

Training Opportunities for Early Childhood Providers

Summer 2021 Calendar



YWCA Northwestern Illinois
4990 East State Street
Rockford, Illinois 61108
815.484.9442/800.872.9780
Training Ext. 211
www.ywcanwil.org



WE'RE HIRING!

Quality Specialist:

Responsible for increasing the quality of care in child care settings, with a focus on high need children first. In addition, providing training, technical assistance, consultation and resources to child care providers to assist them in achieving/maintaining an ExeLeRate Illinois Circle of Quality.

Requires: Bachelor degree in child development or related field. Additionally, must have a minimum of 2 years paid experience working in a child care setting.

Technical Assistance Coordinator:

Responsible for coordinating and/or delivering training opportunities for our Service Delivery Area and provide technical assistance to child care practitioners.

Requires: Bachelor degree in child development or related field. Additionally, must have knowledge of child care and child care practices.

To apply for either of these openings

Contact the Workplace at 815-961-0400

OR

Furst Staffing at 815-229-7810

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Wednesday, 7/7/2021	Engagement: What do I say? What do I do? Introductory Presenter: Stephanie Koclanis	6:00 PM to 7:00 PM GoToWebinar	All Providers Talking and playing with children seems like a natural occurrence for an educator. However, sometimes we get stuck; a little bogged down in the "housekeeping" tasks of the day. In this training, we will discuss how to expand a child's experience in every part of their day. You will discover: new vocabulary to introduce in centers, questions to produce critical thinking, new materials to display in "unpopular" areas, and how to join children in their play as a true participant.	Register here CDA: 3 & 6 FREE
Thursday, 7/8/2021	SUMMER In Full Swing Introductory Presenter: Jodi York	6:00 PM to 7:30 PM Zoom	All Providers Make the most out of summer by providing opportunities for young children to learn and play! Discover these resources to provide learning experiences through nature explorations, water play, and crafts. Research shows summer learning loss is real and children can lose skills gained during the school year. Let's get ready for discovery and excitement!.	Register here CDA: 1, 5, & 8 FREE
Wednesday, 7/14/2021	Powerful Interactions Introductory Presenter: Kelly McNeal	5:30 PM to 6:30 PM GoToWebinar	All Providers Get a better understanding of what powerful interactions are, how to make them happen, and why they are so important in increasing children's learning and your effectiveness as a teacher	Register here CDA: 7 FREE
Thursday, 7/15/2021	Should I Become Licensed? Introductory Presenter: Stephanie Siemens	2:00 PM to 3:00 PM GoToWebinar This is an informational meeting, no certificate awarded.	LE Providers Learn the benefits and necessary steps involved in becoming a Licensed Family Child Care Provider. Providers will be guided through each step of the process in preparation for the DCFS home visit and completing the licensing application	Register here CDA: 5 FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Thursday, 7/15/2021	What is CCAP? Introductory Presenters: Flora Sago and Tina Haynes	6:00 PM to 8:00 PM GoToWebinar	Center Providers This training reviews the Illinois Department of Human Service (IDHS) Child Care Assistance Program (CCAP). The IDHS CCAP helps pay for child care expenses for income-eligible families who work or participate in eligible activities. This training describes CCAP eligibility guidelines and application requirements for families and child care centers. Payment determination and options for receiving payment are also explained along with additional information for both CCAP providers and families.	Register here CDA: 5 FREE
Tuesday, 7/20/2021	Gratitude With Attitude Intermediate Presenter: Stephanie Koclanis	6:00 PM to 7:00 PM GoToWebinar	All Providers Feeling uneasy, sad, frustrated, restless, or angry lately? Would you like to experience joy, excitement, appreciation, kindness, or calm daily? Gratitude is one of the most powerful human emotions. Once expressed, it changes attitude, brightens outlook, and broadens perspective. Let's explore how to reframe our perspective to find the beauty and wonder in the little things!	Register here CDA: 3 & 6 FREE
Tuesday, 7/20/2021	Virtual Storytime Introductory Presenter: Kelly McNeal	10:30 AM to 11:00 AM YWCA Facebook Live	Providers/Parents/Kids Gather up the kids and enjoy a story read by Kelly, YWCA of Northwestern Illinois staff member and Community Systems Specialist! #YWKelly	No registration required, watch our Event page on Facebook (@YWCANWIL)
Tuesday, 7/20/2021	Free Information Meeting: Building the Framework for Your Child Care Business Introductory Presenter: Stephanie Siemens	2:00 PM to 3:00 PM GoToWebinar This is an informational meeting, no certificate awarded.	LE Providers Looking to start your career as a Licensed Family Child Care Provider? If so, this is the place to start. Learn what it takes to bring your business to the next level. You will be able to interact with a staff member from the YWCA as you learn about getting started, contracts, food programs, and other resources available to you through the YWCA.	Register here CDA: 7 FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Tuesday, 7/27/2021	HELP! I'm Running Out of Space Introductory Presenter: Kelly McNeal	5:30 PM to 6:30 PM GoToWebinar	Family Child Care Providers Rediscover your family day care home space while maintaining space for your own family's use.	Register here CDA: 7 FREE
Tuesday, 8/3/2021	But They're Only Playing Introductory Presenter: Gloria Davis	6:00 PM to 8:00 PM Zoom	All Providers Research indicates that children learn best in an environment which allows them to explore, discover, and play. Play is an important part of a developmentally appropriate childcare program and it is crucial to the development of cognitive, socio-emotional, and physical behaviors. But what exactly does it mean to play and why is it so important for young children?	Register here CDA: 2 & 8 FREE
Monday, 8/9/2021 through Monday, 9/13/2021	Business Academy Introductory Presenter: Mary Cline	Online, Self-Paced See information flyer at the end of the training calendar for complete information and requirements.	All Providers Building a Business Plan to Build Your Business is a dynamic, self-paced, online training series. The purpose of this series is to introduce individuals to a business plan. Topics include: defining and creating a business plan for your program/business; understanding how a business plan can increase your BAS score; how to highlight your business strengths and build on your weaknesses; using research to market your business; and understanding your business's profits and losses.	Contact Andrea Capriotti , CORE Training & Technical Assistance Coordinator at AndreaC@ywcanwil.org to register. Registration closes August 4th CDA: 6 Free for Illinois Gateways Registry Members \$10.00 for the public 15 Professional Development Hours

