



**Featured Article**

## LEGAL CORNER

with Reb Gregg

**New Zip Line Listserve**  
by Victor Gallo

**Large Group Facilitation Tips**  
by Jen Stanchfield

**The Curse of Knowledge**  
by Lindsay Walton

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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 18 months, we have changed our logo, updated our website and have given Parallel Lines a complete makeover. Our goal is to provide our Members with an easy to read periodical that reflects the more modern world in which we live.

In this edition you will notice we have a new featured article called, "Legal Corner with Reb Gregg." We also have a new article by Robert Monaghan titled, "Understanding Contract Insurance Provisions."

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](http://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](mailto:membership@acctinfo.org).

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**THE NEXT ISSUE OF PARALLEL LINES WILL BE AUGUST 20, 2012.  
ARTICLE SUBMISSION DEADLINE IS JULY 13, 2012.**

## June

15  
All Expense Reports Due

21  
ACCT Board of Directors Call

30  
End of the Fiscal Year

## July

1  
New Fiscal Year Begins

13  
Parallel Lines Article Submission Deadline

31  
ACCT Board of Directors Meeting  
Location: Park City, Utah

## August

1-2  
PVM Symposium

3  
ACCT Board of Directors Meeting  
Location: Park City, Utah

20  
Next Issue of Parallel Lines



## 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.

## ACCT Hires Trudy Robbins as New Membership Manager



**Ms. Trudy Robbins** has 17 years experience in the challenge course industry and is our new ACCT Membership Manager. Trudy has been an Associate Member of ACCT since 1996 and is very passionate and dedicated to the industry. Trudy is responsible for managing all membership services, which include membership recruitment, renewal, resources, organizational publications, membership education and professional development. In her previous job at Peninsula College, she was instrumental in building and managing their challenge course program, as well as coordinated the college's Job Training and Professional Development Department. Trudy brings strong organization, communication, and creative problem solving skills. Her ability to work with a wide diversity of people will enable her to be a strong resource for current and future members.

Trudy is very excited to be a member of the ACCT staff and looks forward to being a part of the future organizational growth. Her motto is "How can I help you?" In her free time, Trudy enjoys spending time with her friends and family and being outdoors as much as possible. She enjoys playing baseball, kayaking, golfing, hiking and gardening. She claims that one of her most influential experiences came at the age of 16 when she had the privilege of playing competitive AA baseball and was blessed to have a coach that taught her outstanding teamwork and leadership skills. His philosophy was that it's not about giving a 100%, it's about giving a 110%! It became her approach to life. Please join me in welcoming Trudy to the ACCT team.

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## Introducing the New Zip Line Listserve

by Victor Gallo

In our continuous charge of procuring minimum requirements in the Design, Performance and Inspection, as well as Operations for canopy/zip line tours, our committee has made a leap in the upcoming 8th edition of the Standards. One of the main parts of this evolution has to do with braking systems. We have spent numerous hours deliberating and coming to consensus on braking system issues and we think this will be a step towards the improvement of our industry. With the exponential growth of zip lines and canopy tours we feel that we must stay ahead of the upcoming issues connected with state laws and regulations, with the hope that ACCT standards will be adopted throughout as they have in certain states in the US and abroad. The input from our members and affected parties is making the standards process more open and inclusive of the different systems that are out there.

*continued on page 5*



## Which Way Will You Vote?

by Michelle Hepler  
ACCT Board Chair

As I look forward to the next several months and even years ahead for this association, I think about the decisions, trends, and growth we are facing as Association and I feel a tinge of excitement about what the future holds for our industry. With the wide variety of directions that we have before us, all equally sparked by passion and energy, I must take a minute or two to reflect and figure out just how I came to be here.

I was reading recently and came across a quote that rings true for me, in more ways than one... "Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in" (or in our case, kind of community you want to be a part of)...UNKNOWN AUTHOR.

As a Local Government (County Parks and Recreation) Outdoor Education Program Director, having never been involved in ACCT more than conference attendance before 2005, I must say that my volunteerism within ACCT has provided countless benefits. Pre-volunteerism, I did not see those benefits. By serving, at first getting involved at the committee and task force level, I began to have a pathway for input and opportunity to provide a needed perspective for the work at hand. Input and perspective contributed to the industry in which I find my energy, my passion. Since first volunteering, I have networked, I have developed as a professional, I have made lasting friendships, and I have VOTED. Voted in my role as a Board Member, but maybe more importantly, voted as a

volunteer, helping shape the direction with input, hard work and support.

