Thank you for volunteering to moderate a scientific session at the upcoming 2020 ACVIM Forum in Baltimore, Maryland! To ensure a successful volunteer experience, please make sure to read the following information carefully.

Moderator Information Web Page
To make your experience run smoothly, we have set up a Moderator Information Web Page dedicated to you. This web page contains critical information regarding your responsibilities onsite.

- Detailed moderator instructions
- Access to moderator schedules, including speaker bios

Please review the information on the Moderator Information Web Page and bookmark the page for ease of use onsite.

Speaker Headquarters
The Speaker Headquarters includes resources just for you. As always, you MUST check in at the Speaker Headquarters prior to your moderator shift and check in with AV technical staff and pick up your room radio. You will also be able to access moderator documents online if you don’t have a mobile device, take a break away from the activity of the conference, check in with ACVIM staff and complete the session evaluations on the mobile app. Ivy Leventhal (cell - 720.290.8742), ACVIM Publications Specialist, will be present to answer questions during a majority of the time the room is available.

- Baltimore Convention Center
- Hours:
  - Tuesday, June 9: 2:00-7:00 pm
  - Wednesday, June 10 to Friday, June 12: 7:00 am-7:00 pm
  - Saturday, June 13: 7:00 am-12:00 pm

Moderator Training
We have onDemand scientific session moderator training available on the Moderator Information Web Page. This includes details regarding overflow rooms, how to use the radio and other nuances unique to this event.

Mobile App
Another important tool that will help ensure success is the 2020 ACVIM Forum mobile app. Make sure to download this to your device to access all of the easy to use features.

- Create a custom agenda
- Meeting and event schedules
- Latest program and room updates
- Exhibitor and sponsor information
- Proceeding notes
- Speaker bios
- Seattle information
- Change notifications and the most up-to-date information
- Session evaluations

The app will be available in the Google Play and iOS app stores!

Registration Materials
Included with your registration materials, you will receive the 2020 ACVIM Event Program. All you need to do is visit the registration desk which will have all the conference materials.
Instructions
For those unable to watch the onDemand moderator training, here are some brief tips to help you familiarize yourself with the tasks:

- Go to the Speaker Headquarters at the Baltimore Convention Center to check out a two way radio and to receive instructions on how to use it. Return radios when finished.
- On the day that you moderate, arrive at your room early to become familiar with the lights, check that the microphone, laser pointer, and computer are working, and generally familiarize yourself with the layout of the room.
- Introduce yourself to the speaker, check that you have appropriate introductory information and pronunciation of his/her name, and discuss signals to the speaker that time is running out or is up.
- If your speaker is a no-show, notify Ivy Leventhal, ACVIM Publications Specialist (cell – 720.290.8742) immediately.
- At the beginning of the session –
  - Thank the sponsors (if applicable) - we couldn’t do this without them.
  - Ask people to turn their cell phones and all electronic devises to silent mode!
  - If room is filling ask people to move in to accommodate more people.
- During the session –
  - If it appears that the room will overflow, radio AV immediately. The AV staff will identify an overflow area and staff will arrive on hand to direct people to the overflow location.
  - Watch for issues with the audience; no children in the room, direct late comers to empty seats, ask attendees to move in if room is filling, or ask attendees to move up if room is not full, etc.
  - Watch for issues with the talk and radio for AV help when needed.
  - Keep all talks on schedule! This means stopping anyone from running over time, and waiting until time to begin the next talk. If someone finishes a presentation early, you must wait to begin the next talk in order to keep on schedule!
  - Estimate room attendance during each presentation as it helps the planning committee in the years to come.
- At the end of the session –
  - Thank the speaker.
  - Encourage attendance at the Solutions Center if a Thursday or Friday presentation.

When you complete your moderating, please return the radio to the Speaker Headquarters and complete all session evaluations available on the mobile app. Please enter your room attendance estimate in the session evaluation.

Thank you again for moderating and we look forward to seeing you in Baltimore, Maryland!