



Photo taken at Irons Oaks in Olympia Fields, Illinois

22nd Annual International Challenge Course Conference & Expo is Around the Corner!

2011 Board Elections
by Michelle Hepler

Raise the Bar, Come to Life
by Lindsay Walton

**Get Ready Get Set Let's Go
Social Climbing**
by Donna Abemayor, LCSW

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Welcome to the new Parallel Lines™!

We are excited to present our Members with a new design and format. In the past year, we have changed our logo and updated our website design. Now it's time for Parallel Lines to receive a makeover, as this is the first major re-design of the publication in the past decade. Our goal is to provide our Members with an easy to read periodical that reflects the more modern world in which we live.

In addition to the layout change, you will notice we have renamed some of our standard features. We will also begin two new featured articles called, "Getting to Know" and "Featured Program". Getting to Know will highlight an ACCT member from around the world and "Featured Program" will highlight an ACCT Program from around the world. Information on how to have your program or staff featured is listed in each of the new sections.

We encourage you to share Parallel Lines with your colleagues in your community. Remember you can view the publication on our website at www.acctinfo.org. As always if you have a program, member or topic that should be included, let us know! We can be reached at membership@acctinfo.org.

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**THE NEXT ISSUE OF PARALLEL LINES IS OUR SPECIAL "CONFERENCE EDITION"
ARTICLE SUBMISSION DEADLINE IS DECEMBER 1, 2011**

November

3-5
ACCT Presenting and Exhibiting at AEE Conference

18
ACCT Conference Early Bird Registration Ends

24-25
ACCT Office is Closed for Thanksgiving Holiday

December

1
Deadline for Parallel Lines Article Submissions

9
Nominations Due for Associate and Institutional Board Members

15
Online Voting Begins for Associate and Institutional Board Members

20
Nominations for PVM Board Members Due

23
ACCT Office is Closed

January

7
Late Registration Begins for Conference

16
ACCT Sleeping Room Discount Expires with Westin Boston Waterfront. (Don't forget to make your reservations early. See page 22 for details.)

About ACCT

The Association for Challenge Course Technology, (ACCT) is a recognized standards developer by the American National Standards Institute (ANSI) and was responsible for the development of the first Challenge Course Technology standards originally published in 1994. These internationally recognized standards are currently being maintained by ACCT through our accredited ANSI public comment process.

ACCT has served as the leading trade association for the Challenge Course industry, (including Aerial/Adventure Parks, Zip Lines, Canopy Tours, Team Challenge Courses, and Climbing Structures) worldwide since its inception. Currently ACCT has 41 accredited Professional Vendor Members (PVM's) and over 2600 Individual and Organizational members globally.

What is a Challenge Course?

Challenge Courses are organized environments relying on structures that are composed of, but not limited to, poles, buildings, trees, beams and cables. They may incorporate, but are not limited to, specialized technology and components such as fall arrest systems, trolleys, pulleys, harnesses and ropes. Operation often includes, but is not limited to, staff managed and participant-directed activity by groups and/or individuals navigating challenges where the perception of risk is an essential component to the overall experience. They are managed by qualified professionals functioning under standards including those developed by the Association for Challenge Course Technology.

Examples of Challenge Course Technology include Aerial/Adventure Parks, Zip Lines, Canopy Tours, Team Challenge Courses and Climbing Structures.

Meet the New ACCT Staff



Ms. Chani Jones joined The Association for Challenge Course Technology staff as the Membership Manager. Chani will be focusing on membership recruitment and retention with the ACCT Membership Committee and the ACCT PR & Marketing Committee. Chani will also be working with the ACCT Conference Committee

to put on ACCT's Annual International Challenge Course Conference & Expo. Chani is a native of Champaign, Illinois and moved to Park Forest Illinois in August 2010. Chani brings with her a wealth of knowledge in customer service and is excited to be a part of the ACCT team. She is looking forward to building relationships with ACCT members and contributing to the ACCT mission and vision. Chani has a bachelor's degree from Eastern Illinois University and is the proud mother of a 7 year old son.



Ms. Kim Catchings joined The Association for Challenge Course Technology staff as the Administrative Assistant. Kim will be focusing on billing, accounting, customer service and the overall ACCT office. Kim was born and raised in Chicago. Kim brings a wealth of knowledge in office administration and integral knowledge

of accounting software. Kim describes herself as a problem solver and a thrill seeker who is also excited to be a part of the ACCT team. Kim is looking forward to working with several ACCT committees to help streamline our office administration and contribute to the ACCT mission and vision. Kim has a bachelor's degree from Western Illinois University and is the proud mother of a 5 year old daughter. (Please see Kim's Challenge Course pictures on page 14.)

Raise the Bar, Come to Life

by Lindsay Walton

We live in a society where the bar has been set pretty low. Life has it's challenges, hard hits and tough times, but in the sense of having something to strive for, a higher goal or standard to push for, the challenge it seems has been set to the side in favor of self-indulgence. Many have forgotten how to fight for things, have forgotten how to persevere or be patient with themselves and others while mistakes are made and lessons learned. Many have settled for being entertained rather than being stretched, have settled for convenience rather than accomplishment, have settled for having their own way at the expense of the health and strength of their broader community. It is a great thing to celebrate a team's success and there is a sense of comfort for a facilitator in knowing that their clients are happy, enjoying their time and feeling good about themselves.

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A Letter from the ACCT Board Chair

I look forward to seeing my friends and colleagues at ACCT's 22nd Annual Challenge Course Conference and Symposium, February 9-12, 2012 in Boston, Massachusetts. This conference and trade show continues to experience growth year after year.

The 2012 trade show floor, for instance, will feature more companies exhibiting than ever before. Our workshop topics continue to expand consisting of topics on new applications, resources and tools to topics about managing programming for clients. Topics on staff training and proper design and construction of challenge course and zip line structures will be offered as well. The growth of our annual conference is symbolic of the growth ACCT is

experiencing globally. To those who have recently joined us, Welcome! To those who have been with us for many years, thank you for your loyalty and participation! in helping our association change and grow to accommodate and provide service to the current needs and trends of our members.

So thanks to everyone who has helped support the association's growth and

changes over the past several years. It is because of you all that our association has seen such growth and change helping us to accommodate the trends and needs of our Members. I cannot wait to see where we go from here!

Keith Jacobs
ACCT Board Chair

City of Champions

by Cynthia Paris

ACCT Conference Committee Chair

While the leaves begin to change color and the summer winds down, your conference committee winds up. We have been busy this summer preparing for our annual conference to be held in Boston, Massachusetts, February 9-12, 2012. A one of a kind city, Boston has many unique nicknames. Maybe a few of these ring a bell? "Beantown" – for the delicious baked bean dishes or "The Hub", as Oliver Wendell Holmes called it "the Hub of the Universe."

