

Organised by:



& Moving Handling People 2010



Safer Practice, Health & Well-being for All

28 - 29 January 2010

Pre-conference Workshops on 27 January 2010

Business Design Centre, Islington, London



- Hear national experts and thinkers in topical seminars
- View and test innovations in equipment and techniques
- Practical interactive workshops
- Meet with a range of supporting organisations
- Comprehensive exhibition featuring leading suppliers and new products
- Extensive networking opportunities

To register:

Tel: 020 7432 8003 Fax: 020 7266 2922

Email: mhp@dlf.org.uk

Online: www.movingandhandlingpeople.co.uk



Sponsored by:



More than just a conference...

Moving & Handling People 2010 is designed to help you work together with others to promote safety and quality of service and the **well being of all; the people we care for and those who deliver care.**

This event is a key element in **personal development** and offers a professional update in one event, recognising the vital role that workers have to play in safeguarding the well-being of those with reduced capabilities whilst maintaining their own health and safety in practice.

'An essential updating tool for all professionals'

David Vallender, Head of H & S, Hampshire County Council

Overall, **Moving & Handling People 2010** brings together expertise to address the challenges of working in this area of service provision and in the promotion of safer handling. The moving and handling of people is a practical science, so the programme reflects the practical nature of handling people and provides a comprehensive exhibition which serves to underpin safe practice through the use of a wide range of products and handling techniques. In addition, the pre-conference New Products workshops give attendees an additional opportunity to view and trial products with the benefit of experienced practitioners and suppliers available to give advice and information. This event represents a practical guide for hands on practitioners and strategic leads responsible for identifying new products and recommending equipment to reduce the risk of work related musculoskeletal injury.

DLF is pleased to announce that once again all those attending the 2010 conference will be given **free access for one year to an information portal of moving and handling equipment** taken from its database, DLF Data.



We are delighted to announce that **Jonathan Shaw MP, Minister for Disabled People** will open **Moving & Handling People 2010**

Moving & Handling People 2010 provides an important update on the latest developments in a number of key areas and is 'the must attend date for your diary' if you are involved in any of the following:

- Bringing legislation & professional guidance together to develop competencies for those providing care
- Providing and managing a moving & handling training and advisory service
- Responsible for moving and handling risk assessments, education & training
- Providing specialised advice to prevent work related musculoskeletal disorders caused by handling people
- Implementing effective policies and training/ educational programmes to engaging managers and frontline staff in promoting safer practice
- Workplace assessments and getting staff back into work

'An excellent arena in which to problem solve complex manual handling issues and discuss possible solutions'

Anna Mostyn, Manual Handling Advisor, Cheshire County Council

'The workshops are very informative and promote lateral thinking'

Justine Bell, Safe Handling Coordinator, Jersey Health and Social Services

Why you should attend Moving & Handling People 2010

- Topical plenary and concurrent sessions
- Practical interactive workshops
- An extensive exhibition featuring a New Products Gallery and Professional Resource Centre
- With an individually structured timetable, delegates can meet suppliers and extend their product awareness as well as attend all the conference sessions
- This is a key opportunity to view the latest products and handling techniques to aid safer handling for both client and carer
- Attending this event will enhance your practical skills and market awareness helping you to continue your professional development
- Learn from suppliers and their experience in providing not only 'off the shelf' but also bespoke products to meet the needs of individual clients

Educational Programme

The format of the programme is designed to support personal learning aims for delegates and encourage participation in the practical workshops. All workers employed in Health and Social Care must consider how they can use attending an event to influence best practice in the workplace. Therefore set your personal objectives and record these on your certificate of attendance to maximize your conference experience.



Continuing Professional Development (CPD)

This is the only CPD accredited moving and handling people event. All healthcare practitioners are required to maintain a portfolio of evidence demonstrating their CPD. Attending the event will provide time for you to learn from experienced professionals who work in situations like yourself. Delegates will receive a Certificate of Attendance at the end of the event after submitting their evaluation form.

