

**COMMONWEALTH OF MASSACHUSETTS
BOARD OF REGISTRATION IN NURSING**
239 Causeway Street, Room 417A
Boston, MA 02114

And Via WebEx

Wednesday, October 13, 2021 9:00 am | 2 hours 30 minutes | (UTC-04:00) Eastern Time (US & Canada)

Event address for attendees:

<https://statema.webex.com/statema/onstage/g.php?MTID=eb093523fc3cd3265fc899ec7d4898703>

Join by Phone:

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Access code: 2427 778 5638

Minutes of the Regularly Scheduled Board Meeting
Wednesday, October 13, 2021

Board Members Present In Room 417

L. Kelly, DNP, Chairperson

Board Members Not Present

K. Crowley, DNP

J. Yeh, MD

Board Members Present Via Audio Or Video

L. Keough, CNP, Vice Chairperson

A. Alley, RN

K.A. Barnes, JD, RPh (Left at 12:00 p.m.)

(Arrived at 1:25 p.m.)

D. Drew, MBA, Public Member (Left at 3:00 p.m.)

(Arrived at 4:11 p.m.)

J. Kaneb, MBA, Public Member (Left at 5:50 p.m.)

C. LaBelle, RN

D. Nikitas, RN

V. Percy, MSN

E. Pusey-Reid, DNP

L. Wu, RN (Left at 11:12 a.m.)

(Arrived at 12:45 p.m.)

Staff Present In Room 417

C. MacDonald, RN, DNP, Acting Executive Director

P. McNamee, RN, MS, Nursing Practice Coordinator

M. Jardonnet, JD, Board Counsel

M. Waksmonski, RN, MSN, SARP Coordinator

V. Kelly, Compliance Officer

J. Scranton, Compliance Officer

K. Jones, Probation Compliance Officer

P. Scott, Licensing Coordinator

S. Gaun, Office Support Specialist I

Staff Not Present

Staff Present Via Audio Or Video

H. Cambra, RN, JD, Acting Deputy Executive Director
L. Hillson, RN, MSN, PhD, Assistant Director for
Policy and Research
O. Atueyi, JD, Board Counsel
C. DeSpirito, RN, JD, Complaint Resolution Coordinator
M. Campbell, RN, JD, Nursing Investigations Supervisor
S. Waite, RN, DNP, Nursing Education Coordinator
H. Caines Robson, RN, MSN, Nursing Education
Coordinator
S. Hall, SARP Monitoring Coordinator
L. Ferguson, Paralegal
R. Chavez, Temporary Paralegal
R. Dumas, Office Support Specialist I

TOPIC:

Call to Order & Determination of Quorum

DISCUSSION:

L. Kelly confirmed by roll call that a quorum of the Board members was present and announced that the meeting was being recorded.

ACTION:

At 9:07 a.m., L. Kelly, Chairperson, called the October 13, 2021 Regularly Scheduled Board Meeting to order.

TOPIC:

Approval of Agenda

DISCUSSION:

None.

ACTION:

Motion by L. Kelly, seconded by L. Keough, and voted by roll call with A. Alley, K.A. Barnes, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy, E. Pusey-Reid and L. Wu unanimously in favor to approve the Agenda as presented.

TOPIC:

Approval of Board Minutes for the September 8, 2021 Meeting of the Regularly Scheduled Board Meeting

DISCUSSION:

None.

ACTION:

Motion by L. Kelly, seconded by L. Keough, and voted by roll call with L. Wu in abstention, and

A. Alley, K.A. Barnes, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy, and E. Pusey-Reid all in favor to accept the Minutes of the September 8, 2021 Regularly Scheduled Board Meeting as presented.

TOPIC:

Reports, Announcements and Administrative Matters
Announcements

DISCUSSION:

None.

ACTION:

None.

TOPIC: SARP

Activity Report

DISCUSSION:

None.

ACTION:

None.

TOPIC: Probation

Staff Action Report

DISCUSSION:

K. Jones was available for questions.

ACTION:

So noted.

TOPIC: Probation

Request for Termination of Probation/Stayed Probation

DISCUSSION:

None.