That may be a bit strong, but Boston is one of the oldest cities in the United States, and often referred to as "the Olde Town". "Cradle of Liberty" for its role for inspiring the American Revolution. Puritan City, for the religion of the city's founders, and Titledown as a joke after the 1997 Super bowl. Wait - sorry -that may be my inner speaking voice from a Green Bay Packers fan! Go Pack! Actually, joking aside, Boston is a favorite city and has won championships in many sports: baseball, basketball, football, and ice hockey. Boston teams have earned the City of Champions nickname.

What better place for our ACCT champions to gather, play, and learn from one another! Our pre-conferences this year include industry champions who will share their expertise. Topics include: Facilitator's Toolbox | Reworking, Reviving

and Rejuvenating Older Challenge Courses | 25 Technology Resources to Increase Sales, Manage Business and Staff Easier, and Advance Your Facilitation | Find Something To Do | Best Practices for Zip Lines, Canopy Tours and Adventure Parks | Positively Impacting School Through Experiential Anti-Bullying and Diversity Programming | Designing Canopy/ Zip Line Tours for Smooth Operations | Research & Design: What Does It Mean? With so many good sessions- its hard to choose just one!

While we may not inspire another American Revolution, we do hope to inspire you this year! Attend the opening ceremony on Thursday evening to hear Jim Davidson tell his awe-inspiring story of adventure, friendship and survival on Mt Ranier. Jim weaves his story into one of resiliency against all odds. In adventure, as in business, his perseverance has captivated audiences on TV with an episode of "I shouldn't be Alive". Well, alive he is and his new book "the Ledge" candidly shares just how he did it and may revitalize your way of thinking too!

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Let's Pull the Rope Together!

"Many Hands Make Light Work!" - John Heyword

by James Borishade
Executive Director

The Association for Challenge Course Technology is at an exciting time in our growth and development as an international trade association. Our Board of Directors has done an excellent job governing this association as we continue to evolve. While we feel that we have made significant strides (new ACCT brand, website, corporate identity, parallel lines, successful ACCT Conference in Minneapolis, office restructuring, working with state legislature – New York, West Virginia, US Department of Labor etc) we understand that we have more work to do.

As the Challenge Course Industry continues to grow and new sectors are added to the industry, it is imperative that our association's evolution parallel's the progression of the Challenge Course Industry. While we are intent on ensuring the advancement of our association is strong, we recognize the importance of maintaining a clear connection to the foundation that makes us an international trade association.

We want to thank the many volunteers who help steer ACCT forward. There are too many to name individually but please know that we appreciate you and look forward to continued success. To the individuals or companies wondering if your help is needed – my short answer is yes! Now is a great time for you to further your involvement in your association. Consider the following opportunities:

- Conference Workshop Presenter
- ACCT Committee Member (See our Committee Section for a list of committees with open seats)
- Board of Directors (Consider running for a vacant board seat)
- Service Crew
- Task Force

John Heyword said it best when he stated, "Many Hands Make Light Work." Consider sharing your expertise in one of the ways mentioned above and let's pull the rope together!



2012 Conference Schedule

Tuesday 2/7/2012

8:30-5:00 First Aid & OSHA Certification

Wednesday 2/8/2012

8:30-5:00 First Aid & OSHA Certification
 12:00-5:00 Exhibit Hall Move In
 2:00-4:00 Service Crew Training
 4:30-7:00 Registration Opens
 5:00-7:00 Early Arrivals Reception; All Welcome
 evening Leadership Meeting

Thursday 2/9/2012

7:30-5:00 Registration and Information
 8:30-3:00 Pre-Conference
 8:00-2:00 Exhibit Hall Move In
 3:00-4:00 Opening Ceremony/Keynote Speaker
 4:00-5:30 Annual General Meeting
 5:30-9:00 Exhibit Hall Open
 6:00-8:00 Reception

Friday 2/10/2012

7:30-5:00 Registration and Information
 8:30-2:45 Workshop Sessions
 10:00-4:45 Exhibit Hall Open
 2:45-4:15 *Challenge Olympics (All welcome)
 4:30-6:00 Workshop Sessions
 6:00-9:00 Exhibit Hall Open
 6:00-8:00 Reception

Saturday 2/11/2012

7:30-5:00 Registration & Information
 8:30-6:15 Workshop Sessions
 10:00-3:00 Exhibit Hall Open
 3:00-8:00 Exhibit Hall Dismantle
 7:00-8:00 Closing Dinner
 8:00 Awards Ceremony, Live Auction
 Closing Reception

Sunday 2/12/2012

8:00-12:00 Challenge Course Tours
 8:30-11:30 Extended Learning Workshops
 (3-hour sessions)



by Michelle Hepler
Board Vice Chair

2011 Board Elections Are Upon Us!

The annual election for our Board of Directors is around the corner! Now is the time to offer your leadership to our rapidly growing organization and challenge course industry. If you are interested in contributing to the leadership and direction of this organization, submit your name / nomination to run for a seat on the Board of Directors now!

This year four board positions are open for election. The Professional Vendor Member (PVM) community will elect three of the positions, and Associate and Institutional members will elect one position.

Election Procedures:

According to the current Association for Challenge Course Technology Bylaws adopted by the Board of Directors on December 15, 2010, any member of the association may nominate an individual, with that person's permission, to serve on the Board of Directors. Additionally any member may nominate his/herself for a position on the ACCT Board of Directors.

Associate and Institutional Nominations:

A candidate must be an Associate or Institutional member of ACCT and may not work for a Professional Vendor Member. Candidates running for a Board of Director seat elected by the Associate and Institutional Members may not run for a seat elected by the Professional Vendor Members in the same election.

Anyone wishing to run for this Board seat must submit a 400-word statement to James Borishade by December 9, 2011. This statement must be submitted electronically to james@acctinfo.org.

Nomination Statements should include:

- Full Name and headshot photo
- Brief work history as related to the challenge course industry
- Previous volunteer experience (within and/or outside of ACCT)
- Qualifications
- Position statement including pressing issues, or hot topics you are passionate about in our industry

Voting for the Board Seat elected by the Associate and Institutional Members will be conducted online (similar to absentee or early voting) prior to the conference. A member may cast one vote using the online voting system. Online voting will be available from December 15, 2011 until January 15, 2012. Associate and Institutional Member voting will be completed electronically ONLY. There will NOT be ballot election at the Annual General meeting.

Information about voting will be emailed to all ACCT members in good standing.

Professional Vendor Member (PVM) Nominations:

Candidates do not have to be affiliated with a PVM company but will be elected by PVMs. To be included on the formal ballot all nomination statements (maximum of 400 words) must be submitted electronically to Michelle Hepler, ACCT Board Vice Chair by December 20, 2011.

In accordance with the current ACCT bylaws, write-in nominations or candidates for positions voted on by PVMs shall be submitted to the Vice Chair no later than forty-eight (48) hours before the scheduled election to be held at 4:00pm on Thursday, February 9, 2012.

