

York University: University Events Standards & Requirements

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Univeristy Events Standards & Requirements

HOW TO PLAN A YORK UNIVERSITY EVENT

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1. OBJECTIVE

York University relies on impactful, professional, and engaging events to connect with internal and external stakeholders. To support the delivery of these influential opportunities, the Office of Institutional Events (OIE) in the Division of the President, has established event standards, upon which York University's events should be designed and planned. Events that involve donors, alumni, and convocation are arranged by the Division of Advancement.

The determination of these standards was derived from the following work:

- › Post-event surveys
- › Researching industry best practices
- › Discussing aims and preferences with York University senior leadership.

This document describes the York University Event Standards that are expected from the three areas of an event (i.e. Pre-Event, During Event, Post-Event) while also providing many useful resources in the Appendix. This document is intended to be used by York University employees who are planning an event or occasion, on or off campus.

Impactful events at York University occur because of detailed, comprehensive planning, and significant work behind the scenes. A successful event encompasses more than applause, and instead must be approached from the multiple lenses of project management, communications, guest satisfaction, risk management, Government Relations / Community Relations, safety, and fiscal responsibility. The planning, organization, and execution of institutional events includes many stakeholders, and they must work together for a successful event.

The Office of Institutional Events Team is always available to provide advice at:

- yuevent@yorku.ca
- www.yorku.ca/unit/institutionalevents

The Division of Advancement's Events Team is available at:

- advevents@yorku.ca
- www.yorku.ca/alumniandfriends/connect/events/

2. PRE-EVENT STANDARDS AND REQUIREMENTS

Start planning events with as much advance notice as possible (ideally 3 months beforehand). However, the nature of events, scheduling, and institutional demands often precludes this much time. While the [Appendix](#) offers a brief checklist, this section delves into the pre-event planning requirements in detail.

To accommodate the standards, the OIE website provides an extensive [Event Planning Guide](#) that details all the work and institutional expectations associated with hosting an event for York University (either on or off campus). Furthermore, if you are planning a virtual event, there is a [Virtual Event Planning Guide](#) to support the planning and execution of these events.

York University event standards and requirements include the following:

2.1 Event Concept

This is imperative for every event – the foundation of your event. The events planner must confer with the client/stakeholder to establish the concept and intended outcomes. This will help inform the purpose of the event and how the event will be structured.

Some key questions to consider include:

- What is the intended goal of the event? Is it a simple reception to fete staff? A government announcement with international dignitaries? A private dinner hosted by a Vice-President? An ice-cream social for students hosted by a Dean?
- Who is the intended audience? Internal? External? Media? Government? Public? Students? Donors? How will the design of the event ensure all participants and guests feel welcomed and included? Are there any accessibility needs to be considered?
- What is the type of event? Is it a reception? A dinner? An awards ceremony? A skating party? What format would be the intended goal(s) of the event?
- Who is speaking? President? Deans? Government representatives? An Olympian? A guest keynote speaker with a slideshow? Regardless, it is important to remember that brevity is best.
- Will entertainment be part of the program? Will there be a performer? A musician? And how will this be addressed during the structure of the event?
- Other items to consider (which are addressed in other sections of this document) include sustainability, inclusivity, ASL interpretation, alcohol, risk management, etc.
- It is also recommended that the University Academic Plan (<https://www.yorku.ca/uap2020-25/>) and the United Nations' Sustainable Development Goals (<https://www.yorku.ca/unsdgs/>) be considered when designing the event to consider unique ways to incorporate these foundational items.
- This time matrix provides a guide to the time required to execute particular events:
 - ❖ Reception: ~ 25 hours
 - ❖ Ceremony & Reception: ~ 35 hours

- ❖ Dinner ~35-50 hours
- ❖ Reception, Ceremony, and Dinner ~75-100 hours
- ❖ Large complex day-long / multi-day events 100+ hours

