# MINUTES for Regular Board of Directors Meeting 19 January 2021

Meeting Logistics:
Morning Session | 9:30am-12:00pm Mountain Time
Afternoon Session | 2:00pm-4:30pm Mountain Time

Location:
Zoom Meeting
https://zoom.us/j/8256677745
Meeting ID: 825 667 7745

## Presiding Officer:

☒ Carson Rivers – **Chair**

## Board Member Attendees:

☒ Keith Jacobs – **Vice Chair**    ☒ Bahman Azarm – **Member**    ☒ Rohan Shahani – **Member**
☒ Mandy Stewart– **Secretary**    ☒ Paul Cummings - **Member**    ☒ Billy Simpson – **Member**
☐ Cameron Annas - **Treasurer**    ☒ Victor Gallo - **Member**    ☒ Shawn Tierney – **Executive Director**

## Quorum?

☒ Yes
☐ No

## Guests:
Korey Hampton, **Member**

Meeting called to order at 9:31 AM Mountain Time by Carson.

**Welcome Guests & Housekeeping**

**Bahman reads the ACCT Mission Statement**
The Association for Challenge Course Technology (ACCT) establishes and promotes the standard of care and measure of excellence that defines professional practice and effective challenge course programs. ACCT develops, refines, and publishes standards for Installing, maintaining, and managing challenge courses; provides forums for education and professional development; and advocates for the challenge course and adventure industry.

**Bahman reads the ACCT Anti-Trust Statement**
It is the policy of the Association for Challenge Course Technology, and it is the responsibility of every Association member company, to comply in all respects with federal and state antitrust laws. No activity or discussion at any Association meeting or other function may be engaged in for the purpose of bringing about any understanding or agreement among members to:
    (a) raise, lower, or stabilize prices;
    (b) regulate production;
    (c) allocate markets;
    (d) encourage boycotts;
    (e) foster unfair trade practices;
    (f) assist monopolization, or
    (g) in any way violate federal or State antitrust laws.

Any questions regarding the meaning or applicability of this policy, as well as any concerns regarding activities or discussions at Association meetings, should be promptly brought to the attention of the Association Executive Director or the Chair of the Board of Directors.

## Approval of Agenda

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|---:|:---|
| **Motion:** | Review and approve the meeting agenda |
| **Made by:** | Mandy |
| **Seconded by:** | Rohan |
| **Discussion:** | None. |
| **Vote:** | In Favor – N/A |
| | Opposed - 0 |
| | Abstaining - 0 |
| **Motion Carries:** | ☒ Yes |
| | ☐ No |

## Approval of Previous Meeting Minutes

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|---:|:---|
| **Motion:** | Approve minutes from meeting held January 18th, 2021. |
| **Made by:** | Rohan |
| **Seconded by:** | Keith |
| **Discussion:** | Mechanism for providing feedback to Ethics and Board Emeritus needs to be clarified in today's meeting. |
| **Vote:** | In Favor – N/A |
| | Opposed – 0 |
| | Abstaining – 0 |
| **Motion Carries:** | ☒ Yes |
| | ☐ No |

## Brief Updates & Announcements

- BoD needs to register for conference; green room established for AGM (usual BoD Zoom link).
- All BoD events are currently on the BoD calendar; green room may be established for Awards Ceremony if needed.
- IRS has agreed to abate late filing penalty incurred because of actions of the CPA. Per usual IRS procedures, this is anticipated to be a one-time abatement. 990 is being reviewed by Finance Committee and is due by May.
- Conference revenue is tracking to be in line with current budget projections.

## Volunteer Management

- Board Onboarding Process & Materials
  - Rohan has compiled BoD resources and will serve as interim Secretary for the 3 Feb meeting until the new Secretary is elected.
  - Suggested items to orient new BoD members are:
    - Core resources such as Bylaws, policies, procedures, BoD manual, Terms of Reference, Robert's Rules overview, etc.
    - Roles and responsibilities, chains of communication (staff, BoD, volunteer leadership, etc.)
    - Digital resources, how to access them, and how to use them (quick tutorial)
    - Fiduciary related items including budget overview and state of the association's finances; invite to weekly Finance Committee meetings

- Overview of annual duties of the BoD
- Overview of current topics being discussed and suggested materials to review/people to consult with (including any closed session topics)
- Identification of BoD norms and expectations
- Consider an incoming BoD Member questionnaire to ID needs and questions
- In the future, the BoD should be more intentional in inviting potential new BoD members to participate in pre-conference Face to Face meetings.