Nomination Statements should include:

- Full Name and headshot photo
- Brief work history as related to the challenge course industry
- Previous volunteer experience (inside and/or outside ACCT)
- Qualifications
- Position statement including pressing issues, or hot topics you are passionate about in our industry

Last minute ballots will not be accepted. Elections will be held in person using a paper ballot during the Annual General Meeting on February 9, 2012. Election results will be announced at the conference. For any additional information about submitting a nomination for an open seat on the ACCT Board of Directors, please contact Michelle Hepler, ACCT Board Vice-Chair at 704-880-7412 or mhepler@co.iredell.nc.us.

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Register Today



Photo Provided by Challenge Towers

Early Bird Registration Ends November 18, 2011
for the 22nd Annual International
Challenge Course Conference & Expo
at the Westin Boston Waterfront | Boston, Massachusetts
Thursday, February 9 - Sunday, February 12, 2012 | Boston, Massachusetts
To Register visit: www.acctinfo.org



Get Ready...Get Set...Let's Go Social Climbing

by Donna Abemayor, LCSW

The summer is full of exciting, delightful days. Days full of sunshine and outdoor activities make the summer a very special season. This summer I received some exciting news from The Association of Challenge Course Technology. ACCT awarded me a grant to conduct a research project at Putnam Northern Westchester BOCES. The title of the research is Social Climbing: The use of a low ropes challenge course as an intervention tool in treating adolescents with autism spectrum disorders. The goal of this intervention is to diminish the symptomology that is related to difficulties with social skills.

According to the Center for Disease Control (2010) and Mayo Clinic (2010), autism spectrum disorder symptoms include but are not limited to, the following: avoiding eye contact, playing alone, isolating, avoidance of sharing during play, avoidance of talking about one self, unaware of others' feelings, avoidance of physical contact, inability to talk about oneself, lack of comfort with others when one is in distress, lack of awareness of personal boundaries, and easily upset by change of routine. In reviewing the literature, it appears that in the last twenty years there has been a great deal of research focusing on the use of a challenge course as an intervention tool for various mental and physical health issues.

The majority of the research focuses on treating children and adolescents with diagnoses of oppositional defiant disorder, conduct disorder, and other populations that are considered "at-risk youth" (Voight, 1988, Boudette, 1989, Davies and Cohen, 1995, Autry, C.E., 2001, Combs, S.E., 2001 Knott, J.M., 2004).

Research has also focused on the broader concepts of children's and adolescent's self-esteem and team building (Boyle, S.E., 1985, Constantine, M.C., 1993, Aghazarian, T.L., 1996, McCormick, D., 1998).

Although some research has touched upon the treatment of anxiety (Everett, L., 1998), specific research on the treatment of autism spectrum disorders with a challenge course is needed.

“The majority of the research focuses on treating children and adolescents with diagnoses of oppositional defiant disorder, conduct disorder, and other populations that are” considered “at-risk youth”

In the book, Last Child in the Woods, author Richard Louv (2005) discusses the growing problem of children having limited access to nature and how exposure to nature contributes to healthy development. Specifically, he discusses studies by Kahn and Ulrich (1999), Wells and Evans (2003), and Sallis (2005) indicating that outdoor play and exposure to nature has long-lasting effects on children and adults including stress reduction, decrease in mental health symptoms, and improvement in cognitive functioning. Given the positive results of exposing children to nature, an outdoor low ropes challenge course would be a realistic and creative way to work with adolescents with autism spectrum disorders.

A sample of convenience will be selected from the student population diagnosed with autism spectrum disorders at The Walden Learning Center at Putnam/Northern Westchester BOCES in the Communication, Language, Academics and Social Skills Program (CLASS program), located in Yorktown Heights, New York. The CLASS program serves students ages 5-21 and offers intensive, individual instruction and related services to students with autism and other pervasive developmental disorders in an 8:1:1 setting. Six to eight high school students (age 16 and older), will be selected and their parents will be administered a sociability subscale of a diagnostic instrument to evaluate baseline functioning.

Following the intervention, a post-test will be administered. The intervention will be the use of experiential games and low ropes challenge course elements.

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Operations and Certification General Inquiries

by Scott Andrews

Chairman

Operations and Certifications Committee

As the Operations and Certification Standards Chair, I answer a lot of questions about the standards and how they specifically affect the operation of a program. The questions come in many forms and the theme is "is this or that specific knot, belay style, or safety system in the standards?"

My standard answer and the one that follows the standards most literally is, "No." There are only a few places in the Operations Standards where a specific action is described. When a specific action or tool is mentioned it is generally something that in its self is not very specific. One of the few specifics is an inspection. These types of questions and the vagueness of the standards give an opportunity to look at the way standards, experience, training, and judgment all come together to help all of our programs work better.

The published standards are intended to be the lowest level of good practice in the industry. They represent the minimum that a program, builder, or practitioner should comply with. The standards are written to support many different course designs, populations, and programs. Yet they must also describe better and safer practices for everyone. In order to understand the standards, we will use two fictitious programs as an example: Big Gravity canopy zip line tour and Camp Beautiful Summer low ropes course. These examples will allow us to look at how programs interact and comply with the standards.

Let's take a look at Operations Standard A2.3 "the organization shall have a reasonable plan in place for the management of emergencies." At Camp Beautiful Summer, the plan could simply be to follow the camp emergency plan. There is no need for an additional independent plan. At BIG GRAVITY they have a detailed and specific plan for rescues from all parts of the course and how the staff will interact with emergency services personnel. Two very different plans and they both meet the needs of the organization and the standards.

At Camp Beautiful Summer the camp director has many years of experience. He can run the pool, support the kitchen staff, help manage the sewage system and knows who to call to be his subject matter expert on all of these things. He has built great partnerships with local vendors who know what he needs and what he is trying to achieve. The camp director looked at the low challenge course build in a small grove of trees next to the pool and decided that the emergency

response plan for the pool could just move over the new low course.

He then conferred with his local challenge course vendor to double check his thinking. Walla! He met the standard.

At Big Gravity, they are running a new operation and they do not have much information about how it works. So when they started they hired a company to develop a set of practices to get them up and running. The plan list specific procedures for rescues for each zip line and how to contact and interact with the local EMS. Again, they are meeting the standard.

Let us take a quick look at Judgment. There is an old phrase that states, "Judgment is the product of experience, and experience is the product of bad judgment." The experience that teaches judgment shows us the web of connections we could not or would not see surrounding a situation or action. That we get off the course in a lightning storm is the collective experience of understanding the web of connections between people, ground and clouds. One of the ways we have of gaining judgment without the bad experience is to learn from those who have learned from bad experiences.

At both Camp Beautiful Summer and Big Gravity, the key decision makers both relied on training to help them craft a good policy. At Big Gravity they looked to their vendor to help them craft a plan and then train the staff to use the plan. The vendor drew on their experience and the specific details of the site and the needs of Big Gravity to create a good plan. Camp Beautiful Summer did much of the planning themselves and then used the vendor as a double check on the work and then, as it was a new part of the program, ask the vendor to do a short training for the summer staff. In both cases the trainer or outside expert was an important part of the process.

