapter, since PD Week is hosted in its geographic area annually.

- Eligibility to host PSMW will rotate between the three regions of fmi*igf Chapters.
 - Western Chapters: Victoria, Vancouver, Edmonton, Regina and Manitoba.
 - Central Chapters: Ontario, Montreal and Quebec City.
 - Eastern Chapters: Fredericton, South-East New Brunswick, Halifax, Prince Edward Island, and St. John's.
- Unless more than one PSMW is planned annually, Chapters are typically not eligible to host a PSMW within seven years following the year in which they last hosted it.

4.2.1.3 Acceptance

On recommendation by the Chapter Advisory Council, the fmi*igf National Board of Directors selects the Chapter that will be responsible to host the PSMW each year.

- Selection of the next PSMW should be done at least 3 years in advance to allow sufficient time for planning and booking the facilities.
- The endorsement by the Local Chapters indicating their willingness and capacity to host is essential to any selection, because the risk of reputational harm to the fmi*igf Brand from a failed PSMW is not acceptable.

- The acknowledgement by the prospective host Chapter President of the critical need to partner with the CEO and National Office is also key.
 - Once chosen, the Chapter President and CEO would initiate with a discuss to determine specific levels of Chapter involvement immediately following the selection decision. The degree of Chapter and National involvement will be dependant upon the capability of the local Chapter.
- In determining location, the Board will consider previous locations/rotation, status of the Chapters under consideration (in good standing with its obligations to fmi*igf, positive brand in local area, etc.), and if any competing local events may benefit or harm the potential success of PSMW.
- Importantly, the relationship the Chapter has with the local area Federal Government departments (some regions have Federal Councils they can connect with), their Provincial Government treasury department responsible for the financial management of government, as well as, municipal governments, also plays a critical factor in selection since it leads directly to the ability to market to the target attendee audience.
 - It is strongly encouraged that Chapters work with these governments (e.g. listed immediately above) to inform and request **letters of support** for the Chapter vying to host the PSMW. This heightens the potential for a successful event because it fosters awareness of the learning event their employees could benefit from, broadens the support base, and helps down the road with volunteer requirements, content development and marketing to the target audience.

4.2.2 Financial Management

Plans & Budget

The CEO, host Chapter President and PSMW Chair(s) will develop plans in consultation with the National Office and present a program overview and budget to the Board approximately one year in advance of the event. This will normally occur during planning meetings held at the preceding PSMW.

Under the direction of the CEO, the host Chapter President and PSMW Chair(s) will present to the Board an updated budget and program review six months prior to the event. This will usually occur during PD Week prior to the event.

PSMW Co-Chair(s) will recommend registration fees and the deadline for discounted registration (early-bird fees) under the direction of the CEO. A motion to approve the registration fees will be presented to the Board of Directors by the CEO.

All contracts and expenditures will be processed through the National Office.

All revenues will be processed through the National Office. This includes registration fees, revenues from sponsors, exhibitors and advertisers, and all onsite revenues.

Expenditures for events that take place during PSMW which are related to the Board of Directors or Chapter Advisory Council meetings, the fmi*igf National Board dinner and a Special General Meeting if applicable will be charged to the appropriate cost centre and not to PSMW.

Work performed by the National Office staff in assisting the PSMW Organizing Committee will not be charged to the PSMW cost center, unless additional costs are incurred that would not normally be paid, such as for temporary employees who are hired primarily for the purpose of working on PSMW activities. Any such costs must be pre-approved by the CEO.

The PSMW Chair(s) may appoint a Marketing Coordinator who will partner with the National Office on all matters relating to the PSMW exhibitors, sponsors and advertisers.

In lieu of a speaker gift, a local charitable organization may be selected and a donation may be made on behalf of all speakers. The amount would be part of the budget approval process.

Revenue & Chapter Benefit

The financial management intent is that PSMW will be managed within the approved budget and plan to break even or earn a modest positive net revenue outcome. It is also recognized that hosting a PSMW is a lot of work for the Host Chapter, therefore a planned financial benefit is included in the budget to recognize the Chapter's effort.