**"...more than 13 committees, task forces, or work groups power this association on a daily basis, with more than 75 volunteer positions."**

Now, before I get too far ahead, I know that there are hundreds of you out there, who have similar stories, some of which can say that they did WAY more than attend conferences before 2005. Those folks who have served on numerous committees, task forces, and as board of director members all have volunteered because they are passionate about the direction of ACCT, direction of this industry. In essence, they have voted by volunteerism. This organization was founded by volunteers and those volunteers are still the backbone of who we are today. Currently in 2012, more

than 13 committees, task forces, or work groups power this association on a daily basis, with more than 75 volunteer positions. Obviously, those numbers have grown as the association's work has increased, and don't include the contributions that members and various reader groups alone provide who don't serve in an official capacity, but just contribute because they want to have input into this association's direction.

So, this brings me back to looking forward and visualizing the direction of this association. How on earth can I lead ACCT with all of the decisions that need to be made? How do the Board Members make the right decisions about our future, about the trends this industry is seeing, and the growth that is driving our work? Simply, we do it with the recommendations, support and help of our volunteers; those volunteers who choose to "vote every day about the kind of community they want to be a part of", by contributing their time and energy. Which way will you vote?

### Board of Directors to Establish Two New Committees

The ACCT Board of Directors recently voted to establish a Finance Committee and an International Relations Committee. The Board of Directors is currently accepting applications for both committees. If you are interested in joining an ACCT committee contact the ACCT office for a committee application.



## Addressing Industry Regulations

by Ken Jacquot  
Government Relations Member

The Government Relations Committee has been busy of late. Zip Lines, Adventure Parks and other types of Adventure Courses rapidly growing. The greater prevalence and the larger exposure to the general public has the industry in the regulatory headlights. In the past, legislators began talking about regulating our industry because of an accident.

With the growth of this industry a variety of regulatory agencies are beginning to proactively organize themselves around commercial operations. This could mean that many ACCT members may see or feel the impact of these agencies working to sort out their position. ACCT recognizes that this can be a messy process given we do not fit nicely into the Amusement world.

ACCT is working on this as we speak and your support is vital to our efforts. It is important for all ACCT members to inform the ACCT office or the Government Relations Committee (GRC) of any regulatory activity – even if you live on a small island.

The better informed we are the better we can react, manage and prepare. ACCT's GRC is moving in a direction to be in front of the curve and continue advocating and supporting responsible regulations.

With the growth of our industry and the growth of our association, we are pleased to announce that the ACCT Board of Directors has voted to establishment another full-time position to handle Government Relations. This position is in addition to the work of the GRC and is a crucial step forward as we work to further advocate for our members.

We look forward to providing an update in the near future.

## Introducing the New Zip Line Listserve

by Victor Gallo

continued from page 3

With the intent of having even more openness and feedback we are proud to officially present the new "zip line" listserv which is up and running for all our members and general public. The idea of this listserv is to open communication, issues and questions from all users in our more specific Canopy/ Zip line tour industry. We hope you make good use of this resource and we are excited to see everyone's input and feedback.

To join the listserv go to [www.ziplinelistserv.com](http://www.ziplinelistserv.com).

As always, you can contact me directly at my email address at any time [vgallo@adventureplaygd.com](mailto:vgallo@adventureplaygd.com).

Sincerely,

Victor Gallo  
Chairman- Canopy/Zip line Tour Committee







## Understanding Contract Insurance Provisions

by Robert Monaghan

As a business owner or subcontractor, it's likely that you've been asked at some point to add a client, general contractor, landlord, or similar entity onto your general liability policy as an additional insured. You may also have been asked to provide other endorsements such as primary and non-contributory and waiver of subrogation. You might be wondering what do these endorsements mean and why do I need them?

Let's look at what these endorsements provide and why they are requested so frequently.

Adding another entity as an additional insured on your general liability insurance policy serves to protect the additional party in the event of negligence on your part. There must be an insurable interest between the two parties. It is not the intent of your policy to pick up the liability of another party when you have no negligence. If a claim arises due to your negligence and is within the scope of work done for a particular additional insured, your policy will provide coverage for both you and the entity holding additional insured status (subject to the terms and conditions of your policy).

Primary and Non-contributory means they are asking that your insurance policy be primary for the additional insured and that the additional insured will not be asked to contribute toward the loss. This is a specific endorsement that must be added to your liability policy and the carriers often charge an additional premium. They do so because they are giving up their legal right to have other collectible insurance participate in the claim. Stated another way, if a claim arises

due to work done by your company on behalf of another company, your insurance will become the exclusive remedy to defend and pay the negligence claim for both you and your client.

