



# MINUTES for Regular Board Meeting August 21, 2024

Meeting: 08/21/2024 7:30 – 9:30 am Mountain Time

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

## ATTENDEES

### Presiding Officer:

Korey Hampton – **Chair**

### Board Member Attendees:

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Rohan Shahani – <b>Vice Chair</b>           | <input checked="" type="checkbox"/> Leslie Sohl – <b>Member</b>   | <input checked="" type="checkbox"/> Lauren Stover – <b>Member</b>            |
| <input checked="" type="checkbox"/> Michael Smith – <b>Secretary</b> | <input checked="" type="checkbox"/> Alicia Bourke - <b>Member</b> | <input checked="" type="checkbox"/> Kennerly de Forest – <b>Member</b>       |
| <input checked="" type="checkbox"/> Erik Marter – <b>Treasurer</b>   | <input checked="" type="checkbox"/> Jason Ong – <b>Member</b>     | <input checked="" type="checkbox"/> Melissa Webb – <b>Executive Director</b> |

### Quorum?

Yes       No

### Guests:

Heather Brooks  
JJ Stapleton

John Voegtlin  
Pete Sawyer

Brittany Humphrey

Meeting called to order at 7:31 am Mountain Time by Korey Hampton.

**Welcome Guests & Housekeeping** | (Korey)

**Approval of Agenda** | 7:32a – 7:35a (Korey)

<b>Motion:</b>	Review and approve the meeting agenda.
<b>Made by:</b>	Kennerly
<b>Seconded by:</b>	Mike
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – All Opposed – None Abstaining – None
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



**Approval of Board Minutes | 7:35 – 7:50a (Korey)**

- From June 18, 2024 Regular Meeting of the Board of Directors

<b>Motion:</b>	To approve the minutes from the Regular Meeting of the Board of Directors on June 18, 2024
<b>Made by:</b>	Leslie
<b>Seconded by:</b>	Lori
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – All Opposed – None Abstaining – None
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

- From June 19, 2024 Regular Meeting of the Board of Directors

<b>Motion:</b>	To approve the minutes from the Regular Meeting of the Board of Directors on June 19, 2024
<b>Made by:</b>	Lori
<b>Seconded by:</b>	Alicia
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – n/a Opposed – None Abstaining – Leslie
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

- From June 20, 2024 Regular Meeting of the Board of Directors

<b>Motion:</b>	To approve the minutes from the Regular Meeting of the Board of Directors on June 20, 2024
<b>Made by:</b>	Lori
<b>Seconded by:</b>	Leslie
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – All Opposed – None Abstaining – None
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



- From July 12, 2024 Special Meeting of the Board of Directors and Accredited Standards Developer

**Motion:** To approve the minutes from the Special Meeting of the Board of Directors and Accredited Standards Developer on July 12, 2024

**Made by:** Leslie

**Seconded by:** Jason

**Discussion:**

**Vote:** In Favor – All  
Opposed – None  
Abstaining – None

**Motion Carries:**  Yes     No

- From July 17, 2024 Regular Meeting of the Board of Directors

**Motion:** To approve the minutes from the Regular Meeting of the Board of Directors on July 17, 2024

**Made by:** Leslie

**Seconded by:** Jason

**Discussion:**

**Vote:** In Favor – All  
Opposed – None  
Abstaining – None

**Motion Carries:**  Yes     No

#### Accredited Standards Developer/Consensus Group Update | 7:50 – 8:05a (Mike & Korey)

- CG Meeting Update
  - The CG addressed the one negative on the ballot to approve the revision to the Accredited Procedures. The member voting negative asked and had their questions answered. They withdrew their negative.
  - Advertising for open seats continues. The Secretariat has received several new applicants.
  - The CG has balloted for seats.
  - The Secretariat received communication from PRCA. The PRCA has requested that their Standards Committee be included in all communications with their representative. The letter, received from Gus Denzig of PRCA states that Steve Gustafson will be the new PRCA representative. Mike reached out to Steve before the CG meeting and asked that Steve update his application on file. We have not received an updated application.
- ACCT Representative to PRCA Standards Committee
  - Mike discussed the need for an ACCT representative to PRCA's Standards Committee. Mike intends to go to the PRCA Conference this year because it is in the Midwest. The Board agreed to have Mike apply for the position. Mike will submit his application this week.



