

Trailblazer Therapy
Provider #1032321

Policies and Procedures

Trailblazer Therapy (Provider #1032321) is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFT's, LCSW's, LPCC's, AND LEP's. Trailblazer Therapy maintains responsibility for this program and all its content.

Maintenance of Records

If a course participant requests a copy of a past continuing education course, then they will need to email their request to program administrator at Trailblazer Therapy, Heather Ayers-Cluff at the following: heather@trailblazertherapyinfo.com. Course participants will receive a confirmation email within 24-hours to confirm that their request has been received and is being processed. A copy of their certificate of course completion will be sent via email within 3-5 business days of receiving their request.

Awarding Course Credit and Monitoring Attendance

Trailblazer Therapy shall award continuing education credit hours on the basis that one continuing education credit is equal to one hour (60-minutes) of instructional time. A continuing education hour is defined as a 60-minute hour. Continuing education credit shall be awarded only for instructional time. Lunch and all other break times shall not be included in total time awarded for continuing education credit. All courses will be a minimum of at least one continuing education hour, in one block of time. Course credit will be issued via course completion certificate, which participants will receive via email within 72-hours of completing the course. Participants can keep the certificate for their records. Should a copy of the certificate be necessary, participants can submit requests to the program administrator, Heather Ayers-Cluff via email at heather@trailblazertherapyinfo.com. Acknowledgment of receipt of the request will be sent within 24-hours.

Individual participation attendance

Trailblazer Therapy's procedure for monitoring attendance includes having an attendance roster; including sign-in/sign-out logs and having each participant complete a program evaluation in order to receive credit for their participation in the course.

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Requesting Accommodations for Disability

All requests for accommodations for disability and/or special needs should be sent via email to the program administrator, Heather Ayers-Cluff at heather@trailblazertherapyinfo.com. Acknowledgment of receipt of the request will be sent within 24-hours and all efforts will be made to provide the participant with the requested accommodation(s).

Verifying Individual's Participation for Distance Learning

For all distance learning courses, course participants will engage with the content at their own pace. They will be provided a secure log-in to confirm that the participant who signed up for the course is the participant engaging with the course material. Additionally, throughout the course, there will be quiz questions that check for understanding and ensure on-going course engagement. At the completion of the course a post-test will be administered and participants will have to score at least 70% to be issued a course completion certificate. Participants will be able to retake the post-test up to 3 times to achieve a 70% passing rate.

Refund and Cancellation Policy

In the event that a participant is no longer able to attend the event, the participant must notify the program administrator, Heather Ayers-Cluff at heather@trailblazertherapyinfo.com before 72-hours of the scheduled continuing education course. Participants are eligible for a full refund if the cancellation request is received before 72-hours of the event. If a participant cancels within 72-hours of the event, they will be issued a credit that they can use toward future continuing education courses worth the same value of the cost of the canceled course.

Grievance Policy

Course participants can obtain a copy of the grievance policy by calling 415-320-8590 or sending an email to the program administrator, Heather Ayers-Cluff at heather@trailblazertherapyinfo.com. In order to file a grievance, participants shall submit a grievance in writing by email. Acknowledgment of receipt of the grievance will be sent within 24-hours. All grievances regarding refund requests, complaints about course content, complaints about facilities, complaints about non-receipt of certificates, and/or complaints about miscellaneous occurrences will be reviewed by the program administrator and responded to within 72-hours. Additionally, the program administrator will keep record of all grievances and/or complaints and resolutions and report to CAMFT in the initial and subsequent renewal applications.