2.1.1 EVENT CONCEPT STANDARDS AND REQUIREMENTS

- Events must start being planned at least 6 weeks in advance (ideally 3 months).
- [Event Plan](#) and/or Event Purpose documents are required to be completed at the outset, to help inform individual responsibilities, themes, requirements, concepts, etc. These documents must also identify any Educational Objectives.
- Planning must accommodate Ontario’s accessibility requirements and York University’s accessibility standards (<https://www.yorku.ca/accessibilityhub/>).
- It is imperative to inform the Government and Community Relations and Protocol Office before invitations are extended to any government representative or international dignitary (<https://www.yorku.ca/unit/gcrp/government-relations/york-university-protocol-for-contacting-government-officials/>).
- Depending on the event, an advisory meeting should be held with key University offices (e.g. TUUS, Security, Catering, UIT, etc.) to brief them on the event concept and receive their input.
- To honour and pay respect to our relationship with the Indigenous Peoples upon whose lands York University campuses are situated, the university community is encouraged to offer acknowledgements to the host Nations and their traditional lands at the beginning of ceremonies and events. If your event occurs off campus then you should research the lands you will be on and ensure they are acknowledged at the beginning of the event. The University has a webpage devoted to information about the [Land Acknowledgement](#).
- A post-event survey must be issued to attendees and/or clients to poll their satisfaction with the event. The OIE can assist with the structure of these questions, as they help inform the success of the event, and create a baseline metric for future comparison.

2.2 Budget

Whether the event is being paid by internal or external offices, it is imperative that accurate financial tracking occur to monitor the expected cost of the overall event. This should be updated regularly and provided to the client. Charges can be associated with the following:

- AV equipment
- Catering
- Venue
- Transportation and parking
- Gifts
- Entertainment and honorariums
- Hotel accommodations
- Grounds

- Rentals
- Flowers
- Décor
- Staff overtime (as required).

It is always advisable to get approval for the event budget ahead of making commitments to ensure expenses are in line with expectations. Look for ways to reduce costs and save money.

2.2.1 BUDGET STANDARDS AND REQUIREMENTS

- All events must be designed to break even or finish below budget.
- A contingency must be allocated to allow for discrepancies or unexpected charges.
- Event expenses can be split between cost centres if multiple partners are involved.
- If using an outside vendor, they need to be vetted by the Procurement Office.
- Compliance with the [York University hospitality policy](#) is required.

2.3 Date

As noted, it is recommended to start planning events three months beforehand. This may be difficult but allows sufficient time for proper planning and execution. When choosing the date of an event many items need to be considered, including:

- Is it required to be a certain date? (e.g. an Internationally recognized day)
- The availability of the potential venue
- The availability of the President/host/speakers/VIP/external guests
 - ❖ To invite the President to your event, the following form needs to be completed: <https://www.yorku.ca/president/invite-the-president-to-a-meeting-or-event/>
- Possible conflicts with exam schedules, religious holidays, University closures, and other major events happening at the University at that time
- Audience, weather, vendor availability, vacation times,...
- As many items are dependant on the date (e.g. invitations, venue, vendors, musicians, comms materials) it is imperative to lock this down as soon as possible.

Checking the date with the OIE Team and the [York University Events Calendar](#) should provide good insight into the viability of certain dates. And while best efforts are made to choose a particular date, sometimes unexpected situations arise and a date may be required to change.

2.3.1 DATE STANDARDS AND REQUIREMENTS

- The event date should be selected 3 months in advance, with a Go/No-Go decision date of no less than 4 weeks.
- The timing of the event must be respectful of your host, guests, and attendees, with parameters preventing too lengthy, too many speakers, redundancy, etc.
- Inform the [Office of Institutional Events](#) of your confirmed event so it can be considered for inclusion in the University's Events Calendar.

2.4 Location

Whether the location is off-campus or on-campus, it is imperative to book the venue as far in advance as possible. The requirements for certain venues (e.g. deposits, visits, contracts) needs to be ascertained beforehand and questions can be addressed to the OIE Team and Procurement Services.

Before determining a location, York University Event Standards recommend a prudent consideration of [2.1 Event Concept](#) – if your event is to celebrate York University, would it be perceived positively to go off campus? While an off-campus venue might be nice, it is probably more advisable to host your event on campus. Furthermore, the money would remain at the University instead of going externally.

To assist with the determination of the venue there are many offices on campus that can assist with recommendations including:

- OIE
- Adhoc Booking
- Schulich
- TUUS
- Second Student Centre

2.4.1 LOCATION STANDARDS AND REQUIREMENTS

- Most on campus locations must be submitted and approved by [TUUS](#). If there is questions about which office oversees a particular location, TUUS can provide this information.
- The location must be easily accessible by foot, public transit, and/or vehicle.
- Access to the location should be controlled for any required identification verification (e.g. if serving alcohol and/or if the event is private).
- Event locations must have access to fresh water and washrooms.
- When considering non-traditional event spaces, large events or serving alcohol, risk management and insurance to understand any limitations or restrictions.
- Similar to 2.1.1 the location must abide by accessibility requirements.
- Waste disposal and recycling must be available on site.
- Fire prevention and health and safety requirements must be considered and included in the event planning including noting the nearest location of fire extinguishers, exits and AED devices.

