



# NEW CO-OP COMMUNICATORS ORIENTATION

## Frequently Asked Questions About NCCO

### NCCO Program Questions

**How much is NCCO?**

*Registration is \$450. Hotel and other travel accommodations are not included.*

**What are the session topics?**

*Session topics include electricity basics; an introduction to the cooperative world; handling emergency and crisis situations; reputation management; the cooperative difference and telling the co-op story; brainstorming challenging issues facing communicators and member services professionals; financial issues; an overview of NRECA and national partner resources; advocacy and grassroots.*

**Are there any selections within the session topics?**

*Everyone attends the same sessions at the same time.*

**When will I get the NCCO agenda?**

*Attendees will receive an Agenda and other conference info a few days before the start of NCCO. In the meantime, you can check out the "Schedule" on the NCCO web page to get a general sense of NCCO.*

**Is there anything I should do to prepare?**

*There is a mandatory live webinar one week prior to NCCO. There are two modules that must be completed prior to NCCO. More info about NCCO will be shared after registration. NCCO is an immersive, participatory learning experience. Once on-site, be prepared to fully engage, share and learn.*

**Is there a remote option for participation?**

*This training is offered only in-person. The sessions are not videotaped or available through a livestream. NCCO is the perfect opportunity to network in-person with fellow communicators and member services professionals and meet NRECA and Touchstone Energy staff and national partners.*

**If I can't make it, can I send someone else in my place?**

*No. **Substitutions are prohibited.** In addition, at the time of registration, attendees must be working full time at their co-op. There are no exceptions.*



NCCO FAQs Continued

## NCCO Logistical Questions

### **What's the dress code?**

*Business casual.*

### **Where is NCCO held?**

*NCCO is held at the NRECA Conference Center at 4301 Wilson Blvd. Arlington, Virginia and at National Rural Cooperative Finance Corporation (CFC) in Dulles, Virginia.*

### **How close is the hotel to the NRECA conference center?**

*The hotel is within one block from the NRECA conference center.*

### **Which airports are near NRECA?**

*Reagan National Airport (DCA) is approx. seven miles (about a 30-min. drive) from NRECA and is the closest. Other airports include Dulles International (IAD) and Baltimore International Airport (BWI).*

### **What's the easiest way to get from the airport to the hotel/NRECA Conference Center?**

*You have several options. You can use a ride-share service such as Uber or Lyft, a taxi or take the Metro. You can also coordinate with other NCCO attendees to share a ride to and/or from the airport. If you take Metro, the National Airport Station stop (on the Blue and Yellow lines) is at the airport. The Ballston-MU Station (on the Orange and Silver lines) is near NRECA and the hotel.*

### **Do I need a car to get around?**

*No need for a car since the hotel and many local eating options are within a short walk to NRECA. You can easily take Metro or a ride-share service to attractions in downtown D.C., including the National Mall, the White House, museums, Capitol Hill among others (approx. 30 min. away).*

### **When should I arrive and depart?**

*Arrive the day before the session starts to account for any time zone adjustments and/or off set potential travel complications. Plan to depart after the last session ends to maximize the value of NCCO. We have a full agenda and every session is important (including those at the end).*

### **What should I expect for meals?**

*Most but not all meals are included. For example, breakfasts, lunches and an optional group dinner are provided. If you have dietary restrictions, we'll work with you on an accommodation.*

### **What if I have a food allergy or I'm on a special diet or I need a special accommodation?**

*All attendees will complete a form that covers general attendee info that covers special diet and health considerations. We'll note your info and work with you on an accommodation.*



## NCCO FAQs Continued

### **Are there restaurants, eateries or stores near NRECA and the hotel?**

*Ballston Mall is across the street from NRECA. There are also a variety of restaurants and eateries within an easy walk from NRECA and the hotel. For coffee-lovers, there are two Starbucks, Compass Coffee, a Dunkin' and other cafes serving specialty coffees near NRECA.*

### **Can I bring a guest to the social activities?**

*You are welcome to bring an **adult** (age 21 or over) guest to the optional social activities (Dinner-Meet-up, FDR Tour, Group Dinner) and informal meet-ups. Please note guests are responsible for paying their own way, including a fee for the Group Dinner.*

### **Will I have time to sightsee or visit downtown Washington, D.C.?**

*The Agenda is very full however, there is an optional tour of the FDR Memorial and Group Dinner (complimentary for attendees; guests must pay a fee for the dinner). There is also an optional "Dinner Meet-up". There is usually one evening where there is no scheduled activity so you can explore on your own at that time. If you arrive early or stay over, you'll also have an opportunity to explore more of the Washington metro area.*

### **What if I get sick while I'm attending NCCO?**

*Occasionally attendees have gotten sick and have been unable to participate in some of the sessions. Please see [NRECA's Event Code of Conduct & Policies](#) including health and safety protocols, as a condition of attendance.*

### **NRECA Event Code of Conduct & Policies**

*Please see [NRECA's Event Code of Conduct & Policies](#) including health and safety protocols, as a condition of attendance. Please review the [current CDC guidance](#) for this event location prior to traveling.*

*Please review the [current CDC guidance](#) for this event location prior to traveling.*