The approved Chapter expenses budgeted for and incurred will be covered, even if the event results in a net deficit, saving the Chapter harmless for the costs it incurs. The Chapter will also receive the planned minimum financial dividend (which will be set during the budget approval process, normally to be somewhere in the range of \$3K-\$5K), calibrated depending on the estimated registration and sponsorship revenue potential.

fmi*igf National Office will also fund the remaining PSMW deficit in full, saving the Chapter financially harmless, except for any expenditures the Chapter decides to incur outside of the approved budget and plan for their PSMW, thereby encouraging complete transparency and approvals in the budgeting process.

When the PSMW results in a net positive revenue outcome, the Chapter will receive the planned Chapter dividend benefit as set in the budget, or 50% of the net revenue, whichever is greater, regardless of the level positive revenue achieved. This is intentionally designed to motivate the Chapter to take all initiative to strive for maximum attendance and associated revenues

4.2.3 Organizing Committee

The Organizing Committee may consist of the following positions:

- Host Chapter President
- Local Co-Chair(s)
- National Co-Chair & National Leads (as required)
- Program Committee (including Speaker Liaison)
- Treasurer
- Marketing Manager
- Sponsorship Manager
- Logistics Manager (includes hospitality suite)

Each member of the PSMW Organizing Committee will be provided with a free fmi*igf membership (if applicable) for the year following the event. Therefore, the list with required contact information must be provided to the National Office by end of the event.

4.2.3.1 Co-Chairs

4.2.3.1.1 Local Chair(s)

The Local Chair(s) is selected and named by the Local President and Chapter Board. The Local Chair(s) is the event host for PSMW, and partner closely with National Office and report updates along with the National Co-Chair to the fmi*igf Chief Executive Officer (or in rare circumstances to the Board of Directors) as required.

The Local Chair(s) will recommend to the CEO for approval any event-related benefits for the Organizing Committee members (i.e., free registration, number of Banquet tickets, etc.) that are to be included in the registration packages for the members.

4.2.3.1.2 National Co-Chair

The role of the National Co-Chair is to partner/collaborate with the Local Co-Chair(s), ensuring the capacity of National Office is properly leveraged by the PSMW Organizing Committee and providing advice/guidance based on their fmi*igf experience. The National Co-Chair reports regularly to the CEO.

4.2.3.1.3 Co-Chairs Responsibilities

The collection of Co-Chairs are the key architects to the success of PSMW. It is incumbent upon them to establish a strong partnership and collaborate to bring out the best in the Organizing Committee and National Office's capabilities to support the planning and execution of PSMW. They primarily concern themselves with program content and logistics and provide the "essence" of the event (i.e. theme, goals, dates & location, etc.), and ensure the following responsibilities are met:

- Select the Honorary Chair(s);
- Determine the Event Theme;
- Promote the event;
- Recruit members for the various volunteer positions;
- Recommend a speaker for the Sunday evening Reception (if applicable);
- Recommend the Keynote speakers;
- Select Speakers' gifts (provide info to Logistics Manager for follow-up);
- Provide assistance in venue selection for the National Board of Directors annual Saturday evening dinner;
- Provide guidance and assist the Program Committee and other committee members as needed;
- Provide guidance in regard to registration (date that online registration should open, early-bird deadline, etc.)
- Identify unique registration arrangements (i.e., with the Chapter's Provincial Government for group registrations) and provide the info to the National Office.
- Review all communications to ensure it is in line with the "essence" of event.
- Finally, host a thank-you event for the Organizing Committee shortly after PSMW.

4.2.3.1.4 Honorary Chair

The Honorary Chair should be a person that occupies a local senior level position in government. This person should also be well known in the Chapter's local area government financial community so that their position helps increase the visibility of PSMW to potential attendees.

The Honorary Chair is selected by the Host Chapter President and PSMW Committee in consultation with the CEO. The selection is shared with the Board of Directors.

The responsibility of the Honorary Chair, supported by the Local Co-Chair, normally include the writing of a welcome letter to delegates to be included in the mini guide as well a short address to delegates at the start of the conference. They would also use their standing in the community to encourage/support attendance of employees/public servants at PSMW.

4.2.3.2 Program Committee

The PSMW Program Committee is concerned primarily with creating the overall program for the event, in collaboration with the Chair(s), the National Director Marketing & Programs and the CEO.

