



# **2015 HOST COMMITTEE VOLUNTEER HANDBOOK**

**JULY 2 – 5, 2015 • ATLANTA, GA - USA**  
**Coordinated by A.A. World Services, Inc.**



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# CONVENTION SCHEDULE OVERVIEW

## TUESDAY JUNE 30, 2015

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Registration .....6:00 pm – 9:00 pm .....GWCC/Halls B2/3  
(VOLUNTEERS ONLY)

## WEDNESDAY JULY 1, 2015

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Registration .....8:00 am – 8:00 pm .....GWCC/Halls B2/3

## THURSDAY, JULY 2, 2015

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Registration.....8:00 am – 8:00 pm .....GWCC/Halls B2/3

Hospitality Suites .....On Individual Schedules

Party in the Park.....7:30 pm – 12:00 am .....Centennial Park &  
GWCC, Omni Hotel

Marathon Meetings .....Starting at Midnight .....Hyatt Regency

## FRIDAY, JULY 3, 2015

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Marathon Meetings.....24 hours.....Hyatt Regency

Registration.....8:00 am – 6:00 pm.....GWCC/Halls B2/3

A.A. Meetings.....9:00 am – 5:00 pm.....GWCC, Omni Hotel

Opening Big Meeting/

Flag Ceremony .....8:00 pm – 10:00 pm.....Georgia Dome  
(Doors and Concessions open at 5:30 pm)

Dance.....10:00 pm – 12:00 am.....GWCC/Hall A2

## SATURDAY, JULY 4, 2015

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Marathon Meetings.....24 hours.....Hyatt Regency

Registration.....8:00 am – 4:00 pm.....GWCC/Halls B2/3

A.A. Meetings.....9:00 am – 5:00 pm.....GWCC, Omni Hotel

Old timers Big Meeting.....8:30 pm – 10:30 pm.....Georgia Dome  
(Doors and Concessions open at 5:30 pm)

Dance.....10:00 pm – 12:00 am.....GWCC/Hall A2

## SUNDAY, JULY 5, 2015

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Marathon Meetings.....Until 7:00 am.....Hyatt Regency

Registration.....7:00 am – 1:00 pm.....GWCC

Closing Big Meeting.....9:00 am – 11:00 am.....Georgia Dome  
(Doors open at 7:00 am)

Special Needs/Tapes/

Photo Sales .....7:00 am – 1:00 pm.....GWCC/B211-212

# GENERAL CONVENTION INFORMATION

## Essential Telephone Numbers

General Convention Information.....	(404) 222-5700
Volunteer HQ.....	(404) 222-5710
Foreign Languages Area .....	(404) 222-5715
Special Needs/Accessibilities Area.....	(404) 222-5720
Special Needs Transportation .....	(404) 222-5725
Convention Press/Media Office .....	(404) 222-5730
Convention Management ( <i>Talley Management Group</i> )....	(404) 222-5701

## Emergencies

During an emergency inside of the building, we ask that you locate a facility red phone, which contacts our Public Safety dispatch directly and dial 4911 instead of initially dialing 911. Dialing 911 from inside the Congress Center will slow the reaction time of emergency vehicles in route. The 911 operator will note the location of the call if inside the building and ultimately contact our Public Safety dispatch officer, thus eliminating valuable time. Red phones are located throughout the center on levels and inside the exhibit halls. Placed directly over the receiver of the phone is a legend highlighting department extensions for quick reference. If using a cell phone, please call 404.223.4911.

Valuable information to know when calling:

1. Type of Emergency
2. Number of people involved
3. Location of emergency inside the building

## First Aid

See the campus map included in this handbook for the 3 first aid locations in GWCC (Hall A3, Hall B3 and Room B410). There will also be two tents in the Centennial Olympic Park, roving paramedic teams and First Aid in the Georgia Dome. If you are in the Convention Center, Stadium or convention hotel, contact management personnel, medical personnel or use any house phone.

# **VOLUNTEERS: HINTS ON “HOW TO”**

## **Giving Directions**

There is a map of downtown Atlanta at the end of this handbook. Learn your work location on the map so that you can orient visitors who ask for directions. Be specific, using universal terms such as east, west, right and left. Avoid directions such as “by the freeway.”

Give specific measurements, such as 2 blocks or (if you know the distance) 4.5 miles.

Speak slowly, and check from time to time that your directions are understood so far.

