

**SITE VISIT GUIDANCE**



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# SITE VISIT OVERVIEW & AGENDA

Once the bid is awarded, the ISPCAN Executive Director and Congress Co-Chair will visit the city, venue and lodging to discuss scientific program, contract, etc. The site visit travel and accommodation must be hosted and funded by the Convention Bureau. Suggestions for a 2 day meeting to be held and agenda for the visit is below.

## DAY 1:

* Meet with Co-Hosts – Convention Bureau and CAN Partner (presentation on their organization, how they work, and child protection system in the country).
* Tour of local partner organization

## Regional Child Protection Systems Overview

* Describe the current child protection systems in your region/country.
* Challenges you hope to address
* Meet with scientific committee, and local organizers to review program, core competencies, working groups and tracks for the conference.

## Scientific Theme and Subthemes

* Propose the Congress Scientific Program Theme
* Identify 4-6 topics incorporating a multi-disciplinary approach to child abuse and neglect prevention
* Program overview describing which additional core competency courses, working groups, etc.
* 2-3 potential logos for the congress
* CEU’s being offered :Information on University or certifying body
* Meetings with Planning Committee Subcommittee Co-Chairs and local organizations providing additional support

## Proposed Planning Committee Subcommittee Co-Chairs

* Demonstrate the strength of the local child abuse and neglect partner organization (CAN Partner) by nominating a minimum of 8 Planning Committee Subcommittee Co-Chairs, representing a minimum of 3 other local child abuse and neglect prevention organizations, associations, non-profits, corporations, institutes, agencies or universities.
* Meetings with any additional members of government that can be involved and discussion on legacy.

## Political and Business Support

* List confirmed support from national, regional or international government, ministries and agencies.
* List confirmed support from local country, region, city and/or town government agencies, political agencies, public transportation, fire and police agencies, political figures, dignitaries, royalty and celebrities.

## Commitment to the ISPCAN Legacy

* Describe the Local Partnership’s commitment to establish and nurture the post-Congress ISPCAN Legacy
* Describe specific regional needs, to be addressed by the ISPCAN Legacy in your region.
* Share ideas for the ISPCAN Legacy in your region to keep sustainable program or activity in child protection.
* Interview/ Meetings with PCO(s).

## Professional Congress Organizer (PCO)

* Confirm whether a local PCO will be employed to assist with Congress logistics.
* Describe the rationale for employing/not employing the services of a local Professional Congress Organizer.
* If a PCO will be employed, identify and include proposals from a minimum of 3 vetted local PCOs.
* Press conference & Press release announcing the congress

## Press and Media Coverage Plan

* Describe the proposed press and social media publicity plan for the Congress.
* Signing of contract (ceremonial)

**DAY 2:**

* Visit the City : Tour and sightseeing option(s).

##  Travel Information

* List required and recommended vaccinations.
* Describe airport to venue transfer options, public and local transportation options and pricing.
* Describe all visa requirements and travel restrictions.
* Explain entry, exit and any other travel restrictions based on nationality, culture, religion etc.
* Tour of venue for Congress, see meeting rooms, plenary halls, experience food tasting, and options for low and high number of attendees projected

++(see venue requirements list at the end of this document)

* Tour of meeting rooms for the Council meeting (post congress 2.5 days)
* Tour of hotels of 3, 4 and 5 star options close to venue (booking link with discount rates to be provided to delegates. (No hotel blocks if ISPCAN hold any liability)
* Visit to cultural dinner site options. Discussion of local performance or cultural experiences to be included and costing for dinner (max $50/pp) unless dinner is fully sponsored

## Tours/Cultural Event Recommendations

* Source local cultural dinner event options.
* Recommend for-purchase, optional tours/sightseeing trips for delegates.
* Propose half day educational tours of local child abuse and neglect prevention facilities (treatment facilities, children’s hospitals, juvenile justice facilities, refugee relocation centers, etc.)
* Propose half day observation/shadow opportunities with local child abuse and neglect prevention organizations.

**ROLES AND RESPONSIBILITIES**

**ISPCAN SECRETARIAT AND COUNCIL**: The ISPCAN Secretariat, based in Denver, USA is responsible for oversight and management of the planning process and event, including abstract, global marketing, registration and financial management. ISPCAN Councilors also co-manage the scientific content with the Local Partner Organization. The Executive Director, President and Congress Committee oversees the bid award process and execution of all congress processes to ensure an impartial and consistent implementation.

