



ProCongress



## WBU-ICEVI 2012

**WBU/ICEVI General Assemblies: Achieving Our Vision through Empowerment and Partnerships**

# Volunteer



# Volunteer manual

- Please download volunteer manual at WBU-ICEVI 2012 or [www.a-sa.org](http://www.a-sa.org)



# Volunteer Responsibility

# 3 Location bases

- **Airport** : 6-19 November 2012
- **Venue** : 6-18 November 2012
- **Tours** : 11 & 17 November 2012

# At Airport

- 1. Airport usher:** This position will assist the delegates from the arrival gate pass through the immigration, pick up bags, pass through customs and send to shuttle service staffs (Seatours staff company). This position will work from 06 Nov 2012 to 19 Nov 2012. The availability of volunteers will be assigned from the numbers of registration flight of the delegates.
  - **Working date / hours: 6-19 November 2012**
  - 07.00-15.00 hrs (8 hrs)
  - 15.00-23.00 hrs (8 hrs)
  - 23.00-07.00 hrs (8 hrs)

# At Venue

1. **Information desk:** Provide event information and information on other facilities such as restaurants and tourist destinations
  - **Working date / hours: 6-19 November 2012**
  - 07.30-14.30 hrs (7 hrs)
  - 13.30-20.30 hrs (7 hrs)
2. **Meeting room attendant:** Guide participants from/to the seat and to hand over the microphone
  - **Working date / hours: 8-18 November 2012**
  - 07.00-11.00 hrs (4 hrs)
  - 11.00-15.00 hrs (4 hrs)
  - 15.00-19.00 hrs (4 hrs)



# At Venue

- 3. Exhibition attendant:** Provide the exhibition information and lead the delegates to the exhibition booth, which located on the 2<sup>nd</sup> floor and 5<sup>th</sup> floor.
  - **Working date / hours: 12-16 November 2012**
  - 12.00-16.00 hrs (4 hrs)
  - 16.00-20.00 hrs (4 hrs)
  
- 4. Usher:** Provide directions or guide participants around the meeting venue. The usher will be assisting you in the hotel check-in process. Please find the assistance from usher on the ground floor at the desk near the hotel reception and another desk in front of the escalator to M. floor.
  - **Working date / hours: 6-19 November 2012**
  - 07.00-11.00 hrs (4 hrs)
  - 11.00-15.00 hrs (4 hrs)
  - 15.00-19.00 hrs (4 hrs)

# At Venue (con't)

5. **Food and Beverage:** Assist during food and beverage time
  - **Working date / hours: 8-18 November 2012**
  - 06.30-12.30 hrs (6 hrs)
  - 11.30-17.30 hrs (6 hrs)
  
6. **Tour\***: Guide participants in tour programs
  
7. **Social program:** Guide participants during social program and serve the required food and beverage
  - **Working hours: 11-16 November 2012**
  - 11 Nov 2012: 19.00-22.00 hrs (3 hrs)
  - 12-15 Nov 2012: 18.00-21.00 hrs (3 hrs)
  - 16 Nov 2012: 19.30-23.30 hrs (4 hrs)

# Tour

**Tour:** Assist the participants during tour program on 11 November and 17 November 2012.

- **Working date / hours: 11 & 17 November 2012**
- 11 Nov 2012: 08.00-17.00 hrs (Ayudhya)
- 11 Nov 2012: 08.00-16.00 hrs (Bangkok)
- 17 Nov 2012: 08.00-17.00 hrs (Pattaya)
- 17 Nov 2012: 08.00-16.00 hrs (Sampran)

# Volunteer leader contact number

## **Airport usher**

- Mr. Boonthep Jirapongthanawej 081-638-2419

## **Shuttle service**

- a) Mr. Boonthep Jirapongthanawej 081-638-2419

## **Information desk**

- Miss Panomporn Wachirakajorn 081-907-7273

## **Meeting room attendant**

- Miss Chindarat Kietpanachart 081-616-5926

## **Exhibition attendant**

- Mr. Udom Srimaluengkul 089-203-2306

## **Usher**

- Miss Tanita Sutthada 087-706-7256

## **Food and beverage**

- Miss Somtawil Boonnom 089-819-7104
- Miss Netumporn Krissanapani

## **Social Programme**

- Miss Voranuj Parnjai 081-841-9623
- Miss Supranee Thiposod

## **Tour**

- Miss Panomporn Wachirakajorn 081-907-7273



**Information Desk  
Tour**

พนมพร วชิรขจร  
081 907 7273



**Food & Beverage**

สมถวิล บุญน้อม  
089 819 7104



**Food & Beverage**

เนตรฉัตรพร กฤษณปาณี  
087 019 8718



**Meeting Attendant**

จินดารัตน์ เกียรติพนชาติ  
081 616 5926



**Exhibition Attendant**

อุดม ศรีเมลิองกุล  
089 203 2306



**Usher**

ธนิศา สุตรธาดา  
087 706 7256



**Socail Programme**

วรนุช ปานใจ  
081 841 9623



**Socail Programme**

สุปราณี ทิพนธ์ไอสด  
089 924 4087



**Airport Usher  
Shuttle Service**

บุญเทพ จิรพงษ์ธนาเวช  
081 638 2419

# Volunteer benefits

- WBU-ICEVI volunteer shirt
- Volunteer badge
- Coffee break
- Lunch
- Travel allowances 200 THB per day\*
- Volunteer certificate

\*Travel allowances will transfer to the bank account at least 30 days after the event date or volunteer can contact TAB to receive directly with volunteer certificate

# Volunteer Dress code

- **Shirt:** **Volunteer shirt are only allowed** to wear during event date
- **Trousers:** Men and Woman should wear **long black/dark grey trousers**, colorful trousers and jeans are not allowed during event date. (except 12 Nov 2012, Volunteer should wear formal suits, please see for more information in Opening Ceremony sheet)
- **Shoes:** sport shoes are not recommended, slack shoes for men, woman shoes should not wear high heels
- **Bag:** should be small such as shoulder bag, we **recommended** that volunteer should not keep their belongings unattended in the volunteer room. Any lost or stolen of your items will be at your responsibility.
- **Volunteer badge** should we wear **all the time during event date**

# Start-End of the shift

- Volunteer have to sign in of their shift everyday during the event date at **30 mins before the shift at volunteer office**
- Volunteer have to **sign out of their shift** every time at the end of their shift. If any problems occurs during the shifts, it should be inform to the head of the volunteer.
- \*if anyone **CANNOT** attend their shifts on the assigned date, it is a **must to inform the head of volunteer** at least a day before the event day



# What should you bring

- Please bring the copy of your:
  - ID card or Passport
  - First page of your bank account book
- \*Please submit the above document at volunteer office on your first working day.



At the airport

# Volunteer

- Airport Usher

# Airport services

## **1. Volunteer station at the airport**

- Main station is located behind immigration nearby bag pickup belt no.18

## **2. Airport transfer meeting point**

- Main meeting points at volunteer desk nearby belt no. 18 after immigration
- Transfer point is located in front of terminal exit 10

# Airport flow step by step

1. Flight arrives >> Volunteer assists delegates from aircraft and leads to fast track for immigration protocol. Volunteers are stationed at concourse intersections, visa-on-arrival kiosk and premium lane entrance
2. Volunteers assist delegates emerging from immigration area
3. Volunteers assist delegates with baggage claims, regroup at meeting point nearby **Belt 18**
4. Volunteer takes delegates through custom and hand over to Shuttle Service at exit door 10

# Airport flow step by step

5. at exit 10 , Shuttle service staffs have to separate the luggage of delegates into a group of each hotel
6. Bus leave with shuttle bus staff from airport-venue
7. 10 minutes before bus arrival , Bus driver call volunteer station at venue to prepare for reception
8. Volunteer at venue (Usher & Information Desk staffs) standby to pick up delegates at the venue entrance door
  - If participants stay at Imperial queen park, volunteer assist delegates to the front desk to process the
  - If participant stay at other hotels, please call taxi to send the delegates to their hotels

# Arrival to Thailand

- **Thai visa** – Some countries are exempted from Thai visa but some not.
- **Visa on arrival** – Some countries are allowed to apply for visa when they are arrived.
- **Yellow fever infected areas** – Some travelers who have been travelled from or through the countries which have been declared Yellow Fever Infected Areas must provide an International Health Certificate proving that they have received a Yellow Fever vaccination.