2.5 Communications

Ensuring the enhancement of the university's brand, values, and reputation lies at the core of event communications. Emphasizing the significance of technology in this process cannot be overstated. Technology plays a pivotal role in the meticulous preparation and seamless dissemination of various event communications materials. These encompass a wide array of essential items, such as rollouts, captivating invitations, speeches, comprehensive briefing notes, timely reminders, engaging social media content, and insightful surveys. All of the communications also need to convey the purpose of the event to guests so that they understand what they are being invited to.

Each of these event communications materials must be thoughtfully and consistently branded to reflect the university's identity and ethos. Moreover, a rigorous process of accuracy checks including the host's sign-off ensures that the university's reputation remains upheld in all aspects of its engagements. OIE Team can provide advice and templates for the structure and design of the invitation. Depending on the scope of the event, the University campus screens can be utilized as well as signage.

Successful planning of your event communications materials will ensure you capture and receive the required information, as well as supporting [2.1 Event Concept](#).

2.5.1 COMMUNICATIONS STANDARDS AND REQUIREMENTS

- The first draft of the event rollout document must be prepared at least 4 weeks prior to the event, shared with the host and key offices for approval, before continuing to update. The host should review and approve the draft rollout prior to it being shared with other offices.
- External event communications materials involving Glendon must be available in English and French.
- Electronic invitations must abide by CASL compliance, with the opt-out feature allowing recipients to be removed. More information about CASL compliance can be found here: https://ised-isde.canada.ca/site/canada-anti-spam-legislation/en/protect-your-business-and-comply?utm_campaign=ised-isde-casl-23-24&utm_medium=sem&utm_source=ggl&utm_content=ad-text-en&utm_term=what%20is%20casl%20compliance&adv=2324-480050&id_campaign=20672390778&id_source=152600771937&id_content=677540284488&gclid=Cj0KCQiAr8eqBhD3ARIsAIe-buO67Ow43hwrRecIcg319vgYQK6xBy-vIO5vg4m7CiXkZyzONxFSSzYaAsTGEALw_wcB&gclsrc=aw.ds
- When designing the invitation, it is important to note that only people can invite someone to an event. It is improper to have the university/office/unit invite someone to an event.
- Event communications materials (including the invitation, signage, surveys, reminders, MachForms, etc.) must be cohesive in design and consistent with [York University branding](#) and event purpose.

- The researching, writing, and issuing of communications materials (speeches, media advisories, social media, etc.) must be determined by the Communications offices and is not the responsibility of event planning team.
- If a Media Advisory is issued for the event, the event planner must work with C&PA to determine sufficient room is available for the media, and whether additional AV requirements are required (e.g. media pool box).
- Communications materials must abide by the [University's branding standards](#).
- Social media items must be planned with C&PA, faculty Communication branches and (depending on the event) the President's Office Communications team.

2.6 Services

Required services will vary depending on each event. Some of the items that need to be considered include (but are not limited to):

- Venue – What is the most convenient location?
- Additions – What is required? Tables? Chairs? Linens? Drapery? Risers?
- Catering – Who is catering? Are they on-campus or off-campus caterers? Is the food organic/fair-trade/locally-grown? If there is leftover food will it be donated to a Food Bank?
- Waste Management – Are plates and cutlery reusable or recyclable? Is the food waste compostable? Could QR codes be used to reduce the amount of paper hand-outs?
- AV – What is required? Are they booked?
- Venues must be booked as soon as an event is confirmed. Accessible and appropriate venues are often reserved, so booking quickly is imperative.
- Determining AV requirements is essential and should be discussed at the outset to help with venue selection.

These and many other required services can be discussed with the OIE team and further explored on the [OIE website](#).

