



## Summit BHC – Continuing Education Event Policies

- **Cancelations by Summit BHC or Subsidiaries** – Should a CE event need to be canceled for any reason (i.e inclement weather, illness of presenter, insufficient registration to host an event, pandemic, venue issue, etc) – Director of Education & Event Strategies and/or designee will make every effort to provide as much advance notice as possible to attendees. Any registrations fees paid by participants will be refunded within 2 weeks after the original date of the scheduled event.
- **Cancelations/No Show of Participants** – Participants are allowed to cancel their registration for a full refund of any registration fees paid up to 3 days prior to the event for any reason. Requests for refunds will be made in writing via email or postal. Participants who do not request a refund prior 3 days of the event and/or “No-Show” for the event may submit a written request for refund to the Director of Education & Event Strategies. Refund requests within 3 days prior to the event or afterward are at the discretion of the Director of Education & Event Strategies. Final determination for refunds will be made no more than 3 business days after receipt of request
- **Confidentiality of Participants/Clients** – All efforts will be made to ensure confidentiality of participants’ and clients’ information. All parties involved in each event (Director of Education & Event Strategies, Host Facility/Rep, Presenters, & Designee) will share responsibility of ensuring client and participant confidentiality is respected and protected at all times before, during, and after each continuing education offering.

**Grievances** – Grievances related to any continuing education event offered by Summit BHC or subsidiaries will be made in writing to the Director of Education and Event Strategies. This includes any and all grievances related to complaints about course content, speakers, facilities, nonreceipt of certificates, and other miscellaneous occurrences. This can be submitted via email or postal. Grievances will be evaluated by and course of action will be determined by Director of Education & Event Strategies, Social Worker Consultant, and CE Program Administrator. If resolution can not be made or further assistance is

requested or needed, the Director of Education & Event Strategies will consult with direct supervisor, Executive VP of Business Development and Corporate Compliance Officer for appropriate resolution. Director of Education will document all grievance reports and keep a record of all actions taken to address the grievance.

- **Record Keeping** – Records of registrants, attendees, presenter qualifications, CE applications, promotional materials, approval letters, and evaluations will be kept and archived via electronic files and shared between Director of Education & Event Strategies and Marketing Manager. These archives will be kept and made accessible for no less than 7 years or length of time required by credentialing organization per event.
- **ADA Facility Standards** – Only facilities and platforms that are ADA compliant will be used to host continuing education events.