Potential responsibilities include:

- Look to past PSMWs for planning materials, lessons learned, programs, speakers, etc., to help inform planning for their PSMW.
- establish the number of sessions/events and find corresponding speaker(s) (except for Keynotes and the Sunday evening Reception speaker (if applicable), who are the Co-Chairs' responsibility).
- work in close collaboration with the PSMW Marketing & Communications Manager to provide all program info to the fmi*igf Director, Marketing & Programs for the development of the PSMW Conference Mini-Guide, website and other communications.
- serve as Concurrent Event facilitators (optional).
- provide guidance/help review PSMW evaluation survey (to be completed by delegates).
- provide help (if needed) for follows up regarding speaker presentations (for uploading on the website).

Some keys to success:

- National office employs specialists in Marketing & Program development, **partner closely** with them and seek guidance often.
- The **Local Chair** usually chairs this committee. There is no set size for this group: the committee consists of a sufficient number of members to provide each one with the responsibility for no more than three concurrent events.
- **Divide contacts:** Have the committee brainstorm possible speakers for each stream, then divide up who approaches who, thus avoid duplication of contact.
- **Prepare a script for approaching speakers:** Cover the salient points – the fmi*igf background, the event, the dates and the theme. For each speaker, set out how you feel they can contribute to the overall theme. It is important to explain this, as it is common for speakers to speak on more than one topic.
- **Call first:** The first contact is best if done in person or by phone, when possible. After that, emails are used to confirm details.
- **Get approval for expenses:** Before confirming speakers' engagements, fees and travel expenses for speakers are approved by the Local Chair and the information is provided to the Treasurer.
- **Maintain Flexibility:** Although the committee will want to tie down the program early, some sponsors may wish to showcase a speaker. Although the PSMW platform cannot be used for a sales pitch, it may be of value to sponsors to have their organization more visible – any such detail should be discussed with the National Manager, Business Development.
- **Be prepared for contingency:** Have a couple of “stand-by” speakers – speakers that may fill in for another if needed. One example of a backup is a speaker who has a couple of topics that he/she usually covers: this speaker can come prepared with a second presentation to fill in just in case.
- **Provide info to fmi*igf National Events Coordinator:** He/She will then follow-up with your speakers for logistics purposes (AV, travel, hotel reservation, etc.). And, as the event nears, he/she will confirm with your speakers to check that circumstances haven't changed and all is well for their participation at PSMW.
- At the event, every effort should be made by the local Committee coordinators to ensure that the session slides are available in both **English and French**.
- The Committee will design and provide **evaluation forms** for completion by delegates. To ensure the highest completion rates, plans should be made to incorporate the distribution of the forms early on the final day and indicate a time during the day they will be collected.

4.2.3.3 Treasurer

The PSMW Treasurer is primarily concerned with overall reporting to the Organizing Committee, and providing expense information to the National Office lead.

The main responsibilities:

- **Budget/Reporting:** Participates in establishing and presenting initial PSMW budget and any revised budgets (at Organizing Committee meetings), as well as any other relevant financial information;
- **Grant submissions:** Makes all procedures related to applications for grants (such as Heritage Canada interpretation/translation grant (every other year) or any other provincial/local grants available), including post-event reporting.

All finances are managed (revenues collected and expenses paid) through the National Office, who will provide the PSMW Treasurer with reports on a regular basis. In the fall preceding PSMW, the budget is revised to reflect any significant changes since the initial submission and to ensure that all relevant items are included.

All revenues are deposited in the National Office bank account (revenues received locally should be promptly forwarded). Typical revenues include: registrations, sponsorship/exhibits, advertising and grants.

All expenses, large (facility rentals, catering, etc.) and small (printing, promo items, etc.) are submitted to the National Office for direct payment.

Should the Chapter incur PSMW-related expenses, the Treasurer submits a claim to the National Office for reimbursement (any final claim to be submitted to the National Office by June 30th - National Office fiscal year end). If required, the Host Chapter can request an advance from National Office to help offset planned expenditures, and reconcile later on when claiming expense coverage.

Typical expenses include:

- Facility & Equipment Rentals
- Event F&B (breakfasts, coffee breaks, lunches, Monday night reception, hospitality room)
- Speaker fees, gifts (or donations to a local charity in lieu) and travel
- Lodging for 2 nights for: the 2 Co-Chairs, the Honorary Chair and the Hospitality Suite Manager
- Thank you event for the Organizing Committee
- Meetings for Organizing Committee and any sub-committees (including travel)
- Awards/ fmi*igf memberships/ gifts/promo items
- Marketing costs (sponsorship fees)
- Website related costs

- Postage/Couriers/Shipping/Printing/Signage
- Some administrative costs, etc.