2.6.1 SERVICES STANDARDS AND REQUIREMENTS

- Bottled water is not allowed on our campuses and should not be made available at events. Instead you are encouraged to provide water from a large dispenser that could be used in conjunction with reusable glasses or water containers.
- Waste management must abide by the ZeroWaste program (<https://www.yorku.ca/facilities/our-services/property-management/grounds-fleet-waste/waste-management/>).
- Ensure sustainability is the foundation for event decisions:
 - ❖ The University is committed to a sustainable future for all and this should be incorporated into your event planning

- ❖ All York University events must take into consideration the 17 [United Nations' Sustainable Development Goals](#). This includes gender equality, climate action, and responsible consumption.
- ❖ The Sustainability Office offers [guidance on planning a sustainable event](#). This includes: thinking about the waste generated at your event, food choices, using local vendors and sustainable transportation options for your event
- ❖ You can also have your [event certified](#) as sustainable using a quick [scorecard](#).
- Similar to 2.1.1 all required services must be designed to accommodate the University's inclusion and accessibility requirements.
 - ❖ York University's Accessibility Hub offers a great toolkit supporting accessibility guidelines for the institution.
 - ❖ It will be important to think about your intended audience and to ensure to design your event so that everyone can participate in a meaningful way and feels included. Things to consider in your event design include: the diversity of your emcees, speakers facilitators, interpreters etc to reflect your audience; is your location accessible and does your event design allow everyone to meaningfully participate; does your location have an all gender washroom; how will you collect and implement accessibility and accommodation requests, are there any barriers to participation and how will you address them; what signage is needed and in what languages?; will you include inclusive statements/announcements during your event and how will you evaluate your event for improvements to inclusion and accessibility
 - ❖ Inclusive [training sessions](#) are also available from the Centre for Human Rights, Equity, and Inclusion.

A superb inclusive event planning resource (including planning, advertising, implementing, etc.) is provided on the [Inclusion Lens](#) website.

2.7 Week-Out Review

It is prudent to review the entire event a week prior with the key people involved in the event. This meeting should review the entire event plan and ensure that participants are satisfied and comfortable with the logistics. This meeting will also help to identify any changes to the event plan that need to be implemented and will give the event organizer ample time to put the necessary plans in place for those changes.

Whether on-site at the venue, or via zoom, an in-depth review of the event is helpful to include the following:

- A review of the rollout chronologically
- A review of the roles and key tasks during the event to ensure everyone is aware of the expectations.
- A review of any security plans or concerns
- A review of signage placements and any wayfinding requirements.
- A review of the floorplans and set-up of equipment and furniture
- Update on RSVPs
- Confirming catering requirements and provide updated numbers.
- On-site reviews also allow for walkthroughs, rehearsals, and venue checks which can also be accomplished the day-of. This walkthrough should also look to identify any potential tripping hazards, signage needs, entry barriers or other potential risks.

This meeting should also address contingency planning in the event of a security incident or emergency situation. Staff should be aware of these plans and Security should offer their expertise. Off campus venues may have their own emergency plans and these should be discussed with the venue contact beforehand. Some of these items include:

- How and who should contact security.
- The locations of the nearest emergency exits.
- The location of a first aid kit.
- The location of an AED device.
- The location of the nearest fire extinguisher.
- The location of the fire alarms.

3. DAY-OF EVENT STANDARDS AND REQUIREMENTS

The culmination of extensive planning finally results in the event itself. The work (to date) supports the institutional event standards and requirements, so the expectations of a successful event are paramount.

Advice: if something goes wrong (and it might) don't panic – stay calm – and address the situation using the best advice and supplies at your disposal. If guests and leadership see events staff panicking, it makes them panic and doesn't instil confidence.

- On the day of the event, it is imperative that staff arrive early. Extra staff support is always helpful.
- As noted in 2.7, an on-site walkthrough the day of the event with staff identifies potential hazards and risks in case things have changed, but also allows for a guest perspective and helps facilitate any wayfinding, potential locked doors, washroom not clean, etc.
- A day-of [checklist](#) is provided on the OIE website that can help determine that all relevant items are addressed.
- Staff attire must reflect the professionalism, expectations, and style of the event.
- Staff and guest safety are paramount, so health and safety masks and sanitizer should be available at the registration desk.
- The most updated RSVP and registration lists must be prepared with any corresponding name tags and placecards. Blank ones should also be available for people that arrive unexpectedly.
- The registration table must be positioned to catch the majority of people arriving at the event. This should have York University branding, be unobtrusive, and easily moved if required.
- A staff member should be assigned to check the catering order before the event to ensure everything is received as planned.
- York University banners and branding materials should be at the registration desk and throughout the event.
- During the event, staff should be encouraged to note items that occurred unexpectedly, caused incidents, and/or were overtly positive or negative, to be documented in the post-event debrief meeting.
- Event staff provide invaluable advice and updates to senior leadership at the event. This includes the status of key individuals, addressing concerns, timing, positioning, etc. This allows senior leadership to contact certain people, adjust their speeches, and be aware if timing needs to be adjusted.
 - It is prudent that an appointed event lead be responsible for briefing the Speakers/VIPs prior to the event, reviewing the rollout, while offering any last minute updates and reviewing potential security plans in the event of an emergency.

