

CCR&R Attendance & Registration Policies

By registering for a training with CCR&R, you agree to our registration, attendance, and cancellation policies.

- Participants must be registered prior to the training to be admitted. Individuals who are not registered cannot attend.
- Registration closes at 2 pm the day prior to the training.
- You may register online using our online registration portal [here](#). If you need support registering, you may call us at (971)223-6100 or email us at ccrr@caowash.org. Register early as trainings fill up! Registration is only final upon receipt of a confirmation email. Verbal confirmation is not a guarantee that your space will be held.
- To receive credit for a training, you must attend the entire training. If you miss more than 15 minutes, you will not receive credit. We utilize reports in Zoom to tell us when individuals log in and out.
- Cancellations must be given three days prior to the training to receive a refund or Training Bucks.
- Direct refunds will be issued for payment types of card & check. Training bucks will be issued for cash payments. We currently are not accepting cash, but training bucks issued prior are still allowed as a form of payment.
- It is the attendee's responsibility to know the location, directions, date & time of the training. Currently, all our trainings are online. If you do not have the link to the training, please reach out to us by 2 pm the day of the training so we may support you. Our team is typically off by 4:30 pm so we may not be able to support you right before the training.
- Participation in trainings is expected. This could look like adding feedback in the chat box, having your camera on, joining breakout rooms, participating in discussions, coming off mute to answer questions, etc. **If you are not responsive to the trainer or opener, that is grounds for removal from the training and no training hours will be given.**
- Attending multiple trainings at the same time is not permitted and will result in the removal of attendance credit hours for both trainings attended. It is the registrant's responsibility to review your confirmation email to ensure your trainings do not overlap. If you find that

you accidentally registered for trainings that are at the same time, please notify us and we will update your registration.

- When trainings are held in person, only non-mobile nursing infants are allowed to attend trainings. All other children and family are not permitted to attend.
- We are not sending out certificates with online trainings. Our frequency of trainings and registration numbers have increased significantly, therefore if you wish to receive a certificate, you must email us at ccrr@caowash.org to request one.
- Training hours will be validated directly into the Oregon Registry by CCR&R within 10 business days of a training, sometimes sooner. This eliminates the need for a certificate as it will be automatically added to your Oregon Registry account.
- If a training is cancelled by CCR&R, we will issue refunds to all who paid within three business days. (Note: depending on your bank, it may take an addition 3-5 business days for the money to be credited to your account).
- Training links are sent to both the email we have on file with the Oregon Registry, as well as the email address that you used to register. Please make sure to add ccrr@caowash.org to your contact list to enable the emails to come through. If you wish to subscribe to our emails, please email us at ccrr@caowash.org and we will add you to our mailing list. (Please note: if you unsubscribe from our emails, you will NOT receive our training links).