Orient the map toward the visitor, not yourself. Position the map so that north on the map is actually north.

Give points of reference along the way, such as “You’ll see the (Insert Information) on your right” or “(Insert Information) will be to your left.”

Recheck. Let the person repeat the directions back to you. If possible, write down helpful information such as key streets or landmarks. Be patient and friendly. Don’t rush the conversation.

## **Interacting with the Cranky Visitor**

1. Deal with the feelings:
  - a. Listen to what the person is trying to tell you. Don't interrupt. People who are complaining have a need to tell someone about their problem. This one has just picked you.
  - b. Accept that the person is upset. Empathize with the feelings being expressed. Do not take the complaint personally. Chances are it has nothing to do with you at all; you are merely seen as a representative. Do not try to defend either yourself or the organization. Look for that portion of the complaint that you can agree with and express that agreement.
  
2. Deal with the problem:
  - a. Clarify the complaint. Restate the problem as you understand it and offer what you can to help resolve the complaint.
  - b. Sometimes an apology or acknowledgement of the validity of the complaint is all you can do, and it may be all the person wants. Even if the situation is not your fault, you can still empathize with the complainer's distress.
  - c. Do not promise anything you can't deliver. Follow through on anything you say you are going to do.
  - d. Remain cheerful and helpful. Your attitude can help soften the situation. Remain pleasant, courteous and gracious.
  - e. Refer what you can't handle to someone who can. If some action can be taken to remedy the situation, your shift captain is the next person up the line to help.

Remember that people with complaints are probably most upset because they feel they have not been treated fairly. You can help resolve the conflict by showing an interest in their problems and demonstrating concern.

## **Registration**

Registration/Hospitality is located in Halls B2/3.

Registration hours are:

Tuesday, June 30, 2015 6:00 – 9:00 pm (*volunteers only*)

Wednesday, July 1, 2015 8:00 am – 8:00 pm

Thursday, July 2, 2015 8:00 am – 8:00 pm

Friday, July 3, 2015 8:00 am – 6:00 pm

Saturday, July 4, 2015 8:00 am – 4:00 pm

Sunday, July 5, 2015 7:00 am – 1:00 pm (*limited services available – sales and special needs only*)

## **Central Office of Metro Atlanta**

Intergroup volunteers will be on-hand in Halls B2/3.

## **Simultaneous Interpretation**

The Big Meetings at the Georgia Dome will be simultaneously interpreted into Spanish, French, German, Italian, Japanese, Finnish and Polish. Receivers are available at the International Hospitality Area at the GWCC, and at Gate C, Int'l Blvd level in the Stadium. You may sit anywhere in the Stadium to hear translation through the receivers.

## **American Sign Language/Closed Captioning (ASL)**

The Big Meetings at the Georgia Dome will be closed captioned and interpreted into ASL. Closed captioning will be visible from any seat in the stadium. ASL interpretation will be best viewed from the floor seats of the stadium and there will be reserved sections.

Meetings on both Friday and Saturday will also be interpreted into ASL. Please refer to this program for meetings indicated by (ASL). In meetings that will be interpreted, please use the seating near the flat screens for better viewing of the interpreter.

## **Assisted Listening Devices (ALD)**

Assisted listening devices are available at the Special Needs area in the International Blvd Lobby. Please refer to the program listing for those sessions noted with ALD.



# **VOLUNTEERS: FUNDAMENTAL INFORMATION**

## **Al-Anon Convention Highlights**

Al-Anon has scheduled its events to accommodate attendance at the major AA stadium events. The Al-Anon Information Booth is in Halls B2/3 and their events are at the Marriott Marquis Hotel.

Schedules of local Al-Anon and Alateen meetings will be available in the Booth and at the Marriott.

## **Anonymity**

During the Convention, there will be tens of thousands of convention participants with large badges and a few thousand people with noticeable colored badges standing on street corners and in hotel lobbies. Chances are people will notice and ask what is this all about. This simple answer is, “This is the International Convention of Alcoholics Anonymous.”

## **Food**

Food and beverages are available in the Convention Center, outside in the Park and at all our hotels, or head to CNN Center Food Court. Meet old friends and find new ones over a cup of coffee, an ice cream, a snack or a light meal.

## **Foreign Languages**

Our international visitors can receive foreign language translation assistance in the International Hospitality Area in the International Blvd Lobby. The telephone number is (404) 222-5715.

