



CEU COURSE POLICIES AND PROCEDURES

SCOPE

This policy applies to all Brooks' workforce members which for the purposes of this policy refers to all directors, officers, managers, employees, medical staff, contractors, volunteers, students and others associated or affiliated with Brooks. Brooks includes the following entities: Brooks Rehabilitation; Brooks Rehabilitation Hospital; Brooks Health Foundation; Brooks Health Development; Brooks Rehabilitation Home Health; Bartram Crossing Skilled Nursing; The Green House Residences; Bartram Lakes Assisted Living; University Crossing Skilled Nursing; Brooks Rehabilitation Clinical Research Center; Brooks Rehabilitation Medical Group; HB Rehabilitative Services; and HB Outpatient Rehabilitative Services.

Any workforce member found to have violated this policy may be subject to disciplinary action up to and including termination of employment or termination of services agreement/contract as may be applicable.

PURPOSE

To provide written documentation for the CEU Course Policies and Procedures.

POLICY

Brooks IHL adheres to the following Policies and Procedures regarding Continuing Education courses:

Cancelation of a CEU Course

If Brooks IHL cancels a course for any reason whatsoever, Brooks IHL will refund 100% of the registration fee to all registrants of that course. Brooks IHL will not be responsible for fees/penalties for cancelation and/or modification for travel associated with the cancelled course. Registrants may apply the registration fee in part or whole towards a future Brooks IHL sponsored CEU course.

Registrants will be notified immediately upon recognition of the course cancellation by whatever means is most effective for that registrant.

Registrants will be notified immediately by whatever means is most effective for that registrant upon the decision to move the location of any Brooks IHL sponsored CEU course and/or for modifications in the timed schedule for any Brooks IHL sponsored course.

Registrant Cancelations

If a registrant to a Brooks IHL sponsored CEU course cancels their attendance more than 14 days before the CEU course, they will receive a 90% refund of the registration fee that was

paid (10% is kept to support processing and handling).

If a registrant to a Brooks IHL sponsored CEU course cancels their attendance 14 days or less before the CEU course, they will receive a 50% refund of the registration fee that was paid. Registrants that do not show up the day of the course without notifying the IHL will not be eligible for a refund.

If a registrant cancels their subscription to the Brooks Innovative Topics in Rehabilitation Webinar package prior to the 5th presentation they are eligible for a 50% refund. Beyond the 5th presentation, registrants are not eligible for a refund.

In cases of an emergency hardship that required a last minute cancellation, the registrant may appeal this policy to the Director of Clinical Operations. The registrant may be required to demonstrate/provide documentation that supports the reason for the emergency cancellation. The decision of the Director is final with no further mechanisms for appeal.

Brooks IHL Serving as a Host for an External CEU Provider/Vendor

In cases where Brooks IHL is serving as a host for an external CEU provider/vendor and the vendor cancels the CEU course, Brooks IHL has no liability and/or responsibility for registration refunds and/or fees/penalties for cancellation and/or modification for travel associated with the cancelled course.

Returned Checks

When a registrant pays for a Brooks IHL CEU course with a check that is returned for insufficient funds, the registrant will be charged and held responsible to pay the bank service fee. If the course payment is satisfied through a different mode (i.e., credit card) the service fee is still required.

Unsatisfactory Service:

Brooks IHL Course

If an individual attends a Brooks IHL CEU course and feels that the services provided did not meet the objectives outlined in the Brooks IHL course advertisement, a complaint can be filed via email Info@BrooksIHL.org. The complaint must be filed within one week of the course date. The Brooks IHL will review the complaint and investigate why objectives were not met. If all parties agree that Brooks IHL is at fault for the failure to meet the advertised course objectives, a full refund of the course registration fees will be provided to the individual.

Course Hosted by Brooks IHL

If Brooks IHL hosts a course provided by an outside vendor, and an individual feels that the services provided did not meet the objectives outlined in the advertisement, Brooks IHL is not responsible for issuing a refund to the individual. The course provider is responsible for conflict resolution. Brooks has no liability and/or responsibility for registration refunds and/or fees/penalties for cancellation and/or modification for travel associated with the course that does not meet advertised objectives.