

COMPREHENSIVE OUTREACH EDUCATION CERTIFICATE (COEC)

PROGRAM POLICY

COEC Completion

Each participant must complete the required 80 hours of COEC training: (71) hours of virtual/in class training and nine (9) credit hours of self-paced health modules on a third-party site in order to be marked complete for the COEC session and receive a Certificate of Completion. A Certificate of Completion will only be provided if the participant meets all the requirements; attended all COEC sessions, completed the required health modules, and payment for participation has been received.

Registration

Participants must complete the 'COEC Participant Registration Form' and get approval from their supervisor in order to participate. Supervisors are also required to complete the 'Supervisor Approval Form' for each registered participant.

External Participant Registration:

Up to two (2) participants can be registered by the same supervisor to participate in a COEC session at the same time. CHEC encourages participants and supervisors to complete their forms at least 30 days prior to the COEC session start date.

Internal Participant Registration:

Up to one (1) BPHC staff member from each bureau within the organization can be registered to participate in each COEC training. Bureau Directors can nominate one (1) staff member for each COEC training (Fall/Winter/Spring Annually) to participate in the training and participate in its entirety. The nominated staff member must be able to fully engage in the schedule and complete all requirements to receive a certificate of completion. Registration forms will need to be completed by the participant and their supervisor. Participants and supervisors must complete their designated forms at least two (2) weeks prior to the COEC training start date.

Payment

The fee to participate in a COEC session is \$650.00 per registered participant. Acceptable forms of payment are organization checks and money orders. Personal checks are not an acceptable form of payment. Full payment is required two weeks prior to the start date of the scheduled COEC session. Fee includes access to seventy-one (71) hours of scheduled sessions and access to a third-party site for self-paced COEC specific health modules of the individual' s choosing where nine (9) credit hours need to be completed. The participant will be able to choose from CHEC approved health modules and will be required to upload the certificate of completion for each health module online.

If payment is not received prior to the start date of each COEC session, a certificate will not be released upon completion of the program until payment is received. It is the responsibility of the organization to pay the fee to participate in COEC sessions.

Refunds

Refunds will not be provided under any circumstances. If an organization wishes to replace the registered participant with another participant, they may do so by notifying CHEC within thirty (30) days of the COEC start date. The newly identified participant will be required to complete a COEC registration form.

Attendance and Tardiness

If a participant has planned time off during any scheduled training dates, it is highly encouraged that they register for a COEC session that does not conflict with their planned time off. It is the responsibility of the participant and their supervisor to determine the participant' s coverage at their worksite to be able to fully participate in COEC without disruption. This includes but is not limited to individuals who are participating in COEC sessions while at their worksite who may be interrupted by clients or colleagues.

Virtual COEC Sessions:

Participants are required to be in virtual space at the start of each session. Entry is not allowed after the ten (10) minute grace period for virtual sessions. If a participant has not entered the space during the ten (10) minute grace period, they will not be allowed to enter and will be marked absent from the training on that date.

In-Person COEC Sessions:

Participants are required to be in the physical space at the start of each session. Entry is not allowed after the fifteen (15) minute grace period for virtual sessions. If a participant has not entered the space during the fifteen (15) minute grace period, they will not be allowed to enter and will be marked absent from the training on that date.

Missed COEC Sessions (Virtual and In-Person Sessions):

Any portion of a session where more than 15 minutes are missed counts as an absent day. Should an individual miss more than two (2) sessions, they will not be allowed to complete the COEC training (including make-up sessions). The participant and their supervisor will be notified via email with this information. Should a participant be interested in completing the program and receiving a certificate of completion, a new registration form, supervisor approval form and payment will be required.

After each missed session, up to two (2) missed sessions (including a portion of the sessions where more than 15 minutes are missed), the participant and their supervisor will be contacted by email to inform them of the missed sessions. The participant and their supervisor will receive a make-up date for each session, up to two (2) missed sessions at the end of the scheduled COEC training. If the individual misses a third session (or portion of a session longer than 15 minutes), they will not be allowed to participate in any further sessions at which point a refund will not be provided to the individual/organization and training credit is not transferable.