## **Volunteer Headquarters**

Volunteer Headquarters are located in B213. Some sub-committee shifts will check in here. This area will be open and staffed throughout the convention. The telephone number for the Volunteer Headquarters is (404) 222- 5710.

## MEETINGS

**Topic Meetings** - Meetings for general topics and discussion are held all day Friday and Saturday in the GWCC and Omni Hotel. See the official Convention Program for the detailed session listing.

**Marathon Meetings** -English and Spanish Marathon Meetings will be held simultaneously around the clock from midnight Thursday until 7:00 am on Sunday in the Centennial Ballroom at the Hyatt Regency Hotel.

**Big Meetings** - The Friday Opening Big Meeting and Flag Ceremony will be at the Georgia Dome from 8:00 – 10:00 pm. The Saturday Old Timer's Speaker Big Meeting will be from 8:00-10:30 PM. Doors will open at 5:30 pm on Friday and Saturday. There are designated sections on the floor level of the Georgia Dome for wheelchair accessibility, Special Needs and ASL translation. Please reserve elevators and marked seating for those in our fellowship with special needs.

The Sunday morning meeting is from 9:00 am – 11:00 am. Doors open at 7:00 am. Baggage storage will be available at the convention center.

## **Media/Press Check In**

There is a chance that you could be approached by the media. If you are, please remember our 11th Tradition, which states that “we need always maintain personal anonymity at the level of the press, radio and film,” and refer the media to the A.A. Press/Media Check In located in International Blvd Lobby of the GWCC. The telephone number is (404) 222-5730.

## **Smoking**

Georgia has an ordinance prohibiting smoking in public places. Smoking and e-cigarettes are not permitted in the Convention Center or Georgia Dome. Please use designated areas outside.

## **Special Needs/Accessibilities**

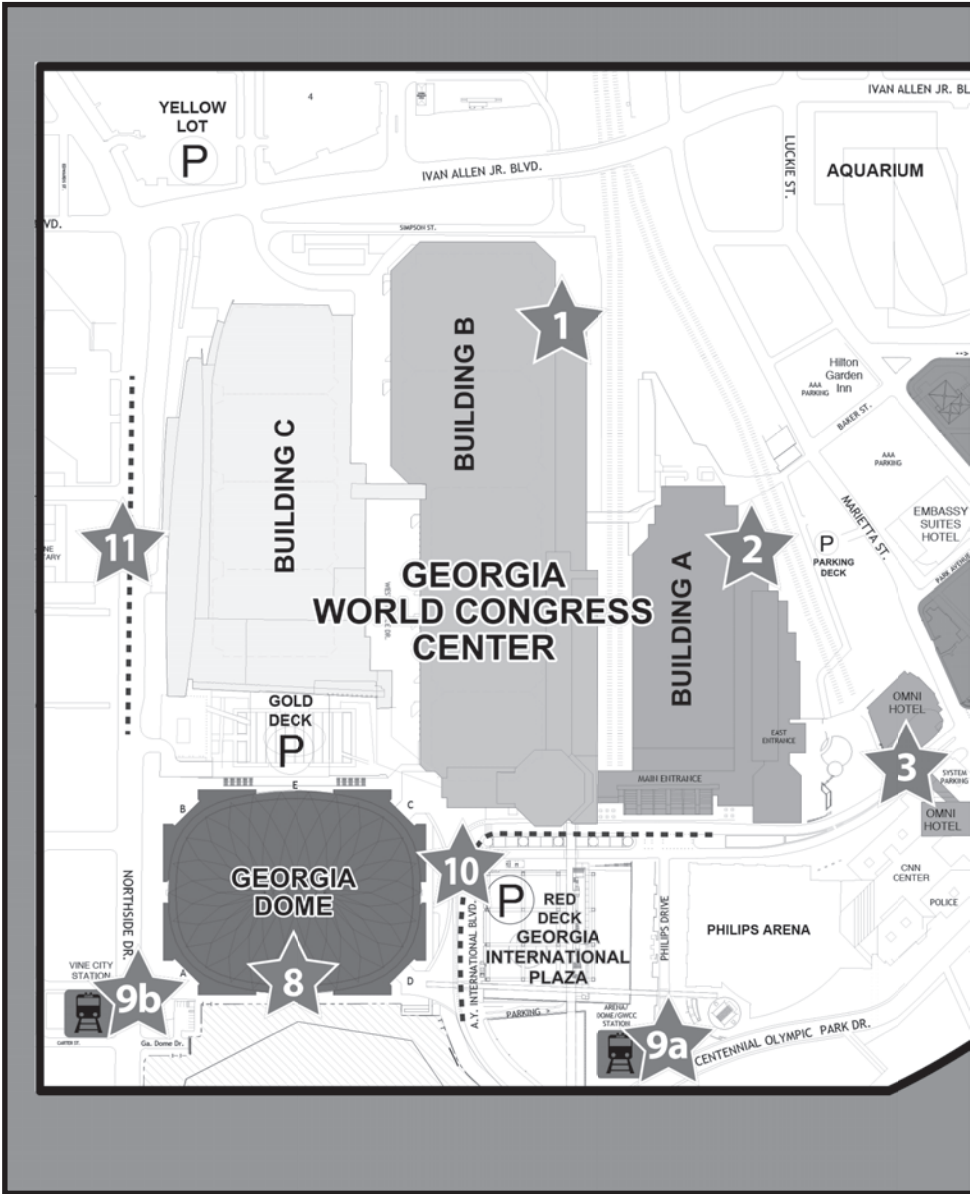
Special Needs/Accessibilities Hospitality Areas are located at the Convention Center in two areas – the International Blvd Lobby and in Halls B2/3. Here you will find information regarding meetings in American Sign Language and Special Needs seating at the stadium and more, including the rental of wheelchairs or scooters. There will be Special Needs seating sections on the floor of the stadium.