- York University Event Standards recommend staff refrain from eating and drinking during the event. As event staff are not invited to the event, it is perceived as inappropriate to partake in the refreshments unless they are provided a short break during the proceedings.

4. POST-EVENT STANDARDS AND REQUIREMENTS

Congratulations – your event has concluded. But it doesn't mean your work is complete. The York University event standards and requirements still apply to the post-event work. Now is the time to address the following:

- Post-event meeting – this important debrief meeting between the events team and the host is imperative to measure the internal impression of the event, the successes and challenges, and the items that require follow-up.
- Post-event survey – this is imperative to be designed in partnership with the host and the event team. The institutional standards require this survey to abide by York University branding, to be written professionally and accurately. Questions need to be asked to weigh the success of the event: the positives; the negatives; and what can be improved moving forward. Suggested questions can be provided by the OIE Team.
- Financials –invoices and honorariums must be paid by cost centre, credit card, or submitted by the vendor via Sm@rtBuy. The accurate tracking of the costs needs to be monitored throughout the duration of the event planning process to ascertain the impact on the cost centre (or the Stakeholder) at the end of the process.
- Attendee List – review the list of people who attended the event, those who declined, failed to RSVP. Reviewing these lists will help subsequent events and is also helpful for leadership to view who did and not attend, as they often like to follow-up with certain people.
- Communications – do the communications departments wish to issue follow-up Comms about the event? If so, what information can the events team provide to assist?

Remember: events team members are not necessarily Comms experts, so information can be provided but it is up to the Communications Offices to prepare it accordingly.

5. ADDITIONAL REQUIREMENTS

There are subsequent requirements for York University events, including (but not limited to):

- Risk Management must be addressed for every event, thereby ensuring the health and safety of all attendees.
- Occupational health and safety is also a priority. Additionally, the event plan should address how to respond should an emergency situation occur.
- Attendee personal and contact information must be kept confidential. This includes (but is not limited to) their email, phone, address, accessibility requirements, dietary

preferences, etc. This information should not be shared and any printed document (e.g. RSVP list) must be discarded/shredded confidentially.

- The Event Plan / Purpose document must be referenced regularly to ensure the objectives (e.g. educational goals, corporate publicity) are being achieved.
- York University Security Services must be contacted before an event to determine whether they are required. And in the event of an emergency, they should be contacted immediately (<https://www.yorku.ca/safety/security-services/>).

i) APPENDIX – RESOURCES

The following resources are available on the [OIE website](#), and the OIE staff can provide guidance and support when/if these documents are required and/or offices need to be contacted.

- Event Rollout Template
- Classroom Equipment Ordering (AV Equipment for Keele Campus Venues)
- Glendon Classroom Equipment Ordering (AV Equipment for Glendon Campus Venues)
- Food Services (On-Campus Catering)
- Communication & Public Affairs
- Transportation Services
- Parking Services
- Sustainable Event Planning
- Accessibility Hub
- Security Services
- Temporary Use of University Space (TUUS)
- York University Event Calendar
- President’s Participation Request Form
- Government Contact Request Form
- SOCAN and RE:SOUND
- Land Acknowledgement Guide
- Food Trucks on York Campuses
- Operation of Vehicles on Campus Walkways
- Policy and procedure on Postering
- Protocol for Contacting Government Officials
- Protocol for Special Events and Visits of High Profile Guests to the University
- Sale, Service and Use of Alcoholic Beverages on Campus
- Event Planning and Webinar Checklists
- Zoom Resources and backgrounds
- YouTube livestream information

ii) APPENDIX – CHECKLIST

The following checklist provides a succinct list of items to consider for your event accompanied by some target timelines.