# Transfer

- **Transfer schedule from airport to venue**
  - Airport pick up service will be available from 6-17 November 2012, per the flight arrival
- **Transfer schedule from venue to airport**
  - **10-15 November 2012**: up to flight departure, please check and confirm at transfer desk
  - **16-19 November 2012**: shuttle bus will leave the venue 5 times a day 06.00 hrs/10.00 hrs/ 12.00 hrs/ 15.00 hrs/ 21.00 hrs
  - **Participants are required to confirm the shuttle bus services before leave** at least 24 hours before your departure at transfer desk (registration desk, M floor)

***\*\*Transfer desk : 8-19 November 2012, 08.30- 17.30\*\****





Venue

# Volunteer

- Information desk
- Meeting room attendant
- Exhibition attendant
- Usher
- Food and beverage
- Social program

# Venue

- Imperial Queen's Park Hotel Bangkok  
(Soi Sukhumvit 22)



*The*  
**IMPERIAL**  
QUEEN'S PARK HOTEL | BANGKOK

# Direction to the venue

- From Suvarnabhumi Airport
  - By taxi: Motorway >> Expressway >> takes 1 hour
  - By airport link >> drop off at Makkasan station>> take taxi to the venue
  - By Airport Express bus no.AE3 >> take bus at main entrance ground floor to Sukhumvit road
  - By Phrom Phong BTS station >> walk through Benjasiri park >> take 10 mins from the park to venue or take motorcycle 15 Baht
  - By MRT >> drop off at Sukhumvit station and connect to the BTS >> drop off at BTS Phrom Phong station

# Event Programme

- African Union of the Blind General Assemble (AFUB) : **8-9 Nov 12**
- WBU Diversity Forum : **10-11 Nov 12**
- WBU-ICEVI Genaral Assembly : **12-14 Nov 12**
- WBU-ICEVI joint program : **15-16 Nov 12**
- ICEVI Meetings and Genaral Assembly : **17-18 Nov 12**
- **\*Please find program at a glance in volunteer manual**

# AFUB: 8-9 November 2012

AFUB 08-09 November 2012								
Time	8 November 2012					Time	9 November 2012	
08:30 - 17:30	Registration					08:30 - 17:30	08.00-17.00 Project Steering Group meeting of the DANIDA Capacity Building Project (Conference room A, 9th Fl.) 15 pax/invitation only	Registration
09:00 - 10.30	AFUB Plenary 1 (200) QP 2&3					09:00 - 10.30		Plenary 5 (200) QP2&3
10:30 - 11:00	Coffee Break					10:30 - 11:00		Coffee Break
11:00 - 12:00	Plenary 2 (200) QP2&3					11:00 - 12:00		Plenary 6 (200) QP2&3
12:00 - 14:00	Lunch Break					12:00 - 14:00		Lunch Break
14:00 - 15:30	Plenary 3 (200) QP2&3					14.00-15.30		Plenary 7 QP2&3
15:30 - 16:00	Coffee Break					15:30 - 16:00		Coffee Break
16:00 - 17:00	Plenary 4 (200) QP2&3					16:00 - 17:00		Plenary 8 QP2&3
17:00 - 18:00	Regional Meeting 1 (25-30 pax) (QP6)	Regional Meeting 2 (25-30 pax) (QP2)	Regional Meeting 3 (25-30 pax) (QP3)	Regional Meeting 4 (25-30 pax) (QP4)	Regional Meeting 5 (25-30 pax) (QP5)			

# WBU Diversity Forum: 10-11 November 2012

WBU Diversity Forum			
Time	10 November 2012	Time	11 November 2012
08.30-17.30	Registration	08.30-17.30	Registration
09.30-10.45	Plenary 9 (400) (QP2&3)	09.30-10.30	Plenary 13 (400) (QP2&3)
10.45-11.15	Coffee Break	10.30-11.00	Coffee Break
11.15-12.30	Plenary 10 (400) (QP2&3)	11.00-12.30	Plenary 14 (400) (QP2&3)
12.30-14.30	Lunch Break	12.30-14.00	Lunch Break
14.30-15.30	Plenary 11 (400) (QP2&3)	14.00-15.30	WBU Executive Committee Meeting (50) (QP4)
15.30-16.00	Coffee Break	15.30-16.00	Coffee Break
16.00-17.00	Plenary 12 (400) (QP2&3)	16.00-18.00	WBU Executive Committee Meeting (50) (QP4)
		19.00-22.00	Welcome reception (Swimming Pool, 9th floor)

# WBU GA: 12 – 14 November 2012

WBU GA 12 November 2012		
Time	12 November 2012	
08.30-17.30		Registration
09.00-10.30		Open Ceremony WBU GA (Plenary)(700) (QPGH)
10.30-11.00		Coffee Break
11.00-13.00	12.00-14.00 Press Conference (Imperial China 11 50pax / invitation only	Plenary 15 (700) (QPGH)
13.00-15.00		Lunch Break
15.00-16.30		Plenary 16 (700) (QPGH)
16.30-17.00	16.30-19.30 Massage commission committee meeting (Panorama 2) Invitation only	Coffee Break
17.00-18.00		Plenary 17 (700) (QPGH)
18.00-19.00		
19.00-20.00	Cocktail Reception 18.30 (Terrace) 60 pax/ invitation only	



# WBU GA: 12 – 14 November 2012

WBU GA 13 November 2012							
Time	13 November 2012						
08.30-12.30	Registration						
09.00-10.30	Plenary 18 (700) (QPGH)						
10.30-11.00	Coffee Break						
11.00-12.30	Plenary 19 (700)						
12.30-14.30	Lunch Break						
14.30-16.00	Plenary 20 (700)						
16.00-16.30	Coffee Break						
16.30-19.00	Regional Meeting 1 (75-100) (QP1)	Regional Meeting 2 (75-100) (QP2)	Reginoal Meeting 3 (75-100) (QP3)	Reginoal Meeting 4 (75-100) (QP4)	Reginoal Meeting 5 (75-100) (QP5)	Reginoal Meeting 6 (75-100) (QP6)	Reginoal Meeting 7 (75-100) (Saithip)
18.00-19.30	Accessible TV developments meeting (Bangkok Panorama 2) 30pax/first come first serve	Reception (Bangkok Panorama 1) 42 pax/ invitation only					

# WBU GA: 12 – 14 November 2012

WBU GA 14 November 2012		
Time	14 November 2012	
08.30-12.30	07.30-09.00 WBU breakfast meeting (Bangkok Panorama 1) 30 pax/invitation only	Registration
09.00-10.30	09.00-17.00 Accessibility Committee of the Institute on Disability and Public Policy (Business Center room, ground floor. Imperial Club Tower) 8-10 pax/invitation only	Plenary 21 (700) (QPGH)
10.30-11.00		Coffee Break
11.00-12.30		Plenary 22 (700) (QPGH)
12.30-14.30		Lunch Break
14.30-16.00		Plenary 23 (700) (QPGH)
16.00-16.30		Coffee Break
16.30-17.30		Plenary 24 (700) (QPGH)
18.00-20.00		Transforming Braille Project Meeting (Imperial China) + 20.00 dinner 15 pax/invitation only
20.00	Dinner by RNIB Imperial China Restaurant 15 pax/invitation only	

# WBU-ICEVI Joint Program: 15-16 November 2012

WBU-ICEVI JOINT PROGRAM 15 November 2012						
Time	15 November 2012					
08.30-12.30		Registration				
09.00-10.30		Plenary 25 (700) (QPGH)				
10.30-11.00		Coffee Break				
11.00-12.30	12.00-14.30 an Accessible GPS Tour (Lobby) 15 pax First come frist serve	Concurrent 1 (120) (QP3)	Concurrent 2 (120) (QP1)	Concurrent 3 (120) (QP2)	Concurrent 4 (120) (QP4)	Concurrent 5 (120) (QP5)
12.30-14.00		Lunch Break				
14.00-15.30		Plenary 26 (700) (QPGH)				
15.30-16.00		Coffee Break				
16.00-17.30		Concurrent 1 (120) (QP3)	Concurrent 2 (120) (QP1)	Concurrent 3 (120) (QP2)	Concurrent 4 (120) (QP4)	Concurrent 5 (120) (QP5)
17.00-19.00		ICEVI Meeting (30-40 pax) (QP6)				
19.00-20.00	18.00-20.00 launch new WBU employment website (Sakura) 100 pax Invitation only	18.00-20.30 an Accessible GPS Tour (Lobby) 15 pax/ first come first serve				

# WBU-ICEVI Joint Program: 15-16 November 2012

WBU-ICEVI JOINT PROGRAM 16 November 2012								
Time	16 November 2012							
08.30-12.30	Registration							
09.00-10.30	Plenary 27 (900) (QPGH)							
10.30-11.00	Coffee Break							
11.00-12.30	Concurrent 1 (120) (QP3)	Concurrent 2 (120) (QP1)	Concurrent 3 (120) (QP2)	Concurrent 4 (120) (QP4)	Concurrent 5 (120) (QP5)			
12.30-14.00	Lunch Break							
14.00-15.30	Closing of WBU GA (14:00 - 15:30) (900) (QPGH)							
	ICEVI Regional Meeting 1 (30 pax) (QP4)	ICEVI Regional Meeting 2 (30 pax) (QP5)	ICEVI Regional Meeting 3 (30 pax) (QP6)	ICEVI Regional Meeting 4 (30 pax) (Saithip)	ICEVI Regional Meeting 5 (30 pax) (Bangkok Panorama 1)	ICEVI Regional Meeting 6 (30 pax) (Bangkok Panorama 2)	ICEVI Regional Meeting 7 (50 pax) (Imperial China 11)	
15.30-16.00	Coffee Break							
16.00-17.30	ICEVI Regional Meeting 1 (30 pax) (QP4)	ICEVI Regional Meeting 2 (30 pax) (QP5)	ICEVI Regional Meeting 3 (30 pax) (QP6)	ICEVI Regional Meeting 4 (30 pax) (Saithip)	ICEVI Regional Meeting 5 (30 pax) (Bangkok Panorama 1)	ICEVI Regional Meeting 6 (30 pax) (Bangkok Panorama 2)	ICEVI Regional Meeting 7 (50 pax) (Imperial China 11)	WBU Executive Meeting (50 pax) (Sakura)
19.30-23.00	Gala Dinner (Sit down dinner) (QPGH)							

# EFA-VI Forum, ICEVI GA: 17-18 November 2012

EFA-VI					ICEVI GA						
Time		17 November 2012					Time		18 November 2012		
08.30-10.00		Registration					08.00-09.00				
09.00-11.00		Plenary 30 (300) (QP2&3)					09.00-10.30		Plenary 34 (200) (QP1)		
11.00-11.30		Coffee Break					10.30-11.00		Coffee Break		
11.30-12.30		Plenary 31 (300) (QP2&3)					11.00-12.00		Plenary 35 (200) (QP1)		
12.30-14.00		Lunch Break					12.00-13.30		Lunch Break		
14.00-15.30		08.00-18.00 Daisy Meeting (Sakura) 35pax/invitation only	Discussion 1 (Saithip)	Discussion 3 (QP 4)	Discussion 4 (QP 5)	Discussion 5 (QP 6)	Discussion 2 (300) (QP2&3)	13.30-16.00		ICEVI Executive Meeting (13.30-16.00) (30-40 pax) (QP4)	
15.30-16.00			Coffee Break							15.30-16.00	
16.00-17.30		Plenary 33 (300) (QP2&3)					16.00-17.00		Coffee Break		
17.00-18.00							17.00-18.00		Plenary 37 (200) (QP1)		