Waiver of Subrogation is a term used to describe giving up your right to pursue legal action against a more responsible party, once your insurance company has paid a negligence claim on your behalf. An example of this might be an employee is injured on the job using a piece of faulty equipment. The workers compensation provider will cover the bodily injury for the worker, and afterwards pursue the manufacturer of the piece of equipment for faulty design.

In conclusion when you are asked to sign a contract we recommend that you not only engage your insurance provider, but also your attorney. Insurance policies typically cover acts of negligence that result in bodily injury or property damage. Often the indemnity agreement you are asked to sign is broader in scope. Many indemnity agreements ask that you indemnify the other party for any and all claims. Unfortunately there is not an insurance policy available that will cover any and all claims.

*Robert Monaghan is the Executive Vice President and Sales Manager of Hibbs Hallmark & Company in Tyler, TX. He is an Accredited Advisor of Insurance and a Certified Insurance Counselor.*

*Hibbs Hallmark & Company is one of the nation's leading providers of insurance to camps, ropes courses, zip line tours and adventures parks. Robert developed the insurance program for ACCT members in the early 1990's and continues to manage and grow that program. Robert also has a general book of business that includes everything from fishing lure manufacturing to resort properties.*

*Robert enjoys the outdoors, motorcycles, jet skis, tennis and being Dad. He is married and has two children.*

*Robert graduated from University of Louisiana with a Bachelor of Science in Mechanical Engineering.*

*robert.monaghan@HibbsHallmark.com*

# Save the Date

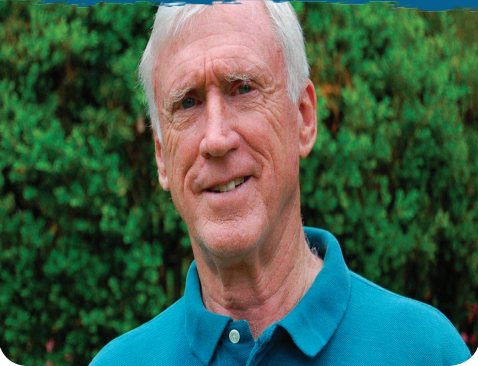


The 23<sup>rd</sup> Annual International  
Challenge Course Conference & Expo  
The Red Rock Resort & Spa | Las Vegas, Nevada

**Thursday, February 7 - Sunday, February 10, 2013**

For more information visit: [www.acctinfo.org](http://www.acctinfo.org)





## Featured Article

# Legal Corner

by Reb Gregg

## Protecting Your Client

We regard risk as an important and desirable element in achieving our program goals. Whether forty feet in the air or in a conference room, your clients are exposed to risk - physical and emotional. If people are involved, there will be surprises, disappointments and loss. You must be prepared for the inevitable accident that will occur even as you manage the risks of your activities.

A realistic ambition for a risk management plan in a program of active participation is the elimination of death and serious injury, and the reduction of the severity and frequency of minor accidents. A thoughtful risk management plan has two major components: the protection of the participant, and the protection of your program so that it may continue its good work. In this article we will consider the most basic of your obligations: the protection of the physical and emotional well-being of the client. Specifically, we will identify the most common sources of claims relating to client care.

Accidents do in fact usually come from issues associated with 1) the participants and staff (skill, judgment, training and physical and emotional suitability) 2) the environment, and 3) the activity. Your duty of care is fairly described as one of protecting the client from unreasonable risks of harm. (An inherent risk, or one which is not foreseeable, is a "reasonable risk"). In most circumstances pertinent to our industry, your duty includes both refraining from causing harm, and protecting the client from harm. You are expected to act as a reasonable professional would in the same or similar circumstances. Where can things go wrong? Consider the following (and note the anagram,

DEEP GRASS - that is, the weeds).

1) Disclosures (information) must be exchanged between the program and the client to determine suitability and otherwise reduce surprises on both sides of the relationship. Information to be exchanged includes a description of activities and risks, on the organization's side; and medical history, on the client's.

"A thoughtful risk management plan has two major components: the protection of the participant, and the protection of your program..."

2) Staff must be familiar also with the environment in which the activities will take place, including exposure to the elements of nature, peculiarities of terrain, vegetation, animals, and remoteness and access to third-party emergency assistance.