- Next Steps
  - The revision to the Accredited Procedures has been submitted to ANSI.
  - We have several courses of action that will need to be taken depending on ANSI's response to our request for approval of the revision.
  - There will need to be decisions made about how to handle the reassignment or interest categories, how to convene a new group, and how to educate stakeholders. Additionally, we should consider a more detailed process document.
  - Mike suggested the best way to handle this might be through a joint task force like the Accredited Procedures Task Force
  - Discussion was held about whether the Consensus Group should be meeting until we hear back from ANSI. Pete Sawyer, Chair of the Consensus Group, was present and shared that the group was open to not meeting until there is clarity on the procedures.
  - Leslie recommends that we slow down until we hear from ANSI. Work can continue through e-mail and other means as needed. Without a project, there is not a need to meet monthly to conduct business. The group was fine with keeping meetings, but cancelling if there was not timely business that was required. There is an administrative meeting one week prior to each meeting to discuss agenda and updates.
- Appeal Response (Leslie and Mike)
  - An initial draft has been completed. The draft is in the Secretariat folder. Mike will work with Leslie to complete before our next monthly meeting.

**Executive Director Report | 8:10 – 8:48a** (Melissa) - 15 min

- The LMS is up and running. Vendor Auditor Training, Vendor Applicant Liaison Training, ICE Training and Testing for Fall are loaded.
- The Academy Development Group is a staff led group. John V is the liaison. It is a very tech-heavy group. Brittany will be overseeing membership and marketing work groups.
- Exhibitor and sponsor registration are live. We launched earlier than normal this year. PR and Marketing is working on social and e-blasts to promote. Brittany is tracking communications with vendors, sponsors, and exhibitors.
- Conference Work Group is on track.
- Symposium planning for accredited members is underway. Outreach has been conducted to determine if fall symposiums will occur. A decision was made to focus on symposiums at the annual conference.
- Future Conference Planning. We received a lot of rejected RFPs. More this year than previous. Looking for western state options, but we may be limited. We use a lot of conference space but fewer beds than some other groups.
- Membership survey is being developed. It will be put before the Board at the F2F.
- Next ISO Meeting is September 19, 2024. Korey, Melissa, and Rich Klajnscek are registered.
- Finance Update. SBA portal status has been removed again. Melissa continues to work on this with Laura. Paperwork has been submitted and Melissa is just waiting for access. Melissa is able to make payments by phone. Finance Committee is being brought in for consultation. We frequently run into cash crunch this time of year. Melissa notified Board that she may need to



draw on cash reserves to cover approved expenses. Current policy requires Board to vote on use of cash reserves. Discussion over process was held. It is recommended that Melissa make request of Board with specific amounts. Motion can be completed on Slack.

**ACTION ITEM.** Erik will redline the current Finance Policy to allow for ED to draw on reserve funds with approvals.

- Vendor Accreditation.
  - Three (3) full vendor auditors three (3) specific area auditors have applied. When VAs sign up, they agree to do two (2) audits per year. Heather needs at least one (1) more full vendor auditor to meet the reviews scheduled for this year.
  - Applicant Liaisons attend training this week.

#### **Compliance Resolution Process Update | 8:48 – 9:05a** (Melissa & Alicia) - 20 min

- Since last discussion, Melissa and Alicia have suggested several changes. The proposed changes limit the scope of grievances/complaints to compliance issues with accreditation and certification programs, policies, and procedures.

**ACTION ITEM.** Melissa and Alicia are going to work on resolving comments to bring a clean copy to the Board of Directors. They will also review the Code of Ethics to ensure that the procedure aligns with other parts of the policy.

#### **Volunteer Policy Update | 9:05 – 9:12a** (Korey) - 10 min.

- The current policy makes requires of some volunteer groups, including the Consensus Group and Affinity Group which do not use or require the same form.