When we put all of the pieces together, we see that each of our fictitious programs has use the standards to understand what they needed to do, leveraged the experience of a trainer or vendor to look at the specific practices needed, used the trainer to impart those needed skills and then used good judgment to assure they pulled it all together.

So go out, learn from a good trainer, ask lots of questions, seek broad understanding and review the standards. Then go make a good decision about implementing the standards.

City of Champions

by Cynthia Paris

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Our host hotel, Westin Boston Waterfront is in the heart of Boston's revitalized Seaport district. There are plenty of lively restaurants, bars and shopping attractions nearby. Streets are easy to walk, or you can grab a cab. "Beantown" is a favorite conference location for many of us, and we are excited to return.

Speaking of excitement, are you enthused about something in our industry? How about sharing it by leading a workshop? We know it can be a challenge to find the time now to prepare a proposal, but we need them soon. Do you have an idea but not sure of details? Feel free to contact me, anyone on the conference committee, or the ACCT office. We will be glad to help. We are looking forward to hearing from both experienced ACCT conference presenters and from those of you that have not yet presented. Your knowledge as an industry professional might be exactly what someone else has been searching for! We can't wait to see you in Boston! - Till then Happy Adventures!



Open Committee Seats

If you are interested in serving on an ACCT committee, you can find an application in the Leadership section on the committee page of the ACCT website (www.acctinfo.org) or email ACCT's main office membership@acctinfo.org. Openings are available for the following committees:

- PR & Marketing Committee
- Membership Committee
- Operation & Certification Standards Committee
- Ethics Committee





Government Relations Update

by Greg Allen

Chairman

Government Relations Committee

The Government Relations Committee (GRC), in conjunction with its Special Advisory Group, Executive Director and Professional Services Manager has been working hard to get out ahead of the legislative wave that seems to be enveloping our industry. Below is a quick synopsis of the issues and work we have been doing.

On March 12 of 2011 in West Virginia, HB 2532, known as the Zip Line and Canopy Tour Responsibility Act (W.Va. Code § 21-15) passed and came

into effect 90 days thereafter. This act gives the West Virginia Division of Labor authority over Zip Line/Canopy Tours and Climbing Walls. In this legislation, the ACCT standards are specifically named as a guide and resource which dictates the process by which these structures should be constructed, inspected, maintained and operated.

In the beginning of September, ACCT was contacted by the West Virginia's Division of Labor to ask our opinion on whether or not it would be, "less confusing if the entire challenge course was regulated, particularly because the standards adopted were written with challenge courses in mind rather than individual elements of the challenge course".

We were given 1 week to respond and the Executive Director immediately sent this notification out to all active members informing them of the window of opportunity to comment on the potential change in legislation. With the help of the Special Advisory Group and the Executive Director; the GRC drafted a letter to West Virginia's Division of Labor informing them of ACCT's Position Statement on the Regulation of Challenge Course Technology (which include Aerial/Adventure Parks, Zip Lines, Canopy Tours, Team Challenge Courses and Climbing Structures) adopted by the ACCT Government Relations Committee and the ACCT Board of Directors.

There continues to be activity in New York, concerning the Recreational Environmental Health Section of the Bureau of Community Environmental Health and Food Protection, (who regulates children's camps on the state level), and recently the New York State Department of Labor. Through our Executive Director and Professional Services Manager, we have had several communications with both departments and will keep you up to date as information becomes available.

Just off the press, in Texas there has been some activity surrounding past regulations. Since September 1st of 1999, regulations were put into place exempting challenge courses or any part of challenge courses as amusement devices, as long as the person who operated them person who operated

them had an insurance policy currently in effect following specific guidelines. The state has just announced that Zip Lines which are used commercially are now considered an amusement device and are subject to all the state required inspections that go with this designation. The only exception is if the Zip Line is part of a Challenge Course and/or is used for team building purposes only. Please access the following link for additional information. <http://www.tdi.texas.gov/commercial/indexamusement.html>

As always, if you have any questions or information regarding specific regulations in or around your area, please contact your professional vendor member immediately, or me at: greg@visionaryadventure.com.





Raise the Bar

by Lindsay Walton

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A happy client is one who will hopefully return and pay for the experience again in the future. It makes for a more straightforward and stressless day as the person running the program. However, if all of your clients are happy and smiling throughout their experiences, I would like to suggest that something is not quite right. There is an Opportunity being missed. I would like to offer a life clue, one that if you grab hold of it may alter how you approach facilitation, business, and life.

Human beings at their very core desire challenge. That desire is built into the human body. When we examine physical fitness it is a general principle that the more you sit the more you are going to want to sit. The more you sleep, the more you will want to sleep. However the more you are active, the more you will want to be in motion. The more you are challenged and see the pay-off, the more you want to push yourself. As we move forward and increase our activity we gain more ability to enjoy and engage in life. Increased range of motion, reduced pain, improved health, higher self-confidence and more. What is fascinating about this principle is that it is not confined to our physical selves.

Our inner beings, something deep in our core, responds the same way. The more we are indulged the more we demand to be handed to us. The more we focus on our wants and needs the more angry we get with others who we perceive aren't letting us have it. But the more we work for things, the more we push our character and see ourselves grow and strengthen, the more we want to push on and to be pushed. Did you know that to challenge someone is to say "I care about you"? When offered out of a sincere desire to see someone grow and be healthy, independent and strong enough to face life's storms, humans perceive challenge as a sign of love. This is most obvious in young children who thrive when their parents challenge them by laying out boundaries, saying no, and disciplining them when they sink in to dishonesty, selfishness, greed, apathy or other qualities that will not serve them well in life. While making for some very hard days, weeks, months or years at times for the parents, their children display higher levels of self-confidence and ability to navigate life as a healthy and independent adult because somebody loved them enough to push them rather than indulge them.

This is a gift from our parents we often don't learn to be grateful for until much later in life. What is critical to understand is that the need to be challenged doesn't fade away as we grow older. As adults, we are still drawn to people who call us to something higher. People who empower us, sometimes by sharing insight so that we know how to move forward and other times by making us work for it so that we figure it out ourselves. Either way, this person who we find so attractive usually accepted us as we were at the time, but didn't allow us to stay that way. They called us to face the challenge and empowered us in some way by pushing us, and we are attracted to that.

People are attracted to Life and challenge is so very much a part of that. It is in being challenged that we truly learn how to persevere and not give up. It is in being challenged that we truly learn what it means to practice honesty, to be a person of integrity. It is in being challenged that we learn our strengths and identify our areas for growth, and develop hope that we can always move forward and always have the ability to be the change we want to see in the world around us.

