Compassionate Care: Commitment to Service

The Association for Healthcare Volunteer Resource Professionals (AHVRP), a professional membership group of the American Hospital Association (AHA), is the premier professional membership society for healthcare volunteer services, retail operations and related support services disciplines.

AHVRP provides education, recognition for personal and professional achievements, national networking as well as affiliation and collaboration with the AHA on public policy and advocacy issues.

Whatever marketing mix and business strategy you are looking for, AHVRP will work with you to create a package that fits your strategic plan, message and audience.

Please visit www.ahvrp.org to learn more about sponsorship opportunities, the AHVRP conference, upcoming educational seminars and the value of membership. This is your organization’s opportunity to position itself in front of more than 500 influential industry professionals - directors, managers, volunteer leaders, and supervisors responsible for:

- Healthcare Volunteer Workforce
- Patient Satisfaction and Measurement
- Community Outreach
- Customer Service
- Fundraising
- Retail Gift and Thrift Shops
- Patient Education
- Tea Rooms and Coffee Bars
- Interpreter Services

BENEFITS OF EXHIBITING

- Maximize your exposure to current and prospective customers.
- Network and generate leads for your business product or service.
- Receive customer feedback on products and services you’re developing, launching or refining.
- Introduce your new products and services to a targeted and receptive audience.

EXCLUSIVE EXHIBIT HOURS

All program sessions and exhibits will be held at the Sheraton Grand at Wild Horse Pass. Exclusive exhibit hours ensure attendees will have time to thoroughly examine and discuss exhibitor products and services without competing events.

IDEAS THAT WORK WEBINAR, AUGUST 17TH, 1:00 PM - 2:00 PM (CST)

We will have a panel discussion exclusively for exhibitors that includes a hospital gift shop manager, volunteer director and an AHVRP board member to answer questions and offer best practice methods when contacting hospital volunteer professionals. The cost to participant in this discussion is included in your exhibitor fees.

PASSPORT FOR PRIZES

The Passport for Prizes is an opportunity for the conference attendees to interact with the exhibitors. If you choose to participate, your company name, booth number and a question about your organization will be added to the passport. Each attendee will stop by your booth to engage with you in conversation about your product/service before you sign their passport. The cost to participant is $500.
Conference Demographics

2016 Conference Statistics

- Conference Attendees: 411
- Number of Exhibitor Booths: 50
- Attendee/Exhibitor Feedback:
  - Overall attendee satisfaction: 92% rated the show as good or excellent.
  - Overall exhibitor satisfaction: 85% rated the number of exhibitor days between excellent average.
  - 85% of exhibitors rated the quality of attendees between excellent and average.

2016 Membership Demographics

Primary Job Function

Although a majority of our members are Director’s of Volunteer Services (DVS), they are also responsible for managing the gift shop managers, auxilians and the guest services department.

Number of Volunteers per Facility

The Director of Volunteer Services is responsible for managing volunteers for the entire healthcare facility. This graph depicts the average number of volunteers managed per volunteer director.
2016 Vendor Utilization

Vendors Utilized in a Fiscal Year

- Fundraising (Jewelry)
- Uniform Vendor
- Promotional Items Vendor
- Volunteer Tracking Software Vendor
- Volunteer Engagement Survey Vendor
- Fundraising (Books)
- Background Check Vendor
- Printing Services Vendor
- Graphic Design Vendor
- Equipment Vendor
- Health Screening Lab Vendor

Based on data collected during a 2015 survey, this graph depicts the percentage of AHVRP members that utilize these vendors in a fiscal year.

How AHVRP Members Learn about Vendors

- Conferences
- Referral
- Hospital Purchasing Dept.
- Websites
- Mailings

Based on a 2015 survey, our members rated the best way they learn about new vendors is by attending the exhibit hall at national conference.
Build Your Business By Exhibiting

EXHIBIT SPACE FEES
- In-line booths are 8’ x 10’ - $1,600
- 8’ x 20’ booths - $3,000
- Each open corner - $100 (per corner)
- A deposit of 50% must accompany all applications.
- The balance is due on or before April 1, 2017
- Booths assigned in the order applications are received.

8’ X 10’ EXHIBIT PACKAGE INCLUDES:
- 8’ high back draping with 3’ high draped side rails
- Two chairs, one waste basket, and one 6’ draped table
- Identification sign with your company name and booth number (located in your booth space)
- Company listing in the 2017 Conference Guide
- Four exhibitor badges per 8’ x 10’ space
- Access to breakfast and lunch buffets in exhibit hall for exhibitor staff
- Invitation to the Ideas That Work Webinar
- Complimentary attendee mailing labels following completion of exhibitor survey, Oct. 2, 2017

EXHIBITOR-PLUS PACKAGE - $2,500
- Includes a 8’ x 10’ exhibitor package
- One Passport for Prizes entry
- Eblast to conference registrants with your logo, description and booth number, beginning April 1st
- Eblast to all AHVRP members beginning week of April 1st
- One time use pre and post show attendee mailing list
- One Vendor Membership - one year
- Value of $3,000!
- Contact Ursula Pawlowski at 312-422-3725 or upawlowski@aha.org for more details.