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Tuesday, 8/10/2021	Getting Your Curriculum Ready Introductory Presenter: Jodi York	6:00 PM to 7:30 PM Zoom	All Providers A high-quality, research-based curriculum promotes measurable progress toward children's development. Content is drawn from current child development science, the interests and ideas of the children, family input, and the values of the community. A curriculum also provides ways to create nurturing and responsive practices, interactions, and environments that foster trust and emotional security.	Register here CDA: 5, 7, & 8 FREE
Wednesday, 8/11/2021	Should I Become Licensed? Introductory Presenter: Stephanie Siemens	10:00 AM to 11:00 AM GoToWebinar This is an informational meeting, no certificate awarded.	LE Providers Learn the benefits and necessary steps involved in becoming a Licensed Family Child Care Provider. Providers will be guided through each step of the process in preparation for the DCFS home visit and completing the licensing application	Register here CDA: 7 FREE
Wednesday, 8/11/2021	Preschoolers Can Cook AND Learn Introductory Presenter: Kelly McNeal	5:30 PM to 6:30 PM Recording GoToWebinar	All Providers This training will be taking a look at why eating healthy is important and what role you as the child care provider plays in a child's eating habits. You will also enjoy a step by step video on how to make ice cream in a bag.	Register here CDA: 2 FREE
Tuesday, 8/17/2021	Virtual Storytime Introductory Presenter: Kelly McNeal	10:30 AM to 11:00 AM YWCA Facebook Live	Providers/Parents/Kids Gather up the kids and enjoy a story read by Kelly, YWCA of Northwestern Illinois staff member and Community Systems Specialist! #YWKelly	No registration required, watch our Event page on Facebook (@YWCANWIL)

