

# Training Opportunities for Early Childhood Providers

## Fall 2022 Calendar



**YWCA Northwestern Illinois**

**4990 East State Street**

**Rockford, Illinois 61108**

**815.484.9442/800.872.9780**

**Training Ext. 211**

**[www.ywcanwil.org](http://www.ywcanwil.org)**



## **YWCA Hours of Operation:**

Monday-Friday

8:00am – 5:00pm



## **YWCA Building Closures:**

Friday, November 11<sup>th</sup>, 2022

Thursday, November 24<sup>th</sup>, 2022

Friday, November 25<sup>th</sup>, 2022

December 26<sup>th</sup>-December 30<sup>th</sup>, 2022

# Highlighted Trainings:

(Locate registration links in calendar)

## Worried Child

Presenter: Mary Kelley, LCPC, I/ECMH-C

October 5<sup>th</sup>, 2022

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## ExceleRate Illinois Orientation for Licensed Family Child Care

Presenter: Stephanie Siemens

October 8<sup>th</sup>, 2022

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## What is CCAP?

Presenters: Tina Haynes and Flora Sago

October 20<sup>th</sup>, 2022

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## Why Play

Presenter: Mary Kelley, LCPC, I/ECMH-C

November 2<sup>nd</sup>, 2022

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## Disability Awareness for Childcare Workers

Presenters: Alice Nichols and Eric Brown from RAMP

December 5<sup>th</sup>, 2022


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**IN PERSON CPR WILL TAKE PLACE AT THE  
YWCA ON THE FOLLOWING DATES, FROM 9AM-3PM:**



**10/15/2022, 10/29/22, 11/12/22 and 11/29/22.**

**SPACE IS LIMITED. Please contact Annemarie Toldo at:  
[AnnemarieT@ywcanwil.org](mailto:AnnemarieT@ywcanwil.org) or 815-484-9442 Ext 211**