ACCOMMODATIONS & EXHIBITS FACILITY
Make your hotel reservations as soon as possible and state that you are with the AHVRP conference to receive the group rate. Room rate: $175 - single or double occupancy from Sept. 21 -28, 2017, based on availability.

Sheraton Grand at Wild Horse Pass
5594 W Wild Horse Pass Blvd.
Chandler, AZ, 85226
http://tinyurl.com/ahvrp2017hotel

DEADLINE CALENDAR
Date: April 1, 2017
Final Balance Due
After April 1st, payment MUST be made in full.

Date: July 1, 2017
Exhibitor Directory Deadline. A 20-word company description.

EXHIBITION CALENDAR
Date: September 23, 2017
8:00am - 1:00pm (Move-in and Set-up)
4:00pm - 6:00pm (Exhibit Hall Grand Opening Reception)

Date: September 24, 2017
8:00am - 10:00am (Move-in and Set-up)
12:15pm - 2:00pm (Exhibit Hall Lunch)
3:00pm - 5:00pm (Exhibit Hall Reception)

Date: September 25, 2017
7:00am - 8:15am (Exhibit Hall Coffee)
11:00am - 12:30pm (Exhibit Hall Lunch with Passport for Prizes drawing)
1:30pm - 6:00pm (Move-out)

RESERVE YOUR SPACE TODAY!
Ursula Pawlowski, Exhibit Manager
P: (312) 422-3725
E: upawlowski@aha.org
Todd Ross, Exhibit Specialist
P: (312) 422-3937
E: tross@aha.org

EXHIBITOR SERVICE KIT
All exhibitors will receive an exhibitor service kit by August 1st. The kit includes complete information on:
- Exhibit installation/removal
- Utilities
- A list of suppliers
- Order forms for various add-on services
Exhibit Hall Map
Sheraton Grand at Wild Horse Pass
September 23 - 25, 2017
Akimel O’Otham Ballroom
Chandler, AZ

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Entrance  Entrance

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P: (312) 422-3725
E: upawlowski@aha.org

Todd Ross, Exhibit Specialist
P: (312) 422-3937
E: tross@aha.org
EXHIBIT SPACE APPLICATION
Sheraton Grand at Wild Horse Pass, Phoenix, Arizona
Exhibits: September 23-25, 2017

INSTRUCTIONS: Type or print this application. Complete all sections. Sign and return this application including payment. Checks are made payable to AHVRP Annual Conference c/o American Hospital Association, P.O. Box 75315, Chicago, IL 60675-5315 or email to fax both pages to Todd Ross, tross@aha.org. Applications received after to April 1, 2017, must include full payment, payable in U.S. funds. Upon assignment of space by Show Management, a booth space confirmation will be emailed to you.

The KEY CONTACT PERSON listed below will receive ALL exhibitor communications.

COMPANY NAME

KEY CONTACT PERSON/TITLE

KEY CONTACT PHONE NUMBER

KEY CONTACT E-MAIL ADDRESS

KEY CONTACT MAILING ADDRESS

STREET ADDRESS
CITY/STATE/ZIP

COMPANY PHONE NO.

EXHIBIT SPACE RENTAL per 8’ x 10’ booth is $1600:
There is a $100 charge for each exposed corner. A 50% deposit (payable in U.S. funds and drawn on a U.S. bank) of the total space rental charge must be enclosed with this application. The balance is due April 1, 2017. Applications received after this date must include full payment.

CANCELLATION POLICY: All requests for cancellation of booth space must be received in writing. If Show Management receives a written request for cancellation of space on or before July 1, 2017, the exhibitor is liable for the $300.00 cancellation processing fee. No refunds will be made after July 1, 2017.

LOCATION PREFERENCES: Please indicate the location and configuration of the booth space requested. Applications received without payment will not be processed.

1st Choice ___________________ 2nd Choice ___________________
3rd Choice ___________________ 4th Choice ___________________

NUMBER OF BOOTHS AMOUNT
X $1600.00

NUMBER OF CORNERS AMOUNT
X $100.00

EXHIBITOR-PLUS AMOUNT
X $300.00

= $

= $

= $

TOTAL AMOUNT

EXHIBITOR DIRECTORY/PROGRAM LISTING:
You will receive a confirmation of your exhibit space after payment is received.Deadline for exhibitor directory listing is July 1, 2017.