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Tuesday, 8/17/2021- Tuesday, 8/31/2021	Book Club: Family Child Care Money Management & Retirement Guide Introductory Presenter: Stephanie Siemens	6:30 PM to 7:30 PM Three meetings will take place for group discussion, August 17th, 24th, and 31st . Participants are asked to attend all three discussions for full credit hours. Limited to 10 participants Zoom	All Providers In three separate discussions, we will read and review Tom Copeland's book, "Family Child Care Money Management & Retirement Guide". This course will be designed for beginner to intermediate providers with information on ways to reduce expenses, earn more money, and pay off debt. Additionally, the book provides information on hiring an employee and applying for a loan or grant. We will also discuss basic principles of retirement planning.	Contact Stephanie Siemens , at StephanieS@ywcawil.org to register. CDA: 5 & 6 FREE Deadline: Register by August 10th to receive the book.
Wednesday, 8/18/2021	No Two Alike: Exploring the Art Process Introductory Presenter: Stephanie Koclanis	6:00 PM to 7:00 PM GoToWebinar	All Providers Pablo Picasso said "Every child is an artist.", but we tend to inhibit this gift with handprint and pre-cut crafts because they're easy and cute. In this training, providers will discover the benefits and importance of process vs. product art. In addition, many examples of process art will be shown.	Register here CDA: 2 & 8 FREE
Thursday, 8/19/2021	Free Information Meeting: Building the Framework for Your Child Care Business Introductory Presenter: Stephanie Siemens	1:00 PM to 2:00 PM GoToWebinar This is an informational meeting, no certificate awarded	LE Providers Looking to start your career as a Licensed Family Child Care Provider? If so, this is the place to start. Learn what it takes to bring your business to the next level. You will be able to interact with a staff member from the YWCA as you learn about getting started, contracts, food programs, and other resources available to you through the YWCA.	Register here CDA: 7 FREE
Thursday, 8/26/2021	Connecting Effectively with Parents Introductory Presenter: Stephanie Koclanis	6:00 PM to 7:00 PM GoToWebinar	All Providers A good relationship between families and providers is a top factor in positive student outcome. In this training, providers will learn how to break down some communication barriers as well as how to navigate difficult conversations.	Register here CDA: 4, 5, & 6 FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Thursday, 9/2/2021	Appropriate Transportation of Children Introductory Presenter: Melanie Wingo	6:00 PM to 7:00 PM Zoom	All Providers Join us for a presentation on the proper use of car seats and booster seats. Learn the IL law and best practice in order to keep your children safe on our roadways.	Register here CDA: 1 FREE
Tuesday, 9/14/2021	Free Information Meeting: Building the Framework for Your Child Care Business Introductory Presenter: Stephanie Siemens	6:30 PM to 7:30 PM GoToWebinar This is an informational meeting, no certificate awarded	LE Providers Looking to start your career as a Licensed Family Child Care Provider? If so, this is the place to start. Learn what it takes to bring your business to the next level. You will be able to interact with a staff member from the YWCA as you learn about getting started, contracts, food programs, and other resources available to you through the YWCA	Register here CDA: 7 FREE
Tuesday, 9/14/2021	Putting Your Centers to Work For You Introductory Presenter: Jodi York	6:00 PM to 7:30 PM Zoom	All Providers Learning centers should constantly be changing because they are incorporating lessons plans and interests of the children. Well planned learning centers help with classroom management and better overall achievement. Children are able to see how they learn best and thoughtful learning centers promote individual success stories.	Register here CDA: 5, 7, & 8 FREE