ACTION:

None.

TOPIC: Probation

Request for Reconsideration of Notice of Violation and Further Discipline
T. Williams

DISCUSSION:

K. Jones summarized her previously distributed memorandum and attached exhibits to the Board.

The Licensee was not present. C. MacDonald asked K. Jones if the Licensee corrected her residence address on record. K. Jones stated she has proof of the Licensee's residence situation and stated the residence address has been corrected.

ACTION:

Motion by D. Drew, seconded by L. Kelly, and voted by roll call with A. Alley, K.A. Barnes, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy, E. Pusey-Reid and L. Wu unanimously in favor to reconsider the Licensee's SUSPENSION and find the Licensee is in compliance with the CONSENT AGREEMENT FOR PROBATION for no less than one (1) year effective 11/9/2020.

TOPIC: Practice Coordinator Staff Report

DISCUSSION:

P. McNamee was available for questions.

ACTION:

So noted.

TOPIC: Education

Nursing Education Staff Report Annual Report to the Board CY 2020

DISCUSSION:

H. Caines Robson and S. Waite were available for questions.

ACTION:

So noted.

TOPIC: Education

244 CMR 6.05 (2) Initial Approval Status, Curry College Accelerated Entry Master of Science in Nursing Degree Nursing Program

DISCUSSION:

S. Waite summarized her previously distributed memorandum and attached exhibits to the Board. D. Drew asked S. Waite when the Accelerated Entry Master of Science in Nursing Degree Program (Accelerated Entry MSN Degree Program) was approved. In response to D. Drew, S. Waite stated it was approved at the 7/14/2021 Board of Registration in Nursing Board Meeting. In response to M. McMahon, D. Drew stated the program administrator needs to be strong, and asked why M. McMahon would be the program administrator for the Accelerated Entry MSN Degree Program. In response to D. Drew, L. Kelly stated that M. McMahon has mapped out the process and the plan, and the Accelerated Entry MSN Degree Program has what D. Drew is asking. C. MacDonald stated the College's Nursing Program has two (2) program administrators, it needs to have a program administrator in place for the Accelerated Entry MSN Degree Program during the 11 months, and asked M. McMahon why she could not appoint a program administrator now for the Accelerated Entry MSN Degree Program, and a program administrator for the traditional Master of Science in Nursing Degree Program (MSN Degree Program). In response to M. McMahon, C. MacDonald stated M. McMahon can work with H. Caines Robson and S. Waite to get the two (2) qualified program administrators approved by H. Caines Robson and S. Waite and that they can approve them via Staff Action. D. Drew stated that for the next eleven (11) months, there should be a

full-time program administrator who will be getting the Accelerated Entry MSN Degree Program ready for Day One (1) when the students start.

M. McMahon, Dean of College of School of Nursing, was present via video. M. McMahon stated for clarification that she would be the program administrator for the Accelerated Entry MSN Degree Program and the program administrator will need to be selected for the BSN Degree Program. In response to D. Drew, M. McMahon stated the Accelerated Entry MSN Degree Program received the Pre-Requisite Approval at the 7/14/2021 Board of Registration in Nursing Board Meeting, it is now requesting the Initial Approval, the Accelerated Entry MSN Degree Program is not going to start until Fall 2022, she will become the program administrator of the Accelerated Entry MSN Degree Program in the Fall 2022, and there is another Associate Dean who is qualified and who is a 100% administrator with no teaching responsibilities who would be able to transfer if the Accelerated Entry MSN Degree Program is approved that is the directive of the Board.

In response to L. Kelly, M. McMahon stated that is correct, and if the Accelerated Entry MSN Degree Program is approved, then the Accelerated Entry MSN Degree Program has eleven (11) months to put everything in place, and a qualified program administrator would be transferred into the BSN Degree Program.

In response to C. MacDonald, M. McMahon stated she would be the person who would get the Accelerated Entry MSN Degree Program in place during the next eleven (11) months, and the College is ready to put the program administrator in place.