<b>Motion:</b>	To approve revisions to the Volunteer Policy.
<b>Made by:</b>	Mike
<b>Seconded by:</b>	Lori
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – Mike, Alicia, Leslie, Kennerly, Jason, Lori, Erik, Korey Opposed – none Abstaining – none
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

#### **October Face-to-Face Meeting Planning | 9:12 – 9:26a** (Lori)

- Lori updated the BoD on planning for Face-to-Face in September/October.
- Members should complete the form for arrivals/departures posted by Melissa.
- Some members are coming in on Saturday. Grocery shopping will occur on Saturday. Check-in is on Sunday. Comedy Tour on Monday night. Tuesday night will be dinner out. Wednesday afternoon is canyoneering through French Broad. Thursday is full day of meetings. Checkout is Friday morning at 10am.



**Bylaws Housekeeping | 9:26 – 9:32a (Korey)**

- Review of updates to be considered. We will move to upcoming meeting. The last date to make changes to bylaws about voting will need to be our November meeting because election announcements go out the next week. It would be preferred to have all updates completed by October.

**ACTION ITEM.** All Board Members to review the highlighted sections of the Bylaws, comment, and/or as questions in the document on before the meeting. See Meeting folder.

**Meeting Closing | 9:32 am (Korey)**

<b>Motion:</b>	To adjourn the meeting.
<b>Made by:</b>	Erik
<b>Seconded by:</b>	Alicia
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – all Opposed – none Abstaining – none
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Meeting adjourned at 9:33 am Mountain Time.

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## Volunteer Policy

### Policy:

The Association for Challenge Course Technology (ACCT) is an international trade association with paid staff and volunteers. Per ACCT Bylaws, the governing body of the ACCT is the Board of Directors. The Board of Directors has nine (9) elected Directors and an Executive Director who is a non-voting member. All volunteers of the ACCT serve at the pleasure of the ACCT Board of Directors. This includes, but is not limited to, Committees, Groups, Bodies, Panels, Task Forces, and Staff Work Groups (collectively known hereinafter as “Volunteer Groups”). The following policy shall govern the individual volunteers in these Volunteer Groups.

### Purpose:

The ACCT is supported and enriched by the many volunteers who give their time, energy, and dedication to our Association. ACCT invites and welcomes volunteers from diverse backgrounds and perspectives, and it appreciates all that they contribute to the mission of ACCT. These volunteers have increased visibility with the ACCT community and the global challenge course, aerial adventure park, canopy tour and zip line industry. As such, they bear an increased responsibility to represent and support the ACCT in good faith.

### Procedures:

#### **Types of Volunteer Groups**

- **Committee:** A group of volunteers who serve the association for a specific function as mandated and directed by the Board of Directors. Committees are ongoing, are governed by a Terms of Reference (TOR), and can be created or dissolved by the Board of Directors as needed.
- **Panel:** A group of volunteers organized to achieve a specific work product as determined by a sponsoring Committee. Panels are ongoing, are governed by a Terms of Reference, and can be created or dissolved by the sponsoring Committee as needed.
- **Task Force:** A group of volunteers organized to achieve a specific work product as directed by the Board of Directors or a sponsoring Committee or Staff Work Group. Task Forces are governed by a Terms of Reference (TOR), and are dissolved upon completion of the work outlined in their TOR.
- **Consensus Group / Body:** A group of volunteers organized for a specific purpose in the Association related to ACCT’s role as an ANSI Accredited Standards Developer. Additional information is available in ACCT’s Accredited Procedures.
- **Staff Work Group:** A group of volunteers who assist ACCT staff in carrying out the business of the Association for a specific function. Staff Work Groups are ongoing, are Staff-directed, and can be created or dissolved by the Staff as needed. Staff work groups are governed by their Terms of Reference or contract as applicable.
- **Affinity Group:** A group of members linked by a common interest or purpose, with the specific interest identified by the group. Affinity Groups are ongoing, governed by a Terms of Reference, and can be created or dissolved by the Board of Directors as needed.

#### **Becoming a Volunteer**

- Persons interested in serving as a volunteer shall complete, maintain, and submit all required forms. Volunteer applications will be reviewed by the appropriate staff or volunteer(s) at the direction of the ACCT Staff.
- Volunteer positions may be posted on the ACCT website and/or announced in a newsletter, email, or other media. Additional inquiries about open positions may be directed to the Membership Work Group or the Chair of a Volunteer Group(s).
- Volunteers shall be ACCT members in good standing, either as individual members or as employees of a member company, whichever is applicable. Exceptions to this requirement exist for members of the Consensus Body, in ACCT's role as an ANSI Accredited Standards Developer. Additional exemptions to this requirement are possible when expressly approved by the Board of Directors or noted in the Volunteer Group's Terms of Reference, contract, or procedures.

