



## **Confidentiality of Participant Information**

Advocacy and Training Alliance, LLC will make every effort to maintain the confidentiality of participant information gathered. Advocacy and Training Alliance, LLC will maintain the confidentiality of that information, respect participants' right to privacy, and refrain from disclosing information, in compliance with standards of laws and regulations governing confidentiality of information.

## **Program Complaints**

If a participant or potential participant would like to express a concern about Advocacy and Training Alliance, LLC or a continuing education program provided by Advocacy and Training Alliance, LLC, the individual may call 317-402-2851 or email [training@advocacyandtraining.org](mailto:training@advocacyandtraining.org). Although Advocacy and Training Alliance, LLC does not guarantee a particular outcome, we will consider the complaint, make any necessary decisions, and respond within ten (10) business days.

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

Fees for all training sessions will be posted on Advocacy and Training Alliance, LLC website, <https://advocacyandtraining.org>. Refunds for training sessions may be requested until registration for the training session closes. Any cancellation of a training session by Advocacy and Training Alliance, LLC will result in a refund of registration fees.

## **Confidentiality Breaches**

Advocacy and Training Alliance, LLC will make every effort to maintain the confidentiality of participant information. However, in the event of any suspected confidentiality breach, Advocacy and Training Alliance, LLC shall immediately notify affected parties of the existence and nature of the incident as understood at the time. Advocacy and Training Alliance, LLC will immediately investigate the incident and will provide, in writing, a report describing the results of the investigation, including: the date of the breach; the date of the discovery of the breach; a description of the types of confidential information that were involved; identification of each individual whose information has been, or is reasonably believed to have been, accessed, acquired, or disclosed; and any other details necessary to provide a complete overview of the breach.

## **Attendance**

Due to the nature of Advocacy and Training Alliance, LLC training sessions, participants must attend the full training sessions for which they are registered in order to obtain continuing education. Partial credit will not be granted. In any situations in which the Advocacy and Training Alliance, LLC receives conflicting information related to a participant's attendance, signatures and/or informational technology data will be utilized for attendance verification.

## **Record Keeping and Retention**

Advocacy and Training Alliance, LLC will retain all training-related documents, records, and communications, including those in electronic form, for a minimum of five (5) years. Different retention periods or specific retention guidelines may be set, as necessary, based on the business needs or compliance requirements of Advocacy and Training Alliance, LLC.

## **Disclosure or Use of Client Information**

Advocacy and Training Alliance, LLC does not use actual client information in its training programs. However, in any instance of an exception to this policy, Advocacy and Training Alliance, LLC will obtain proper informed consent for the use of such information. Additionally, Advocacy and Training Alliance, LLC emphasizes the importance of maintaining the confidentiality of sensitive client information which includes, but is not limited to:

- All records related to the personal information, health information, and treatment of clients and their families (i.e., service notes, incident reports, conference notes, etc.);
- Discharged client files; and
- All volunteer and employee files.

Protection of such information is vital and Advocacy and Training Alliance, LLC participants must use such information only for approved purposes.

## **ADA Accommodations**

Advocacy and Training Alliance, LLC is committed to ensuring that all participants served are treated with respect and dignity regardless of their race/color, sex, pregnancy, age, religion, national origin, ancestry, disability, citizenship status, military status, genetic information, sexual orientation, gender identity, or other legally protected categories. Upon request, Advocacy and Training Alliance, LLC takes appropriate steps to provide reasonable accommodation to individuals with disabilities. Advocacy and Training Alliance, LLC strives to use only facilities that are accessible to those challenged by physical or mental disabilities. However, if that is not possible, Advocacy and Training Alliance, LLC can take steps to assist, including, but not limited to, physically assisting outside or inside of facilities, removing physical barriers, and rearranging items to provide easy access and movement through all areas. For specific needs, participants can contact us at [training@advocacyandtraining.org](mailto:training@advocacyandtraining.org)