ACTION:

Motion by D. Drew, seconded by L. Keough, and voted by roll call with A. Alley, K.A. Barnes, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy, E. Pusey-Reid and L. Wu unanimously in favor to:

1. Accept the Staff Compliance Report.
2. Find Curry College has provided satisfactory evidence of its ability to achieve compliance with 244 CMR 6.04: Standards for Nursing Education Program Approval.
3. Grant Curry College Initial Approval Status in the further establishment of the Accelerated Entry Master of Science in Nursing Education Program.
4. Direct the Program to provide evidence of a qualified Program Administrator that meets the Board's requirements for 244 CMR 6.04 (2)(a).
5. Grant the Board Education Staff the authority to approve the Program Administrator by Staff Action.

TOPIC: Education

244 CMR 6.06 (1)(a) Regularly Scheduled Site Survey, Massachusetts General Hospital Institute of Health Professions Accelerated Baccalaureate Degree Nursing Program

DISCUSSION:

RECUSAL: E. Pusey-Reid recused herself from the matter and left the Board Meeting via Webex during the deliberation and vote. H. Caines Robson summarized previously distributed memorandum and attached exhibits to the Board. There was no discussion.

K. White, the Dean of School of Nursing, was present via video. K. White stated that E. Irani, the former Dean of School of Nursing and a current Professor, was also present via video. K. White thanked H. Caines Robson for help and advice with the program through the process.

ACTION:

Motion by L. Kelly, seconded by L. Keough, and voted by roll call with A. Alley, K.A. Barnes, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy and L. Wu unanimously in favor to:

1. Accept the Staff Compliance Report finding that the Program has provided satisfactory evidence of compliance with the regulations at 244 CMR 6.04 (1)(e), 3(a)(a) and (5)(f).
2. Continue with Full Approval Status at this time.

TOPIC: Education

244 CMR 6.06 (1)(a) Regularly Scheduled Site Survey, Massachusetts General Hospital Institute of Health Professions Direct Entry Master of Science Degree Nursing Program

DISCUSSION:

RECUSAL: E. Pusey-Reid recused herself from the matter and left the Board Meeting via Webex during the deliberation and vote. H. Caines Robson summarized previously distributed memorandum and attached exhibits to the Board. There was no discussion.

K. White, Dean of School of Nursing, was present via video. K. White stated that E. Irani, the former Dean of School of Nursing, was also present via video. K. White stated the program was grateful for the H. Caines Robson's guidance and advice through the process.

ACTION:

Motion by L. Kelly, seconded by L. Keough, and voted by roll call with A. Alley, K.A. Barnes, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy and L. Wu unanimously in favor to:

1. Accept the Staff Compliance Report finding that the Program has provided satisfactory evidence of compliance with the regulations at 244 CMR 6.04 (1)(e), 3(a)(a) and (5)(f).
2. Continue with Full Approval Status at this time.

TOPIC: Education

244 CMR 6.06 (2) Site Survey Waiver Request, Anna Maria College Baccalaureate Degree Nursing Program

DISCUSSION:

H. Caines Robson summarized her previously distributed memorandum and attached exhibits to the Board. D. Drew asked if the Board was also approving the Site Survey Waiver. In response to D. Drew, H. Caines Robson stated the Site Survey Waiver was approved, and the program was directed to correct the various areas of concern.

L. Esper, Dean of School of Nursing, was present via video. L. Esper thanked the Board Education Staff for being extremely thorough.

ACTION:

Motion by L. Kelly, seconded by L. Keough, and voted by roll call with A. Alley, K.A. Barnes, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy, E. Pusey-Reid and L. Wu unanimously in favor to:

1. Accept the Staff Compliance Report finding the Program has provided satisfactory evidence of compliance with the regulations at 244 CMR 6.04 (1)(e) and (5)(f).
2. Continue with Full Approval Status at this time.