I place the challenge to you as a facilitator to allow your participants to be stretched. Call them to something higher, something greater, and allow them to be frustrated while they figure it out. Examine yourself and identify when you are handing a group a clue to a challenge because they have earned it versus when you are handing out clues to relieve your sense of discomfort with their frustration. Examine yourself and identify when you are modifying challenges or letting participants get away with things not because it is better for them, but because you feel safer when everyone likes you as the facilitator who entertained them.

Push yourself as a facilitator and know that there will be a payoff. You will grow as a professional, able to handle more difficult and complex team and community issues as they present themselves. Your business will grow because in the long-run people are more attracted to challenges that made them think than to entertainment which allowed their brains to turn off. And because we know that participants' experiences with us in our programs do have the ability to impact their broader lives, take inspiration and motivation from this thought. Your challenge to persevere may save a marriage. Your challenge to participate rather than sit on the sidelines may lead a parent to take a more active role in their child's life. Your challenge to stop taking shortcuts or looking for the easy way out may save someone from a criminal record. Your challenge to encourage others and point out their strengths may prevent a suicide.

If you are facing difficult life challenges and are being given the advice to listen to your feelings because then you'll know what to do, ignore it. If you are giving this advice, quit it. Our feelings and emotions are clues, not an answer. It is what you know about hope, integrity, honesty, perseverance and more that will guide you through tough times and lead you to take actions that you will be proud of and that will give you peace in retrospect. Allow yourself to be challenged. Challenge yourself. Challenge others. And Live.

Lindsay Walton is the Lead Facilitator of Open Door Development, a company that exists to build strong teams and healthy communities through team building, conflict resolution training, leadership development and more. You can contact her at info@opendoordevelopment.ca.

Social Climbing

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Experiential games and challenge course elements will be those featured in the Putnam/Northern Westchester BOCES (P/NW BOCES) Center for Environmental Education Challenge Course Study Unit and will be adapted and modified as needed. Examples of experiential games include name games, line-ups, and group letters and machines. Examples of low ropes elements include alligator trolleys, islands, climbing wall, cave, and Prouty's landing.

According to The American Academy of Pediatrics (2007, 2010), Applied Behavioral Analysis (ABA) and Treatment and Education of Autistic and Communication Handicapped Children (TEACCH) have shown positive outcomes as treatments for autism spectrum disorders.

ABA uses behavioral observation and positive

reinforcement or prompting to teach new behaviors.

TEAACH utilizes prompts, structure, and understanding individual differences when working with adolescents with autism spectrum disorders. Given that ABA and TEACCH are effective approaches to treatment, the group facilitator will combine techniques during group work on the challenge course. Verbal reinforcers and rewards will be given for positive behavior, as well as understanding triggers and making modifications in the group environment.

Special Education at P/NW BOCES and The Center for Environmental Education at P/NW BOCES are both pioneers in creating innovative programming for children and adolescents. In this project they will be collaborating and spearheading this unique way of working with adolescents with autism spectrum disorders.

The Canopy / Zip Line Tour Committee Update

by Victor Gallo, Chairman of the Canopy/Zip Line Tour Committee



The CZLT Committee has been working extra hard during the last year in order to maintain an ongoing process of standards writing for ACCT. The committee has been working on new braking standards, which we previewed, at the 21st Annual International Challenge Course Conference and Expo in Minneapolis, MN last year. Our committee is also working on Zip Line and Canopy Tour Operations Standards. We are currently looking for a member who has vast experience in Zip Line and Canopy Tour Operations. Please submit your applications to membership@acctinfo.org.

In the effort to keep our members up to date with issues, news and technology we now have our own zip line and Canopy tour forum. Check it out and be involved at <http://www.acctinfo.org/forum.cfm>. Last but not least, we would like to invite presenters for workshops in the upcoming 2012 Conference in Boston. Please send your information to victor@adventureplaygd.com for review.

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FEATURED PROGRAM

Irons Oaks - Olympia Fields, Illinois by Kim Catchings

Irons Oaks Environmental Learning Center is one of the hubs of teambuilding in the South Chicago region. Participants from the local area or as far as 2 hours away, travel to the Oaks to experience challenging programs facilitated by well-trained, quality staff.

With a few teams activities created and a newly hired Coordinator, one group attended the teams program in the fall of 1983. Over time, several more team building activities have been added along with two High Ropes Courses, a Climbing Tower and a Power Pole.

On September 15th (one day after the Executive Director's birthday) the ACCT staff visited the Irons Oaks Environmental Learning Center and the idea for the first "Featured Program" article was born. The goal of the Irons Oaks visit was to provide the ACCT staff with professional development and a first hand look at a challenge course but the visit became so much more!

It became an opportunity for the staff to conquer fears, challenge one another, support one another and laugh together (and at one another). From the moment ACCT arrived the Irons Oaks staff was extremely friendly, supportive and welcoming. They provided us with a tour of the facility and we noticed several groups engaging in team

building exercises. Then the moment of truth...

... it was time to get suited and booted! We received our training on how to put on our equipment so that we could safely navigate the course. We did our safety check and we were ready to go! We learned right away that the first challenge was to climb onto the 30 foot platform. The first step off the platform was the most exciting of the day (and the first of many slow steps for James).

“It became an opportunity for the staff to conquer fears, challenge one another, support one another and laugh together (and at one another).”

Throughout the course trust was earned, respect was earned and a strong team emerged. Then came time for our big finale, "the Power Pole!" Three staff members went up attempting to stand at the top of the 30 foot pole but one made it! Can you guess which staff member stood atop of the power pole

and took the great leap of faith? To see which staff member was titled, "the brave one" visit our facebook page and view the Irons Oaks video. www.facebook.com/acctinfo

On behalf of our entire staff I would like to give a big thank you to the Irons Oaks staff members (Cheryl, Deb, Caryn and Andrea) for their patience, facilitation and education.

Currently, Irons Oaks offers half-day or full-day programs to school children, teachers, scouts, community organizations and universities. Through the Corporate Reach program, companies and corporations are introduced to the idea that employee loyalty, increased productivity and staff harmony can be reached through teamwork. Annually, over 25,000 people are reached with a message of cooperation, communication, trust and the importance of working together to achieve great things. This number grows each year and their staff continues to develop new and innovative methods of implementing teams and ropes programs.

As always, if you have a program or topic that you would like to nominate for our Featured Program please let us know by sending an email to membership@acctinfo.org.



ORDER THE ACCT STANDARDS

The Seventh Edition of the ACCT Challenge Course & Canopy/Zip Line Tour Standards is available from the ACCT Membership Office. Individual copies are \$60 U.S., plus shipping. Discounts are available for multiple copies. Order online or use the order form which is posted online and available from the ACCT office. Contact the ACCT office to order more than 5 copies. *Checks, money orders, Visa, MasterCard, American Express and purchase orders (U.S. Only) are accepted. A copy of the purchase order must accompany any order.

ACCT Logo Usage Update

by ACCT PR & Marketing Committee

The Association for Challenge Course Technology (ACCT) has recently unveiled a new logo as part of an ongoing rebranding campaign. The design for the new logo was originally shown at the annual ACCT conference in Minneapolis, Minnesota in February of 2011.

