



What To Expect While Attending the CHI & Expo in Orlando: Questions & Answers

NACHC considers the safety of all those onsite as our top priority. We will be implementing protocols that give all attendees choice as it relates to health and safety. Our expectation is we will be mindful of our colleagues, hotel staff and the general public visiting the hotel and practice safety protocols protecting the good of the whole community.

You may view the well-being protocols by clicking [here](#). This space will be updated as guidance changes and we get closer to the event. Below you will find additional answers to common questions as you prepare to travel to Orlando.

Q. Do we need to wear masks while attending CHI Events?

A. Per CDC guidelines, to maximize protection from the Delta variant and prevent possibly spreading it to others, we ask that ALL attendees, regardless of vaccination status, wear a mask in the event spaces during event programming.

Q. Are vaccinations required to attend the CHI & Expo in-person?

A. While we encourage our in-person attendees to be fully vaccinated. We are not requiring proof of vaccination to attend. NACHC is pleased to offer virtual participation from the comfort of your home or office for those who are unvaccinated or prefer not to/are unable to travel. Register for on-site or virtual registration [here](#).

Q: If I'm attending CHI virtually, can I vote in the House of Delegates?

A: In accordance with the NACHC Bylaws, Organizational members wishing to be eligible for voting rights in the House of Delegates at the annual meeting of the House of Delegates must join the National Association of Community Health Centers and be in good standing at least 30 days prior to the Annual Meeting.

- i. Organizational Members not sending representatives to the Annual Meeting, but wishing to vote, must send a letter on the member's stationery, signed by the Chairperson of the Board, or the member's Chief Executive Officer, to the Credentials Committee stating the name of the person who will be holding its proxy. All four of the member's votes to be cast by proxy must be held by the same person.
- ii. In order to hold proxy votes, a person must be employed by, or serve on the Board of, an organizational member; or be employed by a chartered State, Territorial or Regional Affiliate of NACHC.

- iii. The Credentials Committee shall certify all organizational members in good standing to cast votes during the Annual Meeting of the House of Delegates, or any special meeting thereof.

For more information about the House of Delegates click here (<https://www.nachc.org/nachc-candidates-forum-2021/>)

Q: Can I attend the House of Delegates virtually?

A: The House of Delegates is part of the annual meeting and will not be broadcasted.

Q. What should I do if I'm not sure about attending in-person now?

A. We want you to feel comfortable with your CHI experience. If you register for on-site attendance and are no longer interested in joining us in-person, you may switch your registration to virtual. Just email conferences@nachc.com with that request and a member of the registration team will help you. Don't forget to cancel your hotel reservation directly with Hyatt (402) 593-5048. Cancellation fees may be assessed if you do not cancel at least 72 hours in advance. NACHC is unable to assist with any fees assessed by the Hyatt Regency Orlando. Don't forget to contact your airline for their cancellation procedures.

Q. I'm excited to be in-person again, but I'm not sure how to interact with other attendees. Any suggestions?

A. We're excited to see you in-person again too! At Registration you will be able to self-select a ribbon for your badge to indicate your comfort level for networking. Ribbons will identify your comfort level with being approached by other attendees:

- Green – High 5's and Handshakes. Frequent Hand Washing/Sanitizing.
- Yellow – Elbows Only. Still Being Cautious.
- Red – No Contact. 6 Feet Apart. Social Distancing.

And, you can change your mind! Just stop by Registration to pick up a new ribbon if your comfort level changes throughout your stay.

Q. What additional precautions is NACHC taking during the CHI?

A. NACHC has adopted a series of well-being protocols that we ask attendees to follow while attending the conference in-person. This includes asking all attendees to wear a mask indoors, per recently updated CDC guidance, exercising regular proper hygiene activities such as washing hands or using hand sanitizer, offering mixed seating options in meeting rooms and others. Please take time to review our well-being protocols, which are updated as guidance changes. You can view the protocols by clicking [here](#).

Q. Will there be extra masks or hand sanitizer available at CHI?

A. NACHC will have a limited supply of disposable face masks if you lose or forget yours. Just stop by the Information booth or Registration desk to inquire. We will have hand sanitization stations throughout the event space. We will also provide small hand sanitizer bottles in the official conference tote bag. If you need more, stop by Registration!

Q. Will NACHC use microphones for Q&A during sessions?

A. No. We encourage all attendees to download the conference mobile app (*will insert download link when available*) where you can pose questions or upvote questions from other attendees during education sessions and general sessions. NACHC staff moderators will ask questions on behalf of the audience based on those submissions in the mobile app. Staff will remind attendees of how to submit questions at the beginning of each session.

Q. What is NACHC's cancellation policy?

A. We encourage you to switch to virtual attendance if you are no longer able to attend in person. However, if you do need to cancel, we request cancellations be in writing (conferences@nachc.com) and received on/before August 12, 2021.

- Cancellations received on/before Thursday, August 12, 2021 will be assessed a \$100 processing fee.
- Cancellations received after Thursday, August 12, 2021 are not refundable.
- Cancellations after the conclusion of the conference are not refundable.
- Substitutions are encouraged!
- Switching to virtual attendance is encouraged!
- "No Shows" are not refundable.