



# 18th Annual Health Care Symposium

**Advancing Equity, Embracing Innovation**

# PROSPECTUS FOR EXHIBITORS

**Hosted by:**

Coalition of Orange County Community Health Centers  
Community Clinic Association of Los Angeles County  
Health Center Partners of Southern California

**Date & Time:**

Friday, March 1, 2019  
Hilton Anaheim  
777 W. Convention Way, Anaheim, CA 92802

**[www.ccalac.org/symposium](http://www.ccalac.org/symposium)**

For questions, please email **[symposium@ccalac.org](mailto:symposium@ccalac.org)**.

# ABOUT US

## Annual Health Care Symposium

The Symposium provides a forum to network and share valuable knowledge and resources about the provision of quality health care. Each year, presenters and attendees gather for a full day of sessions focused on challenges and innovations experienced by service providers and patients today, creating a valuable resource for health care providers and administrators. The daylong conference offers educational opportunities for health care service providers, community clinic staff, community and state leaders, and other health care stakeholders.



## Southern California Consortia

The Community Clinic Association of Los Angeles County (CCALAC), Coalition of Orange County Community Health Centers (COCCC), and Health Center Partners (HCP) of Southern California in San Diego, Imperial and Riverside Counties are jointly hosting the **2019 Annual Health Care Symposium**.

**CCALAC, COCCC, and HCP** are 501 (c)(3) organizations representing community clinics and health centers in Southern California. Together we represent over 100 member clinics and over 500 clinical sites throughout the Southern California region, spanning from Lancaster to San Ysidro on the U.S. and Mexico border. These clinics have provided vital health care services to more than 1.6 million patients with low or no income in medically underserved populations.

## Community Clinics or Health Centers

Community Clinics/Community Health Centers are non-profit, state-licensed organizations that provide high-quality primary care -- including medical, dental and mental health services -- to predominantly low-income and underserved populations. Pharmacy, x-ray, radiology, optometry, obstetrics, specialty referral, and other medical services can also be found within clinics.

Community Clinics/Health Centers provide care in a culturally-appropriate manner, and serve ALL regardless of a person's ability to pay.

For questions, please email [symposium@ccalac.org](mailto:symposium@ccalac.org).

# DEMOGRAPHICS

## Attendees

Chief Executive Officers • Executive Directors • Board Members  
Chief Financial Officers • Chief Operating Officers • Chief Medical Officers • Medical Directors • Behavioral Health Directors • Dental Directors • Pharmacists • Health Information Managers • Clinicians & Mid-Level Providers • Health Care Consultants • Finance & Administrative Staff Operations • Health Educators • Quality Improvement Staff



**Administrators, Clinicians, and Service Providers** attend to learn tried and tested innovations to improve the California health care system, and glean valuable information from speakers and colleagues.

**Health Care Industry Representatives** attend to share and network with some of California's community health care leaders.

**Legislators and Community Leaders** attend to explore current trends and critical issues facing health care today and delve into the fundamental issues encountered by community clinics and health centers. The Symposium provides an opportunity to collaborate on recommendations for practical and cost-effective policy reform in health care.

## Diverse Range of Organizations

Community Clinics and Health Centers • Pharmaceutical Companies • Medical Supplies and Equipment Purchasing • Quality Assurance Management • Executive Search Firms • Health Plan Management Systems • Health Care Consulting Firms • Academic Institutions • Professional Trade Associations • Community-Based Organizations • Public Interest Firms • State Government Agencies • Health Care Law and Regulatory Committees

# EXHIBITOR OPPORTUNITIES

## EXHIBITOR PACKAGE – \$1850 (Non-Profit Rate: \$1600)

- 8' x 8' Booth
- 6' Table & Two Chairs
- Electrical Outlets
- Complimentary Wifi
- Organizational Contact Profile on Conference Mobile App
- Two Complimentary All-Access Passes: Free Registration to All Sessions, Materials and Meals
- Website Recognition as 2019 Health Care Symposium Exhibitor
- Post-Symposium Attendee List

## ADDITIONAL EXHIBITOR PASS – \$350

### Exhibitor Agenda

**Exhibitor Setup/Check-In**  
March 1, 2019 | 6:00 – 7:00 a.m.

**Breakfast with Exhibitors**  
March 1, 2019 | 7:00 – 9:00 a.m.

**Exhibitor Teardown**  
March 1, 2019 | 3:30 p.m.

**Exhibit Hours**  
March 1, 2019 | 7:00 a.m. – 3:30 p.m.

Dates and times listed above are subject to change and will be confirmed at a later date.

