



The Korean American Adoptee Adoptive Family Network (KAAN)  
Box 140022 | 1625 Walker Ave NW  
Grand Rapids, MI 49514

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## KAAN Conference Policy

*If you have questions, email [tech@wearekaan.org](mailto:tech@wearekaan.org)*

KAAN’s mission is to build community for adult Korean adoptees, fellow adoptees, and our allies through organizing adoptee-centered conferences and additional events that focus on the lifelong adoptee journey.

KAAN also welcomes members of the adoptee community, including all international, transracial, and domestic adoptees; adoptive parents; partners; siblings; children; friends; and other members of the adoptee constellation.

All KAAN attendees, presenters, volunteers, and vendors (henceforth known as “participants”) are expected to read, understand, and follow the KAAN Conference Policy. These expectations apply to all KAAN conference-related events and spaces, including in-person, virtual, and chat spaces such as KAAN’s Discord. By attending a KAAN event, you agree to follow and accept the KAAN Conference Policy.

KAAN conferences are unique spaces that center adoptees and their lived experiences. Members of the adoptee community come together to share, listen, learn, and support one another. The trust among KAAN participants is reflected in the open conversations during sessions and spaces, where participants allow themselves to be vulnerable.

The KAAN Conference Policy ensures a welcoming environment for all participants. As an all-volunteer-run organization, one of KAAN’s top priorities is the respect and protection of its volunteers. Without its volunteers, KAAN would no longer exist. Violations of the KAAN Conference Policy against a volunteer or participant will be strictly enforced.



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## 1. ATTENDING SESSIONS

To attend KAAN conference sessions (henceforth referred to as “KAAN”) you must fulfill **ALL** of the following requirements:

- Be 18 years of age or over
- Purchase a KAAN ticket registration
- Have a KAAN badge with your name on it (guests are not allowed)

The following are **NOT** permitted in KAAN sessions:

- Youths (attendees under the age of 18)
- Guests without a KAAN ticket registration
- Guests without a KAAN badge
- Pets or emotional support animals that are **NOT** Service Animals (as defined under the ADA)

There are no exceptions to the Sessions Policy. Note that there is a separate youth ticket and program at KAAN for attendees 8 – 17.

## 2. REFUND POLICY

KAAN offers the following refund options:

- Treat your unused KAAN ticket as a donation to KAAN
- Receive a refund (**minus a \$100 processing fee**) for cancellations **BEFORE May 5**
- No ticket swaps will be honored
- No refunds will be honored for cancellations made **ON AND AFTER May 5**
- Contact [tech@wearekaan.org](mailto:tech@wearekaan.org) to cancel a registration

## 3. BADGES

All KAAN participants must wear a badge with their name to gain admission to KAAN conference sessions, mainstage, meals, and the vendor area. To obtain a badge, one must purchase a KAAN conference ticket. Conference participants can pick up their



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badges at the KAAN check-in table. Your badge not only indicates that you are fully registered for the conference, but it is also a signal to other participants that you belong at KAAN.

#### **4. ACCESSIBILITY**

KAAN ensures that its conferences are accessible to all participants. KAAN provides American Sign Language (ASL) access at the conference for attendees and presenters who use ASL as their primary language, and all media will include accurate closed captioning. In addition, presenters are required to enable live-captioning for their presentations.

All presenters and attendees are required to use a microphone when addressing the group to ensure clear communication. Microphones help KAAN's ASL interpreters and attendees who are hard of hearing or sitting far from the speaker.

KAAN conference hotels are ADA-compliant and meet the needs of participants with mobility disabilities. Other accessibility needs will be handled on a case-by-case basis. KAAN expects presenters to work with us to make sure all members of our community are welcome. Please email [tech@wearekaan.org](mailto:tech@wearekaan.org) with any questions.

#### **5. CODE OF CONDUCT**

KAAN does not tolerate unacceptable conduct from participants. All KAAN participants are expected to treat fellow participants equitably and with politeness, dignity, and respect.

Note that the intentions of your behavior may diverge from its impact. Intentions, heightened emotions, or altered states are not an excuse for unacceptable conduct at KAAN.

Unacceptable conduct includes, but is not limited to:

- **Harassment:** sexual, intimidation, threats, following, stalking, or cyberbullying
- **Abuse:** physical, verbal, and non-verbal
- **Discrimination:** offensive comments or inappropriate behavior related to race, color, culture, national origin, gender, gender identity or expression, sexual



orientation, disability, age, appearance, body size, religion, or political affiliation

- **Sexual Harassment:** inappropriate stories, jokes, or unwanted touching; sharing unwanted sexual images; repeated unwanted sexual advances; or sexual assault
- **Disruption:** inappropriate behavior at or between sessions, in the vendor hall, or at any KAAN events.