**for registration information.**

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Wednesday, 10/5/2022	<b>Worried Child</b>  <b>Introductory</b>  Presenter: Mary Kelley, LCPC, I/ECMH-C	6:00 PM to 8:00 PM  <b>In person</b> <b>YWCA</b>	<b>All Providers</b>  Whether it's the monster in the closet or the fear that arises from new social situations or school, anxiety/worry can be especially challenging for children. Worry has a mind of its own and logic or reassurance often fail, leaving teachers frustrated about how to help. During this training, providers will learn new strategies on how to help children manage their anxiety and worry.	<b>To register contact:</b> <b>Annemarie Toldo at</b> <a href="mailto:AnnemarieT@ywcawil.org">AnnemarieT@ywcawil.org</a>  CDA: 3  FREE
Saturday, 10/8/2022  	<b>ExceleRate Illinois Orientation for Licensed Family Child Care</b>  <b>Introductory</b>  Presenter: Stephanie Siemens	9:00 AM to 11:30 AM  <b>In person</b> <b>YWCA</b>	<b>Licensed Family Child Care Providers</b>  ExceleRate Illinois is the quality rating and improvement system for licensed family child care, licensed child care centers, Head Start, and Preschool for All programs. This orientation provides family child care providers an overview of the goals, quality indicators, benefits of participation, application process, and the system supports available for success at reaching each Circle of Quality.	<b>To register contact:</b> <b>Annemarie Toldo at</b> <a href="mailto:AnnemarieT@ywcawil.org">AnnemarieT@ywcawil.org</a>  CDA: 5  FREE
Tuesday, 10/11/2022	<b>Reading Readiness Through Play</b>  <b>Introductory</b>  Presenter: Stephanie Siemens	7:00 PM to 9:00 PM  <b>Zoom</b> <b>Live</b>	<b>All Providers</b>  Through play, children can experiment with words and concepts, express emotions and ideas, and make connections. Learn purposeful, play-based activities to develop foundational literacy and language skills young children need to succeed in school. Full hands-on, use-tomorrow activities and ideas.	<b>Register <a href="#">here</a></b>  CDA: 8  FREE
Wednesday, 10/12/2022	<b>Director's Dialogue: Round Table Discussion</b>  Presenter: Stephanie Siemens	1:00 PM to 2:00 PM  <b>In person</b> <b>YWCA</b> <b>Or</b> <b>Zoom</b> <b>Live</b>	<b>Center Directors Only</b>  Child Care Center Directors are invited to a midday discussion as it relates to the rewards and obstacles programs face on a daily basis. We will have open discussion, so please bring questions and concerns. We hope each participant leaves a bit more informed and enthused about the next day!	<b>To register contact:</b> <b>Stephanie Siemens at</b> <a href="mailto:StephanieS@ywcawil.org">StephanieS@ywcawil.org</a>  CDA: 5  FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Wednesday, 10/12/2022	<b>Engagement: What Do I Say? What Do I Do?</b>  <b>Introductory</b>  Presenter: Stephanie Koclanis	6:00 PM to 7:00 PM  <b>Zoom Live</b>	<b>All providers</b> 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.	<b>Register <a href="#">here</a></b>  CDA: 3, 6 & 8  FREE
Thursday, 10/13/2022	<b>Dinner 'N Learn: Take Care of You</b>  <b>Introductory</b>  Presenter: Andrea Capriotti	6:00 PM to 7:00 PM  <b>Zoom Live</b>	<b>All providers</b> Life can leave us physically, emotionally and mentally exhausted. In this training practical strategies will be discussed to escape and avoid exhaustion. Participants will gain the courage to take care of themselves and attend to their needs.	<b>Register <a href="#">here</a></b>  CDA: 2 & 3  FREE
Monday, 10/17/2022	<b>Process vs Product</b>  <b>Introductory</b>  Presenter: Mary Kelley, LCPC, I/ECMH-C	6:00 PM to 8:00 PM  <b>In person YWCA</b>	<b>All Providers</b> What is process vs product art? Product focused art is when a child knows what the end product will look like and they follow a set of instructions to get the product. Process art is when a child is given an open-ended project and can express themselves through their work. During this training, providers will learn to teach children how to think, not what to think, to spark inspiration in the thinkers and doers of the future.	<b>To register contact: Annemarie Toldo at <a href="mailto:AnnemarieT@wcanwil.org">AnnemarieT@wcanwil.org</a></b>  CDA: 3  FREE
Thursday, 10/20/2022	<b>Family Child Care Legal &amp; Insurance Issues</b>  <b>Introductory</b>  Presenter: Stephanie Siemens	6:00 PM to 8:00 PM  <b>Zoom Live</b>	<b>All Providers</b> You can never eliminate the risks of running your family child care business, but you can manage them. You can manage small risks by establishing and following commonsense policies. And you can manage large risks by purchasing adequate business insurance. We will discuss these topics as well as other legal and insurance issues.	<b>Register <a href="#">here</a></b>  CDA: 5  FREE




Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Thursday, 10/20/2022   	<b>What is CCAP?</b>  <b>Introductory</b>  Presenters: Tina Haynes and Flora Sago	6:00 PM to 8:00 PM  <b>In person</b> <b>YWCA</b>	<b>All Providers</b> “What is CCAP?” reviews the Illinois Department of Human Services (IDHS) Child Care Assistance Program (CCAP). The Illinois Department of Human Services Child Care Assistance Program – helps pay for child care expenses for income-eligible families who work or participate in an approved school or training or TANF approved activity. This training reviews the application processes and key features child care providers should be familiar with regarding the CCAP program. This training is Gateways Registry approved and helps meet provider training requirements to receive Child Care Assistance Program payment.	<b>To register contact:</b> <b>Annemarie Toldo at</b> <a href="mailto:AnnemarieT@ywcawil.org">AnnemarieT@ywcawil.org</a>  CDA: 1  FREE
Monday, 10/24/2022	<b>Leading With Intention: Understanding Your Role</b>  <b>Intermediate</b>  Presenter: Andrea Capriotti	6:00 PM to 8:00 PM  <b>Zoom</b> <b>Live</b>	<b>All Providers</b> As the lead teacher in a classroom, it can be challenging to lead with intention and understanding everything you must do. Decision making can be difficult along with delegating activities. Participants will learn how to improve their roles as a lead teacher and make their day less stressful.	<b>Register <a href="#">here</a></b>  CDA: 3 & 8  FREE
Wednesday, 10/26/2022	<b>Gratitude Attitude</b>  <b>Introductory</b>  Presenter: Stephanie Koclanis	6:00 PM to 8:00 PM  <b>In person</b> <b>YWCA</b>	<b>All Providers</b> 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! <b>During this training we will be creating vision boards!!</b>	<b>To register contact:</b> <b>Annemarie Toldo at</b> <a href="mailto:AnnemarieT@ywcawil.org">AnnemarieT@ywcawil.org</a>  CDA: 3 & 6  FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Tuesday, 11/1/2022	<b>No 2 Alike: Process Art</b>  <b>Introductory</b>  Presenter: Stephanie Koclanis	6:00 PM to 8:00 PM  <b>In person</b> <b>YWCA</b>	<b>All Providers</b> 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, providers will be able to experience process art creatively.	<b>To register contact:</b> <b>Annemarie Toldo at</b> <a href="mailto:AnnemarieT@ywcawil.org">AnnemarieT@ywcawil.org</a>  CDA: 2  FREE
Wednesday, 11/2/2022	<b>Why Play</b>  <b>Introductory</b>  Presenter: Mary Kelley, LCPC, I/ECMH-C	6:00 PM to 8:00 PM  <b>In person</b> <b>YWCA</b>	<b>All Providers</b> Play is an important part of children’s learning and development, and it is never “just play”; it is “Learning”. Play helps children make sense of their world and gives them an opportunity to learn how to get along, think, communicate, make decisions, delay gratification, solve problems and build confidence. In this training, providers will learn through power point presentation what children learn through the different experiences of play.	<b>To register contact:</b> <b>Annemarie Toldo at</b> <a href="mailto:AnnemarieT@ywcawil.org">AnnemarieT@ywcawil.org</a>  CDA: 2 & 3  FREE
Tuesday, 11/8/2022	<b>Addressing Internalizing Behaviors with Play</b>  <b>Introductory</b>  Presenter: Stephanie Siemens	7:00 PM to 9:00 PM  <b>Zoom</b> <b>Live</b>	<b>All Providers</b> Through a range of research, supported intervention and prevention methods meet the mental wellness needs of children presenting symptoms of internalizing behaviors. Clear descriptions of educational strategies and resources to encourage family support and involvement will be discussed.	<b>Register <a href="#">here</a></b>  CDA: 3  FREE
Thursday, 11/10/2022	<b>There is No I In Team</b>  <b>Intermediate</b>  Presenter: Andrea Capriotti	6:00 PM to 8:00 PM  <b>In person</b> <b>YWCA</b>	<b>All Providers</b> Working in a classroom full of children can be stressful and this is amplified when the teachers are not on the same page. In this training, participants will learn how to communicate with their co-workers and how to work together in times of stress.	<b>To register contact:</b> <b>Annemarie Toldo at</b> <a href="mailto:AnnemarieT@ywcawil.org">AnnemarieT@ywcawil.org</a>  CDA: 3, 5 & 6  FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Tuesday, 11/15/2022 & Thursday, 11/17/2022  <b>*This is a series and both dates need to be completed</b>  	<b>Introduction to Environmental Rating Scales</b>  <b>Introductory</b>  Presenter: Stephanie Koclanis	6:00 PM to 8:00 PM  <b>In person</b> <b>YWCA</b>	<b>Licensed Providers</b> This training is for center-based programs and family child care providers and offers an overview of the Environment Rating Scales. The Environment Rating Scales are user-friendly assessment tools that measure the quality of the learning environment for infants through school-age children. After completing this training, participants will be able to use the tool(s) for program self-assessment and improvement planning.	<b>To register contact: Annemarie Toldo at <a href="mailto:AnnemarieT@ywcawil.org">AnnemarieT@ywcawil.org</a></b>  <b>**Registration deadline is October 28th, 2022**</b>  <b>\$10 FEE</b>
Thursday, 11/17/2022	<b>Activity Transitions</b>  <b>Introductory</b>  Presenter: Stephanie Siemens	6:00 PM to 7:00 PM  <b>Zoom</b> <b>Live</b>	<b>All Providers</b> Learn how to make transitions smooth, meaningful, and fun for children. Dr. Jean Feldman explains how to “bridge” periods of time, and capture children’s interest with activities, finger plays and songs, and games.	<b>Register <a href="#">here</a></b>  CDA: 8  FREE
Monday, 11/21/2022	<b>Infants: Activities, Games, and Fun</b>  <b>Introductory</b>  Presenter: Andrea Capriotti	6:00 PM to 8:00 PM  <b>Zoom</b> <b>Live</b>	<b>Providers Ages 0-3</b> Working with infants is always a very busy time! During this training, participants will learn new activities and games they can incorporate into their classroom that are Developmentally Appropriate and child appropriate for children ages 6 weeks-15 months.	<b>Register <a href="#">here</a></b>  CDA: 3 & 8  FREE
Monday, 12/5/2022	<b>Disability Awareness for Childcare Workers</b>  <b>Introductory</b>  Presenters: Alice Nichols and Eric Brown	6:00 PM to 7:30 PM  <b>In person</b> <b>YWCA</b>	<b>All Providers</b> We are pleased to welcome RAMP to the YWCA for this training opportunity. During this training, providers will learn general information, disability etiquette/classroom management, accessibility, and language usage surrounding disability.	<b>To register contact: Annemarie Toldo at <a href="mailto:AnnemarieT@ywcawil.org">AnnemarieT@ywcawil.org</a></b>  CDA: 5 & 6  FREE



Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
Wednesday, 12/7/2022	<b>Trust in a World of Uncertainty</b>  <b>Introductory</b>  Presenter: Stephanie Koclanis	6:00 PM to 7:30 PM  <b>Zoom Live</b>	<b>All Providers</b> Trust is an inside job. In this time of constant change and many unknowns, we tend to put faith in the outside world (and in others) to give us the correct information and answers. In essence, we are trusting external forces over ourselves. In this training, you will gain strategies to build trust/belief in yourself so you feel more in control of your thoughts and emotions...and of your life. We will also explore the many benefits of self-belief. Pen and paper/journal encouraged for periodic self-reflection.	<b>Register <a href="#">here</a></b>  CDA: 2, 3 & 6  FREE
Tuesday, 12/13/2022	<b>BRRR! What To Do Now?</b>  <b>Introductory</b>  Presenter: Andrea Capriotti	7:00 PM to 9:00 PM  <b>Zoom Live</b>	<b>All Providers</b> Cold weather brings a long winter and long days inside. If you are needing some new and fresh ideas, this is the training for you! Participants will leave refreshed with fun and exciting plans for their curriculum during the winter months.	<b>Register <a href="#">here</a></b>  CDA: 5 & 8  FREE
Tuesday, 12/13/2022	<b>Spin, Dump, Hide, and Throw: Why Do Children Do This?</b>  <b>Introductory</b>  Presenter: Stephanie Koclanis	6:00 PM to 7:30 PM  <b>Zoom Live</b>	<b>All Providers</b> Ever been puzzled by the repetitive or pattern of behaviors some children do? 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.	<b>Register <a href="#">here</a></b>  CDA: 2, 3 & 8  FREE
Wednesday, 12/14/2022	<b>Story Dictation</b>  <b>Introductory</b>  Presenter: Stephanie Siemens	6:30 PM to 7:30 PM  <b>Zoom Live</b>	<b>All Providers</b> Story Dictation is a valuable part of any early childhood setting because it fosters children's language, literacy, and social-emotional development. Learn the basics of story dictation and how you can use it in your setting.	<b>Register <a href="#">here</a></b>  CDA: 8  FREE

Date	Training Title	Time & Address	Audience & Course Description	Registration CDA Area & Fee
For your convenience, we have added Icons to the Trainings that are Gateways Registry approved, ExceleRate or Health and Safety Trainings-please refer to the key below:				
	Gateways Registry Approved Trainings			
	ExceleRate Approved Trainings			
	Health & Safety Trainings			

## IDHS Required Health and Safety Trainings For License Exempt Providers

One-time trainings:	Format:	How to Access:
<b>CPR/First Aid</b>	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>
<b>Child Abuse and Neglect/Mandated Reporter Training</b>	Online	Link to website : <a href="http://dcfstraining.org">Illinois Mandated Reporter Training (dcfstraining.org)</a>
<b>ECE credential: Level 1</b>	Online through Illinois Gateways i-Learning system	Link to Illinois Gateways i-Learning: <a href="https://courses.inccrra.org">https://courses.inccrra.org</a> .
<b>Child Development, Health &amp; Safety Basics: Six (6) hours</b>	Online through Illinois Gateways i-Learning system	Link to Illinois Gateways i-Learning: <a href="https://courses.inccrra.org">https://courses.inccrra.org</a> .