Wednesday, 9/15/2021	Spin, Dump, Hide, and Throw: Why Do children Do This? Introductory Presenter: Stephanie Koclanis	6:30 PM to 7:30 PM GoToWebinar	All Providers Ever been puzzled by the repetitive or pattern of behaviors some children display? These behaviors are normal and a very important part of development; they are the way children make sense of their world. Participants will learn about Schema Theory, the 8 behaviors children love to exhibit, and how you can foster these often frustrating actions.	Register here CDA: 2, 3, & 8 FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Thursday, 9/16/2021 	Basics of Culturally and Linguistically Appropriate Practice Introductory Presenter: Paula Schnicker-Johnson	5:30 PM to 8:30 PM Zoom	All Providers In this training, participants will learn about the complexities of culture and how culture impacts interactions with families and other professionals. Through discussion and group activities, participants will explore their own cultural competence and awareness.	Contact Andrea Capriotti , Training and Technical Assistance Coordinator at AndreaC@ywcanwil.org to register. CDA: 4 & 6 FREE
Thursday, 9/16/2021	What is CCAP? For Family Child Care Introductory Presenters: Tina Haynes and Flora Sago	6:00 PM to 8:00 PM Zoom	Family Child Care Providers This training reviews the Illinois Department of Human Service (IDHS) Child Care Assistance Program (CCAP). The IDHS CCAP helps pay for child care expenses for income-eligible families who work or participate in eligible activities. This training describes CCAP eligibility guidelines and application requirements for families and family child care homes. Payment determination and options for receiving payment are also explained along with additional information for both CCAP providers and families.	Register here CDA: 5 FREE
Thursday, 9/16/2021	We Choose Health: Eat Right, Grow Strong – Nutrition for Young Children Introductory Presenter: Kelly McNeal	5:30 PM to 7:00 PM GoToWebinar	All Providers Learn the importance of good nutrition for young children. Participants will review the components of a child care environment that promote healthy eating. The role of child care staff in shaping children's eating behaviors will be described along with some activities that can help children develop those healthy eating habits.	Register here CDA: 1 FREE
Saturday, 9/18/2021 	Pyramid Model: Infant Toddler Module 1 Part 1 Introductory Presenter: Casey Craft-Cortes	8:00 AM to 12:00 PM Zoom Both parts (1 and 2) must be attended for credit.	Providers for Ages 0-3 Discover how forming solid relationships can lead to healthy social-emotional development in infants and toddlers. This training will define social-emotional development and how infants and toddlers communicate feelings, thoughts, and behaviors. Participants will walk away with best practices and strategies needed to begin implementing strong positive relationships with infants, toddlers, and families	Contact Andrea Capriotti , Training and Technical Assistance Coordinator at AndreaC@ywcanwil.org to register. CDA: 3 FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Saturday, 9/25/2021 	Pyramid Model: Infant Toddler Module 1 Part 2 Introductory Presenter: Casey Craft-Cortes	8:00 AM to 12:00 PM Zoom Both parts (1 and 2) must be attended for credit.	Providers for Ages 0-3 How do you promote healthy social-emotional development in infants and toddlers? In this training, participants will learn how to develop strategies and create an environment that helps support social-emotional development when working with infants and toddlers. Participants will also learn the importance of emotional literacy and how to model these behaviors in the classroom	Contact Andrea Capriotti , Training and Technical Assistance Coordinator at AndreaC@ywcanwil.org to register. CDA: 3 FREE
Tuesday, 9/21/2021	Exploration: Science Through the Eyes of Young Children Introductory Presenter: Gloria Davis	6:00 PM to 8:00 PM Zoom	All Providers The wonder of exploration and discovery drives every scientist and young child. Providing young children with experiences that satisfy their curiosity and answer questions about the world will promote and support a child's cognitive, social, language, and physical development.	Register here CDA: 2 & 8 FREE
Tuesday, 9/21/2021	Virtual Storytime Introductory Presenter: Kelly McNeal	10:30 AM to 11:00 AM YWCA Facebook Live	Providers/Parents/Kids Gather up the kids and enjoy a story read by Kelly, YWCA of Northwestern Illinois staff member and Community Systems Specialist! #YWKelly	No registration required, watch our Event page on Facebook (@YWCANWIL)
Tuesday, 9/28/2021	Giving and Receiving Feedback Intermediate Presenter: Stephanie Koclanis	6:30 PM to 7:30 PM GoToWebinar	All Providers Knowing how to give and receive feedback is a very important skill in being heard and feeling valued. Communicating honestly, while also being sensitive, is key. In this training, you will gain tips in communicating to parents and staff authentic information effectively.	Register here CDA: 4, 5, & 6 FREE

