



Course Governing Policies

Record Keeping- A physical file for each course offering will be kept for a period of 5 years in a locked filing cabinet in the office according to HIPAA standards. These course files will include all of the following: (a) Participant roster that includes all participants, (b) A list of the program presenters that include their qualifications and an accurate description of the content presented, (c) a list of all authors and presenters of home study programs (and an accurate description of the content presented by each author and presenter), (d) the program content description, (e) attendee /participant evaluations, (f) the program promotional and marketing materials, and (g) the program agenda and materials distributed to participants, including the learning objectives.

Attendance Verification- Self-Care, Soul-Care & Burnout for Counselors will be an online offering only using Zoom as the video conferencing platform. Each attendee must sign in using their legal name as their handle. Each attendee will be cross-referenced with our registration document to ensure attendance. A physical copy of this cross-referenced attendance sheet will be kept in the course file and to be held for 5 years.

Participant complaints and disputes- Each attendee will be provided, in writing, contact information (a phone number and email address) for directing any complaint or dispute about the course, charges, testing results or any other pertinent topic pertaining to the course. Any participant who registers a complaint or dispute will be responded to in a timely manner and these disputes will be kept on file in the program's physical file to be held for 5 years.

Registration Process- Middle Tennessee Counseling will have a dedicated page for this course on our website (www.MidTNCounseling.com). We will use Eventbrite as the platform for registration for this event.

Program fees, refunds and cancellations- Our policy for fees, refunds and cancellations will be clearly displayed on the promotional material and on our website. The event will be free for all attendees. There will be a \$15 charge for anyone wanting the 1 hour CE credit for the course. Full refunds will be made for any cancellation made no later than 48 hours before the event.



(Course Governing Policies continued ...)

Course Learning Objectives- Our course learning objectives are included on all promotional material. They are as follows: 1) How to recognize burnout and its symptoms. 2) how to grow a deeper understanding of the difference between self-care and soul-care and how that impacts our deeper encounters with clients. 3) How to develop a burnout prevention and recover program.