New Products Pre-conference Workshops

Optional **Pre-conference Workshops** on the afternoon of 27 January will feature new equipment, emerging products in development and bespoke equipment, providing delegates with the opportunity to:

- See and try out the equipment
- Increase your knowledge of new products available
- Discuss how new equipment can be used to develop safer handling solutions
- Discuss developments with experienced facilitators and suppliers
- Consider body biomechanics in safer handling techniques with equipment

Professional Debate and Discussion Forum

How we engage people in safer practice/people handling

The Professional Debate and Discussion Forum will include representatives from a range of health and social care organisations and will discuss 'How we engage people in safer practice/people handling' Use this session to put forward your ideas and discuss with your peers and experts this fundamental question in promoting safer practices.

If you work in these areas you should attend this event

- Care Agencies
- Care Homes
- Charities providing Carers and equipment
- Community Care Staff
- Community Nurses
- Day Centres (older people, learning disabilities, mental health, physical disabilities, respite care)
- Directors of Human Resources
- Directors of Nursing
- Emergency Service Planners and Workers
- Equipment and Loan Store Managers and Occupational Therapy Managers in Health and Social Services and Private Care who are responsible for:
 - moving and handling training
 - standards of care for clients
 - equipment provision and use
- Healthcare and Social Care Workers
- Healthcare Educationalists
- Health and Safety Officers
- Homecare Managers
- Hospice Care Support Staff
- HR Directors/Officers in Health and Social Care
- HSE Inspectors/Field Investigators
- Lecturers in Healthcare Science, Nursing, OT and Physiotherapy
- Moving and Handling Advisors and Trainers
- Nurses
- Nursing Home Managers
- Occupational Health Staff
- Occupational Therapists
- Paramedics
- Paediatric Carers and Therapists
- Physiotherapists
- Primary Care Managers
- Private Care Providers
- Purchasing and Supply Managers
- Risk Managers
- Social Workers

Pre-conference New Products Workshops 27 January 2010

Delegates will be divided into three groups and then attend each of the three workshops.

12.00 - 12.30	Registration and refreshments – coffee/tea and biscuits
12.30 - 14.10	Workshops A / B / C 5 Minutes transfer time
14.15 - 15.55	Workshops A / B / C
15.55 - 16.35	Afternoon refreshment break and an opportunity to discuss and view products in development and bespoke equipment with suppliers
16.35 - 18.15	Workshops A / B / C

Each of the workshops will be 1 hour & 40 minutes and will feature suppliers and demonstrations of new products in conjunction with the workshop facilitators.

The number of places offered in the pre-conference new product workshops is limited. Only delegates attending the main two day conference may book places in these workshops.

The refreshment break in the workshop display area will allow delegates to view Products in Development and new equipment that was not available for inclusion in the pre-conference workshops and to discuss these with manufacturers and suppliers.

Pre-conference New Products Workshop A

New Products, Techniques & their Impact on Hoist-Sling Selection and Transfers

This workshop will consider hoists, slings and transfer aids designed to facilitate safer patient hoisting and transfers. The facilitators will identify useful features of equipment which benefit both client and carer in a range of handling situations.

Lead facilitator: **Sally Cassar**, Independent Moving & Handling Adviser

Pre-conference New Products Workshop B

New Products, Techniques & their Impact on Handling the Client (Excludes Hoisting)

This workshop will focus on products designed to assist workers with a range of every day people handling tasks including personal care.

Lead facilitator: **Mike Betts**, Freelance Moving and Handling Adviser

Pre-conference New Products Workshop C

New Products, Techniques & their Impact on Safer Handling of the Bariatric Client

Bariatric models will be used in this workshop courtesy of Hill-Rom Ltd.

The workshop will focus on new products available to assist with handling the bariatric client in both the acute and social care setting.

Lead facilitator: **Anita Rush**, Clinical Nurse Specialist Berkshire Community Equipment Services

This workshop will be divided into a community and acute stream to consider particular handling issues in these two environments. Delegates will have the choice of attending either the acute or community stream.

Please note that although the workshops offer delegates the opportunity to participate practically, they are not intended as training sessions.

Main Conference Programme

Day One 28 January 2010

08.00 - 09.15 Delegate Registration, Coffee and Exhibition Viewing

08.15 - 09.10 Speakers' Welcome – Chris Shaw will welcome speakers in the Speakers Room

09.25 - 09.40 Welcome to Conference and Opening Remarks
Chris Shaw, Chief Executive, Disabled Living Foundation (DLF)

09.40 - 10.10 Plenary Session 1

Access and Pathways back into work

While policies and prevention of work related injury should be paramount to any organisation, healthcare workers are recognised as being at higher levels of developing certain types of injury due to their work and interaction with people who are often incapacitated. When injuries occur organisations have a responsibility to manage and support the worker in getting them back into work. This presentation will consider what support the DWP can provide and the schemes (Pathways to Work, Access to Work etc) available to help and enable organisations and workers in returning to work.