## APPLICATION & PAYMENT

### DEADLINE: Applications are due by January 25, 2019.

- Exhibiting status is not final until payment is received
- All fees are non-refundable after February 1, 2019
- All contributions are 100% Tax Deductible
- All major credit cards and checks are accepted

**SUBMIT EXHIBITOR APPLICATION NOW!**

## VENUE & HOTEL

**Hilton Anaheim** | 777 W. Convention Way, Anaheim, CA 92802  
**Lodging Information** | Rate: \$159 per night from February 28 to March 3, 2019  
**Group Name:** 2019 Annual Health Care Symposium | **Group Code:** HCS  
**Phone:** (877) 776-4932 | **Web-link:** <https://book.passkey.com/go/2019AHCS>

For questions, please email [symposium@ccalac.org](mailto:symposium@ccalac.org)

# TERMS & CONDITIONS

- 1. EXHIBIT BOOTH** - Booths are standard 8' x 8' with table-top setup. Each exhibitor will be provided a 6' table and two (2) chairs. Please note ballroom area is carpeted.
- 2. RATES AND ASSIGNMENTS** - Assignments will be made on a first come, first serve basis. Each booth space includes two exhibitor personnel. Cost is \$1,850 per booth (\$1,600 for non-profit organizations).
- 3. PAYMENT** - A 100% payment is required for each booth ordered. Payment may be made by check, Visa, or MasterCard. Make check payable to CCALAC.
- 4. EXHIBIT LOCATION AND FLOOR PLAN** - Exhibits will be located as indicated on the official floor plan. The conference management reserves the right to make modifications as necessary.
- 5. FAILURE TO OCCUPY** - Space not occupied by the close of installation (unless previous written arrangements were made) will be forfeited by the Exhibitor. CCALAC may resell, reassign or use the space.
- 6. CANCELLATION OF EXHIBIT CONTRACT** - CCALAC must be notified of exhibitor cancellation in writing to receive a refund by February 1, 2019. **A cancellation fee of \$250 per booth will be charged to an exhibitor who cancels their contract. No refunds will be made after this date.**
- 7. PASSES** - Each booth space will be provided a total of two (2) Exhibitor passes. All exhibitor personnel must register and wear their badges for admission to the exhibit hall, special meals and other CCALAC-hosted social events.
- 8. CONFLICTING MEETINGS AND SOCIAL EVENTS** -In the interest of the entire conference, Exhibitor agrees not to extend invitations, call meetings, or schedule social events involving attendees, or otherwise encourages the absence of members, other exhibitors, or invited guests at any time during the dates of the event, without permission from the conference organizers.
- 9. INSTALLATION AND DISMANTLING OF EXHIBITS** - All exhibits must be in place and ready for display no later than **7:30 am on March 1, 2019.**
- 10. Dismantling of Exhibits** may begin at 3:30 pm on March 1, 2019. Setting up, tearing down and removal of exhibits are the responsibility of the Exhibitor. Should the Exhibitor fail to remove the exhibit, removal will be arranged by the conference management at the Exhibitor's expense plus a \$100 fee.
- 11. LIABILITY** - Exhibitor assumes responsibility and agrees to indemnify and defend CCALAC, the Hilton Anaheim, and their respective employees and agents against any claims or expenses arising out of the use of the exhibition premises. Neither CCALAC nor the Hilton Anaheim maintain insurance covering the Exhibitor's property and it is the sole responsibility of the Exhibitor to obtain such insurance coverage if desired.