# LOCAL PARTNERSHIP: The first step for planning an ISPCAN International Congress is to form a Local Partnership between a Convention and Visitor’s Bureau (CB) and a local Child Abuse and Neglect expert partner organization, forming a Local Organizing Committee (LOC) to submit the Expression of Interest and Bid. The Local Partnership remains active and works together with ISPCAN throughout the bidding, planning, and execution of the Congress.

* **The Convention and Visitors’ Bureau (CB**) and/or Ministry of Tourism provides government, patron, dignitary and business endorsement, financial support and contacts, source the venue, cultural dinner site, arrange the site visit, help to hire a reputable PCO, and develop a press / social media publicity plan for the Congress to maximize opportunities for community awareness. The CB delivers the city support package (delegate transportation, welcome gift, conference bag). Finally, they develop promotional video of the city, inviting delegates, arranging for a tour company booth at the Congress, and assisting with preparation of the Expression of Interest and Bid Proposal.
* The **Local Organizing Committee (LOC)** is led by an expert organization, University, non-profit, government, ministry, institution or foundation working to prevent child abuse and neglect. They must be an ISPCAN member by the time an EOI is submitted. The local partner is responsible for the scientific content and program in collaboration with ISPCAN. The lead from the local partner organization will form a Local Organizing Committee (LOC) with leaders from other key local organizations supporting the Congress.
* The **Professional Congress Organizer (PCO)** or “Destination Management Company” is jointly hired by ISPCAN and the Local Partnership for sponsorship, marketing, destination management, sales, on-site logistics, legacy management and reporting during and after the Congress. In some cases the PCO assumes financial liability.

#  SCIENTIFIC CONTENT

**SAMPLE PROGRAM FORMAT (Elements and scheduling have flexibility)**

#  +Coffee breaks (2) and Lunch break are daily

|  |  |  |  |
| --- | --- | --- | --- |
| Time | Day 1 | Day 2 | Day 3 |
| 9-10:30 AM | Opening Ceremony and Award Presentations 2 Keynote Speakers: International Kempe Lecturer + Regional Expert) | 2 Keynote Speakers (WHO partner + regional expert)Youth Forum Presentation | 2 Keynote Speakers (Regional expert + Survivor/ Inspirational)+ Youth performance |
| 11-5 | 5-10 Scientific Sessions +Youth Forum | Core Competency Courses and/or Master Class | Scientific ProgramWorking Groups | Core Competency Courses / Master Class | Scientific Program | Core Competency Courses and/or Master Class |
| 5PM | Membership Meeting & Welcome Reception |  | Closing Ceremony (Country partner award ceremony) |
| 6PM |  | Cultural Dinner & Show |  |

#

#  KEY ELEMENTS OF PROGRAM

# Local partner identifies a Congress theme and 5-7 child abuse and neglect prevention topics of focus

# 5-10 session tracks (based on attendance projections)

# 3 full days and optional additional days which may include working groups, tours of local child abuse treatment and research centers, community events, training and/or workshops. Congress is typically held Monday-Wednesday, days are flexible depending on Local Partner’s recommendations

# CEU’s: Continuing Education Credits offered for professional learning via a local university

# Youth Forum for youth leaders and young professionals (between the ages of 18-25 years)

# Core competency courses (beginner and advanced)

# 6 keynote presentations (1 international speaker, 1 World Health Organization expert (is it necessary to have WHO representative, can be any UN rep), 4 regional speakers)

# Awards ceremony to honor top child abuse and neglect prevention experts in the region

# Cultural dinner & performance

# Scientific, corporate and local artist exhibitor booths

# Posters and ignite presentations

# Conference Mobile App & printed program

# Press coverage & community awareness

# Optional language specific track / virtual conference attendees

# ISPCAN Member meeting & reception

# ABSTRACT PROCESS

# 150-300 global abstracts to be included in the final program

# English version Managed by ISPCAN and overseen by co-chairs of the scientific committee (local and ISPCAN). Arabic process managed by MOSD website

# Double blind peer review process

# Oral, poster, workshops, symposia and multi-media formats

# DELEGATE REGISTRATION

# ISPCAN manages the International registration process in concert with our membership database

# Discounted fees are available for developing country delegates, students and ISPCAN members

# Non-member pricing includes a one-year ISPCAN membership

# Early bird, online and onsite pricing

#  LEGACY WORK

# Develop a plan describing community events that would supplement the congress

# Develop a public relations, media and marketing plan to promote the congress

# Conduct a Youth Forum and create a plan for sharing key objectives and learning via social media

# Announce and publish a formal Congress Declaration to drive policy change within the region

# Local Partners become ISPCAN Country Partners to remain a long term valued partner for ISPCAN in the region.

# Option for post Congress special issue of the ISPCAN Child Abuse and Neglect Prevention International Journal. Work with the journal editors to publish the work of regional authors

