

## ANSWERS TO COMMON QUESTIONS

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Registration for Ethics, Spiritual Care and Social Sensibilities Champions for 2016-2017 is now open through **March 19, 2016**. For administrative purposes, Trinity Health has made this a firm deadline. If you miss the deadline, you may register for individual sessions instead.

- ⇒ **Cost:** For Trinity Health facilities, there is no cost to attend, however, registration is required. For non-member facilities, the cost for annual registration is \$200 per program, per line. The cost for individual sessions is \$20 per session, per line. Note: Individual session registration will open on Monday, March 28, 2016 for all programs.
- ⇒ **Registering:** PayPal is the only way to register. We can't accept checks or credit cards over the phone. You DON'T need to have a PayPal account; you can make the payment without registering as a "guest" similar to online purchases you may have made on other sites.
- ⇒ **Online Schedules:** The schedule of topics can be found by clicking on the *Programs & Services* tab at our website [www.trinity-health.org](http://www.trinity-health.org). Click *Mission* for Spiritual Care Champions and Social Sensibilities [or *Ethics* for Ethics Champions].
- ⇒ **Confirmation of Registration:** PayPal will notify us of all payments received and at the end of the registration period, we will send a "Welcome" email to the address listed on the registration invoice. For those who choose to log on to their PayPal account, you CAN enter a different email address than the one associated with your PayPal account if you desire. You do that by entering the email into the "comments to the seller" section at check-out. If you have submitted your payment and haven't received the "Welcome" email by the Monday prior to the conference, please contact us at [championsprograms@trinity-health.org](mailto:championsprograms@trinity-health.org). Please have your transaction or receipt number from your payment confirmation available.
- ⇒ **Registering Multiple Site Locations:** If you are registering multiple sites and have additional email addresses to add, please include the transaction number and send them to [championsprograms@trinity-health.org](mailto:championsprograms@trinity-health.org).
- ⇒ **One Contact Only:** There can be only one contact per facility. In case of unexpected absences, we suggest each contact have a contingency plan for participation so your colleagues won't have to miss the live session. Please be advised that as the liaison between us and your facility, requests for schedules, audio links and/or presentation slides from your colleagues should be managed by you.

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- ⇒ **Champions Programs Dates & Times:** Ethics Champions will run monthly on the 1<sup>st</sup> Wednesday of each month from April 6, 2016 through March 8, 2017. Spiritual Care Champions will run monthly on the 2<sup>nd</sup> Wednesday of each month from April 13, 2016 through March 15, 2017 and Social Sensibilities Champions will run monthly on the 3<sup>rd</sup> Wednesday of each month from April 20, 2016 through March 22, 2017 with the exception of December. There will be no session for Social Sensibilities in December. All sessions take place 9-10am pacific | 12-1pm eastern
  
- ⇒ **Logistics:** Logistics for this program will include the toll free dial-in number with a passcode, a WebEx link, PowerPoint slides and in most cases a speaker bio. These logistics will be sent to the email address on this confirmation 48 hours prior to the date of the conference. In cases when the slides are too large to send via email, we will send in PDF format as an alternative. We apologize in advance if this causes technical issues for you.
  
- ⇒ **Passcode Requirement:** As mentioned above, there will be password sent with the logistics. This number is required by the operator to join the audio portion of the session. To protect the integrity of the registration process, operators will not allow anyone into the conference without this code. Please be advised, however, there will not be a required password for the WebEx. Note: If you are using a laptop that doesn't have email access, please contact us for special instructions.
  
- ⇒ **Audio Link:** Each session will be recorded and the audio link to the recording will be sent by the end of day of the conference day. These links will not expire, so it is suggested that you save our email communications for future reference. Unlike the live session, you may share the audio recording link with your colleagues without any additional cost involved.
  
- ⇒ **Survey:** Along with the audio link, we will also send a link to a survey. It's a quick survey to gain feedback on your thoughts on the presentation and speaker facilitating the talk. Your feedback helps us in deciding when to invite a speaker to present again or to help decide on future topics, so please take a couple of minutes to complete these each month.
  
- ⇒ **Technical Difficulties:** Unfortunately due to the unpredictability of technology, there may be times when you encounter difficulties signing onto the webinar. If this happens, please email us at [championsprograms@trinity-health.org](mailto:championsprograms@trinity-health.org) to alert us of your issue. Our staff won't be able to answer phone messages during the conference. Please try to be specific about the issue so we can assist you in joining the conference as quickly as possible.

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- ⇒ **CEU:** Because fees and guidelines vary by state when applying for CEUs, Trinity Health does not offer educational credit for participation in this program. The NACC has approved our curriculum for CEUs, so systems interested in obtaining CEUs can apply directly through their Education department. Trinity Health can assist with your application by providing bios of each speaker and by requesting each speaker contribute objectives on the first slide of their presentation.