For ease of access, the best route for our attendees in wheeled vehicles or mobility issues is through Exhibit Hall B1 and into the stadium on floor level.

For Special Needs/Accessibilities information, please call (404) 222-5720.

For Special Needs/Accessibilities Transportation information, please call (404) 222-5725.

# 2015 International Convention of AA



# Alcoholics Anonymous - Campus Map



## 1 BUILDING B

- Meetings
- Registration/Hospitality

## 2 BUILDING A

- Meetings
- Thurs/Fri/Sat Night Dances

## 3 OMNI HOTEL

- Thursday Night Party
- Fri/Sat Meetings
- Hospitality Suites

## 4 CENTENNIAL OLYMPIC PARK

- Thursday Night Party in the Park

## 5 HYATT REGENCY HOTEL

- 265 PEACHTREE ST., NE - 2 BLOCKS
- Marathon Meetings

## 6 DOWNTOWN HOTELS

## 7 MARRIOTT MARQUIS HOTEL

- 265 PEACHTREE CENTER AVE., NE - 4 BLOCKS
- Al-Anon

## 8 GEORGIA DOME

- Big Meetings

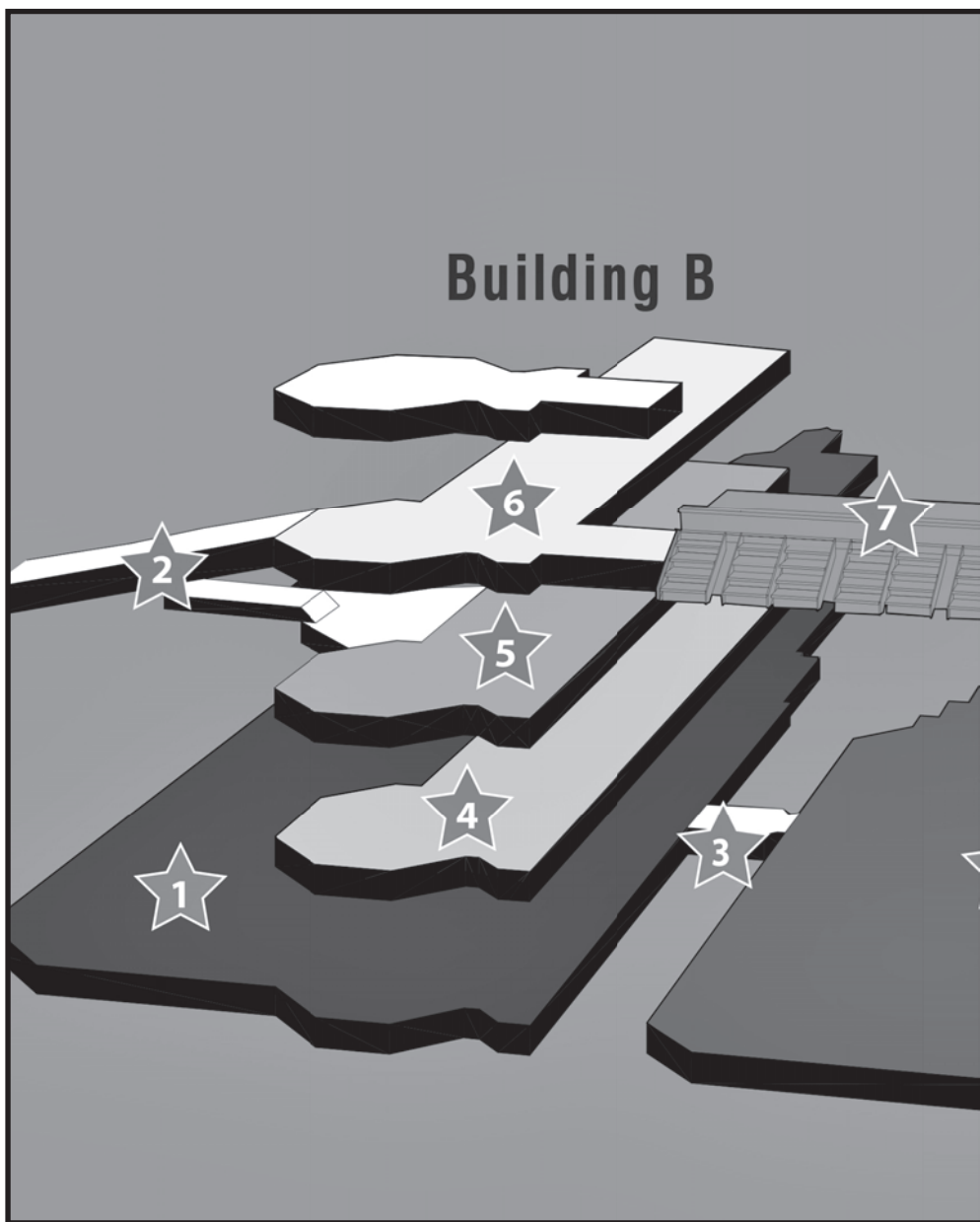
## 9a DOME/GWCC/PHILIPS ARENA/ CNN CENTER MARTA STATION

## 9b VINE CITY MARTA STATION

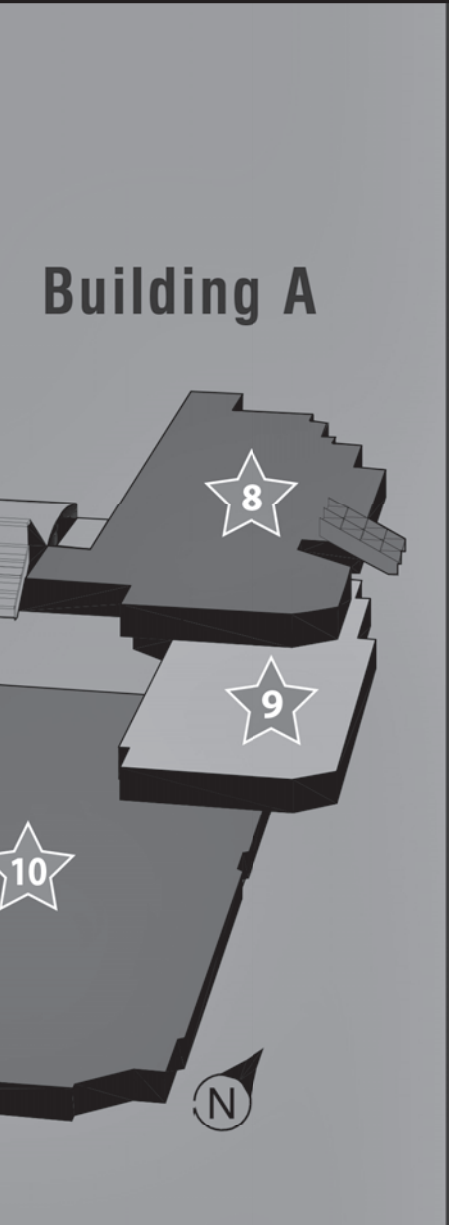
## 10 CONVENTION SHUTTLE ROUTES 1-10 OUTSIDE GEORGIA DOME

## 11 CONVENTION SHUTTLE ROUTES 11-16 OUTSIDE BUILDING C

# GEORGIA WORLD CONGRESS



# CENTER (GWCC) FLOOR PLAN



- 1 BUILDING B EXHIBIT HALLS**
  - *Large Meeting Rooms*
  - *Registration/Hospitality*
  - + *First Aid–Hall B3*
- 2 CONNECTOR BETWEEN BUILDINGS B&C**
- 3 CONNECTOR BETWEEN BUILDINGS A&B**
- 4 BUILDING B LEVEL 2**
  - *Meetings*
  - *Convention Souvenir Books/CDs/Photo–Room B211-212*
- 5 BUILDING B LEVEL 3**
  - *Meetings*
- 6 BUILDING B LEVEL 4**
  - *Archives–Room 401*
  - *Meetings*
  - + *First Aid–Room 410*
- 7 INTERNATIONAL BOULEVARD LOBBY**
  - ♿ *Special Needs*
  - *International Hospitality*
- 8 BUILDING A LEVEL 4**
  - *Meetings*
  - *SM Auditorium*
- 9 BUILDING A LEVEL 3**
  - *Meetings*
- 10 BUILDING A EXHIBIT HALLS**