TOPIC: Education

244 CMR 6.07 (1) Approval of Specific Nursing Education Program Changes, University of Massachusetts Dartmouth Baccalaureate Degree Nursing Program

DISCUSSION:

H. Caines Robson summarized her previously distributed memorandum and attached exhibits to the Board. D. Drew asked the Board Education Staff identified the Program Mission and Governance during the First Review and asked for clarification. In response to D. Drew, H. Caines Robson stated that during the First Review, there were no issues with the Program Mission and Governance, and the First Review was regarding the curriculum itself. D. Drew asked H. Caines Robson if upon the Second Review, did the Board Education Staff identify the Program Mission and Governance issue. In response to D. Drew, H. Caines Robson stated that for this Review, the program was required to submit a Systematic Evaluation Plan as part of the directives and the program submitted the Systematic Evaluation Plan. H. Caines Robson stated that however, the Systematic Evaluation Plan does not fully evaluate the curriculum based on the Board's components, therefore the directives moving forward, the program would be required to submit a Revised Systematic Evaluation Plan. D. Drew stated to L. Kelly that this was a new observation, and it was not carried over from the original observations.

K. Barnett, Assistant Dean for Undergraduate Studies in the College of Nursing and Health Sciences, was present via video. K. Barnett stated that H. Caines Robson was quite thorough in what she stated.

ACTION:

Motion by D. Drew, seconded by L. Kelly, and voted by roll call with A. Alley, K.A. Barnes, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy, E. Pusey-Reid and L. Wu unanimously in favor to:

1. Accept the Staff Compliance Report.
2. Find that the University of Massachusetts Dartmouth (RN) Baccalaureate Degree/Advance Baccalaureate Degree Program revisions to the nursing curriculum are in compliance with Board regulations, 244 CMR 6.04.
3. Approve the proposed revisions to the curriculum.

4. Direct the Program to provide the following by January 13, 2022:
 - a. a revised systematic evaluation plan that includes, but not limited to, evaluation of the curriculum based on the components outline in the regulation, responsible person or group, operational definitions, clearly stated evaluation criteria, operational definitions, expected levels of achievement specificity (achievable and measurable) across all criterion; a calendar outlining the evaluation schedule that is aligned with the systematic evaluation plan; and review of all Board required outcomes and eleven (11) Board required policies [ref 244 CMR 6.04 (1)(e)].

TOPIC: Education

2021 Q3 NCLEX Reports

Explanation of NCLEX Data Reports

2021 Q3 MA Graduates Regardless of State of Licensure

2021 Q3 MA Licensure Candidates Regardless of State of Education

DISCUSSION:

H. Caines Robson and S. Waite were available for questions. L. Kelly stated she was glad to see the NCLEX Pass Rates were very good for the Quarter 1, Quarter 2 and Quarter 3 so that is very encouraging.

ACTION:

So noted.

TOPIC: Requests for License Reinstatement

DISCUSSION:

None.

ACTION:

None.

TOPIC: Strategic Development, Planning and Evaluation

Presentation/Report, Massachusetts Department of Public Health Guidance on COVID Exemptions

DISCUSSION:

P. McNamee summarized her previously distributed memorandum and attached exhibits to the Board. L. Kelly stated the Board of Registration in Medicine has also issued a similar Advisory. D. Drew asked L. Kelly to clarify that this was not a statement that the Board made, this was a statement that the Board received from the Massachusetts Department of Public Health, and does the Board at this point need to endorse or accept the Guidance. In response to D. Drew, C. MacDonald clarified that she, P. McNamee and several other Board Staff collaborated on the Guidance, so this was not a statement the Board received from anyone else. In response to C. MacDonald, D. Drew stated the way the Memorandum was addressed to the Board, and it was from the Massachusetts Department of Public Health Guidance, that the Board Staff wrote it. In response to D. Drew, C. MacDonald stated "yes". L. Kelly stated that P. McNamee identified what D. Drew stated. D. Nikitas asked if the Board would use this in guidelines if any further disciplinary action came up accordingly then this would be a guideline for us. In response to D. Nikitas, L. Kelly stated that is correct. C. MacDonald stated that in order to provide anything written, you need to have that Provider / Patient relationship. L. Kelly stated that relationship within the regulations and scope of practice.