(8.00-16.00)  
 (200) DAISY board &  
 Conference/ Seminar(Sakura) 35pax/invitation only

# Meeting room

## (Meeting room attendant + Usher)

- 2<sup>nd</sup> floor – Queen's Park Grand Hall (Queen's Park 1 + 2 + 3)
- 2<sup>nd</sup> floor – Queen's Park 4, 5, 6
- 3<sup>rd</sup> floor – Bangkok Panorama 1, 2
- 3<sup>rd</sup> floor – Saithip
- 4<sup>th</sup> floor – Imperial China

# Exhibition

**(Exhibition attendant + Usher)**

- 2<sup>nd</sup> floor in front of Queen's Park Grand Hall
- 5<sup>th</sup> floor, Rainbow room

# Social Functions

- **Welcome Reception:** 11 Nov 2012 at Imperial Queen's Park
- **Opening Ceremony:** 12 Nov 2012 at Imperial Queen's Park (Open by HRH Princess Maha Chakri Sirindhorn) at Imperial Queen's Park
- **International Blind Music Festival:** 12-15 Nov 2012 at Benjasiri Park
- **Closing Ceremony:** 16 Nov 2012 at Imperial Queen's Park
- **Gala Dinner:** 16 Nov 2012 at Imperial Queen's Park



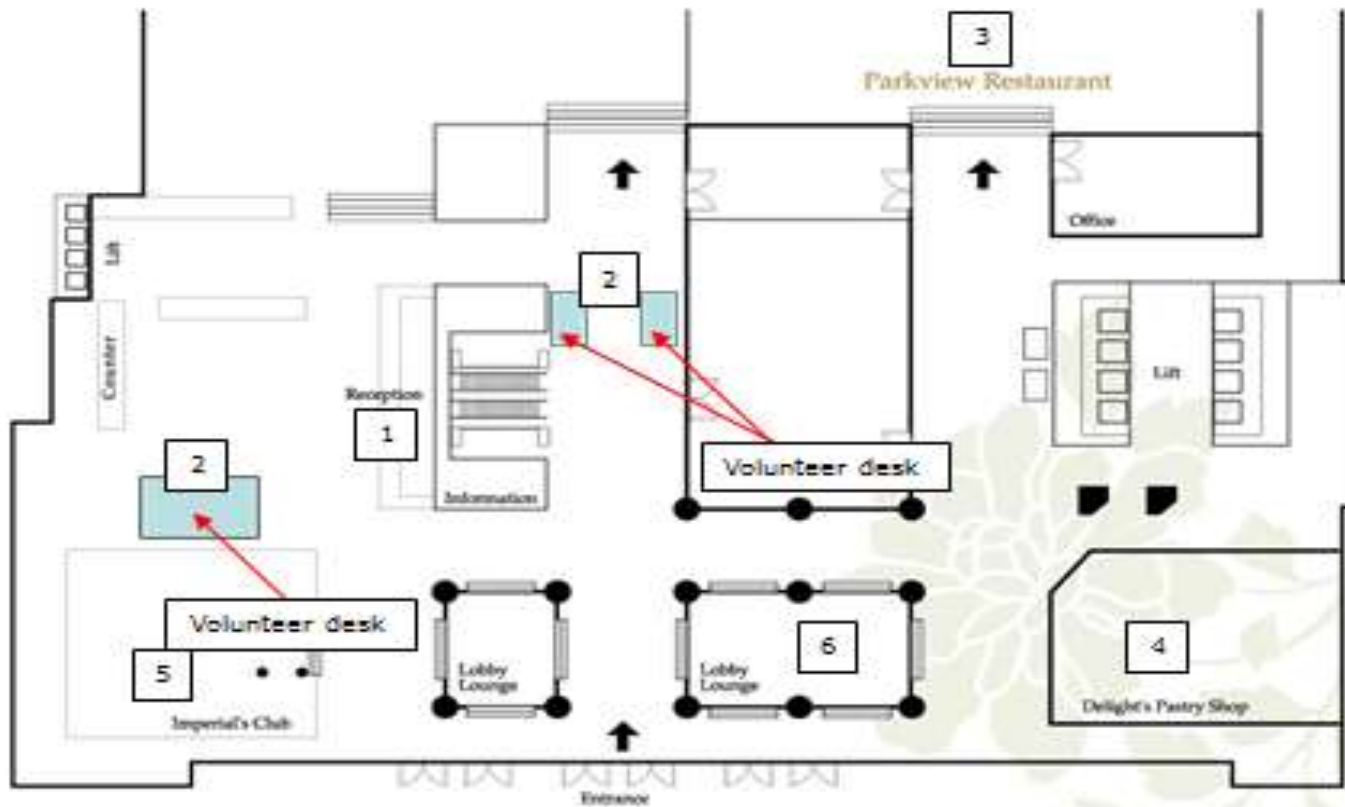


# Stations

# Volunteer stations around the hotel

- Ground floor, two counters near escalator to M Floor
- Ground floor, the entrance of Park View Restaurant
- Ground floor, in front of Reception Counter
- M floor, opposite registration counter
- 2<sup>nd</sup> floor, nearby lift and exhibition area
- 3<sup>rd</sup> floor, nearby lift nearby Bangkok Panorama I & II
- 4<sup>th</sup> floor, in front of Imperial China restaurant
- 5<sup>th</sup> floor, in front of Rainbow room
- 9<sup>th</sup> floor, at walking street to swimming pool, in front of party, in front of Lift in another building

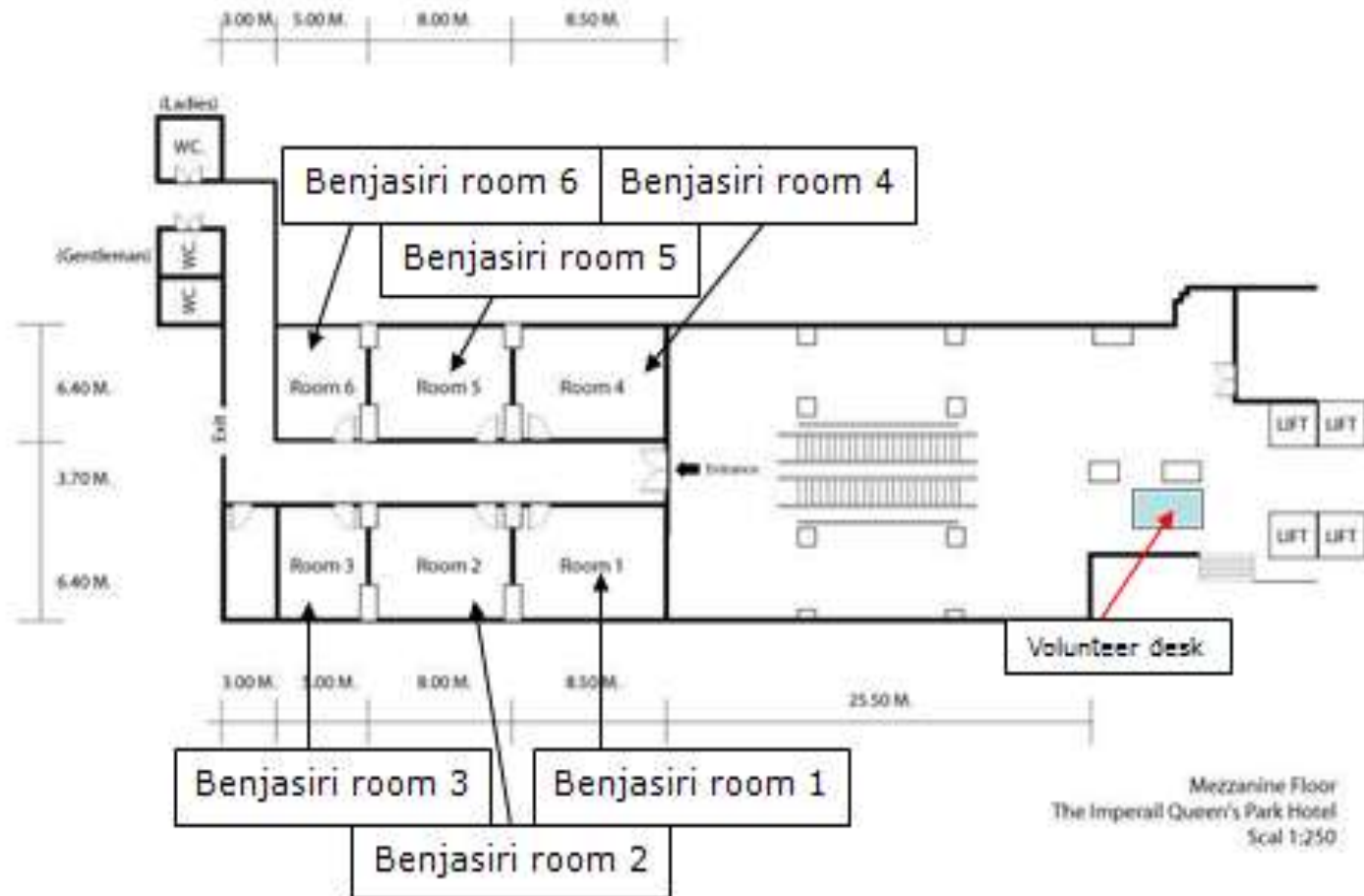
# Ground floor



# Functions on Ground floor

1. Hotel reception counter – where you can check-in and check-out for your stay in the hotel
2. Volunteer desks – 2 desks in front of escalators to M floor and 1 desk in front of hotel reception
3. Park view restaurant
4. Delights @ 22 – the pastry shop
5. Imperial's Club
6. Lobby Lounge
7. ATMs

