Alzheimer Society
TORONTO

Participant Code of Conduct and Education Policies for Certificate Programs

Participant Code of Conduct

- 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 from the program, 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 their certificate.
- 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.

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Education Policies for Certificate Programs

1. **Registration**: Individual participants may register for the Alzheimer Society of Toronto's certificate programs directly on the website. Payment must be paid in full in accordance with the course. The Alzheimer Society of Toronto reserves the right to cancel a program if registration is low. A full refund for fee-based programs or reschedule will be offered to the participant if a program is cancelled

   Organizations may contact the Alzheimer Society of Toronto to arrange closed group training sessions. To avoid cancellation, participant information must be received at least **24 hours** in advance of the scheduled session and meet program minimums.

   The Alzheimer Society of Toronto reserves the right to deny or refuse entry of non-registered participants.

2. **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 materials. These costs are subject to change.

   If a participant would like to receive a refund for any fee-based program, they should email the education team at education@alz.to with "Refund" in the subject title and the course name and date in the email body. A full refund will be granted under the following circumstances: request for refund is received more than 24 hours before the start of the program and if the program materials have not been mailed out. If the materials have already been mailed, a participant will receive a refund of their registration fees minus $45.00 for administration and material costs. For refund requests received less than 24 hours of the program start and no materials are involved, a partial refund will be granted minus $20 for administrative costs.

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

3. **Cancellation of registration/session:** A participant may cancel their registration by contacting education@alz.to with "Cancellation" in the subject title and the course name and date in the email body. If a cancellation request is received less than 24 hours of the session, the participant will be able to transfer their registration to another day. (ONE time, at no extra cost)

   An organization may cancel their scheduled closed group training by contacting their facilitator. A cancellation fee will apply if request is received less than 24 hours of the expected session.

4. **Transfers:** Participants may transfer their training date(s) 1 time at no cost. If training materials were shipped, the participant must have their materials for the session and must be of the most recent edition to transfer to another session. If a participant fails to show to the transferred session, the participant must re-register and pay the full registration fees. 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 wishing to transfer their training date must choose the same delivery format as their original course (i.e Zoom transfers must choose a Zoom session).

5. **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, 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 join link and relevant course details will be sent to the email address provided 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 receive the link to their registered email address 2-3 days before the course begins. Do not hard links with anyone else. Participants should check their spam/junk mail if they do not see the email before contacting education@alz.to.

6. **Attendance:** The education team at the Alzheimer Society of Toronto 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 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 that attempts to join a program 15 minutes after its 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 The Alzheimer Society of Toronto to arrange for a one-time transfer. The Alzheimer Society of Toronto will make every effort to identify another opportunity for participants who miss programs to complete their certification.

7. **Program Certificates:** An electronic certificate will be issued to the participant's email address after the completion of the program. With the exception of GPA, all certificates will be sent out within 8 weeks of course completion.