

## Participant Code of Conduct and Education Policies for Certificate Programs

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### Participant Code of Conduct

- Participants who miss more than 15 minutes of a program will be requested to repeat the program to receive their certificate.
- Cell phones are not to be used for personal use during the time of the program.
- Participants are expected to maintain confidentiality about the discussions in the program, particularly where names of clients, staff or organizations are used.
- No recordings or screenshots are permitted in any training session.
- Participants are expected to be respectful towards other participants and the instructor. Any participant engaging in disruptive behaviour may be asked to leave, at the discretion of the facilitator.
- Participants are expected to participate fully in all activities during each program. If there are any circumstances that impact a participant's ability to participate fully, they are expected to contact their facilitator who will determine the best way to support the participant.
- For virtual programs, participants cannot be engaged in any other activity during the training (including but not limited to driving, travelling, care work or attending an appointment). A participant engaged in activities outside of the program will be removed as per the facilitator's discretion. The participant will be given the opportunity to reschedule their training.
- For the purposes of having an interactive learning experience and demonstrating participation, participants must turn their cameras on to receive certification.
- Participants must be on their own individual device, even when attending with other colleagues from the same organization.

If you have any questions or concerns about the code of conduct, please contact [education@alz.to](mailto:education@alz.to).

## Education Policies for Certificate Programs

1. **Registration:** Individual participants should register for the Alzheimer Society of Toronto's (AST) certificate programs directly on the website. For fee-based programs, payment must be received in full and in accordance with the course. The Alzheimer Society of Toronto reserves the right to cancel a program if registration is low. If a paid program is cancelled, the participant will be offered a full refund or another date to retake the course. AST reserves the right to deny or refuse entry of non-registered participants.
2. **Cancellation and/or Rescheduling a Registered Program:** A participant may cancel their registration by contacting [education@alz.to](mailto:education@alz.to) with "Cancellation" in the subject title and the course name and date in the email. If a cancellation request is received more than 24 hours before the start of the program, the participant may be eligible for a full refund (please see Fees and Refunds below). If a cancellation request is received less than 24 hours before the session, the participant will only be able to reschedule and transfer their registration to another date. Participants are only able to transfer to another date **once**, free of charge.

If training materials were shipped, the participant must have their materials for the rescheduled session, and the materials must be of the most recent edition. If a participant fails to show to the transferred session, the participant must re-register and pay the full registration fees again to take the course. If the participant decides to cancel their registration after they have been transferred, the participant will receive a refund of their registration fees minus \$45 administration and material costs if applicable.

Participants who registered for an in-person training must be transferred to another in-person date. Participants who registered for a virtual session may transfer to a virtual session or an in-person session, provided that they bring their materials to the in-person class.

- 3. Fees and Refunds:** Depending on the certificate program, a fee may be required. The fee charged is determined by the program and mode of delivery, along with administrative fees as applicable. A shipping fee will apply to programs that require the mailing of course materials. These costs are subject to change.

If a participant would like to cancel a fee-based course and receive a refund, they should email the education team at [education@alz.to](mailto:education@alz.to) with “Refund” in the subject title, and include the course name and date in the email. A full refund will only be granted under the following circumstances: 1) request for refund is received more than 24 hours before the start of the program 2) the program materials have not been mailed out yet and 3) the course being cancelled has not already been rescheduled once before. If the materials have already been mailed and/or the participant has already been transferred once, the participant will receive a refund of their registration fees minus \$45.00 for administration and material costs.

Individuals seeking special consideration for refunds will be reviewed on a case-by-case basis.

- 4. Program Materials:** Materials for in-person programs will be provided on the day of the training. Materials for virtual programs will be mailed out once online registration closes. A full mailing address, including unit number and buzzer number (if applicable), must be provided at the time of registration. Incomplete or incorrect mailing addresses will be subject to additional mailing fees.

For sessions registered through Zoom, a confirmation email with the Zoom meeting link and relevant course details will be sent after registration. This link is unique to each participant and should be saved to access the course. For virtual sessions registered directly through our website, participants will be emailed the link 2-3 days before the course begins. Do not share

links with anyone else. Participants should check their spam/junk mail if they do not see the email, before contacting [education@alz.to](mailto:education@alz.to).

5. **Attendance:** AST is committed to providing accessible education opportunities to health care professionals. When participants are unable to attend and do not cancel their registration, it limits access for others. Participants who are unable to attend a session should notify the education team at [education@alz.to](mailto:education@alz.to) with the name and date of the course in the title or body of the email. Please note that repeated absences without notice will result in restrictions on future registrations.

Programs must be completed in full to receive a certificate. Participants who miss the first day of a multi-session program will not be allowed to take part in subsequent days. Participants who miss more than 15 minutes of a program will be requested to repeat the program to receive their certificate. A participant who attempts to join a program 15 minutes after the start time will be denied entry to the program, regardless of the format (virtual or in-person).

If a participant has missed their scheduled program, it is their responsibility to contact AST to arrange for a one-time free transfer. AST will make every effort to identify another opportunity for participants who miss programs to complete their certificate.

6. **Program Certificate:** An electronic certificate will be sent to the participant's email address after the completion of the program. Time of delivery for the certificate varies depending on the course.