**ACTION ITEM** – Carson to schedule meeting with new BoD members in order to onboard them prior to 3 February meeting.

- Dedicated Volunteer Management
  - Goals for volunteer management:
    - Have a point person in charge of managing volunteers (not the ED)
    - Information on:
      - Core resources such as Bylaws, policies, procedures, Terms of Reference, Robert's Rules overview, etc.
      - Roles and responsibilities, chains of communication (staff, BoD, volunteer leadership, etc.)
      - Digital resources, how to access them, and how to use them (quick tutorial)
      - Any annual duties of their role
      - Current topics being discussed and suggested materials to review/people to consult with (including any closed session topics)
      - Volunteer group norms and expectations
    - Consider an incoming volunteer questionnaire to ID needs and questions
    - Streamlined process for recruiting and placing volunteers that doesn't allow for potential volunteers to get "lost"
    - Ongoing supervision and evaluation, including any appropriate follow up actions and processes
  - Consider automated workflow where possible
  - Consider budgeting for volunteer management in FY2022

Personal needs break @11:03 AM
Break concludes @ 11:10 AM

**Suggested Roles & Responsibilities within Volunteer Management**
- Role of the Board
  - Setting agenda and direction of the Association
- Role of Staff
  - Directing and supporting administrative process
  - Supporting and advising the work of the group as appropriate
- Role of Leadership & Nominations Committee
  - Training and onboarding of volunteers
  - Connectivity and communication with volunteer groups
  - Converting Affinity Group Members to committee/work group/TF members
- Role of Membership Workgroup
  - Recruiting

**ACTION ITEM** – Shawn to create a draft position description for a Volunteer Manager.

**ACTION ITEM** – BoD to identify people to potentially serve as Chair for Leadership and Nominations; current chair is ready to step down.

**ACTION ITEM** – Review/Update Terms of Reference for 1) Membership Work Group, 2) Leadership and Nominations Committee, and 3) PR & Marketing Work Group.

**Recess**

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|---:|:---|
| **Motion:** | To recess until 2:00pm. |
| **Made by:** | Bahman |
| **Seconded by:** | Billy |
| **Discussion:** | None. |
| **Vote:** | In Favor – N/A |
| | Opposed – 0 |
| | Abstaining – 0 |
| **Motion Carries:** | ☒ Yes |
| | ☐ No |

Board goes into recess @ 11:59 AM.

**Meeting called to back to order from recess at 2:02 PM Mountain Time by Carson.**

## Presiding Officer:

☒ Carson Rivers – **Chair**

## Board Member Attendees:

☒ Keith Jacobs – **Vice Chair**
*joined @ 2:34 PM*
☒ Mandy Stewart– **Secretary**
☒ Cameron Annas - **Treasurer**
*joined @3:07 PM*

☒ Bahman Azarm – **Member**

☒ Paul Cummings - **Member**
☒ Victor Gallo - **Member**

☒ Rohan Shahani – **Member**

☒ Billy Simpson – **Member**
☒ Shawn Tierney – **Executive Director**

## Quorum?

☒ Yes
☐ No

## Guests:
Kennerly de Forest, **ACC Chair**
Niels Damman, **ACC Member**
Korey Hampton, **Member**
Heather Brooks, **ACCT Program Manager**

## Welcome Guests & Housekeeping

## Harmonization of ACCT Programs
- Goals:
    - Ensure programs are not "siloed" and have common requirements and processes
    - Create an appropriate workload for staff and volunteers
    - Consideration of international needs; make the program more universal
    - Consideration of alignment with an internationally recognized standard for credentialing programs and our own standards development process
    - Prioritization of initiatives/development of programs
    - Answering the question re: the strategic goals for association programs
- Review of Current Programs & Initiatives
    - ***See ACC report for additional details [2021-01-15 REPORT ACC to BoD].***
    - Vendor Accreditation
        - Panel, Reviewer Training, and Design Enhancement groups are all working on this topic, although Reviewer Training has been paused while Vendor Design completes their work
        - Need to identify how the current conversation within the PVM group marries up with the work of these groups
        - Need to identify all stakeholders and assess how they should be involved in development of the program
    - Operation Accreditation
        - Two operations are currently accredited post-rollout

- Minor tweaks were made after putting some operations through the process; overall opinion is that the process created has worked well
- Consider work increasing awareness of the program to regulators, insurance industry, and travel/tourism industry

Personal needs break @ 3:46 PM
Break concludes @ 3:51 PM
Mandy rejoins @ 4:10 PM

- o Trainer Credentialing
  - First Task Force is completing their Terms of Referece.
- o Inspector Certification
  - Potentially explore incentive for PVMs to participate in the Inspector Certification program.

Kennerly left meeting @ 4:13 PM, rejoined @ 4:16 PM

**ACTION ITEM** – Review and provide feedback on Draft Regulatory Position by Scott Andrews.

- Universal Initiatives (Universal Portfolio & QCP)
  - o Consideration is being given to people who may need to transfer to a new portfolio format.
  - o The groups working on these projects have representation from all program groups, and TIRE representation is being sought.
- Insurance Requirements
  - o Insurance and Risk Management Committee has completed draft documents; items have been sent to ACC for review and comment

**ACTION ITEM** – ACC is requested to complete review of draft insurance docs, or provide update, by end of February.

[ITEMS BELOW TABLED FOR FUTURE MEETING]
- Harmonization with Standard Development Process
- Board Role; How do we Best support? How do we improve communication?
- Action Plan

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| **Motion:** | Motion to adjourn the meeting. |
| **Made by:** | Billy |
| **Seconded by:** | Rohan |
| **Discussion:** | None. |
| **Vote:** | In Favor – N/A |
| | Opposed – 0 |
| | Abstaining – 0 |
| **Motion Carries:** | ☒ Yes |
| | ☐ No |

Meeting adjourned at 4:35 PM Mountain Time.