Expenses related to the National Board of Directors meeting & dinner (Saturday), and the Chapter Advisory Council meeting are not charged as PSMW expenses.

4.2.3.4 Marketing Manager

The PSMW Marketing & Communications Manager is responsible for collaborating with National Office's Director of Marketing & Programs, and the Director of Business Development to leverage their expertise & guidance and ensure maximum success of the event.

Some of the main responsibilities include:

- Partner with fmi*igf Director, Marketing & Programs for the development of the PSMW Conference Mini-Guide, website and other communications (input to come mostly from the Program Committee) to ensure that all event information is disseminated promptly
- Partner with the Director Business Development to build a suitable Sponsorship Prospectus they can then use to approach local sponsors. Note: potential national level sponsors will be approached by the Director.
- Review all content prior to publication or dissemination
- Share marketing and communications strategies/processes with Organizing Committee (promotion and selling seats)
- Prepare an Exhibitor's booth with PSMW venue and program information for the preceding PSMW and PD Week events
- Provide pre-event articles for the preceding autumn and winter, as well as a post-event article for the following autumn issue
- Participate in creating various promo items for previous PSMW & PD WEEK

Some notes about PSMW promotion:

Early PSMW promotion materials should include a description of the PSMW theme, the streams/topics covered, as well as some venue-related and tourism literature. This information should be disseminated at, for example:

- Complimentary exhibitor booth at the previous year's PSMW
- Complimentary exhibitor booth at the previous year's PD Week
- In the previous winter Newsletter (include more detailed information: specific topics, speakers, name of Honorary Chair(s), registration fees, deadlines, etc.)

- On the website: Information typically begins to appear in September and is updated regularly.
- Examples of publications to plan for (in collaboration with the National Director, Marketing & Programs, who produces these items)

All website information and the PSMW Mini-Guide are to be available in both official languages. The National Office's Director, Marketing & Programs handles all dissemination of information, whether in print or online. The PSMW Marketing & Communications Manager ensures that the National Director receives all information about PSMW in a timely manner, ideally populating the PSMW website right after the previous PSMW has been held, with the following preliminary information:

- PSMW logo, graphic and theme
- Venue, dates and Travel/accommodation information
- Registration fees and Early-bird deadline

Beginning in January, the website should be updated regularly as topics/titles and speakers' names are known. A series of eBlasts should also be established, to promote the event, which are managed by the National Office.

4.2.3.5 Local Sponsorship Manager

The National Office has a National Director, Business Development who is an expert in packaging sponsorships. for PSMW, PD Week, and other fmi*igf products. The PSMW Sponsorship Manager partners and works closely with the Director on all matters related to sponsorship development related to PSMW.

The pricing of sponsorships and booths, as well as the floorplan, is determined by the National Director, Business Development in consultation with the CEO. He/She then prepares a Sponsorship Catalogue to be sent to the PSMW Co-Chairs.

All invoicing and funds, as well as logistics regarding setup/take-down, are managed through the National Office.

All engagement with potential National level sponsors are managed by the National Director, the PSMW Local Sponsorship Manager is primarily concerned with providing a local flavor to the sponsorship of the event (suggest local companies/suppliers, etc.) Here is an overview the responsibilities:

- Act as Liaison, as necessary, with Venue contact in regards to exhibit space or any other sponsor-related event/space;
- Provide support/feedback as needed to the National Director, Business Development about sponsorship details (floorplan, advertising, etc.)

- Solicit sponsorships, advertising and exhibitor booth rentals from local businesses, ensuring first that there is no overlap in solicitations with the National Director, Business Development.
- Once the PSMW Sponsorship Manager makes contact with a local business, he/she provides the contact information to the National Manager, Business Development for follow up, so that all sponsors are dealing with only one person.
- The National Director, Business Development will provide reports of sponsorship sales to the PSMW Sponsorship Manager, who will in turn provide the info to the Organizing Committee.