The purpose behind creating a new logo is because The Association for Challenge Course Technology is currently evolving to meet the demands of their industry. The association was originally founded by vendors, but now ACCT members include facilitators, builders, managers, program providers, distributors, trainers, owners, equipment manufacturers, and professional service providers, to name a few.

The Association's logo is a trademark and the property of ACCT. However, ACCT may grant a license to use the ACCT member logo to specific members that are in good standing.

To use the ACCT Logo Institutional and Professional Vendor Members must receive written consent from ACCT's Main Office. Permission may be granted for use on Business Cards, Letterheads, Websites and Brochures.

When using the Logo on printed material and websites please consider including the following statements that are appropriate to explain your relationship to ACCT.

Institutional Members

We are an Institutional Member with the Association for Challenge Course Technology (ACCT) and our products and services are independent of those offered by ACCT. We are not an agent of ACCT nor does ACCT warrant, endorse, or approve any product or service offered by us.

Professional Vendor Members

We are an Accredited Professional Vendor Member (PVM) of the Association for Challenge Course Technology (ACCT). Our company has undergone an extensive peer review process and has been accredited to provide practitioner certification trainings, course installation, and course inspections. Insert the option(s) that is appropriate for your company.

ACCT MEMBERSHIP

Associate Membership

This level is open to all interested individuals and organizations. Associate Membership benefits include a copy of the ACCT Challenge Course Standards at the time of joining; a subscription to our newsletter, Parallel Lines, that is published three times a year; a discount for the annual ACCT conference; and access to the ACCT sponsored insurance company coverage for challenge course programs.

Membership period: 1 year
Annual Membership dues: \$85 USD

Institutional Membership

This level is open to any interested organization. Institutional membership benefits include four copies of the Standards at the time of joining; four copies of Parallel Lines; and discounted rates for four employees to attend the annual conference.

Membership period: 1 year
Annual Membership dues: \$275 USD

Professional Vendor Member

This level is available to challenge course service vendors who have successfully completed the ACCT Professional Vendor Member (PVM) accreditation process, accumulated the required number of days of experience, and who provide challenge course and/or canopy / zip line tour installation and inspections and/or facilitator training and certification services. Contact the Professional Services Manager for additional information.

Membership period: 1 year
Annual Membership dues: \$1,800 USD

ACCT Membership Office

The ACCT Membership Office handles membership services, conference registrations, standards sales, and general office duties for ACCT.

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Facilitators Toolbox: Computer Keyboard Keys

by Jen Stanchfield



In last spring's issue I shared information on the brain and learning that emphasizes the importance of "strong beginnings" and "meaningful endings" to positively influence participant engagement and learning. I shared some of my favorite activities for starting off with style and creating a "hook" to engage participants in the first moments of a program including the use of postcards, objects and quotes.

These methods can also be used later on in a program as reflective or closing activities to tie it all together. Using these activities for the dual purpose of introductions and reflection is a "brain-friendly" teaching technique. Research on the brain and learning shows that learners remember most about the first few minutes of a learning experience, and secondly the last few minutes of a learning experience i.e. the primacy-recency effect (Sousa, 2005, Willis, 2010).

Here is another engaging activity that works well for both purposes. One of my favorite aspects of this facilitation tool is that it is free, involves recycling and is easily found in most offices and schools.

Computer Keyboard Keys

My friend Andy La Pointe, Career Development Specialist and challenge course facilitator at You Inc. a Therapeutic Youth program in Massachusetts shared that he had been

inspired after one of our workshops at his site focused on processing/reflection tools. In the workshop we explored the use of "found objects" in-group facilitation. After the workshop when he walked by a stack of computer keyboards in the recycle bin it sparked an idea.

When I arrived at his site for another workshop he handed me a bag filled with the pieces of the keyboard that he had recycled stating, "I bet these would be interesting to try with a group". We tried them that day with his colleagues. After engaging in a problem-solving activity we asked group members to choose a key that represented their role in the process. I was impressed with the conversation the keys initiated and the connections group members made to various keys. It can be surprising where conversations can go with such a simple tool.

Since that time I have used them as an introductory or transitional activity as well as a processing tool with groups of all ages in a variety of settings:

On the first Monday in January as middle students I was working with entered the classroom after holiday break I asked them each to pick a keyboard key that represented their new years resolution. I was amazed at how the keys were used by students to represent their hopes and goals.

Some examples included:

"I chose the escape key because I know I need to make some better choices about who I have been hanging around with- or at least sitting next to in class- at times I need to "escape" from my friends and distractions so I can get my work done and not get into trouble".

"I chose the home key because I would like to try and get along with my stepbrother better".

"I chose the question mark key because I know I need to ask more questions and get help during homework club time so I can improve my grades."

A teacher who attended a recent workshop where we used the keyboard keys reported back a few weeks later that she had success in using this activity with colleagues and students at her alternative school. She stated:

"I really liked the keyboard activity you shared with us in our workshop last month. I've used it at the end of some team-building work with students and asking the question "What was the hardest part about your work today" and at a staff training using the question "how would you describe your teaching style".

continued on page 20

REGISTRATION INFORMATION: Please use a separate form for each person. Copy as many forms as needed.

Name _____ Current Membership Number, if known _____
 Company _____
 Address _____ City _____ State/Prov. _____
 Zip/Postal Code _____ Country _____
 Phone (____) _____ Fax (____) _____ E-mail _____

How many ACCT conferences have you previously attended? _____

REGISTRATION FEE: Your fee includes all receptions; opening and closing ceremonies; attendance at all regular workshop sessions and the keynote address; the Challenge Course Tour, post cons; and coffee breaks throughout the conference.

	Early Bird Postmarked By 11/18/11	Regular Postmarked By 1/6/12	Late/Walk-in Postmarked After 1/6/12	
ACCT Member staying onsite	\$325.00	\$375.00	\$425.00	= \$ _____
ACCT Member staying offsite	\$375.00	\$425.00	\$475.00	= \$ _____
Non-Member staying onsite	\$475.00	\$525.00	\$575.00	= \$ _____
Non-Member staying offsite	\$525.00	\$575.00	\$625.00	= \$ _____
Full-time student (Must attach copy of ID)	\$250.00	\$300.00	\$350.00	= \$ _____
Service crew	\$162.50	\$162.50	\$162.50	= \$ _____
Primary presenter	\$155.00	\$155.00	\$155.00	= \$ _____
One-day registration: ACCT member—\$200; Non-member—\$300. Circle: Friday or Saturday				= \$ _____

****Become a member now and register at the ACCT Member rate.****

MEAL PACKAGE:

- Package 1. \$150 Includes breakfast & lunch Feb. 10 & 11, closing dinner Feb. 11, & breakfast on Feb. 12 = \$ _____
- Package 2. \$60 Includes lunch on Feb. 10 & 11 (Two lunches) = \$ _____
- Package 3. \$60 Closing dinner Feb. 11 (One dinner) = \$ _____

Note: Purchase meal tickets by 1/13/11. A limited number of meal tickets will be available for purchase onsite. Check for Vegetarian option Check for Vegan Check for Gluten Free

CERTIFICATION CLASSES: February 7 & 8, 8:30 to 5:00, lunch not included

- First Aid for the Challenge Course Professional by Tom Welch, M.D. \$120.00 = \$ _____
- OSHA 10 Construction Class by Jack Moeding \$120.00 = \$ _____

PRE-CONFERENCE WORKSHOPS: February 9, 8:30 to 3:00, lunch included (Choose one.)