TARGET DATE	ACTION	NOTES
12 weeks	Confirm event date and time	
12 weeks	Confirm host/senior admin availability	Complete President's participation request form (if applicable)
10 weeks	Confirm type of event (reception, lunch, dinner, awards ceremony with reception, etc.)	
10 weeks	Develop budget	Consider anticipated attendance, and other applicable costs like catering, music, etc.
10 weeks	Book venue	Consider the accessibility requirements of your guests. OIE and TUUS can provide guidance.
8 weeks	Create event strategy brief	OIE can provide support.
8 weeks	Create communications plan	If applicable. (e.g. Yfile, Social Media, invitations, promotions).
8 weeks	Compile guest list	OIE can provide guidance and recommendations
8 weeks	Confirm MC	Select someone engaging who is familiar with any names
8 weeks	Determine and confirm speakers	Brevity is best. Generally best to restrict the number of people delivering remarks.
8 weeks	Source and confirm catering	Depending on the location, catering is either provided from on-campus or off-campus caterers. OIE has a recommended list of both. Be cognizant of any rentals required, liquor license, coat rack
8 weeks	Select entertainment	Consider student groups or alumni
7 weeks	Determine how RSVPs will be received	Email, Mach form, online registration, phone. Be sure to collect dietary restrictions, and accessibility requirements, and the phonetic pronunciation of the names of honorees.
6 weeks	Determine AV requirements	As required – mic, speakers, video, photography, webcast, lights, stage, technicians
6 weeks	Determine décor	Flowers, banners, posters, linen. Is there an artistic or creative idea that can be included in the event?
6 weeks	Create and send invitation	Send 6 weeks prior to event. Depending on the timeline, a save the date may also be considered.
5 weeks	Create a rollout/agenda	Include all details on day-of event, in a chronological structure. OIE can provide templates.
4 weeks	Contact Security	Security will assess to determine if they are required
4 weeks	Select and purchase speaker gifts	If applicable, consider portability for those travelling, use the Bookstore for York items. Focus on sustainable and practical gifts.
4 weeks	Arrange for parking	If applicable – parking passes, complimentary/guest paid
1 week	Create nametags/place cards	To reflect most updated RSVPs

1 week	Create directional signage	If required depending on the venue.
1 week	Determine staffing needs for day-of event	
1 week	Staff attire must reflect the professionalism, expectations, and style of the event	Review beforehand.
1 week	Re-confirm catering and other budget costs	
1 week	Send rollout to all speakers/MC/hosts/event sponsor	
DAY OF THE EVENT		
Day of	Staff arrive early at venue (at least an hour before).	Extra staff is also helpful.
Day of	Perform a walkthrough of the venue.	This helps identify wayfinding requirements, potential hazards, garbage locations, potential locked doors, washrooms, etc.
Day of	Ensure sufficient tables and chairs are provided.	Also determine the appropriate location.
Day of	Staff and guest safety are paramount.	Health and safety masks and sanitizer should be available at the registration desk.
Day of	The most updated RSVP and registration lists must be prepared with any corresponding name tags and placecards. Blank ones should also be available for people that arrive unexpectedly.	Nametags, place cards, attending list as well as full guest list (those who were invited, who RSVP'd Yes, etc.)
Day of	Set up room according to the pre-determined floorplan.	
Day of	The registration table must be positioned to catch the majority of people arriving at the event.	This should also have York University branding, be unobtrusive, and easily moved if required.
Day of	A staff member should be assigned to check the catering order before the event to ensure everything is received as planned.	
Day of	During the event, staff should be encouraged to note items that occurred unexpectedly, caused incidents, and/or were overtly positive or negative.	This should be documented and discussed in the post-event debrief meeting.
Day of	Event staff provide invaluable advice and updates to senior leadership at the event. This includes the status of key individuals, addressing concerns, timing, positioning, etc. This allows senior leadership to contact certain people, adjust their speeches, and be aware if timing needs to be adjusted.	It is prudent that this appointed event lead be responsible for briefing the Speakers/VIPs prior to the event, reviewing the rollout, while offering any last minute updates and reviewing potential security plans in the event of an emergency.
Day of	Staff should refrain from eating and drinking during the event.	As event staff are not invited to the event, it is perceived as inappropriate to partake in the refreshments unless they are provided a short break during the proceedings.
Day of	Coat check	If applicable
Day of	Video/PowerPoint presentation	If applicable
Day of	Background music	If applicable
POST EVENT		

Soon after event	Thank you notes	If applicable by the stakeholder
Soon after event	Post-event survey	Designed by OIE with Stakeholder insight.
Following receipt of survey responses	Post-event debrief meeting	