



MINUTES for Face-to-Face Board Meeting October 26th, 2021

Meeting Logistics:

10/26/2021 8:00am – 5pm Eastern Time

Location:

Hilton Cleveland Downtown | Cleveland, OH
with Zoom Link: <https://zoom.us/j/8256677745>
Meeting ID: 825 667 7745

ATTENDEES

Presiding Officer:

Carson Rivers – **Chair**

Board Member Attendees:

Rohan Shahani – **Vice Chair**

Korey Hampton – **Secretary**

Cameron Annas – **Treasurer**

*Via zoom link

Bahman Azarm – **Member**

Victor Gallo – **Member**

Keith Jacobs – **Member**

Connor James – **Member**

Billy Simpson – **Member**

Shawn Tierney – **Executive Director**

Quorum?

Yes

No

Guests:

Melissa Webb – Events Director

Meeting called to order at 8:08 AM Mountain Time by Carson Rivers.

Welcome Guests & Housekeeping (Carson Rivers)

Reading of the ACCT Mission Statement (Carson)

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.

Reading of the ACCT Anti-Trust Statement (Carson)

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 (Carson)

Motion:	Review and approve the meeting agenda
Made by:	Keith
Seconded by:	Connor
Discussion:	None.
Vote:	In Favor – N/A Opposed - 0 Abstaining - 0
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Approval of Previous Meeting Minutes (Carson & Korey)

Motion:	Approve minutes from meeting held October 6 th , 2021.
Made by:	Keith
Seconded by:	Connor
Discussion:	Last minute request for a revision was received from a Board member, and minutes were updated prior to the vote.
Vote:	In Favor – N/A Opposed – 0 Abstaining – Keith
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Conference Updates (Shawn & Melissa)

- Registrations, Sponsors & Exhibitors – As of right now, there are over 200 registered attendees (not including 2-3 people that are included in each paid booth), 34 companies registered to exhibit (42 booths), and 20 people registered for pre-con sessions including ICE prep. This totals over \$80K in attendee revenue and over \$84K in exhibitor/sponsor revenue collected so far.
- Financials – revenue is lower than usual but is picking up slowly. There is still no reason to pull from the reserve accounts, until probably January. We could make it through the conference if cash flow is good, but typically Sept/Oct is our low budget time of year, so either way we may have to dip in to reserves later. For reference, 750 people in attendance is our projected break even point. Additionally, we still have EIDL low-interest loan funds awaiting approval from the SBA, potentially this week, for \$169.4K.

Motion:	Approve the Executive Director to accept the EIDL loan for \$169.4K
Made by:	Keith
Seconded by:	Rohan
Discussion:	Clarified that we have until January to take the funds.
Vote:	In Favor – Rohan, Korey, Cameron, Victor, Keith, Connor, Billy



Motion Carries:	Opposed – none
	Abstaining – Carson
	<input checked="" type="checkbox"/> Yes
	<input type="checkbox"/> No

Emergency Concierge International (ECI) (Shawn, Melissa, & Desi Whitney): ECI advises on emergency planning for meetings and events, covering hazard crisis protocol for many types of emergencies like domestic situations, evacuations, security threats, medical emergencies, terrorist threats, bomb threats, chemical/biological threats, fire procedures, natural disaster procedures, and power outages. They also advise on COVID mitigation plans. We are working with them on a full-scale plan. When asked what common practices they are seeing with other conferences and events as it relates specifically to COVID protocols, they advised that there is no cookie-cutter solution, and in the end, the “right plan” depends on your organization’s (and the members within its’) level of risk tolerance, comfort level, and ability to execute the plan (i.e., staff, resources, budget). The following guidance was offered, and discussion of issues to consider, was presented in order to assist us in finalizing our plan:

- As we are approaching communications regarding our COVID policies, know that there is no plan that will make everyone happy - we will offend some with our choices, and we should be realistic with our expectations.
- Masking - The CDC is still advising that masking indoors is effective. The destination (hotel, convention center) is a factor here though – what are they doing and is it different from your plan? Also, if you state that you are requiring masks, having enforcement is key (including signage, etc). Consider if we will remove someone for non-compliance, and if will we refund them if so. This will require designated enforcers of mask policy. ECI can provide the staff for that, but this is additional staffing (which incurs additional cost). Be aware that when disseminating mask policy information, people consume info differently – some will read emails and waivers, some will read signs, and some will need to hear it said. Additionally, ECI advised that periods where attendees are drinking alcohol has proven to lower inhibitions, and many more people stop wearing their masks. This has created frustrations and disappointment when enforcement has become increasingly difficult.
- Social distancing – be realistic with those recommendations as well. We may not get enough space to distance appropriately in smaller spaces like conference rooms, or places where large crowds congregate. Limit/minimize the number of people in rooms/areas when possible. Consider how to manage bottlenecks at registration. ECI reported that they are seeing that when people are having informal conversations, they are not typically staying 6’ apart, and this is hard to manage.
- Vaccine and testing – they are seeing the whole spectrum – from nothing at all, to a hybrid model of ‘proof of vaccine or negative test’, on through to some that require everyone be vaccinated and/or show a negative test result. The antigen test is quickest but is less accurate. The PCR test is more accurate but generally takes about 3 days to get results. The PCR rapid test is faster and more accurate, but very expensive and not available everywhere. The biggest thing to make people aware of is that these are great options, but we shouldn’t let this create a false sense of security that these will prevent any exposure to COVID. Testing can be made available on-site but is very expensive. Having COVID tests available just for those showing symptoms is another option, and/or it could be extended to our international attendees, especially if their testing options are subpar or totally



unavailable. We would have to research local options for testing vendors – and inquire if they require a minimum number of tests or a minimum basic staffing fee.

- Contact tracing - Consider what happens if someone on site tests positive, including what the plan is for determining who else has been exposed (contact tracing), notifying them, and directing them what to do (quarantine in room, etc). They cautioned us that if you have an exposure, it can be difficult to identify everyone that person has been around. In lieu of complete contact tracing, would you share the situations with all the attendees? Would you share the name of the individual given the confidentiality concerns with that? There are some newer technologies that allow for digital contact tracing with RFID (via badges or phones for example) and proximity tracing, therefore keeping the info more confidential because you can send notifications to only those exposed. But there are privacy concerns with tracing attendees' movements.
- Temperature checks - they are simple and inexpensive, but unfortunately have not been very accurate in identifying COVID cases. But it can be part of a larger, more robust plan and can contribute to the overall perception of the effort.
- Health questionnaire – done in a survey style, distributed to attendees, it can help encourage people to do self-check-ins/assessments of their own health status. But one of the downsides is the technology required of everyone (is it an app, a downloadable form, email/online link, etc). Some may struggle with getting it done and will need help – who will do that? Some conferences they've worked with have created a self-reporting aspect such as symptom tracking apps, which can cover as much as 2-weeks before and after the event, but they have seen minimal compliance - once people are done with the conference, they are "done".
- Communication of risk – remind folks the situation is fluid, and that they are attending at their own risk. They could get COVID in many settings related to attendance, such as the travel to and from the conference, interaction with non-conference attendees, and visits to non-conference locations while there - much of which are not part of the actual event or under the control of the association.

Follow-up questions from the BOD and responses from ECI included the following:

- What about cloth masks versus surgical and N95, KN95, etc.? We may need to set basic minimum guidelines for what types of masks are expected. Some people are very particular about what style/type they are most comfortable with. Consider whether we should be buying/providing masks for those that don't come with appropriate masks and those that might need N95/KN95 following an exposure. We will also need to consider what we might face regarding supply chain issues - we may want to start ordering PPE now, and periodically until the conference.
- How the partnership with ECI will work? They can just help with finalizing our plan, and/or they can provide staff for the event. We are tentatively planning on having two (2) ECI "Emergency Management" (EM) staff there. They can add staff numbers to that for mask enforcing, or they can just support the people we provide for enforcement - it all comes down to budget. What about their staff's level of specialization, can those EM personnel "police/enforce" OSHA policies in exhibit hall, and enforce mask compliance? They can provide staff that can assist with mask compliance and that also have a basic knowledge of technical rescue concepts, but they aren't OSHA experts.
- What is the suggested mask enforcer to participant ratio? Recommend 1:50, but that is pretty cost prohibitive. If the group is generally compliant, you could go as high as 1:300.



