

Bookmark Connections: Important Policies

**There is *no partial credit*. In order to obtain CEs, you must attend the whole workshop.

- It is important to both sign-in and sign-out for continuing education credits
- There are no refunds if you are not able to attend the whole workshop

Cancellation/Refund Policy

- You may get a **full refund** up to **TWO WEEKS** before the start time of the first day (this does not include potential fees associated with Eventbrite)
- There are no refunds if you cancel after the two week mark, for any reason, but you are eligible for a **100% credit** for a future workshop, which is good for three years (this does not include any potential fees associated with Eventbrite) – *this only applies to Bookmark Connections' hosted events* (usually two or three workshops a year); it does not apply to events hosted by other organizations, (e.g., Lewis & Clark)
- If the workshop you attend with your credit has a different price, then the difference will need to be made up in whichever direction is appropriate (additional money may be owed by you). If the workshop you attend costs less than the original workshop, and the difference is \$99 or less, then the difference will be refunded to you. If the difference is \$100 or more, then your remaining credit is extended for another two years.
- If for some reason, Dr. Forster is not able to host regular workshops (e.g., due to illness), then your credit will be refunded to you
- *If you are not able to attend and would like a refund after the two week mark, you have two options:*
 - *Transfer your registration to a new registrant/participant to take your place. You must email me their name and email address, no later than 7:30 am PT on the day of the workshop. You two can either deal with the registration fee together, or you will be fully refunded the cost of the workshop after the new payment is received (must receive the new payment no more than 48 hours after the workshop has ended).*
 - *Inquire if there is a wait-list for the workshop. If someone can definitely take your place, then a full refund will be issued to you.*
 - The refund does not include potential fees associated with Eventbrite

For Online Zoom Workshops: Technical Issues that Disrupt Workshop

- Facilitator has upgraded their internet speed, router, modem, drivers, and cables, etc. in order to decrease the likelihood of any technology issues. However, sometimes these things are out of one's control. Facilitator uses the Zoom platform. Workshops are live for synchronous learning, and are **not recorded**.**
- Small technical issues that stem from the facilitator's technology will be made up within the context of the workshop
- Larger technical issues that stem from the facilitator's technology will be made up in a timely manner by rescheduling the part of the workshop that was not completed
- Small or large technical issues that stem from the participant's technology may be discussed with Dr. Cheryl Forster to decide what the best course of action is (e.g., questions after the workshop, a credit to attend a future workshop). Depending on the situation, it may not be possible to obtain credits for the current workshop if the technology issues are significant enough. Making-up the content is never a guaranteed option.

Inclement Weather Policy

- If the building/venue is closed, then the event will be cancelled for inclement weather.
- Every effort will be made to reschedule the event in a timely manner.
- If a participant cannot make the rescheduled event, then they may have a full credit (**no refund**; credit may **not** include Eventbrite fees) towards a future Bookmark Connections hosted event (note: some workshops by Cheryl are **not** also hosted by Bookmark Connections; only two or three workshops per year are hosted by Bookmark Connections per year). The credit expires three years from the *end* date of the original workshop.
- The above is only applicable if whole event is cancelled. While Bookmark Connections cares about everyone's safety, **this does not apply to individuals**. No refunds will be given. A 50% credit (not including Eventbrite fees) towards a future workshop will be given with the same aforementioned stipulations, for individuals who cannot make the event due to inclement weather (this assumes the event is still being held).

Grievance Policy

- Bookmark Connections seeks to ensure equitable treatment of every person and to make every attempt to resolve grievances in a fair manner. Please submit a written grievance to the workshop assistant (their email is always provided to participants), who will then provide you a written copy of the detailed grievance policy and discuss next steps. If they feel comfortable and prefer, participants may also contact Dr. Cheryl Forster directly at drforster@bookmarkconnections.com. Although we cannot guarantee a particular outcome, all grievances would receive, to the best of our ability, corrective action in order

to find resolution and prevent further problems. We hope to respond and resolve any matter within one month of any complaint made. We take concerns seriously.

Accommodations for the People with Disabilities

- Individuals needing special accommodations for any workshop, please contact: Cheryl Forster at drforster@bookmarkconnections.com. We will be happy to collaborate (and consult as needed) on an accommodation plan.
- For in-person workshops, Bookmark Connections uses physical facilities that are accessible.
- For online workshops (majority of workshops), Bookmark Connections uses the platform, Zoom, which has numerous accessibility features. Some examples include live captions, transcripts, screen reader support, keyboard accessibility, and display setting options. Please see the link for additional information:
<https://www.zoom.com/en/accessibility/#:~:text=Accessibility%20Settings&text=Customize%20the%20font%20size%20of%20chat%20and%20captions.&text=Control%20your%20Zoom%20experience%20with,Keyboard%20Shortcuts%20for%20easy%20navigation.&text=Use%20Zoom%20with%20a%20screen,control%20over%20screen%20reader%20alerts>.
- Other potential accommodations may include, but are not limited to, providing sign language interpreters and making materials available in large print.
- One exception for accommodations: Bookmark Connections does not record workshops or allow the recording of workshops.

For Privacy Terms

- Bookmark Connections seeks to protect the confidentiality of participant information by not sharing information with anyone other than the workshop presenter and assistant(s)
- Required information (e.g., sign-in sheets, anonymous evaluation summaries) may be shared with continuing education related organizations/companies, if requested, solely for the purpose of CE hours and certificates
- Please go to <https://bookmarkconnections.com/privacy>

Conflict of Interest Policies

- Dr. Forster follows the ethical guidelines of her profession when it comes to potential conflicts of interest, and seeks consultation as needed. This applies to the planning, promotion, delivery, or evaluation of a workshop.
- If there is any conflict of interest or commercial support for a workshop, or an absence of one, the participants will be informed at the beginning of a presentation and it will also be noted on the website.