



Message to 2020 ICE Exchange Attendees:

Like all organizations with live meetings planned for 2020, ICE is monitoring the crisis brought on by COVID-19. At this point, we are continuing to plan for a live meeting in Miami, Florida. The list of the indicators we are following include public health warnings and guidance, guidelines from Florida's Governor, CDC guidelines, health and safety efforts made by the Fontainebleau Miami Beach and their guidance on preparedness, as well as the ability of attendees to travel. Please know we are in the analysis and monitoring stage and have the benefit of learning from other organizational approaches as well as legal advice. We are taking any decision regarding the future of the 2020 Exchange very seriously, as we know the in-person event provides valuable education and networking time to many of you.

We have already ensured flexibility to those dedicated exhibitors and sponsors who have already indicated their support of the conference. We issued a revised cancellation policy to allow for refunds or advance payment for future participation based on decisions not to attend due to the COVID19 crisis.

We will craft a similar refund policy amendment related to attendee registration and release it when online registration opens in mid-July.

In a time of crisis, we often reach out to our community for support, advice, insight, or just a hug. ICE would like to serve its members by continuing to [encourage community connection](#). In fact, connecting with your colleagues to understand what the future might hold seems to be more critical than ever. The ICE leadership and management are exploring all options (including financial impacts), from virtual enhancements for the conference to how technology and streaming practices might support social distancing efforts at a live event. In an effort to remain transparent in our decision-making, we will continue sharing updates regarding the progression of ICE Exchange 2020 or any changes due to the pandemic. ICE will continue to adapt to our new environment. We are staying focused on member needs, so we need to continue to hear from you. If you have questions, please feel free to send them to me directly at droosendaal@credentialingexcellence.org. We will continue to issue short polls in the ICE Weekly to get your input on a variety of topics in this fast moving environment.

Thank you,

A handwritten signature in black ink that reads 'Denise Roosendaal'.

Denise Roosendaal, CAE
Executive Director
ICE