- 1. Find Something To Do - Jim Cain \$120.00 = \$ _____
- 2. Positively Impacting Schools Through Experiential Anti-Bullying & Diversity Programming - Tara Flippo & Jeff Frigon \$120.00 = \$ _____
- 3. Research & Development: What Does It Mean? - Jack Moeding \$120.00 = \$ _____
- 4. Facilitator's Tool Box Live! - Jen Stanchfield \$120.00 = \$ _____
- 5. Reworking, Reviving and Rejuvenating Older Challenge Courses - facilitated by Tom Leahy \$120.00 = \$ _____
- 6. 25 Technology Resources To Increase Sales, Manage Business /Advance Your Facilitation - Matt Marcus \$120.00 = \$ _____
- 7. Designing Canopy/Zip Line Tours for Smooth Operations - John Walker \$120.00 = \$ _____
- 8. Best Practices for Zip Lines, Canopy Tours, and Adventure Parks with Michael Smith \$120.00 = \$ _____

TOTAL AMOUNT = \$ _____

PAYMENT OPTIONS: (check method of payment)

Check Money Order Credit Card (MC, Visa, & AmEx only) Purchase Order # _____ (attach copy—U.S. only)

CHECK or MONEY ORDER INFORMATION: Make payable to ACCT in U.S. funds.

CREDIT CARD INFORMATION: Visa MasterCard AmEx

Card # _____

Billing Address: _____

Exp. Date ____/____/____ Security Code _____

Signature _____

Print Name on Card _____

CANCELLATION POLICY: Cancellations must be in writing. Cancellation by 12/30/11 will result in 75% of registration fee, meal package, and pre-conference fee refund. Cancellation by 1/13/12 will result in 50% of registration fee refund and forfeits all meal package and pre-conference fees. No refunds or cancellations after 1/13/12.

NOTE: Participant photos will be taken at the conference and will be used in ACCT publications.

ONLINE REGISTRATION available at www.acctinfo.org.

Family members and friends may join you at meals and receptions for a fee. Contact the ACCT office before January 13, 2012 for information.

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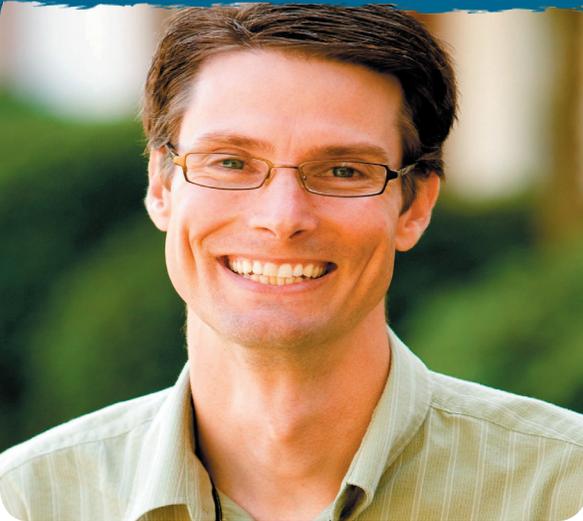
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Get To Know... Jamie Barrow

by Chani Jones
Membership Manager

This is the first edition of the "Get to Know" section of Parallel Lines. For our inaugural issue we are honored to feature Jamie Barrow. Jamie has over 17 years experience in the challenge course industry holding various positions with camps, corporate training programs and school based programs.

Jamie currently serves as the Director of OMADA Teambuilding, a program housed in Trinity Western University's School of Human Kinetics (Langley, BC, Canada). Jamie resides and works in Canada where he enjoys the outdoors with his wife and two children.

Each year the Association for Challenge Course Technology (ACCT) utilizes the help and talent of caring individuals to serve in various capacities, whether it is on one of the 11 ACCT committees or on the Board of Directors. Our goal is to highlight at least one individual in each Parallel Lines Edition.

We selected Jamie Barrow for the inaugural issue because Jamie is one of three board members elected to represent the ACCT Associate and Institutional Membership. Jamie also brings with him an international perspective each time he walks into the boardroom.

Question: Can you recall when you decided to run for the ACCT Board of Directors?

"When the call for nominations came out I had no clue what would be required to be on the board and thought that there was obviously someone better qualified. I had no clue how I would make this work with my employer, family and all the other excuses that I could conjure up in my mind to decline. When I finally looked at each issue I realized that I had the full support of my employer, family and the financial aspects were minimal. All my other excuses were just that: excuses."

When asked how he feels after each board meeting Jamie stated, "While it is true that it can be difficult work and trying at times, I leave each meeting more excited for what our industry is doing as a whole and more importantly, what this association is doing."

He goes on to say, "Seeing how selflessly all the volunteers serve our association in committees, workgroups and on the board encourages me. This energy is amazing, powerful and challenges me to strive to do more with my own program!" "Quite frankly, it's the best thing I've ever done for my program!"

“This energy is amazing, powerful and challenges me to strive to do more with my own program!”

Question: "Jamie, what would you tell those who are on the fence about joining a committee or running for a board position?"

Answer: "If you have never served on a committee or been involved in ACCT (more than just being a member), I challenge you to give it a try! Ask someone you know who has and see if they agree that it is the best thing that they have done for their own program."

Jamie goes on to state, "As your board member feel free to contact me to find out what is going on, or share any concerns, ideas or thoughts that you have. If you want to know more about being on the board or any committee I would be happy to share my experience and answer any of your questions.

I want to invite all of you to see what happens when you get involved: nominate someone, nominate yourself, and vote. Get involved and you will gain much more than you can imagine!"

On behalf of the Association for Challenge Course Technology we salute Jamie Barrow for sharing his time, energy and ideas on the ACCT Board of Directors.

If you know someone you would like to see featured please contact membership@acctinfo.org.



Facilitator's Toolbox

by Jen Stanchfield

continued from page 16

I will be teaching a demo lesson on Thursday, and would like to use the activity to open class rather than to close it. I see it as a good icebreaker since the kids have never met me before. The lesson is on (Microsoft) Excel and how it relates to a technology education project (truss bridges) they have been working on. The main point I would like to convey is that Excel will make their lives easier by simplifying the math involved. I've thought of asking the question "which key describes how you feel about math" or "describes you as a math student".