ACTION:

Motion by L. Kelly, seconded by D. Drew, and voted by roll call with A. Alley, K.A. Barnes, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy, E. Pusey-Reid and L. Wu unanimously in favor to accept the Massachusetts Department of Public Health Guidance on COVID Exemptions.

TOPIC: Strategic Development, Planning and Evaluation

Topics for Next Agenda

DISCUSSION:

None.

ACTION:

None.

Break from 9:55 a.m. to 10:17 a.m.

TOPIC:

G.L. c. 112, s. 65C Session

DISCUSSION:

None.

ACTION:

Motion by L. Kelly, seconded by L. Keough, and voted by roll call with A. Alley, K.A. Barnes, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy, E. Pusey-Reid and L. Wu anunanimously in favor to convene the G.L. c. 112, s. 65C Session at 10:17 a.m.

G.L. c. 112, s. 65C Session 10:17 a.m. to 11:21 a.m.

Break from 11:21 a.m. to 11:46 a.m.

TOPIC:

Adjudicatory Session

DISCUSSION:

None.

ACTION:

Motion by L. Kelly, seconded by L. Keough, and voted by roll call with A. Alley, K.A. Barnes, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy and E. Pusey-Reid unanimously in favor to convene the Adjudicatory Session at 11:46 a.m. to deliberate on proposed final decisions and orders, and rulings on pending adjudicatory matters.

Adjudicatory Session 11:46 a.m. to 11:56 a.m.

TOPIC:

Reconvene G.L. c. 112, s. 65C Session

DISCUSSION:

None.

ACTION:

Motion by L. Kelly, seconded by L. Keough, and voted by roll call with A. Alley, K.A. Barnes, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy and E. Pusey-Reid unanimously in favor to reconvene the G.L. c. 112, s. 65C Session at 11:56 a.m.

Reconvene G.L. c. 112, s. 65C Session 11:56 a.m. to 12:21 p.m.

Break from 12:21 p.m. to 1:04 p.m.

TOPIC:

G.L. c.30A, §21 Executive Session

DISCUSSION:

None.

ACTION:

Motion by L. Kelly, seconded by L. Keough, and voted by roll call with A. Alley, D. Drew, J. Kaneb, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy, E. Pusey-Reid and L. Wu unanimously in favor to convene the Executive Session at 1:04 p.m. as per Purpose One of G.L. c.30A, §21 (a)(1).

G.L. c. 30A, § 21 Executive Session 1:04 p.m. to 6:00 p.m.

TOPIC:

Adjournment

DISCUSSION:

None.

ACTION:

Motion by L. Kelly, seconded by L. Keough, and voted by roll call with A. Alley, K.A. Barnes, D. Drew, L. Kelly, L. Keough, C. LaBelle, D. Nikitas, V. Percy, E. Pusey-Reid and L. Wu unanimously in favor to adjourn the meeting at 6:00 p.m.

Minutes of the Board's October 13, 2021, Regularly Scheduled Meeting were approved by the Board on November 10, 2021.

Linda Kelly, DNP, CNP
Linda Kelly, DNP
Chairperson
Board of Registration in Nursing

Agenda with exhibits list attached.

**COMMONWEALTH OF MASSACHUSETTS
Board of Registration in Nursing**

Notice of the Regularly Scheduled Meeting

Regular Session

239 Causeway Street
Room 417
Boston, Massachusetts 02114

And Via WebEx

Wednesday, October 13, 2021 9:00 am | 2 hours 30 minutes | (UTC-04:00) Eastern Time (US & Canada)

Event address for attendees:

<https://statema.webex.com/statema/onstage/g.php?MTID=eb093523fc3cd3265fc899ec7d4898703>

Join by Phone:

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Access code: 2427 778 5638

Wednesday, October 13, 2021

PRELIMINARY AGENDA AS OF 10/4/21 4:40pm

Estimated Time	Item #	Item	Exhibit	Presented by
9:00 a.m.	I.	CALL TO ORDER & DETERMINATION OF QUORUM	None	
	II.	APPROVAL OF AGENDA	Agenda	
	III.	APPROVAL OF MINUTES A. Draft Minutes for the September 8, 2021 Meeting of the <i>Board of Registration in Nursing, Regular Session Via WebEx</i>	Minutes	
	IV.	REPORTS, ANNOUNCEMENTS AND ADMINISTRATIVE MATTERS A. Announcements	Oral/Memo	CM
	V.	SARP A. SARP Activity Report - NONE	None	