METHOD OF PAYMENT:

_ Check: The enclosed check is in the amount of $ __________
_ MasterCard  _ Visa  _ American Express

Contact Todd Ross directly for Credit Card Transactions
AHVRP Federal Tax ID # 36-0726140

DO NOT SIGN THIS SPACE APPLICATION & CONTRACT WITHOUT FIRST READING THE CONTRACT CONDITIONS/RULES & REGULATIONS. I am an authorized representative of the company named on this Space Application and Contract with the full power and authority to sign and deliver this Space Application and Contact. By signing this Space Application and Contract, exhibitor agrees to abide by all terms as printed in the Contract Conditions/Rules & Regulations. I further acknowledge that AHVRP reserves the right, in its absolute discretion, to reject this Space Application and Contract. This application shall not become a binding contract until fully executed by both parties (exhibitor and AHVRP).

QUESTIONS? - AHVRP Exhibit Office
Ursula Pawlowski, AHVRP Exhibit Manager
Phone: 312-422-3725
E-mail: upawlowski@aha.org

Todd Ross, AHVRP Exhibit Specialist
Phone: 312-422-3937
E-mail: tross@aha.org
Event Title: Sheraton Grand at Wild Horse Pass  
City: Chandler, AZ

7. ARRANGEMENT OF EXHIBITS
Each exhibitor is provided an Exhibitor Services Manual that describes the type and arrangement of exhibit space and the standards, provisions and limitations contained therein. If, in the sole opinion of Show Management, any exhibit fails to conform to the Exhibitor Services Manual guidelines, or the provisions set forth herein, such exhibit will be prohibited from functioning at any time during the exposition. Exhibits not in conformance on the part of Exhibitor or any of its agents, servants, employees, contractors, patrons, guests, licensees or invitees of or any other person entering upon the Premises leased hereunder with the express or implied invitation or permission of Exhibitor, shall be prohibited from functioning at any time during the exposition. Exhibits not in conformance on the part of Exhibitor or any of its agents, servants, employees, contractors, patrons, guests, licensees or invitees of or any other person entering upon the Premises leased hereunder with the express or implied invitation or permission of Exhibitor, may, in the sole opinion of Show Management, be prohibited from functioning at any time during the exposition.

8. EXHIBITS AND PUBLIC POLICY
Exhibitors will be billed by Show Management for removal time and materials at prevailing rates. Neither Show Management, its service contractors, the management of the exhibit hall nor any agent shall be liable for any loss or damage, accidental or otherwise, to any property of the exhibitor, or to any property of any person entering upon the Premises leased hereunder. Such indemnification of Show Management by Exhibitor shall be effective unless such claim or demand he may have against any of them by reason of any damage to or loss of any property of the exhibitor. It is recommended that exhibitors obtain suitable insurance coverage, at their own expense, for property loss or damage.

9. PROPERTY DAMAGE.
Show Management reserves the right to restrict the operation of, or to completely, any exhibit which, in its sole opinion, is or may be dangerous or hazardous to the public, or to personnel of the Show Management, or to other exhibitors or their employees, or their property. The inclusion, use or display of any exhibit which, because of noise, flashing lights, method of operation, or material inflammatory, is determined by Show Management to be objectionable to the successful conduct of the exposition as a whole. Use of so-called "barkers" or "pitchmen" is strictly prohibited. All demonstrations or other promotion activities must be confined to the limits of the exhibit space. Sufficient space must be provided within the exhibit space for the comfort and safety of persons watching demonstrations and other promotional activities. Each exhibitor is responsible for keeping the aisles near its exhibit space free of congestion caused by demonstrations or other promotion activities.

10. PERFORMANCE OF OBLIGATIONS.
Each exhibitor is provided an Exhibitor Services Manual that describes the type and arrangement of exhibit space and the standards, provisions and limitations contained therein. If, in the sole opinion of Show Management, any exhibit fails to conform to the Exhibitor Services Manual guidelines, or the provisions set forth herein, such exhibit will be prohibited from functioning at any time during the exposition. Exhibits not in conformance on the part of Exhibitor or any of its agents, servants, employees, contractors, patrons, licensees or invitees of or any other person entering upon the Premises leased hereunder with the express or implied invitation or permission of Exhibitor, shall be prohibited from functioning at any time during the exposition. Exhibits not in conformance on the part of Exhibitor or any of its agents, servants, employees, contractors, patrons, guests, licensees or invitees of or any other person entering upon the Premises leased hereunder with the express or implied invitation or permission of Exhibitor, may, in the sole opinion of Show Management, be prohibited from functioning at any time during the exposition.