As a reminder, and as part of our core values, it is expected that participants:

- Listen to adoptees — adoptees are the experts
- Respect the boundaries of adoptee-only spaces

## **6. UNACCEPTABLE CONDUCT CONSEQUENCES**

Upon KAAN receiving a complaint of unacceptable conduct, KAAN Leadership will investigate the matter. If a person or group has been found to have demonstrated unacceptable conduct, any of the following may take place:

- Verbal or written warning
- Suspension of attendance at KAAN events, virtual events, or chat spaces
- Prohibition of attendance at future KAAN events, virtual events, or chat spaces

## **7. REPORTING UNACCEPTABLE CONDUCT**

KAAN takes the report of any form of harassment, abuse, discrimination, sexual harassment, or disruption seriously. All reports will be dealt with as promptly as possible.

Please report any unacceptable conduct to KAAN, regardless of the offender's identity or job title, even if you prefer your report to remain anonymous. Unacceptable conduct may be part of a larger pattern of repeated behavior.

The KAAN Leadership receiving the report will respect the requests of the victim to remain anonymous to the extent practical. Please note: KAAN maintains a mandatory reporting policy for any incidents involving youth attendees.



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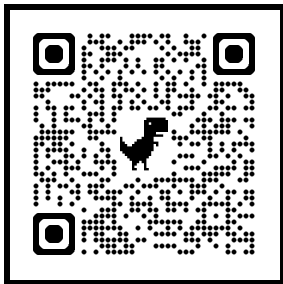
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If you experience, observe, or hear of any incidents of unacceptable behavior, KAAN asks that you please inform any of the following (2) options so that KAAN can take action and keep the KAAN community safe.

1. Scan the QR Code below, or click or enter the Link:

[Private Form: Report Unacceptable Conduct at KAAN](#)

<https://forms.gle/2ifBKJeuqi4bLsgN6>



2. Contact Katie Bozek, Executive Director | Mobile: (616) 890-0879 | [katie@wearekaan.org](mailto:katie@wearekaan.org)

## **8. KAAN DISCORD**

The KAAN Discord follows the Conference Policy as outlined in this document. However, the policies for the KAAN Discord are still evolving and are subject to change. A violation of the current or evolving KAAN Conference Policies may result in a temporary or permanent ban from the KAAN Discord server, virtual events, or in-person events.

## **9. AUDIOVISUAL (AV), COMPUTER, AND TECHNICAL EQUIPMENT**

KAAN participants and their guests are prohibited from troubleshooting, touching, or offering support for KAAN AV, computer, or technical equipment. All AV, computer, technical questions, or support requests should be sent to [tech@wearekaan.org](mailto:tech@wearekaan.org).



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Any violation of the KAAN Conference Policy against one of KAAN's volunteers, AV, computer, or technical equipment will be strictly enforced.

## **10. VENDOR AND PERSONAL SOLICITATIONS**

Solicitation of participants by non-vendors is prohibited and individuals will be subject to expulsion. Prohibited solicitations include but are not limited to self-promotion, searching for family members, business, politics, research or surveys, fundraising, or flyers. If you have questions about this, reach out to [tech@wearekaan.org](mailto:tech@wearekaan.org).

For research requests, see [Scholarly Research](#).

## **11. PHOTOGRAPHY AND MEDIA POLICY**

KAAN strictly prohibits photography, video, sound recording, or other media during sessions by all participants, unless explicit approval from KAAN Leadership is obtained before the conference. If KAAN discovers media from sessions without explicit approval, this will be grounds for dismissal from KAAN and prohibition from future events.

Please be mindful of sharing non-session photographs, videos, audio, or other media from KAAN on Discord, social media, or the internet. KAAN requests participants and their guests follow media best practices, including for personal photos of the Saturday evening adoptee-only photos, such as:

- Ask for permission from all in your photos and videos before sharing
- Be mindful that participating in group photos may result in your photo being shared widely

KAAN official photographers will be taking pictures at the conference. Additionally, KAAN may have official videographers filming sessions and performances, as well as asking participants to give short testimonial interviews about their KAAN experience.

These photos and videos may be used for promotional and educational purposes. Registration, attendance, and participation in the KAAN conference constitute agreement by the registrant to KAAN's use and distribution of the registrant's image



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or voice in photographs, video, websites, print, and electronic reproductions. If you have questions about our policy, email [katie@wearekaan.org](mailto:katie@wearekaan.org).