## Volunteer Roles

Where applicable, necessary, and outlined in a Volunteer Group's TOR, there may be certain Officers with specific responsibilities within that group. They may include but are not limited to the following:

### Chair:

- Volunteer Group members may recommend a Chair from members of the Volunteer Group to the Board of Directors (BOD). The BOD may also choose the Chair for a Volunteer Group at any time. All Board-directed Volunteer Groups will have their Chairs voted on by the Board of Directors. Staff-directed groups will manage their leadership role(s) as outlined in their Terms of Reference or contract.
- The Chair should preside at all meetings of that Volunteer Group, and direct the group in accordance with their approved TOR's. The Chair is responsible for overseeing all Volunteer Group business including scheduling of meetings, budget requests, facilitating and monitoring progress on projects and reporting to the BOD, BOD liaison, or designated staff member as applicable.

### Vice-Chair:

- Volunteer Group members may choose to designate a Vice-Chair from within their group.
- In the absence of the Chair or in the event of their inability or refusal to act, the Vice-Chair should perform the duties of the Chair.

### Secretary:

- Volunteer Groups may designate a Secretary or choose one or more persons in that Volunteer Group to perform the duties customary to the office of Secretary.
- The Secretary should be responsible for keeping an accurate record of the proceedings of all meetings and managing the storage of files and documents associated with that Volunteer Group.

### Board Liaisons

The purpose of the Liaison role within the Board of Directors (BOD) is to serve as a neutral conduit for communication between a Board-directed Volunteer Group and the Board of Directors, as well as being a resource and means of support. The Liaison helps to ensure that their appointed Volunteer Group is adhering to their Terms of Reference (TOR), operating within Association policies and procedures, and is focused on work that is aligned with the current priorities of the Association. Liaisons are typically appointed by the BOD.

## Volunteer Guidelines



1. **Expectations:** ACCT volunteers shall strive to uphold the ACCT's mission, vision, and values at all times during their volunteer service and in their interactions with other ACCT volunteers, staff, and members.
2. **Duty to the Association:** ACCT volunteers must, in the course of conducting and discussing ACCT business, act in the best interests of ACCT. A volunteer shall not place one's self-interest (including the interest of one's company, organization, or another entity for which the individual serves in a leadership, employment, or ownership capacity) or the interest of any third party above that of ACCT. Abusing one's role as a volunteer for one's own gain or pleasure (including, but not limited to, the solicitation or acceptance of gifts or other items of value as an inducement to provide special treatment in ACCT-related matters) will not be tolerated.
3. **Conflicts of Interest:** While participating in the work of the Association, all volunteers shall disclose actual and potential conflicts of interest via the Conflict of Interest and Non-Disclosure (COI / NDA) form in accordance with the COI policy.
4. **Meetings:** Volunteer Group meetings are typically held via conference call. In-person (face-to-face) meetings may occur when the need arises and the budget is approved. Meeting frequency and duration is recommended by the group in question. Membership in Volunteer Groups requires that individual volunteers make reasonable attempts to attend meetings and participate in Volunteer Group business.
5. **Technology Use:** Unless otherwise approved by the Board of Directors, Volunteer Group conference calls, member communications, file storage, and other work products shall be undertaken using ACCT-owned technological platforms in compliance with the ACCT Tech Use Policy.
6. **Terms :** Volunteer Group members serve at the pleasure of the Board of Directors and according to the term limit requirements in that group's Terms of Reference, contract, or procedures. Term limit requirements may be waived by a majority vote of the Volunteer Group members and upon approval of the Board of Directors or staff as applicable.
7. **Benefits:** Participation in ACCT Volunteer Groups is voluntary and without compensation from ACCT. According to ACCT's Volunteer Reimbursement policy, volunteers may be reimbursed for expenses incurred while conducting Volunteer Group business. When approved by the Board of Directors or the Executive Director, some volunteers may be offered benefits including but not limited to conference registration or travel expenses. All benefits shall be in accordance with that Volunteer Group's approved Terms of Reference (TOR), contract, or as approved by the ACCT Board of Directors or ACCT Executive Director.
8. **Speaking for a Volunteer Group or for the ACCT:** In order to ensure a clear and consistent message about the perspective, direction, and future of the ACCT, all messaging must come directly from the leadership of the Association. ACCT volunteers are always welcome and encouraged to speak about the work that they do in our industry, their knowledge of subject matter related to our industry, and their own personal opinions or perspectives. With few exceptions, ACCT's Executive Director and Chair of the Board of Directors are the only individuals authorized to speak on behalf of the Association and regarding ACCT matters. The following policies apply to situations in which other volunteers are speaking about ACCT matters, or could be perceived as delivering messaging from ACCT. In cases where policy is not clear, volunteers should direct their questions to the Executive Director and Chair or the Board of Directors.
  - 8.1. The Executive Director or the Chair of the Board of Directors may authorize any individual to speak on behalf of the ACCT, about a particular topic at a particular time that has been specifically determined and explicitly approved.
  - 8.2. Volunteer Group Officers and members may speak for their group about matters within their group's scope of work, but only when it is done within the confines of official ACCT meetings or events (such