Jonathan Shaw, MP, Minister for Disabled People

10.10 - 10.30 Transfer Time

At this point delegates will divide into colour groups and attend either concurrent sessions or workshops.

10.10 - 10.20 Concurrent Session delegates remain in Gallery Hall

10.10 - 10.30 Workshop delegates disperse to Workshops 1 - 4

10.20 - 13.00 Concurrent Sessions 1 - 3 and Workshops 1 - 4

10.20 - 10.30 Concurrent Session 1
Exhibition Overview

10.30 - 11.30 Coffee and Exhibition Viewing

11.30 - 12.30 Concurrent Sessions 2 and 3

10.30 - 11.30 Workshops 1 - 4

11.30 - 12.00 Coffee and Exhibition Viewing

12.00 - 13.00 Workshops 1 - 4

12.30 - 14.00 Lunch and Exhibition Viewing

12.30 - 13.45 Morning Concurrent Session delegates

13.00 - 14.15 Morning Workshop delegates

13.45 - 17.45 Afternoon Conference Chair

Dr Kit Harling, Director NHS plus

Concurrent Sessions 1 - 3 and Workshops 1 - 4

Delegates are still divided into colour groups and will follow their personal itinerary and attend either concurrent sessions or workshops.

13.45 - 14.45 Workshops 1 - 4

14.45 - 15.15 Tea and Exhibition Viewing

15.15 - 16.15 Workshops 1 - 4

14.15 - 15.15 Concurrent Sessions 2 and 3

15.15 - 15.25 Concurrent Session 1

Exhibition Overview

15.25 - 16.15 Tea and Exhibition Viewing

16.15 - 16.30 Transfer Time**16.30 - 17.30 Plenary Session 2****Professional Debate and Discussion Forum**

Forum to be chaired by Dr Kit Harling

Professional forum to address the discussion topic:

How do we engage people in safer practice/people handling?

Each member of the panel will have 5 mins to present a response to the question posed and then questions will be taken from the floor to discuss how safer practice can be achieved in the future?

- Dr Kit Harling: Chair
- Health Care representative: Dr Angela Grainger, Assistant Director of Nursing Education & Research Kings College Hospital NHS Foundation Trust
- HSE representative: Amanda James, Health & Social Services, Health Unit & Public Services Centre
- Informal Carer's representative: Alex Fox, Director of Policy and Communications, The Princess Royal Trust for Carers
- Moving & Handling Advisor: Charmian Romano, Hemel Hempstead General Hospital

17.30 - 17.45 Closing Remarks from the Afternoon Conference Chair**17.45 - 19.15 Drinks Reception and Exhibition Viewing****Day Two 29 January 2010****08.00 - 08.40 Coffee and Exhibition Viewing****08.40 - 08.50 Welcome to Day 2: Morning Conference Chair**
Philippa Bromley, Head of Independent Living, DLF**08.50 - 09.10 Plenary Session 3**

Find out about *Living made easy*, *Living made easy for children* and the DLF's Equipment for Moving & Handling People portal – online services for you and your clients.

Steve Hawe, Head of Marketing & Fundraising

09.10 - 09.40 Plenary Session 4**Healthy workforce, healthy patient**

A well-managed and healthy workforce is crucial to the well being of the organisation. Key to the well being of workers is the occupational health service with involvement in assessing and managing risk, reducing levels of sickness absence and long-term absence in managing rehabilitation and the retention of staff who might otherwise be lost. The presentation will discuss how a good occupational health service, coupled with good human resources management and health & safety, has a measurable effect on improving patient morbidity rates.

Julian Topping, Head of Workplace Health, NHS Employers

09.40 - 10.00 Transfer Time

At this point delegates will divide into colour groups and attend either concurrent sessions or workshops.