IDHS Required Health and Safety Trainings

For License Exempt Providers

One-time trainings:	Format:	How to Access:
CPR/First Aid	Hybrid (Online/In-person) and Traditional (In-person)	Approved CPR providers: American Heart Association; American Safety & Health Institute(ASHI); American Red Cross; American Trauma Event Management (ATEM); Emergency Care and Safety Institute (ECSI); Edward Atkinson/Emergency Response Health Network; Ellis & Associates, Inc.-Orlando, FL; EMS Safety Services; MEDIC FIRST AID; National Safety Council; Pro-Trainings, LLC; R.H. Sanders & Associates/Titan CPR Associates <i>*Contact CPR entities directly for time/dates of trainings</i>
Child Abuse and Neglect/Mandated Reporter Training	Online	Link: Illinois Mandated Reporter Training (dcfstraining.org)

Yearly Trainings:	Format:	How to Access:
Child Development, Health & Safety Requirement: Six (6) hours	<p style="text-align: center;">Online through Illinois Gateways i-Learning system</p> <p style="text-align: center;">YWCA Northwestern Illinois CCR&R</p>	<p>Link to Illinois Gateways i-Learning: system at https://courses.inccrra.org.</p> <p>Link to Training Calendar: https://www.ywcanwil.org/training-professional-development/</p>

For your convenience, our **July-September HEALTH AND SAFETY 2021** trainings are listed below:

- Preschoolers Can Cook AND Learn (August 11th, 5pm-6pm *1 credit hour*)
Register [here](#)
- Appropriate Transportation of Children (September 2nd, 6pm-7pm *1 credit hour*)
Register [here](#)
- We Choose Health: Eat Right, Grow Strong – Nutrition for Young Children (September 16th, 5:30 pm-7pm *1.5 credit hours*)
Register [here](#)



YWCA Northwestern Illinois Child Care Solutions: Business Academy



YOU ARE INVITED!

You are invited to participate in the YWCA Child Care Solutions' *Business Academy* online training series! This is a self-paced, online business series. The purpose of this series is to introduce you to a business plan so you can begin to build a plan for your own business. Topics will include:

- What is a business plan and why every business needs one
- Understanding how a business plan can increase your BAS score
- How to highlight your business strengths and build on your weaknesses
- The IRS and your business
- Using research to market your business
- Understanding your business's profits and losses

Business Academy was created by **Mary Cline**. This online series is easily accessed from a computer and can be completed on your own time, at **your own pace within the allotted 6-week timeframe**. Participants must have a computer, internet access, and be comfortable navigating the internet, email, and computer programs such as Word. This series will be held from **August 9th-September 13th 2021** and is worth a total of 15 training hours. Registration closes **August 4th, 2021** or when the 15 available spots are filled. **There is no cost for Gateway Registry members, but there is a cost of \$10.00 for the public**. To register, click the link accompanied with the training in the above grid or submit a registration form and payment to the YWCA at 4990 East State Street, Rockford, IL 61108. If you have questions, please contact the **Training Coordinator, Andrea Capriotti**, at (815) 484-9448, ext. 211.

Procedure:

This is a multipart learning series; you will complete one chapter at a time, at your own pace. After you feel you have mastered a chapter, you will contact the Training Coordinator and she will email you a short test to gauge your learning. Once a score of 75% or greater is achieved on the test, the Training Coordinator will contact you to relay your score. After a passing score is achieved, you may begin the next chapter. This process will continue until the series is complete. Upon completion, the appropriate training certificate will be issued.

We look forward to helping you build your business

ADDITIONAL ONLINE TRAININGS:

All Gateways approved trainings can be found at <https://courses.inccrra.org>.

You must be a Gateways Member to take the courses, become a member [here](#)

ADDITIONAL RESOURCES:

Social-Emotional Learning Should Be Priority During COVID-19 Crisis: [link](#)

Imagination Library: [link](#)

Summer Activities: [link](#)

Summer Reading List: [link](#)

Summer Zoo Camps: [link](#)

****CPR****

In-person CPR at the YWCA is suspended at this time. DHS has approved hybrid CPR classes that are offered online/in-person. We encourage you to refer to the below list of approved entities for course offerings related to initial certification and renewals. You will need to follow up with the individual entities to find course offerings and times. If you have further questions, please follow up with your DCFS Representative.

List of approved CPR providers (Effective June 4th, 2020):

1. American Heart Association
2. American Safety & Health Institute(ASHI)
3. American Red Cross
4. American Trauma Event Management (ATEM)
5. Emergency Care and Safety Institute (ECSI)
6. Edward Atkinson/Emergency Response Health Network
7. Ellis & Associates, Inc.-Orlando, FL
8. EMS Safety Services
9. MEDIC FIRST AID
10. National Safety Council
11. Pro-Trainings, LLC
12. R.H. Sanders & Associates

YWCA Northwestern Illinois Child Care Solutions Provider Services

How can we help YOU?