3) Emergency protocols identifying local sources of emergency care and law enforcement, and strategies for notifications and media relations must be developed, in advance, and must be carefully explained to and understood by those persons affected by them.

4) Your practices and policies must be attended to, understood by staff and other constituents, and regularly re-examined. Your sacred cows may be out of date and your apparent continuing

successes more a matter of luck than skill.

5) Gear must be reasonably suited to the tasks in which it will be utilized. Staff must be trained in the use of equipment and logs must be maintained on equipment subject to stress and deterioration.

6) Records, including equipment logs, medical screening information, Participant Agreements, and reports and analyses of near misses must be maintained.

7) Administrative support must include good working conditions, clear job descriptions and training, acceptable salaries and other positive contributions to logistics and morale.

8) Attention must be paid to screening participants for physical and emotional suitability, and to supervision of their participation, and separation from the program if he or she poses a danger to themselves or others.

9) Staff, also, must be screened and supervised, and subject to periodic peer review. Independent contractors must be carefully selected and their responsibilities and liabilities described in a contract of engagement.

These, then, are the areas of your program which are most likely to produce claims (your "deep grass"), and require your careful and continuing attention. In an upcoming issue of Parallel Lines we will explore the issues around protecting your program - the other pillar of a quality operation and an effective risk management scheme. (Anagram: CLIPS.)





## Operations and Certification Member Feedback

by Scott Andrews  
Chairman

Operations and Certifications Committee

The Operations & Certification Committee hosted a session at the ACCT conference in Boston asking for feedback from the ACCT membership. The room was filled to capacity with members from the following representative groups (some in attendance belonged to more than one group):

- Course Operators – 44
- Owners – 10
- Participants – 4
- Equipment/structure OEM's – 15
- Regulators – 2
- Representatives of Organizations – 10
- Trainers – 35
- Practitioners/Guides – 21

A "brain-writing" technique was used to gather feedback. Several focus groups were formed and each group was assigned a section of the Operations, Training, and Certification standards for review and collective comment. After each session the group moved to another position and added their comments to those of the previous group. At the end of the process, the group was gathered together to review the feedback.

Many helpful critiques assisted the committee in making the wording more clear, correcting pesky grammatical errors, clarifying definitions of key terms, and taking a look at some of the changes through fresh eyes. Generally, the attendees at the session were very supportive of the changes to the standards. It was great to hear the voices of practitioners from Aerial Adventure Parks, Canopy/Zip Tours, and Challenge Courses all in the same room sharing ideas to help improve the standards.

There were some voices in the feedback sessions that were in disagreement with others; for example, some groups desired the standards to be more prescriptive, while others preferred the less prescriptive direction that the 8th edition standards have taken. Another example where disagreement remains concerns Practitioner Level I re-certification, with some groups preferring the current one year interval, and others were asking "why not three years?". On other issues, all of the groups found solid agreement, such as support of de-coupling training from testing and elimination of the "challenge-in" language.

At the end of the session, the groups were asked what they thought about the possibility of ACCT becoming the certifying body for an industry-wide certification. Many attendees were supportive of a more industry-wide approach; however, a few were strong supporters of the current vendor-specific approach.

The Operations & Certification Committee met after the close of the conference in Boston. The feedback from the session was used to make several changes to the draft standards in the Operations, Training, and Certification sections. The revised draft standards have been submitted to the executive board to send out for comment.

The Operations & Certification Committee would like to express our sincere thanks to those who invested their time to help with refining the 8th edition standards. We invite any members with questions or comments to contact a member of the committee. Information on committee members can be found on the ACCT website.





## Forward Momentum

by Cynthia Paris  
Chair  
Conference Committee

Warm weather came early for much of the country this year, and with it, the busy season of inspections and training. Along with many of you, I find it challenging to get everything done this month! My short term focus is only temporary, as planning ahead for future ACCT conferences has already started. We select locations and reserve hotels years in advance to ensure the best fitting places for our unique conference.

Next year, February 2013, we will be near the awe-inspiring Red Rock Canyons in Nevada. Seasoned climbers know this place well for the impressive rock cliffs that spring out of the desert sand. On my last visit, I joined a small group for to hike and scramble up the cliffs. The canyons have hundreds of places to please both experienced climbers and novice hikers. Our route was just challenging enough to keep us alert, but overall pretty easy. In the warm, dry desert air, I was surprised that at times I nearly lost my breath. Such a change from the winter, cool air of Boston!

Back in Boston, we had a fantastic event, overflowing with ideas, people and opportunity. We had more workshops and more timeslots than ever before! With 8 preconference workshops we experienced the wisdom of our industry professionals.