- 09.40 - 09.50 Workshop delegates disperse to Workshops 1-4
- 09.40 - 10.30 Concurrent Sessions delegates
Coffee and Exhibition viewing

09.50 - 12.20 Workshops 1-4 and Concurrent Session 4-6

- 09.50 - 10.50 Workshops 1-4
- 10.50 - 11.40 Workshop delegates
Coffee and Exhibition Viewing
- 11.40 - 12.40 Workshops 1-4
- 10.30 - 12.00 Concurrent Sessions 4, 5 and 6

12.00 - 14.00 Lunch and Exhibition Viewing

- 12.00 - 13.20 Morning Concurrent Sessions delegates
- 12.40 - 14.00 Morning Workshops delegates

13.20 - 16.45 Afternoon Conference Chair

Chris Shaw, Chief Executive, DLF

Workshops 1-4 and Concurrent Session 4-6

Delegates are still divided into colour groups and will follow their personal itinerary and attend either concurrent sessions or workshops.

- 13.20 - 14.20 Workshops 1-4
- 14.20 - 15.00 Tea and Exhibition Viewing
- 15.00 - 16.00 Workshops 1-4
- 14.00 - 15.00 Concurrent Sessions 4 and 5
- 15.00 - 15.30 Tea and Exhibition Viewing
- 15.30 - 16.00 Concurrent Session 6

16.00 - 16.05 Transfer Time**16.05 - 16.35 Plenary Session 5****Personal Health Budgets**

Following the commitment in High Quality Care for All, a pilot programme is underway that builds on experience with individual budgets in social care to test personal health budgets as a way of giving people greater control over the NHS services they use. The move towards more personalised, responsive services has the potential to radically improve patient experience but is associated with considerable challenges to the service and to staff. This presentation will set out progress to date and examine some of the key themes arising.

Nicola Watt, Head of Department, Personal Health Budgets Team, Department of Health

16.35 - 16.45 Closing Remarks and Close of Conference

Chris Shaw, Chief Executive, DLF

Main Programme: 28 - 29 January 2010

Concurrent Sessions and Workshops

All delegates attend the plenary sessions together and will then be divided into smaller groups for concurrent and workshop sessions. Delegates will receive their own personalised itinerary detailing timings and locations of each session. The programme is designed so that over the two days delegates have the opportunity to attend all the plenary and concurrent sessions and workshops. If a particular session is not relevant to your work area, please take the opportunity to spend additional time visiting the extensive exhibition to discuss your client's needs with suppliers.

'Excellent opportunity to discuss common themes with other MH advisors and discover possible solutions while updating on available equipment'

Rachel Langford, Senior Physiotherapist, North West Wales NHS Trust

Main Conference Concurrent Sessions

Concurrent Session 1

Exhibition Overview

A brief introduction to the conference and how to best manage your time at the exhibition and benefit your CPD.

Philippa Bromley, Head of Independent Living, DLF

Concurrent Session 2

The Law, legislation and legal cases, the implications

An overview of legal cases and outcomes with regard to the moving and handling of people and potential implications for organisations and workers.

Michael Mandelstam, Independent Legal Expert

Concurrent Session 3

Achieving effective discharge from Acute to Community Care

How do we achieve a continuous level of care when a patient is transferred to the community from a hospital? The presentation will consider models of best practice to ensure safe practices are maintained for client and carer acknowledging the significant differences which may exist in equipment provision, levels of knowledge and experience, level of care and number of carers.

Lorraine Walton, Discharge Co-ordinator,
Mayday Healthcare NHS Trust

Concurrent Session 4

How to change working habits into best practice.

This interactive session will explore new and established research on how and why people change their practices. It will look at a range of options and activities to help team managers and leaders to move their teams into best practice. This session will also discuss working with individuals and groups, what work habits are, what to do about ingrained bad habits, how to put in place feedback loops and how to move the critical mass of the team in a positive direction.

Alys Harwood, Principal Consultant, Sourcelife

Concurrent Session 5

Overview of new research in Moving and Handling People

An overview of current/recent research into promoting and achieving safer handling of people.

Emma Crumpton, Freelance Ergonomist & Research Officer, CSP

Concurrent Session 6

Moving and Handling People – Individual Client Assessment

Effective client assessment is the basis for efficient management of the needs of the individual, so what are the key elements to ensuring client assessment.

Dee Hetherington, Head of Occupational Therapy & Integrated Services, Croydon PCT

Main Conference Workshops

All workshops are designed to provide a practical guide to implementing safe practice in a range of handling situations across health and social care organisations. Over the two days each workshop lead facilitator will identify the main points of good practice generated by the workshops. These will be included in the post conference website information available to delegates who attend the event.