4.2.3.6 Local Logistics Manager

The PSMW Logistics Manager partners closely with the National Director, Operations & Logistics and National Events Lead. The PSMW Logistic Manager is primarily concerned with all tasks relating to volunteers, the hospitality suite and providing on the ground support for logistics as needed by the National Events Coordinator. Here is an overview of the responsibilities:

- **Volunteers:**
 1. Recruit volunteers to assist with pre-event tasks (purchasing/wrapping gifts, stuffing delegate bags, etc.) and with onsite logistics (registration, signage, room monitoring/security, etc.) These volunteers are not considered as members of the PSMW Organizing Committee, therefore any benefits awarded to them (free registration, etc.) are to be established by the Organizing Committee, in consultation with the National Events Coordinator.
 2. Develop a Volunteer's Operational Plan of where each Volunteer is for each part of the day (i.e. for each session and between sessions).
 3. Arrange an orientation meeting for all Volunteers to go over the entire event and specify what each person's responsibilities are for each day. Volunteers will also be involved in morning huddles to go over specifics for that day and to advise of any changes/problems.
- **Hospitality Space:** A hospitality room may be provisioned for. In order to justify the expenditure, the intent of the room is purely business oriented, the goal being to recognize profile guests/volunteers/sponsors/vendors/speakers/etc., by inviting them to attend a quiet relaxing space away from the event floor where fmi*igf can host and recognize them for their part in making the event a success. This is where more personal thanks can be offered, exchanges about lessons learned at

this event, and other new business opportunities might be discussed where relevant.

When a hospitality suite is part of the PSMW program, the Logistics Manager is responsible for ensuring all arrangements (e.g. booking, ordering/purchasing supplies, monitoring by volunteers, etc.). The plan for the space, and all budget and expenditures require the approval of the Board as part of the Budget approval process. Appropriate procedures and controls are essential.

- **Local Flavor:** A key factor in the success of a PSMW is the opportunity to experience something unique to the culture/region hosting the event. Every effort should be made to identify signature activities and entertainment options that would expose attendees to local culture at each PSMW.
- Working in close consultation with the National Office, the Logistics Manager researches and provides suitable options regarding possible **signature activities**, as well as, **entertainment ideas** for the Sunday night and Monday night receptions (maybe also for the Saturday night Board dinner).
 - **Food, Entertainment, Signage etc.:** Provide support and guidance to the National Events Coordinator as needed. This may apply to Menu Selections, Entertainment, Speaker and Volunteer Rooms, Directional Signage, etc.
 - **Post Event:** Arrange an appropriate celebration for the members of the PSMW Organizing Committee and the volunteers.

(Note: This role can be combined with other PSMW roles)

4.2.3.7 fmi*igf National Events Lead

The National Events Lead acts as Operations Manager for PSMW and is responsible for the planning and coordination of all onsite operations and logistics for the event. This Lead works closely with the Local Logistics Manager and other relevant Committee members and with other managers from the National Office to ensure the success of the event and to provide the appropriate support when needed. He/She is primarily concerned with making sure all logistical aspects are in order in close partnership with the Local Manager of Logistics.

The majority of responsibilities include

- Manage all PSMW-event logistics, including but not limited to:
 1. Hotel Contract, rental of rooms, equipment and furnishings as required; Assign session rooms, determine registration area, office, workshop rooms, dining area, Board meeting room, Speaker room, Volunteer Room, etc.
 2. Selection of menus and entertainment, when applicable (lunches, coffee breaks, Reception/Banquet, etc.)
 3. Audio-Visual equipment & Translation/simultaneous interpretation
 4. Signage (directional and sponsor-related)
 5. Hospitality Space (provide support to Logistics Manager, when needed)
 6. Preparing of Delegate Bags (with support of the Local Logistics Manager, when needed)
 7. Assistance with Volunteer training/assignments
 8. Other social activities and related support
 9. Administrative supplies
- **Exhibit:** Manage all aspects relating to the Exhibit (plan setup/take-down, monitor access to electricity, Internet, furnishings, pipe & drape, etc. – if applicable). Ensure that an Exhibitor Guide (shipment of kiosks/materials, time for set-up and take-down, etc.) is placed on the website. Is on-site during set-up on Sunday to ensure exhibitors are ready for the opening reception.
- **National Board of Directors Saturday meeting:** Partner with the Local Logistics Manager to ensure all logistics, i.e. rent room, equipment and furnishings as required, as well as make all arrangements for the evening dinner (local venue suggestion required from local committee) under the direction of the fmi*igf National Board Chair.
- **Gifts/Awards/Trophy:** Make sure all is covered in terms of gifts (for co-chairs, speakers, etc.), and the trophy engraving (includes the next PSMW Co-Chairs' names – the trophy is presented during the final plenary session on Tuesday afternoon)
- **Reporting:** Communicate budget information to Treasurer, and Update the Organizing Committee in a timely manner, and communicate requirements to Committee members as necessary;
- **Main Contact Point:** Serve as the onsite contact for all logistics requirements, as well as being the contact point for the Speaker Liaison.