# M floor



# Functions on M floor (Benjasiri area)

1. Benjasiri room 1 – Volunteer office
2. Benjasiri room 2 – WBU-ICEVI office
3. Benjasiri room 3 – WBU committee meeting room
4. Benjasiri room 4 – IT Center/Load Slide Preview/Low Vision (Accessibility room provides the internet services, slide loading and preview for the presenters)
5. Benjasiri room 5 – Organizer room
6. Benjasiri room 6 – ICEVI committee room

# Other functions

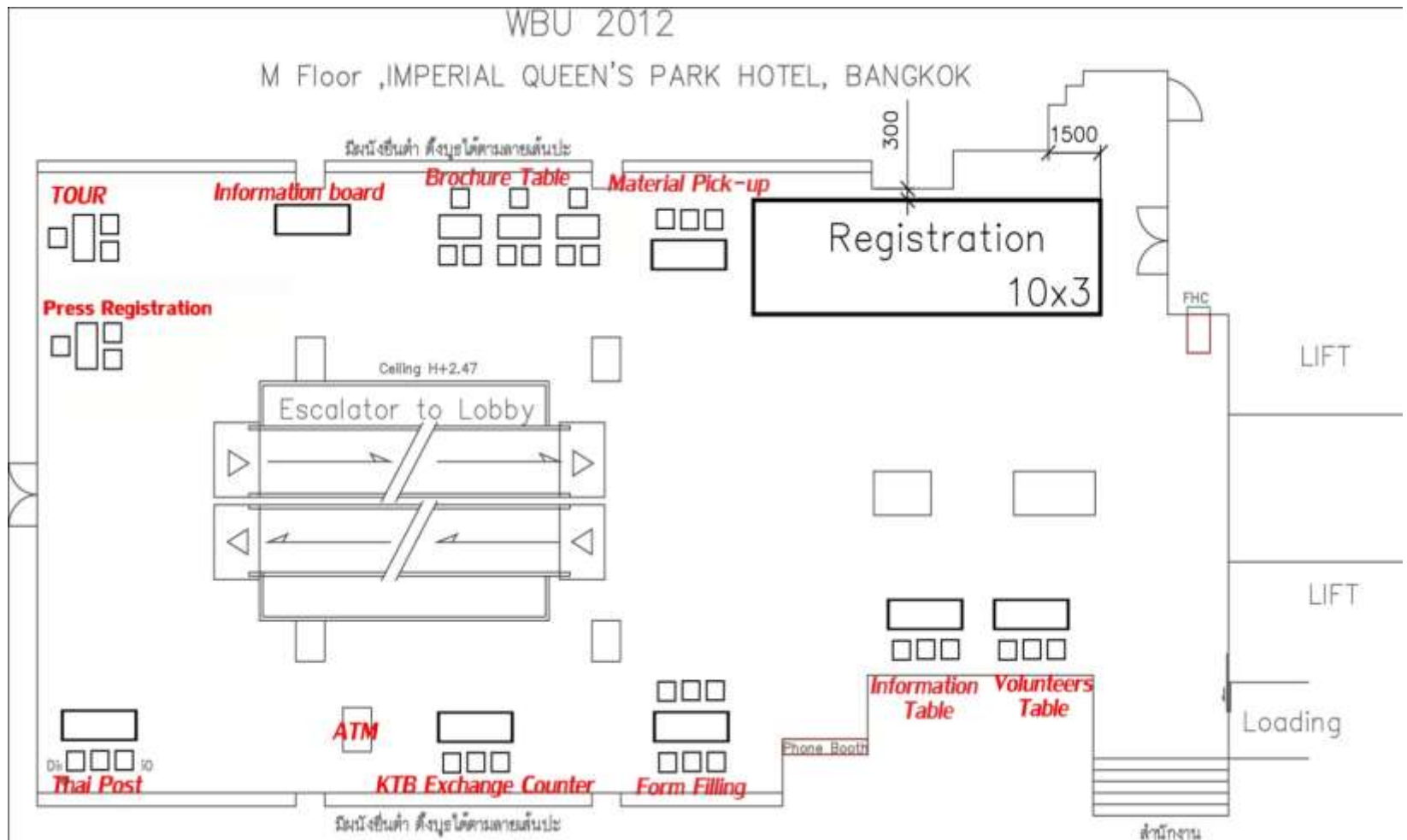
- **First aid services** – Nurse will stand by at foyer in front of the Benjasiri room 1, 2<sup>nd</sup> floor as below schedule
  - 8 -11 Nov 12: 8.00-17.00 hrs.
  - 12-16 Nov 12: 8.00-20.00 hrs.
  - 17-19 Nov 12: 8.00-17.00 hrs.
- **Veterinarian for guide dogs** – The vet will standby at the foyer in Benjasiri area from 8-18 November 2012, 09.00 – 18.00 hrs.

# IT Resource Room for Internet Access, Slide loading & Preview and Low Vision Accessibility

- At IT resource room (or Accessibility room) **located in Benjasiri room 4 on M Floor**, various equipments and assistive technology devices for the blind and low vision are provided, such as, slate and stylus, Manual Brailier, talking book player, computer with software for the blind and low vision.
- Floor markers
- Click and Go Wayfinding maps
- \*More information about accessibility in Volunteer Manual\*



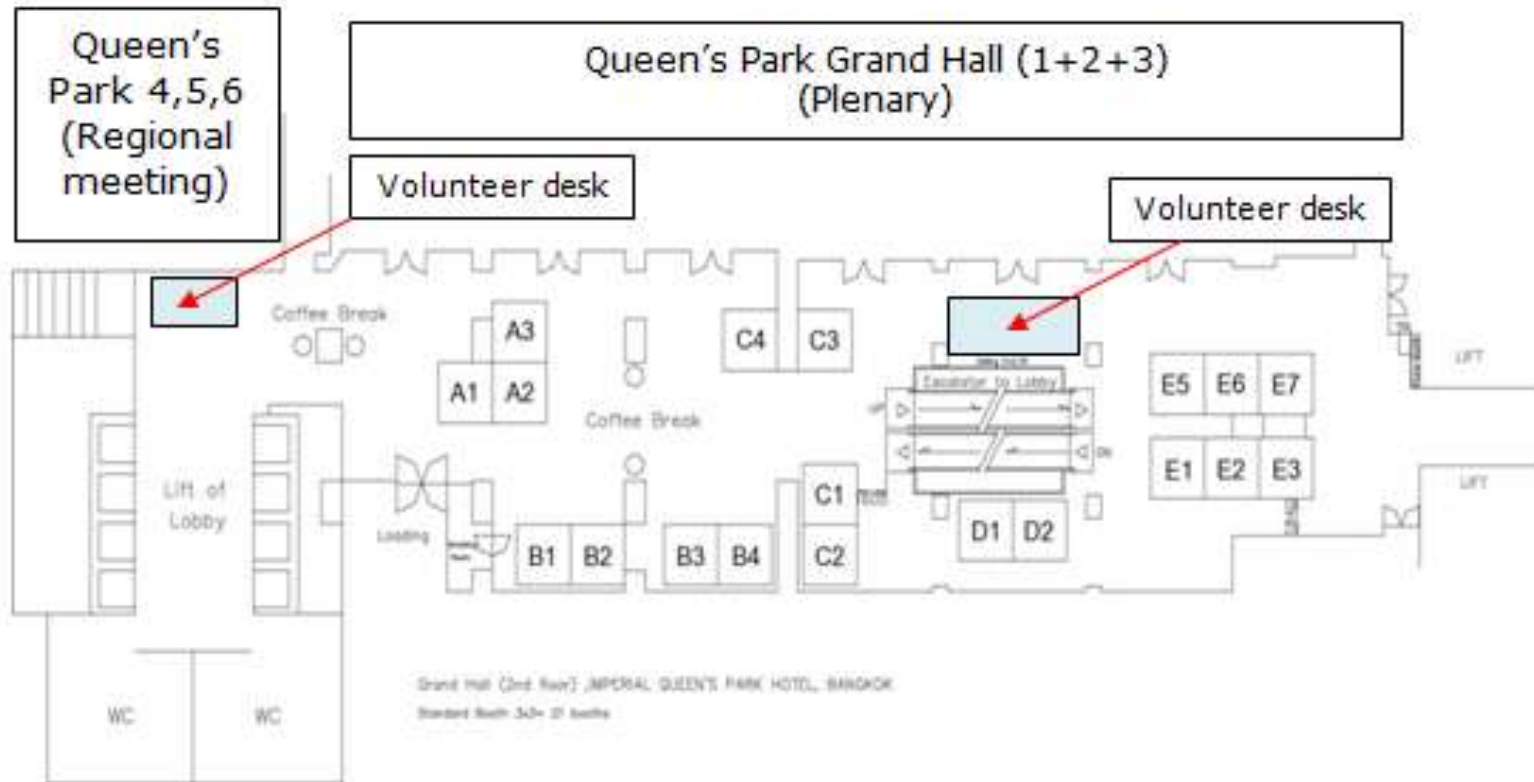
# M floor (Registration)



# Functions on M floor (Registration area)

1. Registration counter
2. Volunteer desk
3. Information desk
4. Event Material pick-up desk
5. Form filling desk
6. Brochure table
7. ATMs & currency exchange counter
8. Tour desk
9. Press registration desk
10. Post office (only 16 November 2012, 08.00-17.00 hrs)