**COMMONWEALTH OF MASSACHUSETTS
Board of Registration in Nursing**

	VI. PROBATION A. Probation Staff Action Report B. Termination of Probation/Stayed Probation - NONE C. Request for Reconsideration of Notice of Violation and Further Discipline, In the matter of T. Williams, NUR-2018-0285, RN2297221	Report None Memo	KJ KJ
	VII. PRACTICE A. Practice Coordinator Staff Report	Report	PM
	VIII. EDUCATION A. Nursing Education Staff Report 1. Nursing Education Staff Report Annual Report to the Board CY 2020 B. 244 CMR 6.05 (2) Initial Approval Status 1. Curry College Accelerated Entry Master of Science In Nursing Degree Nursing Program C. 244 CMR 6.06 (1)(a) Regularly Scheduled Site Survey 1. Massachusetts General Hospital Institute of Health Professions Accelerated Baccalaureate Degree Nursing Program 2. Massachusetts General Hospital Institute of Health Professions Direct Entry Master of Science Degree Nursing Program D. 244 CMR 6.06 (2) Site Survey Waiver Request 1. Anna Maria College Baccalaureate Degree Nursing Program E. 244 CMR 6.07 (1) Approval of Specific Nursing Education Program Changes 1. University of Massachusetts Dartmouth Baccalaureate Degree Nursing Program F. 2021 Q3 NCLEX Reports 1. Explanation of NCLEX Data Reports a. 2021 Q3 MA Graduates Regardless of State of Licensure b. 2021 Q3 MA Licensure Candidates Regardless of State of Education	Report Report Report Report Report Report Report Report	HCR SW HCR HCR HCR HCR SW SW SW
	IX. REQUESTS FOR LICENSE REINSTATEMENT - NONE	None	
	X. STRATEGIC DEVELOPMENT, PLANNING AND EVALUATION A. Presentation/Report 1. Massachusetts Department of Public Health Guidance on COVID Exemptions B. Topics for Next Agenda	Memo	PM

COMMONWEALTH OF MASSACHUSETTS
Board of Registration in Nursing

<>		LUNCH BREAK	
	XI.	M.G.L. c. 112, § 65C SESSION	CLOSED SESSION
	XII.	<p>EXECUTIVE SESSION The Board will meet in Executive Session as authorized pursuant to M.G.L. c.30A, § 21(a)(1) for the purpose of discussing the reputation, character, physical condition or mental health, rather than professional competence, of an individual, or to discuss the discipline or dismissal of, or complaints or charges brought against, a public officer, employee, staff member or individual.</p> <ol style="list-style-type: none"> 1. Specifically, the Board will discuss and evaluate the Good Moral Character and Massachusetts Department of Children and Families Cases as required for registration for pending applicants. 2. Specifically, the Board will discuss and evaluate the reputation, character, physical condition or mental health, rather than professional competence, of licensees relevant to their petitions for license status change. 3. Specifically, the Board will discuss and evaluate the reputation, character, physical condition or mental health, rather than professional competence, of licensees relevant to their compliance with the term of monitored licensed practice or participation in the Board's Substance Abuse Rehabilitation Program. 4. Approval of prior executive session minutes in accordance with M.G.L. c. 30A, § 22(f) for sessions held during the September 8, 2021 meeting. 	CLOSED SESSION
	XIII.	M.G.L. c. 30A, § 18 ADJUDICATORY SESSION	CLOSED SESSION
5:00 p.m.	XIV.	ADJOURNMENT	

If you need reasonable accommodations in order to participate in the meeting, contact the DPH ADA Coordinator Kevin Lovaincy at kevin.p.lovaincy@mass.gov in advance of the meeting. While the Board will do its best to accommodate you, certain accommodations may require distinctive requests or the hiring of outside contractors and may not be available if requested immediately before the meeting.