  - *Large Meeting Rooms*
  - *Thurs/Fri/Sat Night Dances*
  - + *First Aid–Hall A3*

# TRANSPORTATION

## Convention Transportation

Transportation between official Convention hotels and the Georgia World Congress Center (GWCC) is available for AA Attendees. The mode of transportation varies; some hotels receive shuttle service to the GWCC, and some receive shuttle service to nearby MARTA stations where attendees can use MARTA to get to the GWCC.

**Please note:** some hotels do not require the official Convention shuttle service as they can walk to nearby MARTA stations and use MARTA to get to the GWCC.

## Convention Shuttle

Hotels receiving shuttle service have Convention shuttle information signs in the hotel lobbies. The shuttle signs list the route number, boarding location and hours of service. Please be sure to review the information specific to your route as the hours and frequency of service vary route to route. Also, due to proximity, attendees staying at downtown hotels are highly encouraged to walk to the GWCC as frequency of service for those hotels will be very limited.

## Special Needs Zone Shuttle

Special Needs transportation will be provided for individuals who are wheelchair bound and require tie down accessible transportation. Advance reservations will be required for inbound service to the GWCC. Please see the shuttle information sign located in the hotel lobbies or on the shuttle route flyer for the ADA reservation phone number specific to your hotel. Return service from the GWCC back to the hotels will depart from Hall B2/B3 and will be on a first come, first served basis. **Please note:** due to limited vehicle capacity, only one (1) companion may travel with a special needs passenger on the AA Zone Shuttle. Any additional companions will need to ride the regular AA Convention Shuttle or the other modes of transportation specific to their hotel.