#  FINANCIAL ELEMENTS

# FINANCIAL MODELS

**Option 2** is2 party contract: **ISPCAN and the Local Partner** have an agreement where ISPCAN is paid a flat administrative fee for having equal responsibility with the local partner for planning and managing all aspects of the scientific program in the Congress. The local partner assumes 100% Congress financial profit/liability, manages all aspects of the finances and hires PCO directly. ISPCAN must still be involved but need not approve all final arrangements except registration and pricing for delegates.

**KEY BUDGET ELEMENTS TO BE INCLUDED:**

1. **Keynote and VIP speakers:** 1 international speaker (Kempe lecturer) + 5 regional experts’ airfare and accommodation + gifts . Travel for additional invited speakers for workshops or core competency courses if selected must also be included.
2. **Youth Forum:** t-shirts and supplies for youth event, food and beverage to be supplied for this closed event.
3. **Registration system:** ISPCAN’s registration system will be provided at no cost to the congress
4. **Mobile App:** $2500 fee (external provider). Bill will be invoiced to MOSD if chosen.
5. **Abstract management system:** $4000(external provider) that ISPCAN contracts with. Already ncluded in support budget fee.
6. **Membership fees:** Each congress also requires current ISPCAN membership fees to be built into the registration for non-members. Members receive discounted registration rates. The membership fees are collected and remitted directly to ISPCAN in us dollars and do not factor into the congress budget.
7. **Travel and Complimentary Registration:** Economy flights, accommodations for 5 nights and complimentary registration are to be included in the budget for 4 ISPCAN staff members and 5 ISPCAN councilors. Economy flights, 2 nights hotel accommodations and conference registration must be provided for (1) international keynote speaker and (5) regional speakers selected by the scientific committee. Complimentary registrations are also provided.
8. **Council Meeting:** Free meeting space for 25 must be provided before or after the congress for 2.5 days
9. **Awards, give-aways and printing** of banners, materials for ISPCAN booth and registration
10. **Hotel Booking Link:** Discount hotel rates for 3, 4 and 5 star hotels near to venue must be negotiated and link provided for delegates. Additional tour, transportation from airport and information on Oman must also be arranged by Convention and Tourism Bureau.
11. **Registration Ticket Pricing:** There are 4 types of tickets for registration for an ISPCAN congress. ISPCAN membership fees of USD$165 (Developed Country Resident) or US$65 (Developing Country Resident) are to be included in the non-member registration ticket price. Each of the 4 ticket types require pricing for early, late and on-site registration periods. Please consider what are acceptable rates in the region.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Delegate Country of Residence\* | category\*\* | Author EarlyRegistration | LateRegistration | On-SiteRegistration |
| Developed | Member | 300 | 350 | 400 |
| Non-Member(incl. $165 ISPCAN Membership) | 465 | 515 | 565 |
| Developing (or student) | Member | 150 | 200 | 250 |
| Non-Member (incl. $65 ISPCAN Membership) | 215 | 265 | 315 |
|  **\*** As determined by World Bank Classification.Membership must be current through Congress dates to receive Member pricing. |