# 2<sup>nd</sup> floor (Exhibition & Meeting room)

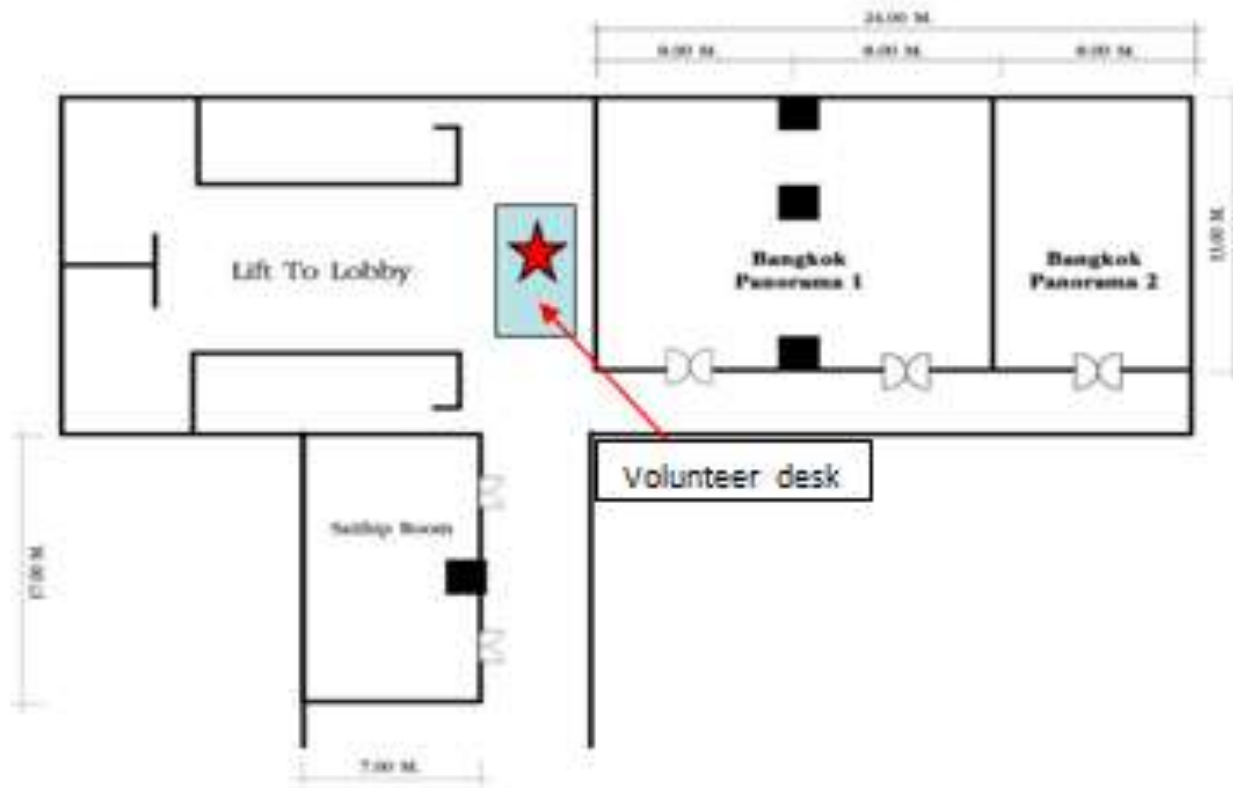


# Functions on 2<sup>nd</sup> floor

1. Queen's Park Grand Hall (Queen's Park 1/2/3)
2. Queen's Park 4/5/6 - WBU GA voting room  
are assigned at room Queen's Park 6
3. Exhibition booth
4. Coffee break area
5. Volunteer desk

# 3<sup>rd</sup> floor (Meeting room)

3<sup>rd</sup> Floor (Bangkok Panorama I, II)



# Functions on 3<sup>rd</sup> floor

## 1. Saithip room

- 13 Nov 2012, WBU GA Regional meeting
- 16 Nov 2012, ICEVI Regional meeting
- 17 Nov 2012, Discussion room 1

## 2. Bangkok Panorama I

## 3. Bangkok Panorama II

## 4. Volunteer desk

# 4<sup>th</sup> floor

- A volunteer desk will be located in front of The Imperial China Restaurant
- Delegates will have their breakfast here and uncle ho area
- Volunteer rest area at Lesnymphier room



# 5<sup>th</sup> floor (Exhibition)





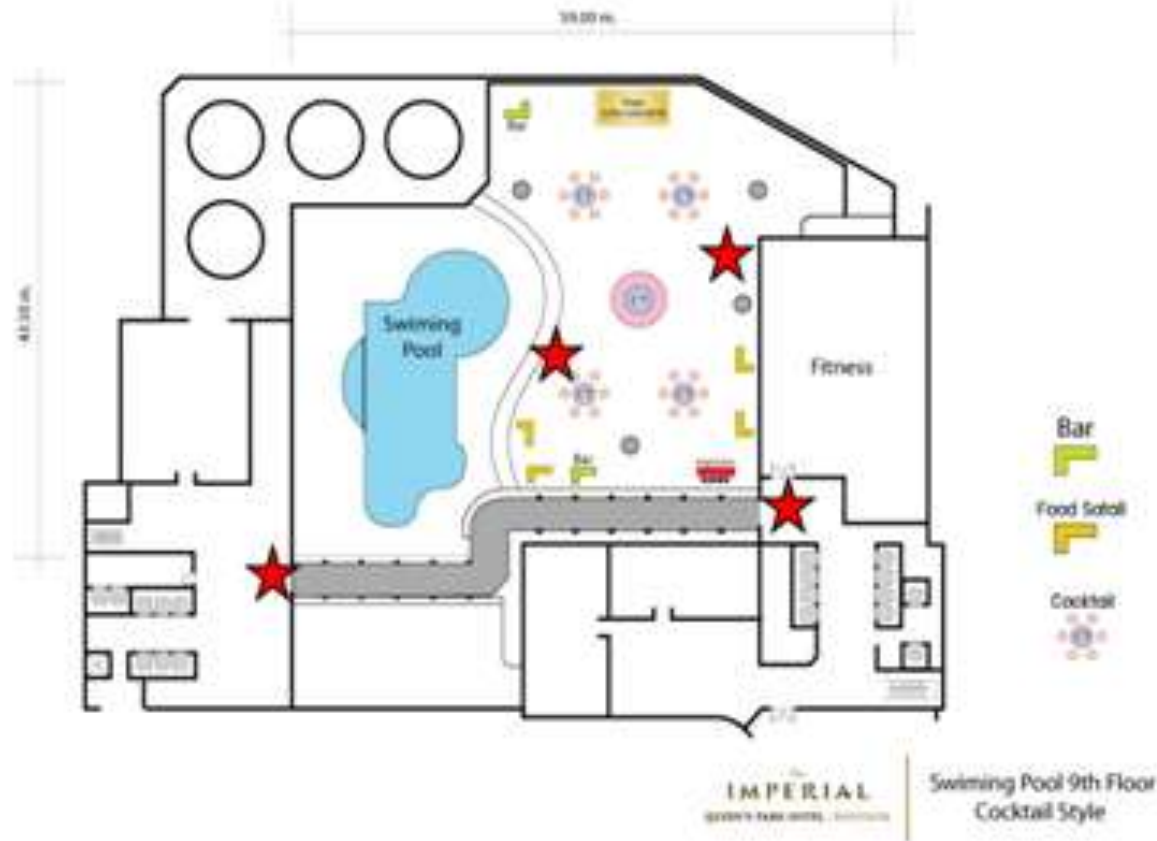
# Functions on 5<sup>th</sup> floor

1. Rainbow room – Exhibition hall
2. Volunteer desk
3. Coffee break area

# 9<sup>th</sup> floor

## (Welcome reception on 11 Nov 12)

★ Volunteer standby point



# Functions on 9<sup>th</sup> floor

1. Swimming pool
2. Welcome reception area – 11 November 2012
3. Fitness
4. Spa

# 37<sup>th</sup> floor

- Sakura room – WBU Executive meeting (16 November 2012)



Facilities in venue

# Event facilities

- **Limousine services**, Ground floor
- **Business centre**, Ground floor
- **First aids services**, in front of Benjasiri room 1
- **Veterinarian**, at foyer Benjasiri room
- **Prayer room**, Conference meeting room 2, 9<sup>th</sup> floor
- **Lost & Found** – Contact concierge
- **ATM/Exchange** – KTB (Krung Thai Bank) ATMs are located on M floors and ground floor
- **Post office table** : M floof on (Nov 16-18)

# Venue Facilities

- Fitness : Fl.9
- Swimming pool : Fl. 4, 9
- Spa : Fl. 9
- Limousine services : Ground Fl.

# In-room facilities

- Key card ( Allowed for public area on Fl.1,M, 2,3,4,5 and 9 and Blocked floors (TBA))
- Telephone
- Complimentary Internet access
- Control panel
- Mini bars (sponsored delegates, no mini bar in room)
- Drinking water
- Tea/coffee
- Hair dryer
- Etc...



# Lost and Found

- Lost and found will be at the hotel's concierge, close to the hotel's reception counter on the ground floor.
- Any lost and found will deposit at lost and found center, no keeping the found stuff at the event service counters.