If the exhibit hall is uninhabitable due to strikes, acts of nature, war or civil disturbances, government regulation, outbreak of disease or illness in the host city, curtailment of transportation facilities preventing or unreasonably delaying at least 25% of attendees and guests from appearing or other similar causes beyond the control of parties making it inadvisable, illegal, or impossible to hold the exhibition or provide the facility during any part or whole of the meeting, CCALAC is not responsible and the exhibitor hereby waives any claim against the consortia for losses or damages which may arise in consequence of such inability to occupy assigned space.

For questions, please email [symposium@ccalac.org](mailto:symposium@ccalac.org).

# CODE OF CONDUCT

## PRINCIPLES AND EXPECTATIONS OF ANNUAL HEALTH CARE SYMPOSIUM PARTICIPATION

The right to participate is essential to create open dialogue between all attendees. The Community Clinic Association of Los Angeles County, Coalition of Orange County Community Health Centers, and Health Center Partners of Southern California (collectively referred to hereon as “Hosts”) acknowledge the freedom of expression of speakers, participants, sponsors and exhibitors. These principles are the foundation on which the Symposium was created.

All participants attending the Symposium are subject to the laws applicable in the United States and the State of California, where the conference is being held. By attending the conference, participants agree to adhere to these Principles and Values of Conference Participation.

## GENERAL PRINCIPLES

All attendees shall conduct themselves in a professional, courteous and respectful manner, refraining from language and actions that might bring discredit upon themselves, their organization, the conference, or Hosts.

**ADMISSION** – Hosts reserve the right to refuse admission to the Symposium if an individual or group has previously advocated or supported violent actions or destructive behavior in any way, or if those individuals have previously violated any rule of conduct or applicable law at any prior Hosts’ events. Additionally, during the Symposium, Hosts can revoke the name badge, conference registration, and associated materials, and thereby, deny access to participants who do not adhere to this Code of Conduct.

**VIDEO AND AUDIO RECORDING** – Attendees are strictly prohibited from videotaping or audio recording any part of the conference unless written permission has been granted by Hosts. Failure to comply with this rule is grounds for immediate ejection from the event and confiscation of video and/or audio materials. This rule applies to all sessions and events throughout the duration of the conference.

**USE OF PHOTOGRAPHY** – Attendees are strictly prohibited from using cameras (including mobile devices) in any session room. Failure to comply with this rule is grounds for immediate ejection from the event and confiscation of the equipment. Attendees may use cameras outside any session room only if written permission has been granted by Hosts.

## PROCEDURES INVOLVING DISRUPTIONS AT THE CONFERENCE

**APPLICATION OF THE LAW** – Conference participants are subject to the laws applicable in the United States. Physical force or threats of physical force or destruction or theft of property by conference participants will not be tolerated and will be dealt with in accordance with the laws of the U.S. and the State of California, where the event is being held. Additionally, the response may include escorting participants from the conference venue.

**WITHDRAWAL OF ADMISSION** – In the event of any disruptions including, harassing or persistently taunting an attendee, speaker, or sponsor/exhibitor, or any other action that does not respect these Principles, Hosts may withdraw a participant’s admission and name badge and suspend or cancel the participant’s access to the conference. Violation of the rules is also grounds for ineligibility at future Hosts’ events.

**PUBLIC STATEMENT** – In the event that freedom of expression is abused, property is destroyed, stolen or physical force is used or threatened by a participant, Hosts may issue a statement concerning the action that reflect the framework of the Principles and Values of Conference Participation. Attendees expelled from a conference for violations of this Code of Conduct will not be afforded a refund or credit for conference attendance fees. Hosts also are not liable for hotel or travel costs incurred by an attendee expelled from an event.

## SECURITY INFORMATION

Symposium badges will be required for admittance to all events for security reasons. Badges should be worn and visible at all times. Lost badges should be reported to Hosts’ staff immediately. The following badge policies apply throughout the entirety of the conference: Hosts are the sole proprietor of conference badges and lanyards.

## BADGES ARE NONTRANSFERABLE

Misuse of badges, lanyards, false certification of individuals as paid attendees, efforts to assist unauthorized persons to gain access to any conference event, or any inappropriate conduct will be just cause for reclaiming badges of any individuals involved.

For questions, please email [symposium@ccalac.org](mailto:symposium@ccalac.org).