These workshop sessions are intended to be global, offering an overview of particular areas of handling common to acute and community settings and are designed to consider real situations and identify workable solutions through assessment, the use of equipment and good body biomechanics. Facilitators will use case studies during the workshop but delegates are actively encouraged to bring along examples of handling situations to discuss and use as the basis for these interactive workshops. The workshops will focus on developing practical skills to enhance knowledge and skills.

Workshop 1

Global Client Handling Workshop and Review

This workshop will focus on a range of handling techniques, which can be applied in a variety of settings and include consideration of how profiling beds can be used to maximum advantage, moving and transferring the person in their bed or on a trolley.

Lead Facilitator – Janet Brooks Stephenson,
Moving & Handling Co-ordinator

Workshop 2

Person-centred Handling and Assessment in Challenging Situations

This interactive workshop will encourage the participants to look beyond traditional approaches to moving and handling practice and consider a more person centred approach, particularly when they are dealing with a range of challenging behaviours. This session will consider people with short term illnesses and long term conditions and what factors to consider in a person centred moving and handling risk assessment. This session will raise awareness about the rights and choices set out by person centred legislation such as the Human Rights Act (1998 implemented 2000), the Mental Capacity Act (2005 implemented 2007) the Deprivation of Liberty Safeguards (2009) and the Personalisation Agenda. It will consider how to balance this against demands set out by Health and Safety legislation. The participants will be introduced to handling strategies and practical techniques when using moving and handling equipment in acute and community settings.

Lead Facilitator – Sondra Butterworth,
Moving and Handling Independent Consultant Project Worker,
BILD (British Institute of Learning Disabilities)

Workshop 3

Practical Handling of the younger person; infant to teenager

Within the newborn to teenager range, a number of factors will influence the handling needs of the child including personal care, moving to/from the floor, walking and transfers. This workshop will consider handling of young people up to the age of 18 years.

Lead Facilitator – Elizabeth Hallows,
Independent Moving and Handling Adviser

Workshop 4

Sit to Stand and Walking

Sit to stand is probably the most common human activity but for some people a difficult process requiring assistance from equipment to hands on care. This workshop will consider the issues of sitting/standing a client from a range of surfaces to walking. Use of assistive technology, assessment of standing balance, standing hoists and aids (hi/low, riser/recliner chairs, air cushions etc).

Lead Facilitator – Laura Redman, Senior Physiotherapist Mayday Healthcare NHS Trust

‘Very thought provoking, enabling me to consider more perspectives to M&H’

Wendy Waterman, Paediatric OT, Bucks PCT

Exhibition and New Products Gallery

The ground and mezzanine floors of the Business Design Centre provide a bright, spacious equipment exhibition space featuring over 75 stands. The exhibition will be complemented by the New Products Gallery displaying posters of new equipment and the Professional Resource Centre on the Village Green. A range of new products and technologies in development will be incorporated into the Pre-conference New Product Workshops.

Professional Resource Centre

The centre is provided to enable you to discuss moving and handling issues, areas of professional practice and obtain information from a range of organisations associated with moving and handling people. View publications and guidance and network with professional bodies to obtain information on safer moving and handling.

Please see the website for additional information

Business Design Centre and Accommodation

The conference venue is centrally situated, close to the majority of London mainline stations, well served by underground trains (Angel underground station 5 minute walk) and buses. For more information on the venue please visit www.businessdesigncentre.co.uk

For best value hotel accommodation please see under Accommodation on the booking form

Please note that although the workshops offer delegates the opportunity to participate practically, they are not intended as training sessions

Moving & Handling People 28 - 29 January 2010

Pre-conference New Products Workshops on **27 January 2010**, Business Design Centre, 52 Upper Street, Islington, London, N1 0QH

Ways to Register

Online: www.movingandhandlingpeople.co.uk

Email: mhp@dlf.org.uk

Post to: Moving & Handling People,
Disabled Living Foundation,
380 - 384 Harrow Road, London, W9 2HU

