

**Standards Chair Training**

**Holiday Inn Indianapolis Airport**

October 11-13, 2018

**Desired Outcomes**

Standards Chairs will leave with:

* A better understanding of the importance and responsibilities of the role of Standards Chair
* Knowledge and strategies to help develop CONSISTENCY in the Standards Program
* An understanding of tools and resources available to Standards Chairs
* An awareness of how Standards Chairs support the greater work of ACA
* An opportunity to learn/share from others and develop a community of practice

*NOTE: While we will touch on the revised standards and the related processes that impact your role, that is not the focus of this training.*

Throughout our time together, please use the post-its on your table to capture questions as they arise. We will take time at several points to address questions that have been collected.

**Thursday, October 11**

**4:00 p.m.**

* **Welcome, purpose, and overview of training**
* **Who’s in the room?**
* **Welcome from ACA Chief Program Office Amy Katzenberger**
* **Review and statistics from the 2018 visit season**
* **Share trends from the local areas**

**6:00 p.m.** **DINNER** (Plated meal in adjoining room)

**7:00 p.m.**

* **Moving forward: Changes to ACA accreditation** 
  + Accreditation 2019: Brief overview of how we got here and what’s next
  + Distribution of the 2018 Standards Administration Manual
* **Standards Chairs gather by Region** – Standards staff and volunteers from each region have time to touch bases, introduce themselves to one another, and begin to discuss opportunities for collaboration.

**Friday, October 12**

**7:45 a.m. BREAKFAST** (buffet)

**8:30 a.m.**

* **The Standards Administration Manual (SAM)**
  + General overview
  + What’s new in SAM?
  + Really – what’s inside

**10:00 a.m. BREAK**

**10:20 a.m. Role of Standards Chairs and Committees** (Panel Discussion)

**11:30 a.m. ACA Director of Membership Grechen Throop: Update on ACA Membership**

**12:00 p.m. LUNCH** (buffet)

**1:00 p.m. Roundtable Discussions**

* Visitor Retention/Recruitment
* Succession Planning/Thank Yous/Recognition
* “Office Hours” – What and Why?
* Too many Visitors/Mentors/Trying Camps

Report out from tables – ideas will be captured in a “tool kit” to be shared following the meeting

**2:15 p.m. Annual Accreditation Report –** **What’s New for 2019**

**2:45 p.m. Standards Staff and Volunteer Roles in Handling Complaints**

**3:00 p.m. BREAK**

**3:20 p.m. Reviews and Appeals**

* How are they done in your area?
* What’s the biggest challenge?
* Other questions?

**4:30 p.m. BREAK** (10 minutes)

**4:40 p.m. Multi-camp and Multi-site: What are they and what do they mean?**

**5:30 p.m. Time for a short walk/discussion with new friends, or catch up prior to dinner**

**6:00 p.m. DINNER** (buffet)

**7:00 p.m. Resources! Time for Show and Tell**

* Standards Chair webpage
* Standards Chair Web Portal
* Accreditation Information and Forms webpage
* My Accreditation
* ACA Connect for Standards Chairs

**8:00 p.m.** Optional games and social time (Feel free to bring your favorite game!)

**Saturday, October 13 – Wear your favorite camp T-shirt or sweatshirt!**

**8:00 a.m. BREAKFAST** (buffet)

**8:45 a.m. THOSE things**

* Immediate Corrective Actions
* 72-Hour Rule
* Non-communicative people (camps and visitors)
* Extensions
* Best ways to communicate with YOU? – Full group discussion
* Access to online courses – who provides? – Full group discussion

**9:30 a.m. Time for Questions**

**10:15 a.m. BREAK** (Hotel check-out)

**10:30 a.m. Collaboration time** – planning time for staff and neighboring local offices/affiliates

**11:30 a.m. What’s next and closure**

**12:00 p.m. LUNCH and Adjourn** – Thanks to everyone who attended! Safe travels!

***Those who are staying for the Instructor Update Course will meet in the same area beginning at 1:30 p.m. Due to the size of the group, you’ll be split into two groups.***