as ACCT conferences, symposiums, forums, or Chairs calls). External communications, including but not limited to speaking or communicating with members of the media, the general public, or other organizations, posting on social media, or participating in public forums, must be authorized by the Executive Director or Chair of the Board of Directors.

- 8.3. Any volunteer speaking externally about ACCT-related matters or matters related to the work of their Volunteer Group must clearly state that they speak only for themselves and/or their organization unless authorized by the Executive Director or Chair of the Board of Directors to speak on behalf of ACCT.
9. **Confidentiality:** Volunteers will abide by the confidentiality provisions of the ACCT Conflict of Interest/Non-Disclosure Agreement (COI / NDA).
10. **Harassment Policy:** Harassment undermines our community's culture, our morale, and our commitment to treat each other with dignity and respect. Harassment can take many forms, including but not limited to touching or other unwanted physical contact, posting / emailing offensive language or content, and using slurs or other derogatory terms. It can be defined as unwelcome conduct that is targeting or disparaging someone based on their race, color, religion, sex (including sexual orientation, gender identity, or pregnancy), national origin, age, disability, or genetic information (including family medical history). Harassment becomes unlawful where 1) enduring the offensive conduct becomes a condition of continued employment or participation in a volunteer role, or 2) the conduct is severe or pervasive enough to create an environment that a reasonable person would consider intimidating, hostile, or abusive. Harassment does not include negative effects a volunteer may experience as a result of actions taken by a Volunteer Group leader or the ACCT Board of Directors that are within the scope of the leader's responsibilities and would be considered reasonable and appropriate actions. Harassment will not be tolerated at ACCT. If you experience or witness any form of harassment, please report your complaint to a member of the Board of Directors or the Executive Director.
11. **Zero Tolerance Policy for Violence:** ACCT will not tolerate violence on or around its premises or inside its community, either by or against staff members, volunteers, or members of the public. Volunteers are expected to treat other human beings with respect and dignity. Any incident of violence should be reported promptly to the appropriate Volunteer Group leader, the Executive Director, or ACCT Board of Directors. Violence includes but is not limited to verbal or physical intimidation, contact, or threats.

## Accountability

If a volunteer fails to meet volunteer expectations or is in violation of any part of this volunteer policy, it should be reported to the ACCT by contacting a member of the Board of Directors or the Executive Director as soon as reasonably possible. The ACCT can, at their discretion, take action including and not limited to dismissal of a volunteer from their Volunteer Group(s), removal of eligibility for future volunteer opportunities, and revocation of ACCT membership, accreditation, or certification status.

## **Forms:**

The members of Volunteer Groups shall submit the following forms and keep them up-to-date where applicable. Note that some volunteer groups may require additional or different applications, contracts, and agreements per their Terms of Reference and/or policies.

- **Volunteer Application**
- **Volunteer Agreement**
- **COI / NDA**
- **Tech Use Policy**

ACCT reserves the right to review and update the terms outlined in this policy at any time. ACCT will notify volunteers of any changes and/or addendums to this policy.

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