Tel: 020 7432 8003 **Fax:** 020 7266 2922

Loyalty booking rate For past delegates only (Avail. until 25/9)		Early Bird booking rate (Avail. until 30/10)	Standard booking rate (Avail. from 31/10)
<input type="checkbox"/> £280 + VAT @ 15% = £322	Main Conference (28 - 29 Jan)	<input type="checkbox"/> £300 + VAT @ 15% = £345	<input type="checkbox"/> £320 + VAT @ 15% = £368
<input type="checkbox"/> £360 + VAT @ 15% = £414	Main Conference + Pre-Conference Workshops (27 - 29 Jan)	<input type="checkbox"/> £380 + VAT @ 15% = £437	<input type="checkbox"/> £400 + VAT @ 15% = £460
Please call 020 7432 8003 for group booking discounts			

Please photocopy this form to register further delegates

Delegate Details (Please complete in block capitals)

Title _____ First Name _____ Surname _____

Job Title _____

Department _____

Organisation _____

Address _____

Town _____ County _____

Postcode _____ Country _____

Tel No _____ Fax No _____

Email _____

Company Type (please tick whichever box is the most appropriate)

- | | | |
|--|---|--|
| <input type="checkbox"/> NHS Trust | <input type="checkbox"/> PCT | <input type="checkbox"/> Social Services |
| <input type="checkbox"/> Private Consultant | <input type="checkbox"/> Education | <input type="checkbox"/> Care/Nursing Home |
| <input type="checkbox"/> Manufacturer/Supplier | <input type="checkbox"/> Voluntary Sector | <input type="checkbox"/> Private Hospital |
| <input type="checkbox"/> Training Company | <input type="checkbox"/> Other _____ | |

Do you have any special dietary requirements? No Yes _____

Do you have any special access requirements? No Yes _____

Product Category (please tick which products you are interested in)

- | | | |
|---|---|--|
| <input type="checkbox"/> Advice and information | <input type="checkbox"/> Bariatric | <input type="checkbox"/> Bathing and toileting |
| <input type="checkbox"/> Beds | <input type="checkbox"/> Bespoke equipment | <input type="checkbox"/> Chairs and seating |
| <input type="checkbox"/> Children's equipment | <input type="checkbox"/> Evacuation equipment | <input type="checkbox"/> Hoists and slings |
| <input type="checkbox"/> Mobility | <input type="checkbox"/> Pressure relief | <input type="checkbox"/> Small handling aids |

How to Pay (Please tick the relevant paying option)

PO Number (if necessary) _____

Credit/Debit Card If you wish to pay by credit/debit card please call or book online.

Cheque Please find enclosed a cheque for the amount of £ _____ made payable to **Disabled Living Foundation**. Please send to the address in **Ways to Register**

Invoice Address & Tel no. (if different from above) _____

I have read the cancellation policy and agree with the terms and conditions.

I authorise the use of my credit/debit card for the above payment.

Signature _____ **Date** _____

Terms and Conditions

Data Protection

By entering your details in the fields to the left, you agree to allow DLF and companies associated with this event to contact you (by mail, email, telephone, SMS or fax) regarding their services. If you do not wish to receive such communications please contact us in writing.

If you do not wish to receive mailings from exhibitors please tick

Booking Conditions

A confirmation letter will be sent, from our office within 5 working days from receipt of your booking. Please note that an invoice will be sent to you within 7 - 10 working days. Payment must be received before the conference date! If payment is not received, delegates will be asked to guarantee payment with a personal credit card on the day.

Cancellations/Substitutions

Cancellations made until 31 December 2009 will be charged at 10% of the invoice total. Cancellations made between 1 January and 15 January 2010 will be charged at 50% of the invoice total. Cancellations made from 16 January 2010 will be charged the full invoice total. However you can send a substitute delegate at any time. Bookings received less than two weeks before the conference date can only be paid by credit card. Cancellations and substitutions must be made in writing.

Accommodation

For accommodation please contact Venue Search on tel 020 8541 5656 or fax 020 8547 3427 or email beds@venuesearch.co.uk and quote this conference as a reference or visit the London Tourist Board website at www.visitlondon.com

Access Requirements

To help us ensure that all delegates attending the conference are able to participate fully, please let us know about any requirements you have by contacting us using the form on the left.

Dietary Requirements

We always provide vegetarian options at our conference but please inform us if you need us to cater for any other dietary requirements.

Conference Language

English

Please Note

This conference fee covers entrance to all sessions, conference documentation and available papers, coffee/refreshment breaks, lunch and drinks reception.