# Hotel internal numbers

- Room services : press 5
  - Front office : press 2
  - Laundry : press 4
  - Emergency assistance : press 0
- 
- In-house numbers can be found in Volunteer manual



# Registration

# Registration information

- Registration counter is located on **M floor**. The on-site registration is also available. However, **Only Thai Baht is accepted** in cash and credit card.
- Any delegates who wish to drop off **a proxy form**, please contact staffs **at information desk** around registration area (M. Fl)

# Registration Fee

<b>Meeting</b>	<b>Date</b>	<b>Delegate</b>	<b>Observers</b>	<b>Guides / Interpreter / Accompanying Person</b>
AFUB General Assembly	Nov 8-9, 2012	6,450 THB	-	-
WBU Diversity Forum	Nov 10-11, 2012 (Morning)	4,850 THB	4,850 THB	4,850 THB
WBU General Assembly	Nov 12-16, 2012	11,250 THB	9,650 THB	8,050 THB
ICEVI Events and Assembly	Nov 15-18, 2012	9,650 THB	8,050 THB	6,450 THB
WBU General Assembly & ICEVI Events and Assembly	Nov 12-18, 2012	19,250 THB	16,050 THB	12,850 THB
WBU Diversity Forum & WBU General Assembly & ICEVI Events and Assembly	Nov 10-18, 2012	22,450 THB	19,250 THB	16,050 THB
EFA-VI Strategy Day (One-Day Registration)	Nov 17, 2012	4,850 THB	-	-
Gala Dinner (For additional purchase)	Nov 16, 2012 (Evening)	3,000 THB	-	-

# Working hours

Registration counter is located on M Floor

- 8 November 2012: 07.30-17.30 hrs
- 9 – 12 November 2012: 08.30-17.30 h
- 13 – 16 November 2012: 08.30-12.30 hrs
- 17 November 2012: 08.30-10.00 hrs

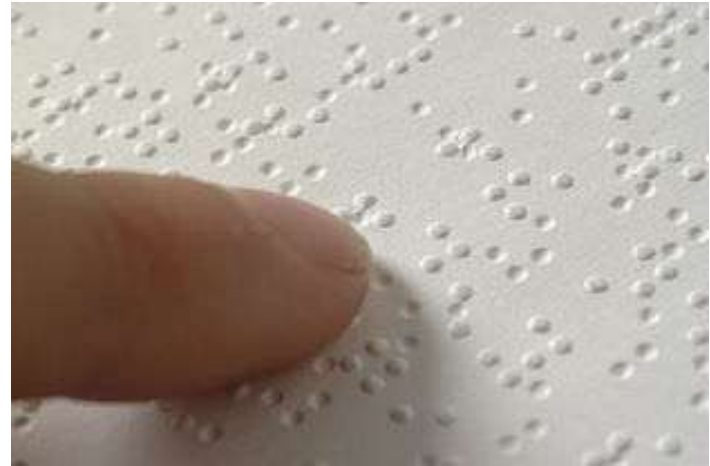
# Registration duty

## Registration Procedure

- **Pre-registration** – Bring confirmation letter with confirmation number
  - >> Receive badge
  - >> pick up event material at material pick-up desk
- **Onsite registration** –
  - >> Fill the registration form
  - >> Payment at cashier
  - >> Receive badge and event bag
  - >> pick up event material at material pick-up desk
  - >> Receive the payment receipt by afternoon of the next day ( appointed time will be given).

# Related document

- Participant's name badge
- Documents
  - Braille
    - English Contracted
    - English Uncontracted
    - French Uncontracted
    - Spanish Uncontracted
  - Large Print
    - English/French/Spanish
  - Electronic/ Disk/ Daisy (Digital Accessible Information System)





# Badge Type

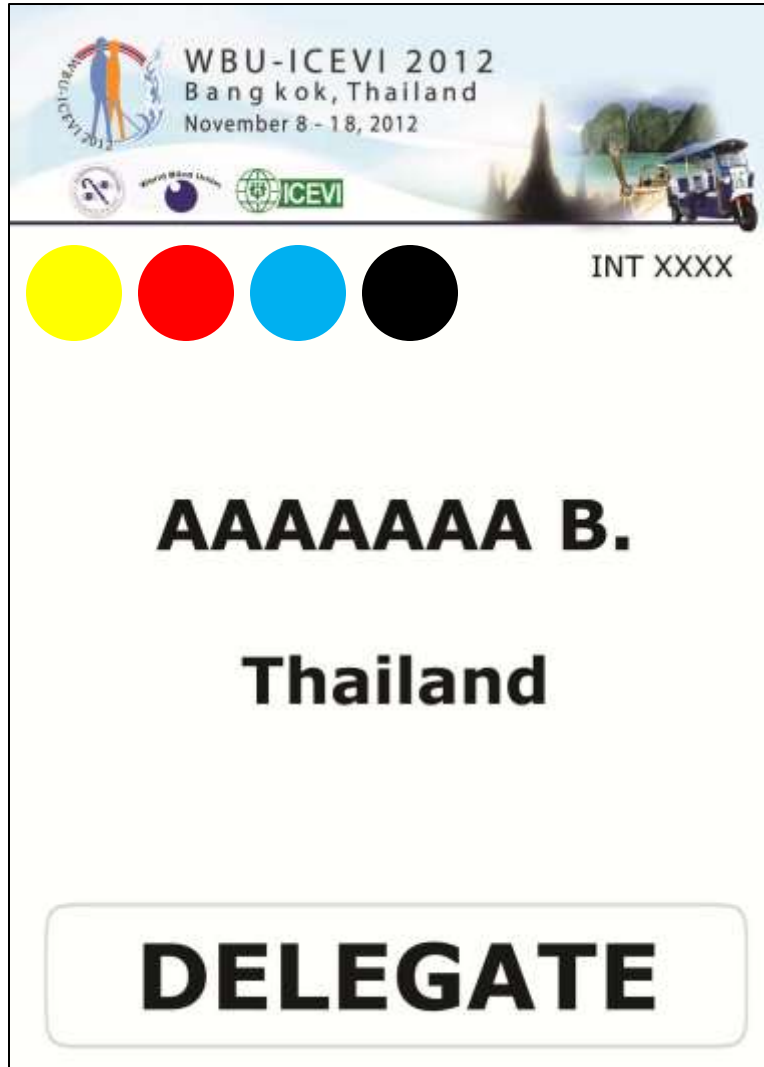
- **There will be 6 badge types as below:**
  - **Committee** - organizing committee members
  - **Delegate** - members who have voting rights
  - **Observer** - normal participants
  - **Guide** - assistant/interpreter to participants
  - **Interpreter** - assistant/interpreter to participants
  - **Accompanying Person** - spouse/assistant of participants
- Name Badge will have color sticker to indicate the accessible event for each participant

**\*\*Volunteer shall assist blinds who will wear Delegate and Observer badges\*\***

# Badge color

Events	Date	Sticker Color
AFUB General Assembly	08-Nov-12	Yellow
AFUB General Assembly	09-Nov-12	Yellow
WBU Diversity Forum	10-Nov-12	Red
WBU Diversity Forum	11-Nov-12	Red
WBU General Assembly,	12-Nov-12	Blue
WBU General Assembly,	13-Nov-12	Blue
WBU General Assembly,	14-Nov-12	Blue
ICEVI Events and Assembly, Joint workshop,	15-Nov-12	Black
ICEVI Events and Assembly, Joint workshop,	16-Nov-12	Black
ICEVI Events and Assembly	17-Nov-12	Black
ICEVI Events and Assembly	18-Nov-12	Black

# Name Badge Example



**\*\* Design may be changed**



Meeting room

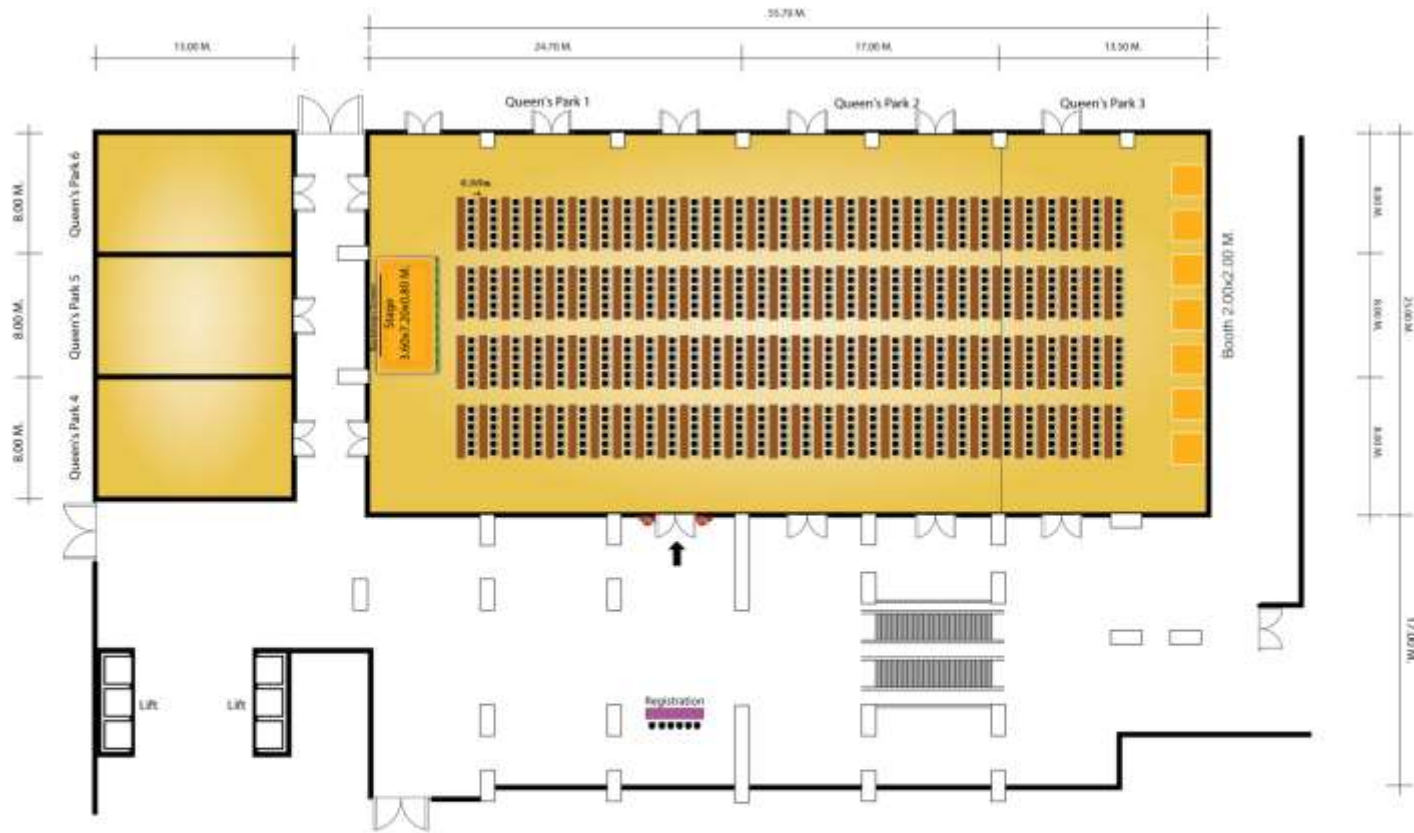
# Seating style

- **Classroom style** – meeting rooms with classroom style are filled with desks and seats, like a classroom
- Set up on desk will have bottle of water and electric plug
- **volunteers should inform delegates about objects on the desk** and the desk's relative position (e.g., water placement or direction of the stage)