Their staff will comply with whatever the rules are - if we are enforcing masks, their staff will be wearing masks 100% of the time.

- Are they seeing blanket protocols for all attendees or are people making different recommendations for international travelers? They suggest that all the policies are the same for everyone.
- What about the feasibility of finding COVID testing local to the conference event site? Are people hiring a local company to be on-site, are they hiring someone to travel there, or is ECI suggesting we recommend/list options for pharmacies or other medical facilities that people would have to go to? They can help us figure this out, and it may be a short-term decision based on the location at the time, as availability has been varied and the supply chain is unpredictable. ECI doesn't provide antigen rapid tests or other testing services, but they could help us outsource a vendor if requested. Same for contact tracing platforms.
- What kind of testing are they seeing? Ahead of time, at arrival, every day during the event, etc. It comes down to budget and availability of testing at the time. Every day testing is very expensive. Would need to consider how you notify people of their results if the testing is on site? Do they wait, or do you send them something via email, text, etc?
- What happens if someone at the conference tests positive? They might have to quarantine for 14 days, but what does that look like? Do you have an extended stay location nearby, or do they stay at the hotel? If so, can we get them a discounted rate? Are they financially responsible for that cost and how do you let them know that? Generally speaking, making these types of plans ahead of time demonstrates your duty of care without the need to actually pay for the lodging. What if they want to leave by plane against your advice, they want to drive home, or to stay with family? They can make their own decisions, and you can't tell them what to do, but you can make recommendations and offer options.

ACTION ITEM – ACCT Staff: Get a quote from ECI on the cost of staff that can act as mask enforcers at conference.

Break:

Meeting called to recess at 10:15am Eastern Time by Carson Rivers.

Meeting called to order at 10:52 Eastern Time by Carson Rivers.

Guests:

Melissa Webb – Events Manager

Heather Brooks – Program Manager

John Voegtlin – Office Manager

Conference Face-To-Face Plan and Reimbursement Policies (Shawn & Melissa) – The BOD F2F meeting will happen before Conference. Any newly elected members will get a BOD orientation and join the next meeting after conference, as was done last year. Therefore, the BOD just needs to be on site before the conference, not after. As for lodging, Board members need to book their own room and then submit for reimbursement later. The BOD is encouraged to stay in the host hotel in order to help meet the room block minimum. The nights necessary to attend the BOD meetings can be covered (Sunday, Monday, Tuesday) by the Association, but the rest of the hotel nights (of the conference itself) are not covered. Other travel (mileage) and/or airfare can be covered, plus some meals during the meeting time, but typically not any costs incurred during the rest of the conference.



ACCT Booth Staffing (Shawn & Melissa) – They will put together a sign-up sheet to facilitate getting all the time blocks covered. We will ask staff, Board members, Administrative Reviewers and other volunteers (Committee and Panel members for example) to help with this. The Association no longer has a dedicated person responsible for the booth, so we will all need to contribute. Ideally there are a few people staffing the booth at any time. Discussed how it will be helpful if there is an FAQ sheet (with “correct answers”) available for people who are in the booth, so that they have appropriate resources to answer questions while there (i.e. how to volunteer, how to reach certain people). Also discussed having a laptop there for immediate sign-ups and “research” of other questions.

ACTION ITEM – Staff (Shawn and Melissa): create an ACCT booth schedule and an FAQ document (with answers to those questions) and any other necessary resources for those in the booth. Determine if a laptop is available for the booth.

