



# MINUTES for Regular Board Meeting September 18, 2024

Meeting: 09/18/2024 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 checked="" 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 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  
Billy Simpson

John Voegtlin  
Brittany Humphrey

Pete Sawyer (joined at ~8:08a  
\* left at ~8:35a)

Meeting called to order at 7:32 am Mountain Time by Korey Hampton.

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

**Approval of Agenda | 7:30a – 7:35a (Korey)**

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



**Approval of Board Minutes | 7:35 – 7:40a (Korey)**

|                        |   |
|------------------------|---|
| <b>Motion:</b>         | To approve the minutes from the Regular Meeting of the Board of Directors on August 21, 2024. |
| <b>Made by:</b>        | Mike  |
| <b>Seconded by:</b>    | Erik  |
| <b>Discussion:</b>     |   |
| <b>Vote:</b>           | In Favor – All<br>Opposed – None<br>Abstaining – None   |
| <b>Motion Carries:</b> | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                           |

**Review and Approval of 990 Tax Form | 7:40 – 7:50a (Korey)**

|                        |  |
|------------------------|--|
| <b>Motion:</b>         | To approve Form 990 for filing   |
| <b>Made by:</b>        | Erik   |
| <b>Seconded by:</b>    | Leslie   |
| <b>Discussion:</b>     |  |
| <b>Vote:</b>           | In Favor – Erik, Lori, Rohan, Alicia, Jason, Michael, Leslie, Korey<br>Opposed – None<br>Abstaining – None |
| <b>Motion Carries:</b> | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  |

**Compliance Policy and Code of Ethics | 7:50 – 8:10a (Korey)**

- Leslie asked if we are moving to compliance and whether the proposed revision to the Code of Ethics is intended to be all-encompassing. For instance, if an inspector is revoked at the regulatory level, is ACCT required to take action? Will ACCT use this compliance form for all complaints/grievances? For example, is it the same form if a complaint is against an individual or company certified/accredited by ACCT as it is for a complaint between two members (not about programs or credentialing)? For example, if a regulator saw something from a credentialed inspector, they are probably more likely to notify ACCT and not to complete a formal complaint.
- Melissa thought that this could be addressed through the new form. Once the new form is completed, it will be forwarded to the Board for review and input.
- Staff receive informal complaints. What is the line for when ACCT should take action? Investigating all complaints would be incredibly time-consuming. This procedure intends that the complainant must follow a formal process to be considered.



**Motion:** To approve the Code of Ethics Policy  
**Made by:** Mike  
**Seconded by:** Erik  
**Discussion:** Mike will put the reviewed document into the current ACCT template and format. Enacting the policy will require an administrative update to the form.  
**Vote:** In Favor – Alicia, Jason, Rohan, Erik, Michael, Leslie, Lori, Korey  
Opposed – None  
Abstaining – None  
**Motion Carries:**  Yes  No

*Billy Simpson dropped from the call shortly before the vote.*

**Accredited Standards Developer | 8:02 – 9:22a**

- Appeals Update
  - Appeal 1  
The appeals panel submitted its findings to ACCT on June 14, 2024. This letter is intended to address the findings from the panel that were specific to the appellant.

**Motion:** To approve the response to Appeal 1 and send out the letter titled, "2024-10-03 – LETTER – ACCT Follow Up to Hearing Findings DRAFT"  
**Made by:** Mike  
**Seconded by:** Erik  
**Discussion:** The letter will be sent on 10/03/2024  
**Vote:** In Favor – Alicia, Jason, Rohan, Michael, Leslie, Lori, Korey  
Opposed – None  
Abstaining – Erik  
**Motion Carries:**  Yes  No

- Appeal 2
  - The appeal was formally closed due to a lack of response from the appellant and the fact that the appellant placed a stop on his check.
- Accredited Procedures Update
  - ACCT received notification from the ANSI Executive Standards Council (ExSC) on August 28, 2024 of the reaccreditation of ACCT under its recently revised operating procedures. Mike presented the current state of the procedures. The accepted version of the Accredited Procedures has new interest categories and new requirements of the Consensus Body (formerly the Consensus Group). As the ASD, we need to determine the best way forward for the group to meet the new procedures. We are at a good place right now where a) we do not have a current project, and b) with approval of an extension until July 2026, we have time to focus on the goals and objectives we have set forth:
    - Refining our processes for Standards Development to allow for more transparency and stakeholder engagement/input