# Classroom style



# Seating floor plan (example: Queen's Park Grand Hall)



**WBU 2012**

Friday 2 November 2012

Queen's Park 1-3, 2nd Floor

IMPERIAL  
QUEEN'S PARK HOTEL

# Meeting room attendant

- To provide information about session topic in the meeting room.
- Assist all participants to seats in conference room at least 15 minutes before session starts. Objects on the table should be informed to participants for them to acknowledge
- Assist participants during questions and answers
- Spare of bottles of water is located at the back room
- To oversee the entrance to meeting room and make sure that the only people with valid access can enter the session
- Over flow, please contact hotel staff for more seats



# Stage manager

- **Assist chair to the stage**, have a seat and inform the position of the objects on the table (such as where is the microphone, drinking water, the audience etc...)
  - Assist chair of the session, **inform the chair about the program information and speakers** in each session
  - **Time keeper** for the chair, the stage manager should inform chair at least 5 mins before the sessions starts and the end of the session
- \*on WBU-GA (12-14 Nov) day, Viv Barnes will be a stage manager for this involved session, for **8-11, 15-18 Nov, 2 volunteers have to do this position\*\*** (the volunteer leader will assign this later).

# Slide preview room/ IT resource room

- Before session starts, speaker or moderators should prepare their presentation slide and download their slide into the prepared IT systems.
- Slide preview located in Benjasiri 4, M floor.

# Translation and how to register for headset

- All delegates should **register for headsets** at the translation desk at entrance of Queen Park 2 before their sessions start.
  - They should **exchange their translation cards** (given with the badge at registration desk) for the headsets
  - **Return** it at the end of the day.
- \*\*Delegates must be responsible for damage and loss of the headsets\*\***



Social program

# Welcome reception

- A warmth and special welcome program are prepared for all participants of WBU-ICEVI 2012. The Program has the idea of letting you feel the friendliness and heritage culture of Thai. An activity is prepared to allow the delegates to get to know each other.
- Date : 11 November 2012
- Time : 18.30-20.30 hrs.
- Venue : 9<sup>th</sup> Floor at Imperial Queen's Park Hotel
- Dress code : National dress (is recommended)
- Meal : Cocktail

# Role & Responsibility

- Stage usher – assist the blind speaker to the stage during the ceremony
- Entrance – to standby at the entrance door and provides some assistance to delegates if needed
- F&B – assist delegates for food and beverage in the ceremony

# Welcome Reception Schedule

18:00	MC invite all group into room
18:05	The master of ceremony call upon The President of TAB to deliver Welcome Speech
	The President of TAB to deliver Welcome Speech Senator Monthian and Mr.Virat
18:10- 19:30	MC introduces the music band and invite all to "Cocktail Walking Dinner"the objective is for all participants to know each other
	All Participants have a cocktail party along with the music

# Opening ceremony

- It is the honor having Her Royal Highness Princess Maha Chakri Sirindhorn presenting over the opening ceremony, giving special keynote lecture and open the exhibition. The magnificent performance from the orchestra of the blind also presents during this ceremony.
- Date : 12 November 2012
- Time : 9.00-10.30 hrs.
- Venue : Queens' Park Grand Hall, 2<sup>nd</sup> Floor at Imperial Queen's Park Hotel
- Dress code : Formal



# Role & Responsibility

- Stage usher – assist the blind speaker to the stage during the ceremony
- Performance – assist the blind performer during the ceremony
- Exhibition + Photo – assist the delegates from opening ceremony hall to exhibition hall and assist the blind during their photo taking with HRH

# Volunteer role & responsibility

- Social function – assist the blind performer during the ceremony
- Meeting attendant – Meeting attendant assist delegates to their seat

# Rules for volunteer

- **All volunteer have to start their shifts at 06.45 hrs** (as the registration will start early at 07.00 hrs)
- **10 of Social function attendants** – are selected to assist the blind orchestra in the ceremony, the volunteer leader must submit the name of these 10 people to K.Ann or K.Prae PCO by Wednesday 31 October 2012.
- **All volunteers must wear badges.** Men, must wear volunteer shirts with trousers, and formal suits on top, all black and polite slack shoes. Women, must wear volunteer shirts with black skirts below knees, covered with a black blazer, black polite shoes (flat ballet shoes) must be worn, hair, pony tails only.
- During the ceremony, **any volunteers except those 10 people from social functions and 10 people of Meeting attendant** will not allowed to stay in the grand hall.

# Volunteer Tasks

- All volunteer position are required to start their shifts at 06.45 hrs as the registration will open at 07.00 hrs.
- More tasks information and opening ceremony schedule can be found in the volunteer manual

# International blind music festival

- The delegates will enjoy national music representing by blind bands around the world.
- Date : 12-15 November 2012
- Time : 18.00-21.00 hrs.
- Venue : Benjasiri Park
- Dress code : Casual

# Role & Responsibility

- Usher (Hotel – Park – Hotel) – assist delegates for their walk from Imperial Queen's Park to Benjasiri park and on the way back to the hotel
- \*\*Meeting point, volunteer desk in front of hotel reception, ground floor, stand by from 17.30 hrs towards\*\*
- Usher (Standby at Park) – assist delegates for seating and during the ceremony

# Closing ceremony

- Date : 16 November 2012
- Time : 14.00-15.30 hrs.
- Venue : Queens' Park Grand Hall, 2<sup>nd</sup> Floor at ImperialQueen's Park Hotel
- Dress code : Formal

# Role & Responsibility

- Stage usher – assist the blind speaker to the stage during the ceremony



# Gala dinner

- This is an evening of socialization and acquaintances. A night of opportunity for both delegates and speakers to mingle with each other. Delectable and tasty Thai cuisine will be served.
- Date : 16 November 2012
- Time : 19.30-23.00 hrs.
- Venue : Queens' Park Grand Hall, 2<sup>nd</sup> Floor at Imperial Queen's Park Hotel
- Dress code : Formal
- Meal : Sit down dinner

# Role & Responsibility

- Stage usher – assist the blind speaker to the stage during the ceremony
- Performance – assist the blind performer during the ceremony
- Seat usher – assist the delegates for their seating in the ceremony hall

# Gala dinner schedule

Time	Discription
15.30-18.00	Set up
16:00	Rehearsal
19:00	MC invites all participants into room
19:30	MC introduces the agenda
9:36	MC call upon Representative of Organizing Committee to deliver the report speech
	Representative of Organizing Committee to deliver the report speech
19:40	MC invites all participants to have dinner
19:45	MC Call upon Representative of WBU and ICEVI to handing award
	Mrs. Marryanne Diamond, President of World Blind Union to handing WBU awards
19:55	Load Colin Low, President of International Council for Education of people with Visual Impairment to handing ICEVI awards
20:50-23:00	MC introduces Big Band and invites all participants to enjoy dinner



# Food and Beverage

# Type of food provided

## Coffee Break & Lunch Box

- **Vegetarian food**, located on fl. 2 around booth E3
  - **Normal** : Non-peanuts, non-pork & beef
- \*\* please check with participants for type of food as quantity of veggie is limited only for pre-registration\*\*

Breakfast for hotel guests at Imperial China Restaurant and Uncle Ho, 4<sup>th</sup> floor

# Lunch coupons

- Lunch coupons will be provided with the registration kit for everyday lunch. The date will be printed into the coupons and delegates have to use within the specific date.
- No additional coupon to be replaced in case the delegates has lost coupons

# Lunch process for volunteer

- please check with participants for type of food as quantity of veggie is limited only for pre-registration
- Volunteer help delegates to **queue up** for food
- **Explain menus** of the day
- Take delegates **to seat** (no specific area for lunches)

# Coffee break

- Choices of tea or coffee will be provided during the coffee breaks in the morning and afternoon.
- Coffee break will be provided to delegate with name badge in front of Queen's Park Grand Hall (2<sup>nd</sup> Floor) and Rainbow room (5<sup>th</sup> Floor)



# Where to eat?

- No specific area for lunch/ coffee break
  - Meeting room
  - Or where participants wish

# Alternative restaurant lists

- There are alternative restaurants available, please find more information in volunteer manual