To kick-off the 22nd annual ACCT International Conference and Expo, we heard words from Jim Davidson. He shared his gut-wrenching and heart pounding story of disaster, survival and the power of forward momentum.

Despite great loss and overwhelming obstacles, he never stopped taking the next reach or making the next step. ACCT is thankful for his words as we find the inspiration to continue our forward momentum.

We are challenged with seeking out new ideas and new ways, while continuing to appreciate and utilize what has been developed in our rich history.

When nearly 1000 people gather to exchange ideas and inspiration - we build the future. Literally and conceptually. The future experiences of our clients, the future structure of our businesses, the future of the industry and our association. As an ACCT member, you have the opportunity to inspire others and to be inspired.

Your voices, your ideas are needed now - long before the brochures and registration forms go out. What did you love about the Boston conference or from a conferences years ago? What do you want to re-invent for next year? Do you want more workshops to choose from? Or do you want fewer sessions

and more time slots? What about the socials and other events?

Our goal has been to create many ways for you to make connections and find information to guide your forward momentum. If you have an idea that you would like us to consider, send me a quick email with a basic concept or a full-out plan to create our future at Red Rock.

Interested in being part of the conference planning? We will be looking for conference committee members this year and next year, see the ACCT website for details.

Looking forward to meeting you at Red Rock Resort and Spa, Nevada February 7-10th, 2013!

Sincerely,

Cynthia Paris, Conference  
Chair  
ACCT Conference Committee  
cparisconsulting@gmail.com

### A Special Thanks to the Conference Committee & Service Crew

The ACCT staff would like to thank the 2012 Conference Committee & Service Crew for putting on a great conference! We look forward to seeing what you have in store for us next year!!!

James Borishade  
Executive Director





## Government Relations Update

by Greg Allen

Chairman

Government Relations Committee

Since our last report about 3 months ago we (the Government Relations Committee, and its Special Advisory Group) found ourselves facing a more unique experience than usual.

As we reported many months ago, the state of Hawaii had proposed legislation that would more closely regulate Zip Lines and Canopy Tours, however the bill never made it to the floor.

Just recently, due to an unfortunate accident in the state, representatives became very proactive and decided to reintroduce the bill. Prior to doing so ACCT's Executive Director was invited to Hawaii to meet with representatives and discuss the situation. As a result, we were asked to review the proposed legislation (in conjunction with several small business owners from the state) and create a bill that would serve end users, the state and the industry well.

Over the course of about a month, and after approximately 8 different drafts, created by more than 15 different people from many different walks of life ranging from state representative,

to local small business owners, industry volunteers to legal representation, a model bill was created.

The bill was then sent back to representatives in Hawaii for final revisions. A special thanks to everyone who put in time and energy on this project.

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 the ACCT staff at: [info@acctinfo.org](mailto:info@acctinfo.org).

Sincerely,

Gregory J. Allen  
Outgoing Chair  
Government Relations Committee

## 2012 ACCT Conference Sponsors

ACCT would like to thank all of our conference sponsors!  
Because of you nearly 1000 people joined us this year!

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# The Curse of Knowledge

by Lindsay Walton

Many baby boomers comment on the attitude of youth and young adults today, shocked by the way the younger generations choose to behave. But the rudeness, aggression, indifference or entitlement they perceive doesn't always find its root in a bad attitude. More often than not those behaviors find their root in anxiety.

We live in the age of the 'twixter', a term used to refer to young adults who have not developed the life skills they require in order to be able to support themselves and in turn give back to the families and communities to which they belong. Rather than becoming independent adults, these twixters have a parasitic relationship with their societies, draining resources without giving back, and this isn't just localized to North America. The Japanese refer to these individuals as 'parasite singles'. The German refer to them as 'nesthockers', a term for baby birds who have just hatched from the egg and are completely helpless. The Italian culture is facing a challenge right now in preserving their heritage because Italian women are not currently interested in marrying Italian men. The reason? Because so many have grown to become "bambocionni" or "big dummy boys".

There are many factors that can contribute towards youth growing to be twixters instead of independent adults, including disengaged parents (whether by choice or due to work hours) who did not pass on the needed life skills, having parents who do not have the skills themselves and are therefore unable to pass on the lessons, lack of parent intervention and boundaries when their child refused to learn and perform the skills growing up, and sometimes a genuine deep-seated laziness. However the twixter got there, the results are often the same. Repeated experiences of failure in life and without an understanding of why it keeps happening.