ACCT Community Feedback (Carson) – As Desi Whitney of ECI said earlier, community feedback can help the BOD determine the level of risk tolerance of our Association as a whole. Two official letters came into the Board via email, and one came in via the PVM listserv. The BOD discussed how some of our members, such as CA university and state employees, may not be able to travel to ACCT conference depending on the stated COVID policies for the conference. Other feedback has come into Board members and ACCT staff that people (members, PVM, volunteers, and presenters for example) want to come, but also want to have their concerns addressed by the ACCT before making their decision. Some have expressed specific concern with our ability to police and enforce policies such as mask mandates.

Conference Agreement (Shawn & Melissa) – Shawn has been working with attorney Rebb Gregg on a conference waiver, referencing the American Camp Association (ACA)'s conference waiver as an example. The ACCT has not previously had a waiver for conference, and we are being advised to include general liability issues in the document while we're in the process of crafting it. They've discussed how it should be distributed so that attendees have time to read it before showing up on site, so that attendees can evaluate whether they are comfortable signing before they begin travel.

Once complete, the conference waiver will need to be disseminated to all attendees. For those that have registered already, embedding it in the registration won't work anymore. Discussed the possibility of using a waiver sign program, and whether Cvent (the conference registration platform) has a way to integrate that so that it's embedded in future registrations. Melissa will follow up with them. Discussed how to ensure that badges are not given to someone until it is verified that a waiver has been signed, and how we can streamline that process for the conference workgroup staff.

ACTION ITEM – Rohan: create a bullet point list of conference policies as we finalize them, so they can be included in the conference waiver.

ACTION ITEM – Shawn: Follow up with Rebb Gregg and post a conference waiver draft that we can comment on. BOD should aim to read and comment within a week of this meeting (by 11/3/21).

ACTION ITEM – Melissa: follow up with Cvent and help determine the best method for distribution of the conference waiver.

Break:

Meeting called to recess at 12:03pm

Meeting called to order at 12:15pm



Hotel & Convention Center Protocols (Shawn, Melissa, & Guests): Jennifer Sioutis (from Hilton Cleveland), Craig Thompson (representing the Convention Center), Vivica Kimball (from Destination Cleveland)

- Jennifer (Hilton): Hilton hotel protocols generally mirror the mandates of the state that the particular hotel is located in. At the Cleveland, OH location, although there are essentially no statewide guidelines at this time, they require unvaccinated team members to wear masks (and anyone can choose to wear a mask), and their staff are getting daily temperature checks. They advised that we could request that their staff wear masks and/or gloves, and request that they erect plexiglass barriers where appropriate, during our event. Discussed air filtration specs for the hotel. They informed us that they can add sanitation stations as needed/requested. The passkey texting system they use for guests booked here can be used to communicate to our conference hotel guests before, during, and after our stay for conference. The in-house reader boards can be used to display necessary information. Things that would be an additional charge include extra staffing - if we request more staff to serve buffets for example, or extra A/V if we chose to create "social distancing areas" where conference content was broadcast in more expansive spaces. Things like sneeze guards and sanitation stations don't cost extra. But they can customize things and discuss added costs as applicable. considerable amounts of
- Craig (Convention Center): They have received grant money to improve infrastructure at the Convention Center for COVID mitigation, including improving ionization, filtration, and recirculation of their HVAC systems (including in-cab ionization systems in elevators). They have upgraded to touchless door openings and have installed ultraviolet germicidal/anti-microbial escalator handrails. All building staff are required to wear masks, plus they are subject to daily temperature checks and symptom screening. Any building partners they use (i.e., independent contractors like security) must follow their procedures. If we hire our own contractors, we can mandate what policies they follow. We can also make decisions on how to set up our rooms. They have temp scanning equipment – like a metal detector that has a scanner on it (with or without metal detector) that we could set up at the entrances if we so choose. Of note, there are other groups at the convention center while we are in attendance (Ohio arborists overlap us some, and NBA all-stars will start immediately after us).
- Vivica (Destination Cleveland): Clean Committed is the program they developed in partnership with local businesses, i.e. restaurants, hotels, transportation, etc to address COVID concerns. Qualifying businesses must meet a checklist of standards to be deemed "clean committed". The participating businesses can be found on the app or via a placard displayed at the business. Does 'Clean Committed' mean their staff have to wear masks? Vivica will check on that and follow up. It would be nice to be able to "recommend" local establishments like restaurants and bars to attendees.