Exhibition

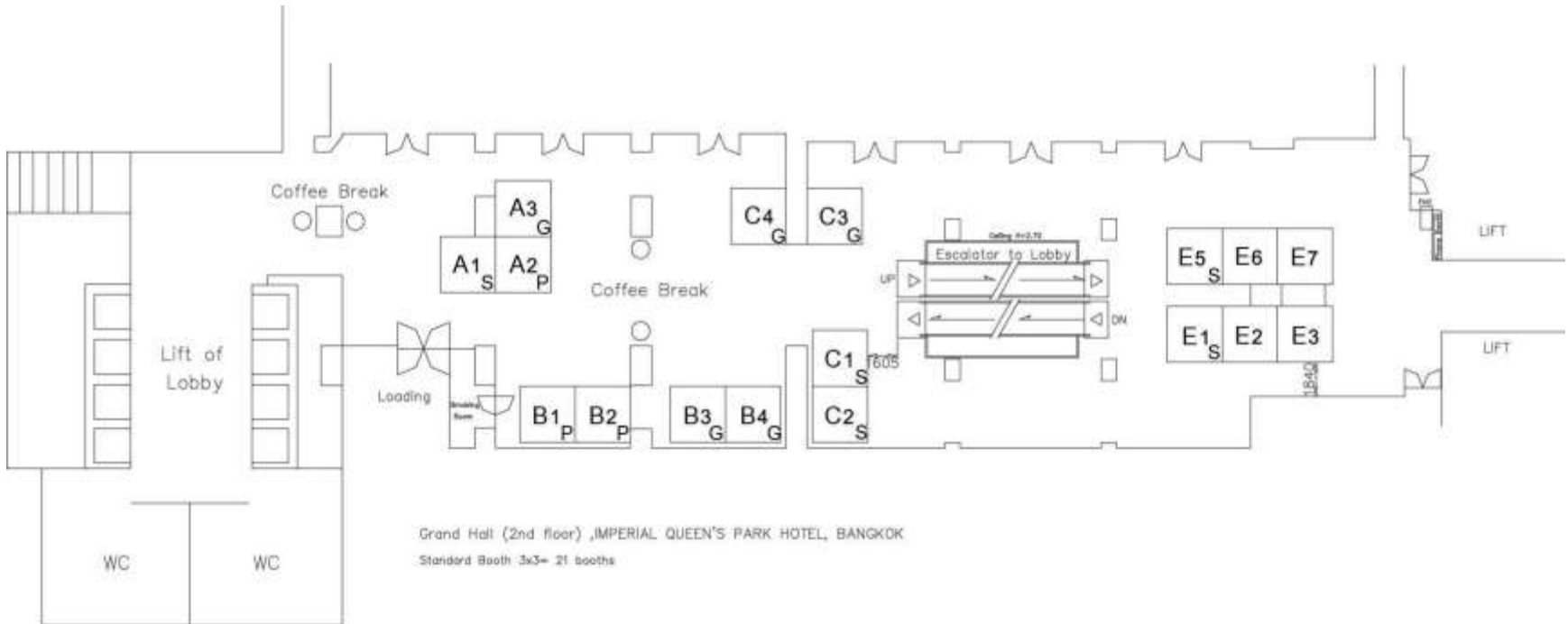
# Roles of volunteer in Exhibition area

- Standby at exhibition exit to direct participants to other areas.
- Assist the participants to the booths.

# Exhibition working hours

- 12 November 2012 : 10.30-20.00 hrs
- 13 – 15 November 2012 : 12.00-20.00 hrs
- 16 November 2012 : 10:00-16.00 hrs

# 2<sup>nd</sup> floor plan

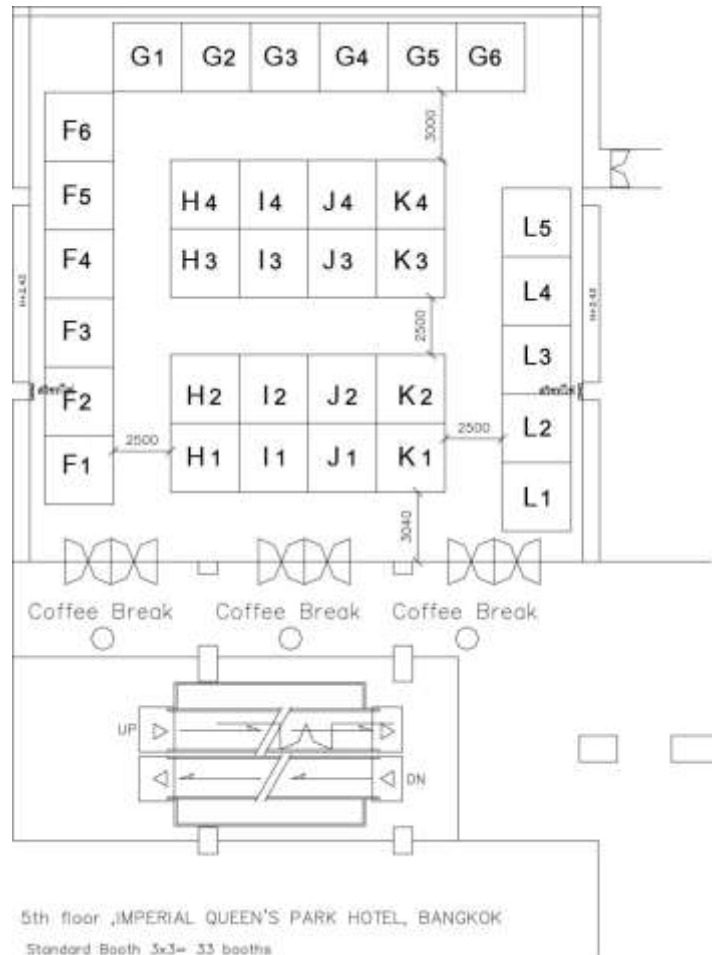


# Exhibition lists

- **2nd Floor (In front of Queen's Park Grand Hall)**

A1	Freedom Scientific GmbH
A2,A3	Humanware
B1	ViewPlus Technologies
B2	C&P-Chris Park
B3,B4	BAUM Retec AG
C1	Abilis Foundation
C2	TAB Group
C3	Perkins Products and Perkins International, divisions of Perkins School of the Blind
C4	National Office for Empowerment of Persons with Disabilities (NEP)
D1,D2	THE CHRISTIAN FOUNDATION FOR THE BLIND IN THAILAND
E1	Por Teck Tung
E2	Lampang Eye Foundation
E3	Faculty of Medical Siriraj Hospital
E5	Thai PBS
E6	Handy Tech Elektronik GmbH
E7	Vision Alliance

# 5<sup>th</sup> floor plan





# Exhibition list

- **5th Floor (Rainbow Room)**

F1 Nippon Telesoft Co., Ltd.

F2 Duxbury Systems, Inc.

F3 ONCE-CIDAT

F4 Thailand Service Co-operative of the Blind Limited (ณัรภหส  
ดอบาตนครากริบ)

F5 Pyxima NV

F6 Braillo Norway A/S

G1 สมาคมสตรีตาบอดแห่งประเทศไทย

G2 11th International Conference on Low Vision

G3 Ratchasuda College, Mahidol University (วิทยาลัยราชสุดา)

G4 VisionAid International Ltd

G5 Mobience

G6 Enabling Technologies

H1 Zychem Limited

# Exhibition lists

- H2 American Thermoform Corporation & ATC Low Vision
- H3 KGS Corporation
- H4 American Foundation for the Blind (AFB)
- I1 Optelec
- I3, J3 RNIB / Ambutech / Daisy Consortium
- I4 Persion Technologies Pvt Ltd.
- J1 Harpo Sp. z o.o.
- J2 ClickAndGo Wayfinding Maps
- J4 Reinecker Reha-Technik GmbH
- K1 Shinano Kenshi Co., Ltd. (PLEXTALK)
- K2 Madrassa An-Noor For the Blind
- K3 HIMS International Corporation
- K4 Dolphin Computer Access Ltd
- L1 Index Braille
- L2 Wintech Manufacturing Company Limited
- L3 VOICEYE Inc.
- L4 Lutheran Braille Workers
- L5 Blista-Brailletec / CareTec International



# Accommodation

# Official hotels

Hotel Order by: Distance to Venue	Distance to Venue
<b>Imperial Queen's Park Hotel</b>	<b><i>VENUE</i></b> (Sukhumvit 22)
<b>Marvel Hotel Bangkok</b>	The Hotel is opposite the Venue (Sukhumvit 22)
<b>Citrus</b>	Walk a few minute to Venue (Sukhumvit 22)
<b>Royal Park View</b>	Walk a few minute to Venue (Sukhumvit 20)
<b>Windsor Suites Hotel</b>	Round trip shuttle bus transfer to /from Hotel-Venue during event date (Sukhumvit 20)
<b>Rembrandt Hotel</b>	Round trip shuttle bus transfer to /from Hotel-Venue during event date (Sukhumvit 20)

# Check-in/Check-out times

- Check in time is 14.00 hrs. Check out time is complimentary offers by hotel till 14.00 hrs.
- Early check in guarantee before 14.00 hrs. It is recommended that room reservation covering the night before is made with the hotel.
- Late check out is extended to 14.00 hrs. However, the time is subject to availability on that day.
- A half day charge for late check out later than 14.00 hrs. One night room charge for late check out later than 18.00 hrs.

# Transfer from/to other hotels- venue

- Transfer of the below hotel will be provided (from/to Hotel-Imperial Queen Park)
  - Royal Park View
  - Windsor Suites Hotel
  - Rembrandt Hotel
- Transfer are available twice a day:
  - morning (07:30 am)
  - evening (18:30 pm)
  - During social event date (11, 16 Nov), the evening time will be changed to 22:00 and 23.30 pm

\*The schedule can be update from volunteer manual\*



# General Information

# General information

The below information can be found in Volunteer manual, this will help you to provide some general information to delegates

- Language
- Weather
- Transportation in Bangkok
- Currency use
- Bank
- Credit card
- Tipping
- Hospital
- Time difference
- Electricity
- Travel locations around the venue
- Emergency number
- Useful weblinks
- Tour program (11 & 17 November 2012)



# Volunteer manual

- Volunteer manual is very important document for volunteer to learn about the event.
- Please **download and print** in booklet version and keep it with you during the event date.
- <http://www.wbu-icevi2012.org/>
- [www.a-sa.org](http://www.a-sa.org)



Thank you