

Attendance Policy

The New Hampshire Health Care Association (NHHCA) is proud to offer quality educational programs and Continuing Education Hour (CE hr) opportunities to the long-term care providers of New Hampshire. We genuinely appreciate your choice to attend our events and programs. We know that the time you spend attending NHHCA programs is valuable and we are committed to maintaining the integrity of the process by which we award CE hr. certificates.

The NHHCA Board of Directors has asked that we clarify our attendance policies for the benefit of our attendees. NHHCA Board and/or staff members will be available at most events to address any questions that may arise regarding attendance.

As a provider of CE hr. certificates, NHHCA is charged with the responsibility of verifying that anyone receiving a CE hr. certificate has attended the entirety of the program for which they wish to receive CE hr. credit. We take that responsibility very seriously and ask that all attendees cooperate with our efforts to accurately award CE hr. certificates. We have not lost sight of the fact that attendees may need to exit an event for short periods of time.

The following are some guidelines developed by the NHHCA Education Committee that we hope will further clarify our attendance policies.

- EFFECTIVE MARCH 1, 2011 – Full vs. Partial CE hr. credit:
 - It shall be assumed that only *full CE hr. credit is available to program attendees unless the NHHCA event brochure explicitly indicates that **partial CE hr. credit is available for the event in question.
 - In order to obtain *full CE hr. credit for any NHHCA program, an attendee must ***attend the entirety of the program..
 - In order to obtain **partial CE hr. credit for any NHHCA program, an attendee must ***attend the entirety of the pre-determined time for which partial CE hr. credit is available as indicated in the corresponding NHHCA brochure.

Definitions:

*Full CE hr. Credit - A quantity of CE hr. credit commensurate with the entire period of time in which a program takes place.

**Partial CE hr. Credit - A pre-determined quantity of CE hr. credit that is less than the entire period of time in which a program takes place.

***Attendance - The act of attending or being physically present in the room or space where and when a program or event is held.

- If a program exceeds the originally scheduled time the NHHCA will make adjustments to the CE hr. certificate to properly reflect the additional time the attendee spent attending the program (changes will be made to the scheduled time and to the total amount of CE hrs. given for that program).
- Signing up and paying for a program does not entitle one to CE hr. credit.
- Signing in at the registration table does not entitle one to CE hr. credit.
- Signing in at the registration table is a mandatory component of attendance verification.
- Requests for CE hr. certificates to be mailed at a date later than the event date may be subject to a processing fee depending upon the volume and/or complexity of the request.

Thank you for choosing NHHCA for your continuing education needs. We look forward to serving you for many years to come. Please do not hesitate to contact any NHHCA staff person or Board member with your questions or comments.

Cancellation and Payment Policy

Cancellation:

1. Cancellations may be made in writing or by e-mail. Please be sure to include your facility or company name, the participant(s) name and title, the event/program title, the contact person and the contact person phone number.
2. NHHCA does not send confirmation upon receipt of your cancellation. We encourage you to contact us at 603-226-4900 to confirm your cancellation.
3. Cancellations must be made within 10 business days of the program/event date to receive a refund minus a \$25.00 administrative fee (unless otherwise stated on the registration brochure).
4. Cancellations made within 10 business days of the program/event will not receive a refund.
5. Participants who do not attend a program are not entitled to a refund unless prior written notice has been given to NHHCA as outlined in the policies above.
6. Substitutions can be made at the event and must be noted upon registering. Substitutes will be required to fill out a substitution form as part of the registration process. Failure to complete and submit a substitution form will result in both the original registrant and the substitute being charged for the program/event.

Payment:

1. The NHHCA will accept cash, check or credit card.
2. Please make all checks payable to: NHHCA.
3. Payment is expected prior to the date of the program.
4. Any payment not received by the date of the event will be subject to a late fee. Late fees are calculated as 25% of the per person/ item charge to attend unless otherwise indicated in the brochure.
5. Any payments not made after 90 days will be subject to a penalty fee of 50% of the per person/ item charge to attend.

If you have any questions or concerns about the cancellation or payment policies please contact Shannon Pichette at 603-226-4900. Thank you!