We are often familiar with the concept that "you don't know what you don't know", but on the flip side of the coin, you don't always know what you know either. Chip and Dan Heath, in their book "Made To Stick," refer to the Curse of Knowledge, the psychological tendency we have as human beings to

assume that if we know something then obviously everyone else must know too! It shoots us in the foot when we are trying to market products, services and ideas to an audience because we make inaccurate assumptions about the foundation of knowledge they already have for us to build on. The Curse of Knowledge is also incredibly unhelpful when it comes to working together as a family or community unit to make sure youth and young adults have the knowledge and skills they need to become independent and contributing members of society. If we consistently look at people wondering how they could be such an idiot for doing what they just did, or such a jerk for saying what they just said, then we have a bad habit that we need to break. Without ruling out the fact that some youth have been taught the knowledge and skills they need and have chosen to ignore or reject it, we need to stop assuming that this is always the case. Stop looking through the lens of what you know (the Curse of Knowledge) and do your family and community a favor by assuming that the young adult you just saw mouth off to their boss, or take money from their grandmother's purse, who has rotting dishes stacked on their kitchen counter or Mom doing their laundry when they are 35 is not making a conscious choice to live this way despite knowing a better way. Start assuming that a critical piece of life knowledge or a critical life skill is missing or incomplete and see what can be done to fill that gap.

Let's explore a couple of the examples mentioned earlier and see what critical life knowledge or skills might need some tuning up. The youth who just mouthed off to their boss should know that will just get them fired right? Wrong! That's the Curse of Knowledge at work. Their current understanding of the world may be that it is their right to speak their mind and their employer's responsibility

to make the workplace an enjoyable environment where the worker feels motivated. What life knowledge is missing? That both the employer and the employee have rights and responsibilities? That the employee is paid to perform certain duties whether they enjoy them or not? What life skills are missing? Communication skills? Conflict resolution skills? What can be done to empower this young person with the knowledge and skills they need in order to maintain consistent employment and not be fired repeatedly throughout life?

Think your grandkid is a 'lazy thief' for digging twenties out of your purse? Back that train of thought up! Has anyone actually said plainly to them at any point in their life that you should never take another person's money without asking? Wondering why they don't just get a job? Do they know where to find job opportunities? How about how to successfully write a cover letter and resume? Do they know how to successfully present themselves to an employer during an interview? Once they have the job do they have the ability to keep the job? If you're thinking to yourself everybody knows how to do that then the Curse of Knowledge has struck again.

We do each other an injustice when we watch a person struggle or fail and decide that it's none of our business or even worse, just judge them. While it may not always be appropriate, where an opportunity does exist, take the time to pass what knowledge you have regarding how to be successful in life on to others. Put yourself in the shoes of the person who doesn't have the knowledge or skills that you have. Imagine experiencing repeated failure in life, missing out on achieving your goals while at the same time having



## The Curse of Knowledge *continued*

people get angry and frustrated with you, telling you you're an idiot or looking at you like you're one over and over and over. How would you react? You would likely continue to get by in life the best way that you know how while developing a sense of having to be aggressive and fight for what you want. Anxiety and a sense of being on edge would take root because the world would seem a much harder place that feels out to get you, and then develop a tough skin because otherwise the consistent anger and criticism you face would just cause you to break. It would just be easier sometimes to be indifferent than to look and feel stupid after trying and failing again. In the context of facilitation we have an amazing opportunity to address life-giving team and community skills that will benefit our participants in many life contexts, and possibly to empower them in other areas as well. Remember that more often than not a participant who

has just pulled out of a challenge grumbling about how stupid it is might actually be saying "I can't find the solution, I feel stupid, and I don't like it". That same anxiety fuels their reactions to life's challenges of getting a job, navigating school or a significant relationship, raising a child, etc. Take a moment for a reality check. If you didn't know what you know now, you would probably be doing the same things as the youth and young adults who leave your jaw hanging open sometimes with what they've just said or done. Don't let your knowledge be a curse. Let it be a gift, and pass that gift on. The world will benefit if you do.

Lindsay Walton is the Chair of the ACCT Membership Committee, as well as the Owner and Lead Facilitator of Open Door Development, a company that provides team building, independent living skills training to youth and young adults, and other services. [www.opendoordevelopment.ca](http://www.opendoordevelopment.ca).