- Educating our stakeholders on the new procedures
- Making administrative updates, including but not limited to updates to the website, forms, etc.
- Leslie clarified that we have a group, we still call the Consensus Group. Our new procedures call it the Consensus Body. Our current procedures address how the Consensus Body will act once it is populated. The procedures do not address what to do with the group if interest categories change or how we would convene a new group.
- Mike recommended the following steps moving forward:
  - Communicate to stakeholders, volunteers, and members that the procedures were updated, and the new procedures have new requirements.
  - Create a joint task force to review and make recommendations to the Board of Directors about how to address uncertainty in the procedures about how to convene a consensus body, to clarify the process, and to communicate and educate stakeholders on the process.
  - Thank and disband the current Consensus Group to start fresh rather than have current group voting themselves back into new categories. This was further discussed. This has been a concern of members of the Consensus Group. Using a joint task force to make recommendations was recommended to ensure a variety of perspectives. Pete Sawyer agreed that starting fresh might be the best way forward. Other BoD Members and staff addressed the need to be clear in kind in communication. While communication should be timely, it is important to have a clear plan that lets members know how they can continue to be involved in the standards development process and that they we hope they will reapply once a new project is created and a Consensus Body is convened.
  - Make changes/updates to the website, forms, etc. Some changes will be required sooner than later. Simple things like changing wording (i.e. Consensus Group to Consensus Body) to reflect new procedures, updating procedures, and providing news releases can happen sooner.
  - Educate members on the new procedures and Standards Development Process through webinars, newsletters, API, etc.
  - Develop a PINS
  - Populate a Consensus Body
- Discussion was held about communicating the next steps with all parties. Michael recommended a small group meeting before our F2F in October to develop a more formal plan to present to the entire Board of Directors.
- ACTION ITEM. Michael, Rohan, Korey, and John V. will meet to discuss the transition and put together a plan to present to the Board of Directors.
- ANSI Call Update. Korey, Michael, Melissa, John V, and Leslie met with Anne Caldas, Sr. Director, Procedures & Standards Administration of ANSI, on Friday, September 14, 2024 to seek clarity on recent published actions in ANSI Standards Action.
  - ANSI administratively withdrew PRCA's ANS. The withdrawal was included in the August Standards Action. PRCA is still an ASD, but technically, they should not be stating that their standard is an ANS. They have an open PINS to reaffirm or update their standard. The call aimed to seek clarity on ACCT's responsibilities are ASD in harmonizing with PRCA if they no



longer have a published ANS. Anne recommended that ASD's should make a best effort to include stakeholders on their Consensus Body.

### October Face-to-Face Meeting Planning | 9:22 – 9:30a (Lori)

- Lori will update logistics on Slack
- **ACTION ITEM.** Michael and Korey will meet to develop the agenda by early next week. Lori and Rohan will be pulled in to assist with facilitation and planning.
- An invite was sent out to Accredited Members to join us for a cookout. Several responses have been received. RSVP is still open.

### Updates | 9:22 – 9:30a (Lori)

- Heather shared that Inspector Certification training is now in the LMS. Lori will update logistics on Slack. Focus on UI is most helpful. Please reach out to Heather.

### Meeting Closing | 9:38 am (Korey)

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

Meeting adjourned at 9:48 am Mountain Time.

## Code of Ethics

### Policy:

All ACCT members shall accurately represent themselves and their companies in accordance with the Code of Ethics policy.

### Purpose:

It is understood and expected that members of the Association for Challenge Course Technology (ACCT) at every level strive to conduct business and interact with the highest good of the challenge course community in mind, including the clients, vendors, end users, and ACCT itself. The Code of Ethics serves to provide a frame of reference for members of ACCT and those served by the members. All ethical standards apply to Business to Business Members (vendors, suppliers, manufacturers), Business to Client Service Providers (operators, practitioners), Industry Stakeholder/Affiliate Members (organizations or entities that have an interest in the challenge course market), and individual members, their staff, representatives, volunteers, and contractors (herein referenced individually as “Member” and collectively as “Members”). All Members of ACCT are expected to follow the standard of ethical conduct as defined and detailed here. This code is not intended to establish a legal duty among ACCT Members or to persons or entities served by ACCT Members where one would not otherwise exist.

This document will:

1. Clarify the ethical conduct expected of members of the Association for Challenge Course Technology.
2. Support the mission and the vision of the Association for Challenge Course Technology.
3. Establish ethical guidelines for professional behavior and business practices.
4. Provide a foundation for use in reviewing and addressing ethical concerns and complaints within the association membership.

