

# **IARTC CE Policies**

## **Record Keeping and Retention/ Confidentiality of Participant Information**

IARTC deeply values the confidentiality of all attendees. As such IARTC protects participant information received during the secure registration process such as name, address, telephone number, email address, and financial information, as applicable. IARTC does not collect social security numbers. All materials from events are maintained for a period of five (5) years.

## **Attendance Policy**

Registrants for IARTC CE-granting events must attend the event in its entirety in order for any CE credit to be awarded. No partial credit for attendance is possible.

## **Fees, Refunds, and Cancellation Policy**

Should unforeseen circumstances (illness, weather, technology failures, and so forth) occur that prevent IARTC from holding an event, notification will be made to registrants in a timely manner (within 24 hours). Any fees paid for a canceled event will be refunded in their entirety. Should a participant need to cancel their registration any time prior to the event for any reason, notify IARTC at [iartc.pdc@gmail.com](mailto:iartc.pdc@gmail.com) and receive a full refund.

Events may be cancelled or rescheduled due to circumstances beyond our control. IARTC is not responsible for any loss or damage as a result of substitution, alteration, or cancellation of an event. IARTC shall assume no liability whatsoever in the event that an event is cancelled, rescheduled, or postponed due to a fortuitous event. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labor strike, extreme weather, pandemic, or another emergency. IARTC will make every effort to offer a substitution event in the case of a cancellation because of a fortuitous event.

## **Confidentiality Breaches Policy**

In the event of a confidentiality breach, IARTC will make a notification to the affected parties.

## **Disclosure or Use of Client Information in a CE Program**

IARTC does not allow the use of any client information in its events. Composites of real-life case examples may be used within its continuing education programs to provide examples or facilitate role plays or discussion while maintaining confidentiality.

### **ADA Accommodations**

We value inclusion and access for all participants and are pleased to provide reasonable accommodations for IARTC events. Please contact [iartc.pdc@gmail.com](mailto:iartc.pdc@gmail.com) to make a reasonable accommodation request. Requests must be submitted at least three (3) weeks prior to the event date. We will attempt to implement late requests but cannot guarantee they will be met.

### **Enduring Materials**

IARTC does not offer home study programs at this time.

### **Program Complaints**

If a participant or potential participant would like to express a concern about an IARTC event, the individual may email IARTC at [iartc.pdc@gmail.com](mailto:iartc.pdc@gmail.com). Although we do not guarantee a particular outcome, IARTC will consider the complaint, make any necessary decisions, and respond within six (6) weeks.