Make-up COEC Sessions

If a participant misses up to two (2) sessions, they will receive a make-up date for the up to two (2) sessions they missed. If a participant misses three (3) sessions, they will need to register and pay for another COEC training. If the participant misses the scheduled make-up session (s), they will not be allowed to make-up that session and will not receive a certificate of completion.

Participation

Participants must actively and respectfully engage in the entire COEC training session. Participants who exhibit disruptive behaviors (cell phone use, sleeping, driving, meeting with clients, not turning their camera on, or other behaviors not acceptable in their workplace during active work and meeting time (smoking, vaping, use of other substances inappropriate for the workplace etc.) will be asked to leave the physical space, *be marked as absent*, and be required to make up the *COEC session* scheduled for that date. Participants and their supervisors will be notified via email with this information.

Virtual COEC Sessions:

It is preferred and highly recommended that participants have a laptop/computer in a stable location to participate in the COEC training. Participants are required to be present on screen during each COEC session with a functioning front-facing camera and microphone. Participants will be asked to participate in breakout groups, respond in the chat and present the content. Participants who exhibit disruptive behaviors (cell phone use, sleeping, driving, meeting with clients, not turning their camera on, or other behaviors not acceptable in their workplace during active work and meeting time (smoking, vaping, use of other substances inappropriate for the workplace etc.) will be removed from the virtual space, *be marked as absent*, and be required to make up the *COEC session* scheduled for that date. *Driving is not permitted under any circumstance for any length of time during the session. This becomes a liability for BPHC that will not be permitted and will*

result in immediate removal from the session. Participants and their supervisors will be notified by email with this information. Any portion of a session where more than 15 minutes are missed counts as an absent day. Please see 'Attendance and Tardiness' .

It is the responsibility of the individual and/ or organization to provide the equipment (laptop, tablet, camera, headset/microphone etc.) needed to *fully* participate in COEC.

In-Person COEC Sessions:

Participants are required to be present in the classroom during each COEC session. Cell phone use is not allowed. Should an *emergency arise that requires* usage of their cell phone, they should *notify CHEC staff and* quietly step out. If the emergency requires the participant to leave the session or will need to be away more than fifteen (15) minutes, they will be required to make-up the session. Participants who exhibit disruptive behaviors (cell phone use, sleeping, driving, meeting with clients or other behaviors not acceptable in their workplace during active work and meeting time (smoking, vaping, use of other substances inappropriate for the workplace etc.) will be asked to leave the physical space, *be marked as absent*, and be required to make up the *COEC session* scheduled for that date. Please see 'Attendance and Tardiness' .

Health Module Completion

Participants are required to complete nine (9) credit hours of self-paced health modules on a third-party site. The participant will be able to choose from CHEC approved health modules and will be required to upload the certificate of completion for each health module online.

Health modules need to be completed before the end of their scheduled COEC session end date, no exceptions. *Participants and their supervisors will receive module reminder emails.* Participants are encouraged to start their health modules as soon as they receive the online module enrollment information for their COEC session cohort.



COEC Session Make- Ups

Participants and their supervisors will be notified if they are required to make up any sessions and which COEC sessions they need to make-up in order to obtain a Certificate of Completion. The participant will be provided **one** make-up date that will occur during the next scheduled COEC session. If a participant misses up to two (2) sessions, they will receive a make-up date for the up to two (2) sessions they missed. If a participant misses three (3) sessions, they will need to register and pay for another COEC training. If the participant misses the scheduled make-up session (s) their supervisor will be notified, and they will not receive a certificate of completion.

By signing below, you are indicating that you have read and clearly understand the above policy.

Participant:

Full Name (Print)	Signature	Role/Title	Date

Supervisor:

Full Name (Print)	Signature	Role/Title	Date