## **12. SOCIAL MEDIA POLICY**

KAAN encourages participants to use social media to discuss, share, and promote the conference. Please use the hashtag #KAAN[year] to increase engagement. KAAN also encourages participants to follow and tag us @WeAreKAAN on [Instagram](#) and [Facebook](#).

No photographs, videos, audio, or other media from KAAN should be shared on social media without the consent of all participants in the media. This includes personal photos of the Saturday evening adoptee-only photo.

KAAN strictly prohibits photography, video, sound recording, or other media during sessions by all participants, unless explicit approval from KAAN Leadership is obtained before the conference. If KAAN discovers media from sessions without explicit approval, this will be grounds for dismissal from KAAN and prohibition from future events.

## **13. RESPONSIBLE DRINKING AND USE OF ILLICIT SUBSTANCES**

KAAN encourages responsible alcohol consumption at all KAAN events. KAAN and conference event staff have the right to deny service to participants and may require participants to leave the event based on inappropriate consumption and subsequent behavior. Illicit substances are strictly prohibited at KAAN events.

## **14. SCHOLARLY RESEARCH**

Parties interested in conducting scholarly research at KAAN must obtain approval in advance from [katie@wearekaan.org](mailto:katie@wearekaan.org).

## **15. CONTINUING EDUCATION CREDITS**

Depending on the state in which the conference is held, continuing education (CE) credits for select mental health professions *may be* available through professional licensing boards based in the conference location's state, at no cost to interested participants. KAAN will provide a Certificate of Completion to interested participants after program attendance. KAAN reserves the right to require any evaluation and/or





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session verification from participants to comply with CE approval requirements established by each respective licensing board. Participants interested in obtaining CE credits will be required to self-report to their licensing board(s). The total number of CE credit hours available will vary according to each licensing board and annual conference program. If available, KAAN will promote CE credits at the time of registration, with full details about CE credits released no later than two weeks before the conference.

## **16. HEALTH AND SAFETY POLICY**

KAAN staff and volunteers are not medically trained to address medical or mental health issues that may arise while attending the conference. KAAN encourages participants with a medical emergency to call **911** and/or go to the nearest emergency room.

If you are having suicidal thoughts or need mental health assistance, please text or call the [Suicide & Crisis Lifeline](#) at **988**. The 988 Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.

## **17. COVID-19 POLICY**

**KAAN does not require COVID-19 vaccination or have mask requirements.**

KAAN asks that you follow best-practice guidelines for prevention and if you should experience any COVID-19 symptoms. Common symptoms of COVID-19 include: Fever or Chills, Cough, Shortness of Breath or Difficulty Breathing, Fatigue, Muscle or Body Aches, Headache, New Loss of Taste or Smell, Sore Throat, Congestion or Runny Nose, Nausea or Vomiting, Diarrhea. Participants are encouraged to monitor their health and stay home or confine themselves to their hotel rooms if they are unwell or showing symptoms of any illness.

Please email [tech@wearekaan.org](mailto:tech@wearekaan.org) if you test positive for COVID-19.

KAAN COVID-19 policy is subject to change and may change in accordance with federal, state, local, departments of health, or hotel COVID guidelines.



## **18. SEPARATE AGREEMENT WITH THE HOTEL**

KAAN does not warrant or guarantee any service or condition of the facility where the KAAN Conference is being held. All participants are responsible for their own booking, transportation, and housing during the conference, and KAAN is not responsible for the security, safety, and condition of the facilities or services provided, including the behavior of hotel or event staff, vendors, and other guests at the hotel.

## **19. SEVERABILITY**

If any part, term, or provision of the KAAN Conference Policy is held to be illegal, in conflict with any law or otherwise invalid, the remaining portion or portions shall be considered severable and not be affected by such determination, and the rights and obligations of the parties shall be construed and enforced as if the policy did not contain the particular part, term or provision held to be illegal or invalid.

## **20. ARBITRATION**

All disputes arising under this policy and the conference shall be governed by and interpreted in accordance with the laws of Michigan, without regard to principles of conflict of laws. The parties agree to exercise good faith efforts to resolve the matter fairly, amicably, and timely, and shall consider litigation as a last resort, to be employed only when all other alternative dispute resolutions fail. The arbitrator shall be selected pursuant to the Michigan Arbitration Act, or by mutual agreement of all the parties, provided that the arbitration takes place in the State of Michigan. No party shall challenge the jurisdiction or venue provisions. In the event a party fails to proceed with arbitration, fails to comply with the arbitration agreement, or unsuccessfully challenges the arbitration agreement, the other party is entitled to costs of the suit, including reasonable attorney's fees for compelling the arbitration, and defending or enforcing the arbitration agreement.