

## **Standard Operating Guidelines for CVVFA/ERSI Booth Staff Eligibility for Reimbursement**

### **Introduction**

The reputation of the CVVFA in the discipline of Highway Incident Scene Safety is recognized nationally. As such, the Association is requested to participate in conferences, meetings and trade shows across the country. The CVVFA recognizes that it is judged by interaction with the public during these events. Thus, persons representing the organization must be knowledgeable and have the people skills to interact in a trade show environment. Attendees coming to our booth expect that our team to provide expert information and follow up in a friendly and professional manner.

### **Purpose**

The CVVFA as a volunteer organization relies upon the contributions of its members to conduct the programs of the Association. Each member is entitled to participate in these events if they meet the requirements set forth in this document.

It is expected that unless there is a specific contract that provides labor for member services, all work will be on a voluntary basis. Depending on income there may be provisions to reimburse certain travel expenses to conduct business at meetings and conferences. In order to encourage members to volunteer to staff the booth travel reimbursement will be provided if funding is available. Members will be given opportunities to train with more experienced booth staff to gain knowledge and skills to assume greater responsibilities in the future.

### **Qualifications**

Members are encouraged to volunteer to gain experience as booth workers. To be eligible for travel reimbursement members must meet the following requirements:

- Obtain a National Traffic Incident Management Certificate either by completing the 4-hour classroom offering or through the Responder Safety Learning Network or
- Obtain a 12-hour National Traffic Incident Management Train the Trainer Certificate
- Complete all modules on the Responder Safety Learning Network
- Demonstrate an understanding of all handout materials available at the booth by explaining them to the attendees.

### **Requirements for Booth Staff**

- Volunteers must be available to set up and tear down as well as to be in the exhibit hall during the hours the show is open
- Time away from the booth is to be coordinated with other staffers so the booth will be sufficiently staffed during show hours.
- It is a priority to greet the public and provide information about the mission of the CVVFA and ERSI.
- Once engaged emphasis should be placed on encouraging attendees to register for the Responder Safety Learning Network.
- It is fully understood that some specific questions may need to be referred to senior booth staff for more specific information.
- Booth staff must wear CVVFA or ERSI logo wear or an ANSI approved high visibility garment.

*Adopted 10/16/2016*