## 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:

Fall Reading and Family Events at the Rockford Public Library [Link](#)

Fall Reading and Family Events at the Freeport Public Library [Link](#)

### **\*\*CPR\*\***

In-person CPR at the YWCA has resumed. In- person dates and times are listed on the “Highlighted Trainings” page in the calendar. If you are unable to participate, a list of alternate entities is below. 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. Look for our new First Aid/CPR Funds Program application, available soon.

#### **List of approved CPR providers (Effective June 14, 2022):**

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. Know CPR
10. MEDIC FIRST AID
11. National Safety Council
12. Pacific Medical Training
13. Pro-Trainings, LLC
14. Titan CPR Associates

# YWCA Northwestern Illinois Child Care Solutions Provider Services

## How can we help YOU?

### **Carol Lyons- CORE Receptionist**

- Handles all front office, administration duties for CORE team
- Responsible for greeting guests, answering phones, handling company inquiries and the sorting and distribution of mail

**Extension:  
200**

### **Jennifer Betts – Data, Recruitment & Retention Specialist & Referral Backup**

- Maintains and updates provider database
- Assists in the recruitment and retention of child care providers
- Assists with data entry for training registrations and provides applicable training certificates
- Offers information on starting a child care business
- Assists in providing customized referrals upon request

**Extension:  
218**

[Email Jennifer](#)

### **Annemarie Toldo – Training & Technical Assistance Coordinator & Referral Lead**

- 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
- Provides customized child care referrals upon request

**Extension:  
211**

[Email Annemarie](#)

### **Leisha Kury– Community Systems Development & Grants Specialist**

- Works and connects with programs and services across health, early care and education, family support, and social services
- Coordinates community outreach and collaborations
- Responsible for the promotion, technical assistance, receiving, and awarding of funds for:
  - Quality Improvement Cohorts
  - Training Stipends
  - Accreditation Assistance
- LECC Health & Safety Grants

**Extension:  
204**

[Email Leisha](#)

### **Andrea Capriotti – Infant Toddler Specialist**

- Promotes the ExceleRate Illinois program and offers technical assistance to licensed Family Child Care Providers and licensed Child Care Centers; conducts Silver Circle of Quality renewals
- Coordinates consultations, trainings, observations, and assessments of children ages 0-3
- Assists with implementing Continuous Quality Improvement Plans

**Extension:  
228**

[Email Andrea](#)

### **Stephanie Siemens – Quality Specialist**

- Promotes the ExceleRate Illinois program to licensed Family Child Care Providers and licensed Child Care Centers; conducts Silver Circle of Quality renewals
- Coordinates consultations, trainings, observations, and assessments of children ages 3-12
- Assists with implementing Continuous Quality Improvement Plans

**Extension:  
234**

[Email Stephanie](#)

### **Silvia Diaz- Higher Education Navigator**

- Recruits and connects incumbent early childhood care and education workforce members with appropriate early childhood programs at 2- and 4-year institutions
- Creates strong relationships with early care and education employers, members of the incumbent workforce, and ECE programs at 2- and 4-year institutions of higher education
- Maintains an up-to-date and ongoing understanding of all early childhood programs offered by 2- and 4-year institutions within SDA1
- Provides assistance with the technicalities of completing the FAFSA to qualify for federal aid, access state scholarship monies for the EC workforce, and apply to the relevant institution and programs.

**Extension:**

**205**

[Email Silvia](#)

### **Training Policies and Procedures**

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

*Please note:*

***\*\*In person trainings will require a mask to be worn at all times\*\****

### **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](http://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