## Convention Campus Shuttle

Courtesy transportation is also provided on the GWCC campus to get between Building A/B, Building C and Hall B2/B3 for those renting scooters. **Please note:** the campus shuttle is for ambulatory guests only (no wheelchairs or scooters). Passengers must be able to step in/out of the vehicle.

## MARTA

The MARTA system is key to our convention transportation and for our volunteers. It will simply be the easiest way to access the convention campus and downtown Atlanta during what will be a VERY busy 4th of July weekend throughout Atlanta. We urge our volunteers to use the system since parking will be at a premium and traffic will be substantial.

## UNIFORMS

All 2015 Convention Host Committee Volunteers will be wearing identifiable light green neon shirts and, if possible, white, khaki or black pants, shorts or skirts.

Talley Management Group staff will be wearing khaki pants with light blue shirts.

CSC Event Security professional staff will be wearing the following identifiable Uniforms :

*Staff inside:* Long sleeve yellow dress shirts with CSC front left side.

*Staff at outside check posts:* Black and yellow shirts marked event staff.

*Supervisors:* Long sleeve light blue with logo on front left side only and outside supervisors in light blue marked CSC supervisor.

# **ATLANTA AREA VISITOR SERVICES**

## **Housing**

During Convention week, the Atlanta Convention and Visitors Bureau will operate a housing desk in Hall B2/3 at the GWCC. This desk will attempt to secure hotel space for those who arrive without housing arrangements. It will also serve as a resource for those who arrive and find a problem with their reservation..

## **Restaurants**

Restaurant information and reservation services will also be available in Hall B2/3.

