



Policies

Accommodations Policy

Reasonable accommodations can be made for individuals with disabilities as needed. Venues selected for workshops will have reasonable accessibility, or it will be documented on registration materials if there are barriers or limitations. Participants requiring additional assistance are welcome to bring an assistant with them at no extra charge, as long as they provide 72-hour notification of need for accommodation. Recording devices will be allowed under needed circumstances. Release forms will be required stating that information recorded will not be distributed. If participants have accommodation needs, they can contact info@choices.care or 626.470.9834.

Ethics Policy

Our organization does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers, instructors, vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, workshop participants, and vendors.

Patricia Gieselman Marriage and Family Therapy, Inc. is a professional corporation. The President and CEO of the corporation is a Licensed Marriage and Family Therapist who abides by and provides clinical services and educational and training opportunities that teach and train participants and licensees to treat any client in an ethical and clinically sound manner that is consistent with the CAMFT Code of Ethics. All selected trainers will be expected to abide by same ethical expectations. In the event that a trainer for a particular event is a member of another professional association, he or she will be expected to teach and train in accordance with that Code of Ethics.

Grievance Policy

- If the complaint concerns a speaker (content, style of presentation) the participant filing the complaint will be asked to do so in a written format. The CE Program Director will assure the confidentiality of the individual by addressing the speaker directly.
2. If the complain concerns the training (content, level of presentation, or facilities), the CE Director will:
 - a. Attempt to resolve facilities issues
 - b. Provide a full refund or issue a credit to be used within one (1) year of registration.
 3. If the grievance concerns the business practices of Patricia Gieselman Marriage and Family Therapy Inc.'s CE Program, in a specific regard, the CE Program Director or Administrator will attempt to arbitrate.

Privacy Policy

We are committed to the responsible management of consumer information, and Internet user privacy is a high priority. We will not collect any personally-identifiable information about you (name, address, telephone number or email address) unless you send it to us voluntarily. If you do not want your personal information collected, please do not submit it on our site.

You have a choice about how we use your personal information to communicate with you, and you may opt out at any time by unsubscribing or changing your preferences.

Security Policy

We take great care to maintain the security of your information. Among other measures, we use 256-bit Secure Sockets Layer (SSL) software, which encrypts information as it is transmitted. We send your credit card information to our card processing company when you make a purchase and do not read or retain this information ourselves. Read more about how your personal financial information is handled by our payment gateway provider, [Authorize.net](#). Inquiries regarding credit card payments can be sent to Choices Counseling & Skills Center, 37 Auburn Ave Suite 1, Sierra Madre CA 91024.

Refunds, Cancellations and Substitutions Policies

Cancellations are subject to a \$25 processing fee. Individuals who send a written cancellation request no later than 10 days before the training will be eligible for a refund less the \$25 processing fee and will be refunded within 30 days of the event. Refund checks will be issued within 15 days of the close of the training. If registration is paid by credit card, refunds will be credited to the credit card used for payment within 30 days of cancellation.

A colleague may be substituted for no additional charge if Patricia Gieselman Marriage & Family Therapy, Inc. (dba: Choices Counseling & Skills Center/DBT Center - San Gabriel Valley) is notified at least five (5) business days before the workshop or training event.

Fees for continuing education certificates are non-refundable.