### Requirements:

#### **A. Sales and Marketing**

1. Members accurately identify their type of membership, certification, or accreditation with ACCT. Example: whether an organization is an Accredited Operator or Accredited Vendor, or a non-accredited Business to Client (B2C) or Business to Business (B2B) member.
2. Members accurately communicate to clients and potential clients their certifications and accreditations. Example: practitioners communicating their level of certification, or Accredited Vendor Members communicating the service areas for which they have been accredited.
3. Members adhere to ACCT policies and guidelines for use of the ACCT logo and only display the ACCT logo issued to them by ACCT. Example: obtaining written permission from ACCT for any and all use of the ACCT logo.

4. Members accurately identify their competence and professional experience. For example, vendors identify their experience as designers, installers, inspectors, facilitators, trainers, and so on. Practitioners identify their qualifications and certifications.
5. Members accurately represent their level of education and training as well as licensure, if any. Example: contractor's license for organizations and individual credentials such as counseling degrees or similar.
6. Members market themselves and the challenge course community in a positive manner. Members avoid false or unfair statements about competitors.

## **B. Competence**

1. Members accept only work that fits within their individual or organizational training/education, experience, and competence. Members recognize when additional competence and expertise is needed and have a system in place to bring in the necessary core competence or expertise, or to refer out to a qualified individual or organization. Example: installers who need additional engineering expertise or operators who need additional professional training to provide corporate development programs.
2. Members have systems in place to assess an organization's and individual's competence to properly assign responsibilities.
3. Members strive to provide products and services that meet ACCT written standards and, in the absence of written standards, follow commonly accepted practices. Example: the use of proof-tested materials such as quick links or cable clamps versus non-verified materials.

## **C. Professional Responsibility**

1. Members design, install, train, operate, and inspect according to ACCT Standards.
2. Members will take reasonable steps to manage the risks associated with challenge course activities. Example: an employer providing appropriate personal protective equipment to employees and a program having systems in place to account for weather or gear retirement.
3. Members strive to maintain professional communication, interaction, relationships, and dealings with all stakeholders. Example: one vendor talking to another about differences in interpretation of the ACCT standards. Stakeholders can include, but are not limited to, owners, creditors, clients, competitors, or peers.
4. Members follow business practices that maintain or enhance the professional standing of the field. Example: vendors and operators providing documentation in a timely manner.
5. Members follow business practices that maintain and enhance the profession.
6. Members demonstrate a commitment to be guided by the best interests of the program participants, client organizations, and membership of ACCT.
7. Members make a clear distinction between ACCT Standards, industry standards, commonly accepted practices, and company or personal preferences. Example: statements in challenge course inspection letters as well as operations on specific challenge courses.
8. Members are aware of and work to avoid professional and personal conflicts of interest in their business practices. Example: personal relationships with staff and/or clients that conflict with or distract from professional dealings.

## **D. Confidentiality and Protected Information**

1. Members adhere to applicable laws and commonly accepted practices regarding legally protected information, including (but not limited to) copyrights, trademarks, and patents.
2. Members protect the practices and designs of other organizations and individuals when there is an understanding or agreement to do so. Example: variations on activities that have been specially designed by a program and that the program deems, or might reasonably deem, confidential.
3. Members adhere to laws and commonly accepted practices pertaining to protected client information, including (but not limited to) medical or therapeutic information.

## **E. Management / Administration**

1. Members follow commonly accepted ethical practices with regard to recruiting, hiring, training, supervising, and managing staff. Example: vendors and operators accurately describe the work and benefits when recruiting employees; vendors and operators take corrective action with employees to ensure optimal training and performance.
2. Members follow commonly accepted industry management and administrative practices. Example: the use of contracts or annual inspections of challenge courses.
3. Members adhere to all standards and/or requirements applicable to their ACCT membership. Example: for a PVM, include record keeping for certification or inspections.
4. Members adhere to industry standards for proper insurance coverage to protect employees, clients, and end users. Example: carrying appropriate liability insurance as well as workers' compensation, where needed.

## **Procedures for Resolving Complaints**

The ACCT Compliance Resolution Procedure is established to ensure that all reports of non-compliance with ACCT programs, policies, and procedures within ACCT are addressed fairly, transparently, and professionally. The Executive Director, with the support of the Compliance Committee and the Board of Directors, will work to maintain the integrity and reputation of the Association while responding to reports of non-compliance.

Many issues can be resolved with direct, open, and honest communication. Complaints must directly relate to ACCT programs policies, volunteer policies, or the Code of Ethics. They may be made against ACCT members, program participants, volunteers, or staff. Complaints relating to the ANSI process or Consensus Group should follow what is outlined in the ANSI | ACCT accredited procedures.