## **Parking**

Parking is available at the parking decks managed by the Georgia World Congress Center. Because parking spaces are limited, it is highly recommended to pre-purchase your parking permit online. The Red Deck is reserved for ADA Parking. To purchase parking, please visit <http://www.gwcc.com/directions/parking/> and click on the "Online Parking Permits button." From there, you will click on "Purchase Event Parking Permits" and then "Georgia World Congress Center" and then "2015 Intn'l Convention."

## **Taxi Service**

Taxis in the area operate 24 hours a day. They are regulated and fares are posted and metered. A taxi stand is located just outside the International Blvd Lobby and Building C at GWCC and most downtown hotels.

## LOCAL A.A. FAVORITES

Local eateries recommended by fellow volunteers include:

~~**Ann's Snack Bar**~~

~~**(MARTA or drive)**~~

~~Home of the ghetto burger~~

~~1615 Memorial Dr SE~~

~~Atlanta, GA 30317~~

**The Vortex Bar & Grill**

**(MARTA or drive)**

Best burgers in Atlanta

*Midtown location:*

878 Peachtree St NE

Atlanta, GA

(404) 875-1667

*Little Five Points location:*

438 Moreland Ave NE

Atlanta, GA

(404) 688-1828

**Pitty Pat's Porch (walk)**

Tourist staple southern restaurant

25 Andrew Young Int'l Blvd NW

Atlanta, GA 30303

(404) 525-8228

**Fat Matt's Rib Shack (drive)**

World-famous barbeque ribs

1811 Piedmont Ave NE

Atlanta, GA 30324

**The Varsity (MARTA or drive)**

Classic Atlanta staple – chili dog,

slaw dog, frosted orange

61 North Ave NW

Atlanta, GA 30308

**Alon's (MARTA or drive)**

Bakeries, Sandwiches

1394 N Highland Ave NE

Atlanta, GA 30306

**South City Kitchen – Midtown**

**(MARTA)**

Contemporary southern cuisine

1144 Crescent Avenue Northeast

Atlanta, GA 30309

(404) 873-7358

**The Colonnade Restaurant**

**(MARTA or drive)**

Down home southern cooking,  
great fried chicken.

1879 Cheshire Bridge Rd Ne,

Atlanta, GA 30324

(404) 874-5642

**R Thomas Deluxe Grill**

**(MARTA or drive)**

This funky, eclectic Atlanta  
restaurant is open 24 hours

and has a menu that ranges

from burgers to vegetarian fare

to crazy teas and juice drinks.

1812 Peachtree St NW

Atlanta, GA 30309

(404) 872-2942

**Antico Pizza (MARTA or drive)**

Hands down the best pizza in  
the southeast. Located near

Georgia Tech, the staff hails

from Naples, makes the pizza

in their eat-in kitchen/dining

area, and they close when they

run out of dough.

1093 Hemphill Ave

Atlanta, GA 30318

(404) 724-2333

## LOCAL A.A. FAVORITES (Continued)

### *Six Feet Under Pub & Fish House*

*(MARTA or drive)*

437 Memorial Drive SE

Atlanta, GA 30312

Tel: 404-523-6664

### *Front Page News Restaurant*

*(MARTA)*

1104 Crescent Ave NE (Midtown)

Atlanta, GA 30309

### *Rosa's Pizza (walk)*

62 Broad St NW, Atlanta, GA 30303.

Located near GSU - If you like NY pizza, this is the place for you. You will experience long lines but they move quickly.

### *Mary Mac's Tea Room*

*(MARTA or drive)*

224 Ponce De Leon Ave NE

Atlanta, GA 30308

Southern dining restaurant that has been a local favorite for over 70 years.

### *Atlantic Station (MARTA)*

A walkable development near 17th Street and 75/85.

Lots of shopping and restaurants accessible by Marta

## Top 5 Local Sightseeing Recommendations

### Little Five Points (MARTA)

Eclectic Atlanta neighborhood

### Stone Mountain Park (drive)

### Kennesaw Mountain (drive)

### Skyview Atlanta (walk)

Ferris Wheel for sightseeing

168 Luckie Street NW, Atlanta, Ga

### Local AA Clubhouses

- *Triangle, Galano, NABA, Biscayne,*

*8111, Tara* -Get information at the

Central Office of Metro Atlanta

booth in Exhibit Hall B2/3.