# PACKAGE SHIPPING INSTRUCTIONS

## PREPARING YOUR SHIPMENT

The Anaheim Hilton has a FedEx Office within the hotel. All guest and event packages being shipped to the hotel must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive 3–4 days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not ship any items to the attention of the Hospitality Manager or Catering & Conference Manager, unless the items are specifically for their use (i.e., hotel specifications, rooming lists, signed documents); this includes any room drops or deliveries to any other area of Hilton Anaheim.

Shipments are held for a limited number of days. If a package has not been picked up and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office Business Center at **714.621.0028**. Package deliveries should only be scheduled after the recipient has checked into the hotel.

## PACKAGE LABELING STANDARDS AND FEDEX OFFICE CONTACT

### FedEx Office Business Center

#### Hilton Anaheim

777 W. Convention Way

Anaheim, CA 92802

Phone: 714.621.0028

Fax: 714.621.0161

Email: [usa5624@fedex.com](mailto:usa5624@fedex.com)

Hold For Guest: (Guest Name) (Guest Cell Number)

c/o FedEx Office at Hilton Anaheim

777 W. Convention Way

Anaheim, CA, 92802

(Community Clinic Assoc. of LA Co./ 2019 Health Care Symposium)

Box \_\_\_\_ of \_\_\_\_

### Operating Hours

Mon – Fri: 7:00am - 7:00pm

Saturday: 7:00am - 5:00pm

Sunday: 7:00am - 5:00pm

If you have any special needs such as refrigeration requirements or after hours delivery requests, please work directly with Sara Watson, Event Coordinator who will communicate these needs to FedEx Office in advance. She may be reached at: [swatson@ccalac.org](mailto:swatson@ccalac.org), 213-204-1014.

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of Hilton Anaheim, but please check with the business center for specific delivery limitations that may exist. In cases where a drayage company or decorator is used, FedEx Office team members will release any drayage directly to the decorator if they are onsite when the shipments arrive. If any drayage or parcels require overnight storage, FedEx Office will request handling fees be collected from the decorator. If you are using a drayage company or decorator for exhibitor packages, these packages must be shipped directly to the drayage company or decorator specified address. Please note that FedEx Office team members cannot lend out any moving equipment to a guest, which includes pallet jacks, dollies, and flatbed carts.

# PACKAGE SHIPPING INSTRUCTIONS

## UPON YOUR ARRIVAL

Packages will be available for pickup inside the FedEx Office business center (receiving fee will apply). Pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at the number located on the previous page (delivery fee will apply). Package deliveries should only be scheduled after the recipient has checked into the hotel. In order to maintain the proper chain of custody, FedEx Office requires the package recipient's signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

## UPON YOUR DEPARTURE

All outbound packages must have a completed carrier airbill affixed to each package. Packaging supplies (boxes, tapes, and etc.) are available for purchase within the FedEx Office business center. FedEx Office offers pack and ship services in the business center; while packaging supplies are also available for purchase. FedEx Express® shipping boxes and airbill forms are available and complimentary. Outbound packages to be picked up by a third party courier should be coordinated in advance with a FedEx Office team member. Outbound handling fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

## PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
Flat Envelopes	No Charge	\$5.00
0.0 – 1.0 lbs.	\$2.00**	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$25.00	\$50.00
Over 60.0 lbs.	\$25.00	\$70.00
Pallets & Crates*	\$0.50 / lb. (\$150.00 Minimum)	\$0.50 / lb. (\$150.00 Minimum)

\* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$0.50 / lb. (\$150.00 Minimum), which is applied to each pallet/crate handled. A labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The labor fee can be charged in 15 minute increments.

\*\* No handling fees will be charged for outbound packages weighing 0-1 pound that are brought to the FedEx Office Business center by a guest.

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Flat Envelopes	No Charge
0.0 – 10.0 lbs.	\$5.00
11.0 – 30.0 lbs.	\$10.00
31.0 – 60.0 lbs.	\$15.00
Over 60.0 lbs.	\$25.00
Pallets & Crates	\$50.00
Over 6.5' in Size	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

## TERMS AND CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Hotel nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Hotel nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt at the Hotel, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.