Sandi Lindgren a social worker from Minnesota recently shared her experience with this activity:

"I used the keyboard keys yesterday and the group loved it! I was speaking to a senior class of social workers at a local college about research/surveys (sharing examples from my dissertation) and then about how to find your dream job as a social worker."

I used the keys in the beginning as an introduction. I asked them to choose a key that best represents where they currently are in this class' research process. The professor was delighted with the on-point honest sharing that occurred. I was then able to reference their examples later on in the session. Examples included: The space key for taking a break and not really doing much with homework. The S key for stress. The tab key for taking a break (the old soft drink tab). The group also later pointed out that the tab key moves one forward.

The professor picked the command/apple key, sharing that as a teacher (apple) he's delighted with the learning and processing and he also has to 'command' by telling students what to do. The page down key was chosen by someone who feels their process is really slow right now. The caps lock key was chosen by another student who is so stressed they feel like everyone is talking to them in all CAPS WHICH IS YELLING ON THE SCREEN (that was great)."

Recently I picked up keyboards from both Macintosh and PC desktops and laptops. I have been mixing them together when I use them in groups. This led to some interesting and humorous conversations about learning and personality styles. A benefit to this and other object-based methods is that they give more control and responsibility to group members to interpret experiences and create connections than a more facilitator-directed question and answer session.

As with many tools that I have experimented with there have been many pleasant surprises. I encourage you to take a new look at your recycle bin and see what you might come up with!

References:

Sousa, David. (2006). *How the Brain Learns*. Thousand Oaks, CA: Corwin Press.

Willis, Judy. (2006). *Research-Based Strategies to Ignite Student Learning*. Alexandria, VA: ASCD.

Please share your thoughts on this subject or contribute to future posts by contacting Jennifer Stanchfield at jen@experientialtools.com

Facilitator's Toolbox IS 10! Help us celebrate the 10th anniversary of the Facilitator's Toolbox byline and annual workshop session at this year's conference. We are offering a special Facilitator's Toolbox pre-conference session for attendees who would like a full day of sharing ideas, networking with other facilitators and filling their toolbox! Hope to see you there.



Board Elections *continued from page 6*

Board Service

Serving as a Board of Director represents a significant investment of commitment of time and energy. Attendance at all board meetings is mandatory for all members.

The Board of Directors generally meets face to face four times a year with monthly conference call meetings. Board members are also expected to attend all ACCT Functions, which include Symposia, events at the annual conference and other events as scheduled.

Some, but not all, travel expenses to Board meetings are reimbursable. Service within the ACCT is an opportunity to contribute leadership and professionalism to our industry as a whole.

All prospective candidates should mark their calendar for the first meeting in 2012. This meeting will be held on Sunday, February 12, 2012, the last day of the ACCT annual conference in Boston, Massachusetts, USA. It will be the first meeting for all newly elected Board Members. Additional 2012 meeting dates will be set at that meeting.

Fun Facts

by Chani Jones

NOVEMBER

- Ever considered going vegan, but not sure where to start? NOVEMBER is Vegan Month. This month is dedicated to educating people about vegan eating and lifestyles, and encouraging you to give it a go. Take part by eating and living vegan, stopping animal cruelty, and living a healthier life.

- Thursday, November 17th is "Guinness World Record Day"

DECEMBER

- DECEMBER is Tie Month. I know that most of us in this industry are not rocking the shirts and ties too often, but if you do, go ahead and get funky with your look. After all, what better way to celebrate National Tie Month than an eye catching look on your tie.

- Friday, December 9th is "Salespersons Day"

Did You Know?

ACCT represents more than 2600 Individual and Organizational members globally including, but not limited to, Owners, Operators, Builders, Facilitators, Practitioners and Trainers. ACCT also represents more than 35 accredited Professional Vendor Member (PVM) Companies. ACCT's mailing list (which is used to distribute Parallel Lines, the ACCT newsletter) reaches more than 5,000 affected parties within the Challenge Course Industry.





hotel highlights

Located 3 miles from Logan International Airport, the Westin Boston Waterfront is only a short water taxi or T train ride from the Back Bay and the New England Aquarium. The Westin Boston Waterfront has plenty of amenities available for the ACCT conference including:

- Complimentary high-speed Internet access available in guest rooms and meeting facilities.
- WestinWORKOUT® Gym
- Saucy (Boston Waterfront Restaurant)
- Birch Bar (Located in the hotel lobby)
- City Bar (Located in the hotel lobby)
- Starpoints® Green Initiative
- Luxurious Pool and Spa

room amenities

- Spacious work desk
- High-speed Internet access
- Flat screen television
- Coffee maker
- Iron/ironing board
- Hair dryer

conference hotel

Westin Boston Waterfront
425 Summer Street
Boston, MA 02210

Room Cost
\$129 single/double

Toll Free Reservation Line
+1-888-627-7115

Conference Block Name
ACCT 2012 International Challenge Course Symposium

Making Your Hotel Reservations

(Please Read Carefully)

The Westin Boston Waterfront will provide accommodations for the 22nd Annual International Challenge Course Conference and Expo participants. Please refer to the preliminary schedule of events in this brochure when making your hotel reservation.

Please visit <https://www.starwoodmeeting.com/StarGroupsWeb/booking/reservation?id=1108173096&key=566> or call the Westin Boston Waterfront reservation line at +1-888-627-7115 to reserve a sleeping room. Reference the **conference block name, ACCT 2012 International Challenge Course Symposium** to receive the group rate. You will need to provide a credit card number to guarantee your room.

All participants, must make their own reservations, either by contacting the hotel directly or utilizing the link above.

Reservations must be made by **Monday, January 16, 2012**. After this date, any remaining rooms in the conference block will be released to the hotel for general sale and the group rate will no longer be guaranteed.



Founded in 1993, The Association for Challenge Course Technology (ACCT) is the world's leading and largest American National Standards Institute (ANSI) Accredited Standards Developer focused specifically and solely on the challenge course industry. It is the mission of the organization to establish and promote the standard of care that defines professional practice and effective challenge course programs.

The Association for Challenge Course Technology is a nonprofit trade association with a main office in Illinois and a satellite office in Maryland. Parallel Lines is the organization's publication sent to all of our affiliates and friends. With member organizations across the United States, Europe, Asia, the Caribbean, Canada, Japan, Korea, Central America and worldwide, ACCT is the leading organization dedicated to supporting professionals in the challenge course industry.

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All parties interested in submitting materials for publication in Parallel Lines are encouraged to send them to the Main Office, Attention: Editor. We reserve the right to refuse or edit any materials submitted. Photos should be submitted with article submissions. For more information contact us at +1-800-991-0286 between 9:00 a.m. -5:00 p.m., CST. Our 24-hour fax number is +1-800-991-0287.

Our e-mail address is info@acctinfo.org. We are also accessible by our website at: www.acctinfo.org



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