Amy Ritter– *Front Desk Receptionist*

- Assists with annual child care program updates
- Provides customized child care referral lists, upon request

Extension:
200

Jennifer Betts –*Data Specialist*

- Registers participants for training opportunities
- Assists providers with completing and reporting the IDHS CCAP training requirements
- Offers assistance with referral and retention as well as technical assistance and various training topics
- Coordinates annual child care program updates

Extension:
218

[Email Jennifer](#)

Andrea Capriotti– *Training & Technical Assistance Coordinator*

- Creates and manages the quarterly training calendar for ongoing professional development
- Manages and processes applications for CPR/First Aid Reimbursement and Professional Development Funds.
- Offers technical assistance regarding Gateways Registry membership, online trainings, credentials and accreditations, and various training related information

Extension:
211

[Email Andrea](#)

Kelly McNeal – *Community Systems Development & Referral Specialist*

- Works and connects with programs and services across health, early care and education, family support, and social services
- Coordinates community outreach and collaborations
- Provides customized child care referral lists upon request

Extension:
204

[Email Kelly](#)

Stephanie Siemens– *Recruitment, Retention, & Referral Specialist*

- Meets with area schools and organizations to explain career paths with early childhood education
- Provides customized child care referral lists, upon request
- Offers in-depth information on starting a child care business, including on-site visits
- Maintains provider referral database and updates vacancies
- Assists with annual child care program updates

Extension:
205

[Email Stephanie](#)

Stephanie Koclanis – *Quality Improvement Funds Specialist*

- Responsible for the promotion, technical assistance, receiving, processing, and awarding of funds for Quality Improvement Cohort, LE Health and Safety Improvement Funds Grant, Training Stipends, and Accreditation Assistance applications.

Extension:
224

[Email Stephanie](#)

Training Policies and Procedures

The following training policies and procedures apply to all YWCA Northwestern Illinois Child Care Solutions sponsored workshops and conferences.

Registration

- The training calendar indicates how to register for a workshop/series. *Please note, not all trainings offered have registrations through YWCA Northwestern Illinois Child Care Solutions.
- Pre-registration is required for all trainings.
- Typically, class size is limited. When class maximum has been met, registration will be closed.
- Participants are registered on a first come, first serve basis.
- Registration forms for YWCA Northwestern Illinois Child Care Solutions sponsored trainings can be found in the monthly training calendar and/or online at www.ywcanwil.org.
- Registration forms for all YWCA Northwestern Illinois Child Care Solutions sponsored trainings are accepted via mail or office walk-in only. Faxed registrations are accepted for non-fee trainings only.
- Registration closes 7 days prior to the scheduled training date.
- Payment must accompany the registration form for any training that has a fee. The registration request will not be processed if the fee is not included with the registration form.
- Upon receipt of a completed registration form and payment (if applicable), a copy will be sent to the provider confirming status of registration.
- Walk-ins are discouraged and may not be allowed admittance.

Training Participation

- Late arrivals—a 15 minute Grace Period will be given at all training sessions (including virtual trainings). This grace period begins at the advertised start time. Participants will not be allowed in after the 15-minute grace period.
- Early departures will not receive a training certificate; participants must stay until the training is finished.
- At the discretion of the trainer—if an attendee is considered to be disruptive in behavior, he/she may be asked to leave the training and will not receive a certificate or refund (if there was a fee).
- Adult learners' only; Children are not to be in attendance at training sessions.

Fees, Refunds, & Cancellations

- If YWCA Child Care Solutions cancels a workshop/series due to low enrollment all participants that registered will be contacted by phone or email no later than two days prior to the session and a refund will be processed, as applicable.
- If unforeseen circumstances occur, including but not limited to inclement weather, presenter cancellation/illness, or power outage, registrants will be notified as soon as possible. Every effort will be made to contact each provider via phone call or email.
- A participant may cancel a class for which they are registered up to 5 business days prior to the scheduled date to receive a refund. If it is 4 business days or less before the class is to be held, no refunds will be given nor will substitutions be made.
- Pre-registration fees are non-refundable for no-show registrants.

Certificates

- A certificate of attendance will be distributed at the end of each workshop/ or conclusion of a series.
- To receive a training certificate, participants must stay until the trainer is finished.
- Replacement certificates must be issued at the request of an individual participant. A processing fee of \$5.00 will be charged and the certificate will be held until payment is made.
- Certificates are only to be released to the individual who participated at the training.

Virtual Learning

- Please utilize a webcam to maximize the relationship and connection between trainer and participants
- Attendance, participation and interaction with trainer is required and will be verified through virtual platform
- Your safety and attention must be verified: No driving, shopping, etc. while participating in training
- Must complete evaluation form after each training, before certificate can be issued