

## **Education Programs Terms and Condition**

Terms and conditions, outlined below, are the guideposts by which the PalCare Network for York Region (PalCare) education programs operates.

PalCare Network provides training that is suitable for Regulated Health Professionals, PSWs and other Community Health Service Providers wishing to work with people living with life threatening illness. This training is required for volunteers in hospice and recommended for volunteers in hospitals and long term care facilities; interested community and family members can also benefit from these programs. Core 2 sessions and advance study sessions are offered as either stand alone sessions or grouped in a series; participants receive a certificate of attendance. Training may be provided at appropriate location(s) or in-house for agencies. Please refer to the website for current programs. Contact the Education Coordinator to discuss in - house training opportunities.

**Registration Process:** Registration forms can be found online at [www.palcarenetwork.org](http://www.palcarenetwork.org). Completed forms are sent to PalCare Network offices by fax, email, or Canada Post. Registration forms are held until payment is confirmed. Once payment is confirmed, registrants are placed on the attendees list until program capacity is reached. Invoices will be issued after the first session for agencies requesting one, or sooner if the session is approaching capacity. The invoice will include all registrants who are on the attendees list 5 days prior to the start of the program and any late registrants. A fee to cover bank charges will be added for any NSF cheques.

**Admission Criteria:** Admission to PalCare Network courses and programs is dependent upon receipt of completed registration and fees. It is recommended that Core Concepts in Hospice Palliative Care 1 or equivalent be completed prior to participating in more advanced courses. Due to course content, it is advised that participants be at least sixteen years of age.

**Wait Lists:** If the number of registrations exceeds the space available for a session, a waiting list is created and registration forms are held, without processing payment, in order of when they are received. Should a registered participant cancel prior to the beginning of the program, registrants on the waiting list are notified in order until the opening is filled and payment processed.

**Refund Policy:** Fees will be fully refunded when notice of cancellation is received 5 business days prior to the beginning of the program/session. There is a \$10.00 administration fee for cancellations received less than 5 business days prior to the start of a program/session. Fees will not be refunded after the program/session begins.

**Cancellation Policy:** In the event that PalCare cancels a program/ workshop, participants will be notified as soon as possible using the contact information provided on the registration form. Participants will be provided with a full refund of registration fees. In the event a session in the Core Concepts in Palliative Care 1 is rescheduled due to extreme weather or other extenuating circumstances, participants will be notified

of the rescheduled date. No refund will be provided. Participants should contact the Education Coordinator to attend the missed session in a future series if they are unavailable for the rescheduled session date/ time. Every effort will be made to provide as much notice and be considerate of participants' schedules in any rescheduling that must occur.

**Accessibility:** Every effort is made to accommodate the needs of participants and all venues are accessible. Support persons are welcome when accompanying their client; where possible fees will be waived for the Support person and when this is not possible, the participant will be notified in advance. Service animals are welcome; in the event that a facility does not allow service animals, PalCare Network will advise the participant and refund any fees paid. Please notify the Education Coordinator if you have special needs so that we can better serve you. Phone: 905-895-3628 x 73142 or Email [education@palcarenetwork.org](mailto:education@palcarenetwork.org).

**Respect:** Participants are expected to treat other participants and presenters with respect. Cell phones and electronic entertainment devices must be off or have the sound muted. Inappropriate, abusive, and/or disruptive behaviour will not be accepted. The participant may be asked to leave the session; it will be the responsibility of the participant to make arrangements to make up the session. The agency associated with this participant may be informed of inappropriate behaviour.

Behaviours:

Inappropriate = Coarse language, racism, ageism, genderism, cultural slurs.

Disruptive = Interrupting presenter or other participants, outbursts, talking on cell phones.

Abusive = verbal or physical gestures or threats.

**Certificates:** Attendance of the full 30 hours and completion of all assignments is required for a certificate to be issued for the Core Concepts in Hospice Palliative Care 1 program. Should an attendee miss a session(s), they will have the next twelve months to make up the missed session(s) and submit assignment(s) during another program. It is the responsibility of the attendee to make arrangements with the Education Coordinator in advance to attend the required session(s). After the twelve month period, the participant will have to reregister and submit full payment and repeat the program. Participants who are absent for four or more sessions must reregister and submit full payment for the next available program; this participant may be exempt from the sessions previously attended by completing designated assignments. For participants attending selected sessions in the PalCare program, a letter indicating the session(s) completed may be issued upon request. Attendance of the full session is required to receive a certificate of attendance for all programs and workshops. Certificates will be held by PalCare Network if there are any outstanding fees owed for the program/workshop (e.g. NSF cheque).

**Suggestions and Concerns:** PalCare Network values feedback; suggestions and concerns will be responded to in a timely manner. As needed, issues may be addressed to the Executive Director. Palcare may consult with the Education Committee as appropriate.