The compliance resolution procedures described here are designed to assist individuals and organizations who have been unable to resolve issues on their own. Participation in the resolution process does not preclude the right to legal recourse. ACCT reserves the right not to review a submitted complaint if it is determined that it does not meet the criteria for the compliance resolution process. ACCT has a Grievance and Mediation Procedure in place for organizations and individuals who cannot resolve ethical issues on their own. For more information or to request forms, please contact the Executive Director or any member of the Compliance Committee.



## A. Compliance Resolution Procedure

This process applies directly to members of ACCT and those parties affected by them.

1. Communicate your concerns to the other person(s) or organization(s) involved in the dispute, and attempt to resolve the conflict informally. If unsuccessful, continue with the following steps.
2. Any active ACCT member who wishes to lodge a complaint can submit it in writing to the Executive Director and other parties involved via the [ACCT CONFLICT/GRIEVANCE RESOLUTION FORM](#). Complaints involving the Executive Director should be emailed directly to the Chair of the Board of Directors at [acctboardlist@acctinfo.org](mailto:acctboardlist@acctinfo.org).
  - a. The complaint shall include detailed information regarding specific policies in question, the nature of the grievance, relevant dates, parties involved, and any supporting documentation.
  - b. The complainant must have taken action to resolve the matter prior to submitting the grievance form to the Executive Director and involved parties.
  - c. ACCT shall maintain the confidentiality of all parties involved throughout the complaint resolution process in accordance with ACCT policies and to the extent allowed by law.
3. Review by the Executive Director and/or Board Chair:
  - a. The Executive Director is responsible for receiving and acknowledging the complaint. Allow for up to 30 days for a response.
  - b. The Executive Director and/or Board Chair will conduct an initial review to determine the validity and seriousness of the complaint.
    - i. When necessary, the Executive Director and/or Board Chair will consult with the Compliance Committee, the Board of Directors, the Board Emeritus, or ACCT Staff before creating a review panel to address the complaint.
  - c. The Executive Director and/or Board Chair, depending on who is fielding the complaint, reserves the right not to review it. Complaints must directly relate to ACCT programs policies, volunteer policies, or the Code of Ethics. They may be made against ACCT members, program participants, volunteers, or staff. Complaints relating to the ANSI process or Consensus Group should follow what is outlined in the ANSI | ACCT accredited procedures.
4. Formation of Review Panel:
  - a. A review panel may be formed at the discretion of the Executive Director and/or Board Chair. The panel will be made up of 3 to 5 individuals, including members of the Board of Directors, Board Emeritus, ACCT members, or a combination of these groups.
  - b. The composition of the panel shall be determined by the Executive Director and/or Board Chair, following review of any conflicts of interests and impartiality.
5. Review and Vetting Process:
  - a. The Review Panel shall arrange the means by which to hear the complaint, and shall notify the parties of the process. This process does not require all parties to be present when information is shared; rather it requires the panel to provide an opportunity for all parties to provide information they want considered that is pertinent to the complaint.

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- b. The panel will assess the complaint's merit and provide recommendations or findings.
6. Communication with Complainant:
    - a. The Executive Director and/or Board Chair will communicate the results of the review to the involved parties. If the complaint is found to be justified, the Executive Director and/or Board Chair will outline any actions to be taken in response.
  7. Record Keeping:
    - a. ACCT will maintain records of the complaint, review, and actions taken for reference and transparency in accordance with the ACCT Document Retention Policy.
  8. Periodic Reporting:
    - a. The Executive Director and/or Board Chair may provide periodic reports to the ACCT Board of Directors on the resolution of complaints.
  9. Actions and Resolutions:
    - a. It is important to note that the ACCT Code of Ethics and Compliance Resolution Procedure serve as a reference for ethical behavior and actions as well as a framework to help resolve conflicts and misunderstandings between ACCT members, program participants, volunteers, or staff. Depending on the findings of the Review Panel, ACCT may implement appropriate actions to address the complaint. These actions may include corrective measures, policy adjustments, or other suitable remedies such as but not limited to revocation of accreditation, certification, membership, ACCT volunteer status, and/or dismissal from the ACCT community.
    - b. ACCT reserves the right, at its sole discretion, to address or not address complaints, and to take or not take corrective action, which right shall not impart duties upon it.
  10. Review Panel Disbandment:
    - a. Once the complaint has been addressed, the Review Panel will be disbanded.