Break:

Meeting called to recess at 1:22pm Eastern Time by Carson Rivers.

Meeting called to order at 2:00pm Eastern Time by Carson Rivers.

Conference Decisions: BOD toured the hotel and conference center facilities while on site. Much discussion was had on each topic. Resulting decisions are listed below:

- Prior to getting a badge: either proof of full vaccination or proof of a negative PCR test within 72 hours of arrival to conference site.



- Mask wearing policy: Yes. "If you need a badge, you need a mask". This would be a simple way to express that we expect attendees to wear a mask in official ACCT Conference locations and at sanctioned events. We acknowledge that we cannot however, control mask wearing policies for non-conference attendees in proximity to our conference activities.
- What types of masks – we will craft a common sense 'minimum expectation' for masks at conference, with examples/details.
- When "not wearing a mask" is permissible on site – only when *actively* eating or drinking. This will include during exhibit hall hours where attendees are consuming food and beverage that is provided for the event. Those not wishing to be exposed to attendees that are temporarily unmasked should visit the exhibit hall outside of these times.
- The ACCT will buy and make available surgical, N95, or KN95 masks for those that don't have masks, those that have masks that don't meet basic minimum expectations, or those that need "better" masks after a positive COVID test or a confirmed exposure.
- Mask requirements for presenters could include some allowances for face shields and/or some other variance that improves the ability of attendees to better hear and visually comprehend what is being presented. The BOD is undecided on details, and desires further time to research and deliberate on this topic.
- Enforcement plan: pursue hiring ECI staff to help enforce mask policies, subject to cost estimates.

ACTION ITEM – Staff: craft a common sense 'minimum expectation' for masks at conference, with examples/details.

ACTION ITEM – Staff: Decide how to best to collect COVID vaccination and testing history from attendees.

ACTION ITEM – Staff: Buy masks and make plans to continue to stockpile mask supplies until conference begins.

ACTION ITEM – All BOD: discuss further COVID-related details including presenter mask policies, contact tracing/exposure notification, health questionnaires, designated possibility of mask-less areas/vaccinated lounges, testing sites for those with symptoms, health speaker for conference kickoff, temperature screenings, self-reporting, quarantining procedures, and medical exemptions to mask mandates.

Break:

Meeting called to recess at 3:45PM Eastern Time by Carson Rivers.

Meeting called to order at 3:59 Eastern Time by Carson Rivers.

Cameron not present at the start of this session.

Social distancing: We will establish reasonable maximum room capacities (which may or may not necessarily be 6' in all directions) where we can. We will also establish and publish common sense minimum expectations for presenters around physical contact, etc.

ACTION ITEM – ACCT Staff: craft policies for room capacities in conference sessions.



Cameron re-joined the meeting at 4:38pm

Food and beverage will be available in the exhibit hall as per normal. Maintain the culture of asking for masking when not actively eating or drinking, but evening events will be setup to happen as usual. If possible, given exhibit hall space availability, we could potentially establish spots for people to “spread out” from the crowd. Consider making occasional announcements regarding mask expectations.

Meeting Closing (Carson)

Motion:	Motion to adjourn the meeting.
Made by:	Billy
Seconded by:	Keith
Discussion:	None.
Vote:	In Favor – N/A Opposed – 0 Abstaining – 0
Motion Carries:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Meeting adjourned at 5:02PM Eastern Time.

APPROVED