 **All prices are in US Dollars. Currency exchange and local prices must also be considered when setting prices.**

**CONGRESS PLANNING TIMELINE – 6 Months**

|  |  |
| --- | --- |
| Month BEFORE Congress | Tasks |
| After bid is awarded | * Finalize Budget
* Complete Site Visit asap
* Finalize Logo and Brand
* Sign Local Partner Contract with tasks outlined
* Sign PCO Contract including Deliverable/Quality/Payment Schedule
 |
|  March 15 2019 | * Send Welcome Email to Planning Committee with Expectations, Tasks, Timelines, Dropbox Login
* Start Committee Planning calls
* Create Dropbox Directory with Samples
* Recommend and Invite Keynote Speakers
* Recommend and Invite Patrons, Dignitaries and VIPs
* Finalize Program Overview
 |
| March 30, 2019 | * Finalize Press Kit
* Invite Reviewers
* Complete Website including Dates, Location, Logo, Theme and Topics
* Research Cultural Dinner Venue, Menu and Entertainment Options
* Open Awards Nominations
* Prepare Congress Declaration
* Plan Congress Legacy
* Open Abstracts
 |
| April 15, 2019 | * Finalize Registration Pricing
* Finalize Keynote Speakers
* Finalize Patrons, Ministers, Dignitaries and VIPs
* Book Cultural Dinner Venue and Entertainment
* Send 1st Press Releases
* Finalize Congress Legacy
* Invite speakers for Core competency courses and working group plan / invitations
 |
| May 15, 2019 | * Post Keynote Speakers to Website/ must commit
* Post Working Group Programs to Website
* Post Youth Forum Program to Website
* Post Cultural Dinner to Website
* Finalize CEU’s with University
* Close Abstracts
* Send Welcome Email to Reviewers with Login Instructions
* Assign Abstracts to Reviewers
* Review Abstracts
* Finalize program shell / Elements
 |
| May 30, 2019 | * Reviews completed. Authors notified
* Open Author/Early Bird Registration
* Complete PC/Councilor/Staff Registration, Travel and Hotel Booking
* Complete Keynote Speaker Registration, Travel and Hotel Booking
* Complete Patron, Minister, Dignitary and VIP Registration, Travel and Hotel Booking
* Purchase Flights
* Finalize Award Winners & Post to Website
* Send 2nd Press Releases
 |
| June 15, 2019 | * Send Patron, Minister, Dignitary and VIP Welcome Email
* Send Keynote Speaker Welcome Email
* End Author Registration to Reserve Spot in Program
* Invite Waitlisted Authors (2 weeks to confirm)
* End Waitlisted Author Registration to Reserve Spot in Program
* Finalize Program &Post Final Program
 |
| June 30, 2019 | * Early bird/ author rates end
* Regular online pricing begins
* Post Draft Program for Authors to Review
* Invite Volunteers
* Finalize and Assign Volunteers
* Send 3nd Press Releases
 |
| July 15, 2019 | * Send Exhibitor Welcome Email and Instructions
* Finalize the mobile app and upload program, sponsor info, maps, etc
* Finalize designs for banners
* Finalize program design
* Finalize badges
 |
| August 15, 2019 | * Send Program to Print
* Send Printed Materials to Press
* Purchase Items for Booth, Keynote Speakers, VIPs, Awards and Volunteers
* Send Author Welcome Email
* Send Volunteer Welcome Email and Instructions
* Send Delegate Welcome Email
* Send 4th Press Releases
* Arrange transportation and airport banners
* VIP arrangements finalize (greeter, gift+ welcome letter for hotel, transport) and communicate this to VIP
 |
| Sept 1, 2019 | * Close On-Line Registration
* Assemble Delegate Bags
* Write Notes for Speakers and VIPs
 |
| Congress datesSept 15-18, 2019 | * Open On-Site Registration
* Train Volunteers
* Deliver Speaker and VIP Gifts
* Send Pre and Post Congress Press Releases
* Hose Pre and Post Congress Press Conferences
 |

# CONGRESS TASK DIVISION

# The management of the Congress is a responsibility shared by the Local Partnership, ISPCAN and the PCO. The following is a typical division of congress management responsibilities. The division of responsibilities is flexible upon agreement with ISPCAN to accommodate regional and cultural expectations.

|  |  |
| --- | --- |
|  Local Partner Organization | ISPCAN |
| Sponsorship | Planning Administration |
| Local BusinessesScholarship Funding Civic Organization FundingGroup AttendanceScholarship fundEdit Sponsor Packet | Monitor and manage entire processMeeting ManagementDocument ManagementSponsorship prospectusProvide up to $2500 in matching scholarships for developing country delegatesManaging delegate communications from start to end |
| Contacts | Contacts |
| Scientific Community – Local CAN ExpertsLocal BusinessesRegional Mailing ListsMedia ContactsKeynote SpeakersCEU’s organized | ISPCAN Global community & partnersISPCAN MembersISPCAN CouncilorsKeynote Speakers WHO special relationship for sponsorship of Congress |
| Marketing – Local | Marketing – International |
| Professional Network MarketingPress Conferences | Messaging to MembersMessaging to 5,600+ ContactsUtilize our International Journal ad spaceThe Link newsletter promotionEngaging our networks via partner organizationsSocial media utilized |
| Legacy | Financial Management |
| Design and Pre-Conference IndicatorsExecutionImplementation and Post Congress Reporting | ~~Banking~~~~Pre-Approval of All Expenses~~Maintain registration systems and discounts for members, authors, etc. |
| Bid Preparation | Abstract and Registration Management |
| Scientific Theme and TopicsRecommendations for Planning CommitteeAssist with Sample Logo Design | Call for AbstractsOverall Management of author submission, program building, and reviewers |
| Scientific Program | Scientific Program |
| Program DesignAbstract Review and SelectionKeynote SpeakersRecommend Abstract Reviewers (20)Session chairs (20)CEUsBalance research vs practice in the programAddress regional issues | Councilors to Consult with LOCKeynote Speaker RecommendationsRecommend Abstract ReviewersMaster of Ceremonies during CongressCouncilors provide subject matter expertise as speakers for core competenciesAbstract reviewers (20+)Lead working groupsLead YF along with local co-chairDevelop session chair guidelinesDevelop poster/ignite guidelinesEvaluation of congress, sessions |