- **Preconference Meeting:** Approximately 2 weeks prior to the event, conduct a walk-through meeting with the appropriate Committee members (Co-Chairs, Logistics) and the hotel (who does what when, address/resolve any issues, ensure that all bases are covered);
- **Event Folders:** Prepare Folders for Co-Chairs, including these suggested items:
 1. Detailed program of activities, including:
 - a) Program-at-a-glance, with title of the event & titles of sessions;
 - b) Name of facilitators and session moderators;
 - c) Names of speakers and their bios.
 2. Name of event sponsors
 3. List of contacts (team, committee, main venue contacts, etc.)
 4. Speaking notes (housekeeping) and special introductions.
- **Delegate Bags:** Determine the items that will be provided to participants and various groups (fmi*igf Board of Directors, Members of Organizing Committee, volunteers, Speakers, Exhibitors & Sponsors, etc.).
- **Controls:** Perform various controls (tickets, etc.) and audit final venue invoice.

4.2.3.8 Non-Committee Volunteer Requirements & Benefits

Logistical support - greeters, information assistance, room monitors, exhibition hall support, attendant care support, ticket gate;

Administrative support - registration desk, session sign up, tour desk, post signs.

Example Benefits

- A free PD Week T-shirt.
- Free lunch for each day they volunteer.
- Free admission to PSMW for each day they volunteer.
- The ability to use the fmi*igf as a volunteer reference on their resume

4.3 National Program Recognition

4.3.1 PD Week

Each member of the **PD Week Organizing Committee** will receive:

- a letter from the National Board Chair;
- recognition in the PD Week mini-guide and on the website;
- a thank-you dinner after the event;
- free registration to PD Week activities, including 2 gala tickets; and
- a free one-year membership in their local Chapter (if applicable).

In addition to the above, the **PD Week Co-Chairs** will receive:

- an appropriate memento presented by the fmi*igf Chair at the event.
- Lodging at host hotel for the duration of the conference from Monday to Saturday inclusively, should they require it,

In addition to the above, the **Head of Logistics** and the **Head of Registration** will receive:

- Lodging at host hotel for the duration of the conference

In addition to the above, the on-site person responsible for the Friday night evening of celebration will receive:

- Lodging at host hotel for Friday night.

In addition to the above, the on-site person responsible for the hospitality suite will receive:

- Lodging at host hotel for the day/days he/she is responsible for the hospitality suite.

4.3.2 PSMW

Each member of the **PSMW Organizing Committee** will receive:

- a letter from the National Board Chair;
- recognition in the PSMW mini-guide and on the website;
- a thank-you dinner after the event
- free registration to PSMW activities, including 2 reception tickets; and
- a free one-year membership in their local Chapter (if applicable).

In addition to the above, the **PSMW Chair(s)** will receive:

- an appropriate memento presented by the fmi*igf National Board Chair at the event.
- Lodging accommodations at host hotel for the duration of the conference inclusive.

The **Head of Operations** and the **Head of Registration** will receive:

- Lodging at host hotel for the duration of the conference.

The on-site person responsible for the Reception and Banquet manager will receive:

- Lodging at host hotel for Monday night.

The on-site person responsible for the hospitality suite will receive:

- Lodging at host hotel for the day/days he/she is responsible for the hospitality suite.

4.3.3 National Board and Chapter Presidents

The National Board and Chapter Presidents are expected to attend both PD Week and PSMW, and the meetings which are scheduled to coincide with these events. Attendance is planned and budgeted for in the Board and CAC budgets.

Each National Board member and Chapter President will receive free registration to the events and activities, including 2 gala/reception tickets.