## The Canopy / Zip Line Tour Committee Update

by Victor Gallo

Chairman of the Canopy/Zip Line Tour Committee



As the Canopy and Zip Line tour industry grows worldwide we are seeing in our committee the need for keeping up with new technologies and systems. We are constantly on the lookout for what is coming out from the ingenious minds in this ever so creative field. We are also encountering longer, higher, faster, more automatic systems and with this come more efficient safety systems.

In our committee workshops during the last Conference in Boston our main intent was to be able to communicate our present work in the new standards process and to receive the necessary feedback to make the standards as viable and as comprehensive as possible. The dialogue with all the attendees was very fruitful and was taken into consideration for the upcoming, latest draft of the standards. We hoped to have more extensive workshop so that everyone would have enough time to digest the most current draft. So to extend this time we invite you to get in touch with us. It is always in our best interest to receive comments from all materially affected parties.

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Canopy / Zip Line Tour Committee Chair  
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## ACCT Logo Usage Policy

by ACCT PR & Marketing Committee

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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.

If permission is granted to use the member logo, the ACCT member logo should be printed using ACCT member logo received from ACCT and not a newly rendered logo. The logo can be used in black and white or grayscale. The right to use the ACCT member logo shall terminate and be revoked upon the authorized member's failure to remain in good standing, in the event of misuse by the member as determined by ACCT, or any other breach of this Policy for Use. Upon such termination and/or revocation, the unauthorized member will remove the ACCT member logo from all materials, products, and services, regardless of whether such materials, products, and services are preprinted or preexisting at that time.

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## 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: Large Group Facilitation: Attention Getters

by Jen Stanchfield



During the February ACCT Conference in Boston we celebrated the 10-year anniversary of the Facilitator's Toolbox byline with preconference and postconference workshop sessions.

I am always impressed with the co-creative sharing that occurs when passionate educators come together to focus on the art of teaching and group facilitation. Sharing interactive activities with large groups in hotel conference rooms where the acoustics were challenging created a perfect opportunity to call upon the resources of the group to find ways to effectively share directions and manage transitions. Hence, this issue's article is on tips for managing large group facilitation.



### Attention Getters

When facilitating large groups in interactive activities it can be helpful to have some "attention-getters" so that you are not yelling

at the group when leading an activity, facilitating a transition from one activity to the next or sharing directions. Many facilitators and teachers use a raised hand, hand signal, or the ubiquitous call and response method "Clap once if you can hear me, clap twice, and clap three times".

This method can be effective, but I find many of the adult groups and middle schoolers I work with can find it patronizing. It has also been a bit overused in schools and youth

"Like in many other aspects of facilitation and teaching, mixing up your methods keeps it interesting."

programs so you sometimes see older students roll their eyes. Like in many other aspects of facilitation and teaching, mixing up your methods keeps it interesting.

I am continually learning new approaches from the groups I work with. Whenever I facilitate a large group workshop I use one of my favorite attention getters at first and

then ask the group to jump in and share the techniques that have been working for them. This becomes an ongoing co-creative conversation throughout the workshop.

### Here are a few favorites:

One attention getter I have been using since learning it from a participant in a 2008 AEE workshop is "A Hush Fell Over the Crowd". The facilitator says, "A hush fell over the crowd", and the crowd responds with "husssshhh." I have been pleasantly surprised to find that the middle school students I work with particularly like this one (I think it is the "shhh" sound).

Another method, brought to me by a teacher last summer at the Vermont BEST Institute conference, is a simple rhythmic call and response method. She vocalizes a "Chi Chi Chi Chi Cha" and her group responds with "Cha Cha Chi Chi Cha."

During my Facilitator's Toolbox preconference workshop in Boston Marci Charles shared that the youth in her BRIDGES Experiential Learning Center program in Memphis use step dance as a call and response attention grabber. Step Dance is a form of percussive dance popular in urban Memphis in which people use their body as an instrument, producing sounds and rhythms through a mixture of footsteps, handclaps and vocalization.

Another participant in the workshop shared that they use humming. The facilitator starts and others join in. I have tried that a few times since and it has worked!

A simple and appealing visual cue that my colleague Katsumi Namba used recently in our workshops in Japan is the sign commonly used for applause by people in the deaf community. The raising of hands with outstretched fingers and twisting hands back and forth in the air.



I have found that using a combination of visual and auditory cues can be helpful to group members. It is best when the group has some ownership in creating the cue they are going to use or that

it is socially or culturally relevant in some way such as the step dancing in the Bridges Program.

Thanks to everyone who attended and shared your ideas at the Toolbox sessions in Boston.