|  |  |
| --- | --- |
| Convention Bureau | PCO |
| Sponsorship | Sponsorship |
| Site Visit Agenda and FundingDelegate BagsDelegate Bag ContentsCity Support PackageAirport Signage and GreetingAirport TransfersTransportationTourism Board SponsorshipGovernment FundingCorporate Funding | Corporate FundingLocal Business FundingAirport SignageCity Banners |
| Contacts | Contacts |
| Government ContactsCorporate ContactsDignitary Contacts | CelebritiesExhibitors |
| Marketing – City | Marketing – Regional |
| Destination Video Press EventsMedia CoverageCity Wide Promotion | Media PromoMedia KitMarketing PlanExhibit Sales |
| Legacy | Legacy |
| DesignMeasurementPublicity | Plan DevelopmentPublication of Formal Congress Declaration Publicity |
| Bid Preparation | Bid Preparation and Reporting |
| Create Congress Logo SamplesVenue RecommendationsPCO Vetting | Assist with Congress Logo SamplesMonthly Budget ReportingCongress Report |
| VIP Endorsement | Destination Management |
| Government/Ministry OfficialsCelebritiesPolitical LeadersPatronsFunding and Management of Diplomat Security and Support | Venue and Hotel Selection and BookingRestaurant and Entertainment OptionsTours and ExcursionsSponsored Youth Forum Venue – Near CongressCongress Plenary and Breakout RoomsPre and Post Congress Meeting RoomsISPCAN Business Offices and Meeting RoomsCultural Dinner Venue, Menu and EntertainmentKeynote Speaker and VIP Travel and Accommodation Management |

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|  |  |
| --- | --- |
| ISPCAN/ Local Partner | PCO |
| On-Site Logistics | On-Site Logistics |
| Master of ceremoniesCouncilors and staff welcome of delegates dailyOnsite registration paymentsMember issuesCoordinating with PCO onsite Introducing all VIPsMaking daily delegate announcements Providing input and/or content for digital media in the venueCultural dinner welcomePresenting VIP giftsPresenting awards to winnersKeeping time for KeynotersDelegate Communication Process via mobile appVolunteer assistanceRegistration Booth assistanceInterviews and photographyCreating and sending Congress evaluations on survey monkeyLead debrief meeting post congress (lessons learned, wins and lossesManage ISPCAN booth  | CateringAudio/VideoInformation TechnologyVenue and Meeting Room ReadinessSpeaker Readiness Center, including room, IT and Personnel and capturing ALL presentation contentKeynote Speaker and VIP CareDignitary Security DetailVenue Banners and Delegate SignageDelegate Communication ProcessVolunteer Management (session timekeepers, helping direct people, registration booth)Registration Booth set up and ITTranslation ServicesRecording of Keynote AddressesInterviews and photographySocial Media posting pre, post and during CongressPresentation Material ManagementPurchasing and Printing – Program, Banner, Signage, Awards, GiftsDelegate Bag AssemblyDelegate Badge PrintingExhibition Sales and ManagementProvide final certificates of attendance with CEUs |

# POST CONGRESS TASKS

|  |  |  |  |
| --- | --- | --- | --- |
| PCO | LOCAL PARTNER | CONVENTION BUREAU | ISPCAN |
| Finalize bills and provide final accounting to ISPCANAudio/Video: capture all presentations and video Final report of Congress in all aspects (attendance, program, etc.) | Finalize billsLegacy document and activitiesPost congress trainings in the communitySustainable prevention and policy impact | PR ReportTourism report | Finalize bills and any profit or lossUpload all content on ISPCAN websiteSummarize conference feedback surveyFinal thank you email to all delegates with electronic certificateNewsletter Link with conference summary and photosSpecial issue with CAN Journal (optional) |

# CONFERENCE MANUAL: ISPCAN Congress Manual is a comprehensive beginning to end guidebook for planning every aspect of the Congress. Please refer to the Manual for any other details, subcommittee responsibilities, etc. that you might need.