If you would like to weigh in and share your favorite techniques for grabbing attention and managing transitions with large groups in a future Facilitator's Toolbox article contact [jen@experientialtools.com](mailto:jen@experientialtools.com).

## Do You Have an ACCT Certified Course?

### Editorial

Over the last few months ACCT has noticed a number of news reports, press releases and public statements about having an ACCT Certified Course. Here are a few of the statements we've seen...

- Our course has been awarded the "ACCT Certified Course" Award.
- "The ACCT certified course, the only one on the North Coast, is exhilarating, safe and more fun..."
- "...is an ACCT certified course and its guides are certified in zipline course procedures and safety, first aid and rappelling."
- "We booked an ACCT certified course in Puerto Villarta."
- ...and many, more!

This editorial is to clarify that the Association for Challenge Course Technology does not certify or accredit courses at this time. Currently ACCT accredits companies for installation, inspection and certification. Again, ACCT does not certify or accredit challenge courses, zip line tours or aerial adventure courses at this time.



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## Get Involved!

Would you like to be a part of the Conference Committee? We are currently taking applications for Conference Committee members. Please see the ACCT website or contact the ACCT office for an application for this and other ACCT committees. Interviews for available positions will be held at the upcoming conference in Red Rock, February 7-10th 2013.

We are interested in hearing from you! There are many ways to help the Conference Committee as an ACCT member. Share your ideas for events, and workshop topics. Every year we raise funds for scholarships, your help acquiring auction donations is a great way to contribute. Our ACCT Service Crew is a great way to get to know the conference; new, dedicated crew members are always welcome. Be sure to apply early as it's a popular job! If you have skills to share, please contact the ACCT office or Conference Chair, Cynthia Paris. [cparisconsulting@gmail.com](mailto:cparisconsulting@gmail.com)

## Fun Facts

by Trudy Robbins

### JULY

- JULY is Ice Cream Month. President Ronald Reagan of the United States proclaimed that July was forever to be 'Ice Cream Month'. You got it folks, this one's official, so all the more reason to dig into your favorite flavors!
- Saturday, July 7<sup>th</sup> is "Tell the Truth Day."
- Friday, July 27<sup>th</sup> is "Walk on Stilts Day."

### AUGUST

- AUGUST is GOLF Month. The sun is shining, and the grass is green – celebrate Golf Month by getting out on the course!
- Saturday, August 4<sup>th</sup> is "Coast Guard Day."
- Sunday, August 5<sup>th</sup> is "Beer 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 accredits more than 35 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 & Zip Line/Canopy Tour Industries.



# Introducing Parallel Lines Ad Space!

## Advertise Your Products & Services in Parallel Lines

Parallel Lines (ACCT's Quarterly Newsletter) circulates to all ACCT members and customers quarterly. This communication tool keeps recipients up-to-date on educational opportunities and industry happenings.

	1 Issues	2 Issues	3 Issues	4 Issues
Back Cover	\$550	\$1000	\$1400	\$1600
Inside Front Cover	\$450	\$850	\$1225	\$1400
Inside Back Cover	\$450	\$850	\$1225	\$1400
Full Page Ad	\$350	\$600	\$875	\$1150
Half Page Ad	\$175	\$325	\$475	\$600
Quarter Page Ad	\$150	\$300	\$450	\$550

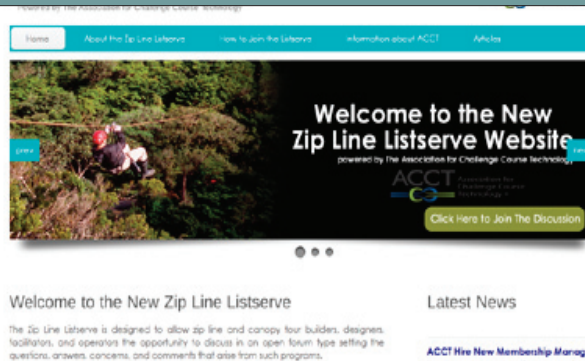
### Additional Advertising Opportunities

## Showcase Your Products & Services on The New Zipline Listserve

Get in on the Ground Floor!!! The new Zip Line Listserve website is not only an information source, but also provides opportunity for networking and purchasing. Banner ads throughout the site connect buyers to your products at the click of a button.

[www.ziplinelistserve.com](http://www.ziplinelistserve.com)

	1 Month	3 Months	6 Months
Position 1	\$400 per month	\$375	\$350
Position 2	\$350 per month	\$325	\$275
Position 3	\$300	\$275	\$250





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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