



Case Management Society of America

6301 Ranch Drive | Little Rock, AR 72223

T 501.225.2229 F 501.227.5444 E cmsa@cmsa.org

www.cmsa.org

CMSA Educational Program Policies & Procedures

PRIVACY POLICY

Case Management Society of America is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to the Case Management Society of America Web site and governs data collection and usage. By using the Case Management Society of America website, you consent to the data practices described in this statement.

Collection of your Personal Information

Case Management Society of America collects personally identifiable information, such as your e-mail address, name, home or work address or telephone number. Case Management Society of America also collects anonymous demographic information, which is not unique to you, such as your ZIP code, age, gender, preferences, interests and favorites.

There is also information about your computer hardware and software that is automatically collected by Case Management Society of America. This information can include: your IP address, browser type, domain names, access times and referring Web site addresses. This information is used by Case Management Society of America for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Case Management Society of America Web site.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through Case Management Society of America public message boards, this information may be collected and used by others. Note: Case Management Society of America does not read any of your private online communications.

Case Management Society of America encourages you to review the privacy statements of Web sites you choose to link to from Case Management Society of America so that you can understand how those Web sites collect, use and share your information. Case Management Society of America is not responsible for the privacy statements or other content on Web sites outside of the Case Management Society of America and Case Management Society of America family of Web sites.

Use of your Personal Information

Case Management Society of America collects and uses your personal information to operate the Case Management Society of America Web site and deliver the services you have requested. Case Management Society of America also uses your personally identifiable information to inform you of other products or services available from Case Management Society of America and its affiliates. Case Management Society of

America may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

Case Management Society of America does not sell, rent or lease its customer email lists to third parties. Case Management Society of America may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, Case Management Society of America may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Case Management Society of America, and they are required to maintain the confidentiality of your information.

Case Management Society of America does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

Case Management Society of America keeps track of the Web sites and pages our customers visit within Case Management Society of America, in order to determine what Case Management Society of America services are the most popular. This data is used to deliver customized content and advertising within Case Management Society of America to customers whose behavior indicates that they are interested in a particular subject area.

Case Management Society of America Web sites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Case Management Society of America or the site; (b) protect and defend the rights or property of Case Management Society of America; and, (c) act under exigent circumstances to protect the personal safety of users of Case Management Society of America, or the public.

Use of Cookies

The Case Management Society of America Web site use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize Case Management Society of America pages, or register with Case Management Society of America site or services, a cookie helps Case Management Society of America to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Case Management Society of America Web site, the information you previously provided can be retrieved, so you can easily use the Case Management Society of America features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Case Management Society of America services or Web sites you visit.

Personalized Messaging

CMSA may work with third-party providers to deliver promotional messages to you from the Case Management Society of America. Information about your visits to this site, such as certain pages you have viewed (but not your name, address, email address or other personal information) is used to serve advertisements and messages to you while browsing the World Wide Web. Our providers may use cookies, web beacons, or similar technologies placed on your computer to help present, better target, and measure the effectiveness of the advertisements served to you on our web site or through affiliate advertising network providers.

Web beacons utilize JavaScript code and write information to cookies, the small text file mentioned above that is placed on your hard disk by a Web page server. You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Case Management Society of America services or Web sites you visit.

Security of your Personal Information

Case Management Society of America secures your personal information from unauthorized access, use or disclosure. Case Management Society of America secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

Changes to this Statement

Case Management Society of America will occasionally update this Statement of Privacy to reflect company and customer feedback. Case Management Society of America encourages you to periodically review this Statement to be informed of how Case Management Society of America is protecting your information.

Contact Information

Case Management Society of America welcomes your comments regarding this Statement of Privacy. If you believe that Case Management Society of America has not adhered to this Statement, please contact Case Management Society of America at cmsa@cmsa.org. We will use commercially reasonable efforts to promptly determine and remedy the problem.

POLICIES & AGREEMENT

Access, Registration, and Time Period

CMSA's online Knowledge Center is available 24 hours a day, seven days a week, with the exception of maintenance periods, for everyone to view the courses available.

Registrants must login (or create an account at www.cmsa.org, using their CMSA website username and password before registering for courses. While registrants do not have to be a member of CMSA to purchase courses, members are offered substantial discounts.

Registration Confirmation

After successfully registering and paying for any educational program, a confirmation will be emailed, along with more details about that program.

Cancellations, Refunds, & Transfers

Please consider your purchase carefully. Due to the nature of online learning, once registered **no cancellations, refunds, or transfers of ticket packages are allowed.**

Course Certificates

For online training courses in the CMSA Knowledge Center, your certificates will be provided after the successful evaluation of each session under My Account, My Credit. Certificate is downloadable under Session Title upon completion of evaluation. *Registrants will be responsible for printing their certificates and remitting to the respective credentialing bodies.*

For courses conducted by webinars, certificates will be emailed within a set time period following the webinar, after successfully verifying the attendance, and evaluations by the registrant for that webinar.

For face-to-face programs, certificates are normally awarded at the conclusion of the program after completing and turning in a completed evaluation. For longer face-to-face programs such as a conference or multi-day workshop, then the process will for receiving certificates will be shared with those attendees.

It is the responsibility of the registrant to ensure they do not submit duplicate continuing education credits for the same session offered & attended during Annual Conference & Expo. If the registrant attended and evaluated a session while onsite at the 2015 Annual Conference, the registrant may not evaluate the same session contained in the 2015 Extended Conference.

E-Mail Usage Policy

By submitting your email address during the Extended Conference registration process, you agree that CMSA and its conference partners may send you email with case management and/or conference related information. A valid email address is required for all online registrations.

Mailing Address Usage Policy

By submitting your mailing address during the Extended Conference registration process, you agree that CMSA and its partners may send you mailing of case management and/or conference related information.

TERMS OF REGISTRATION

The organizers of this online learning shall not be liable for any delays or failure in performance or interruption of services resulting directly or indirectly from any cause or circumstance beyond the reasonable control of the organizers including but not limited to acts of God, war, terrorism, weather, accidents, fires, electrical failures, strikes, labor disputes, explosions, and government orders or regulations. (Organizers: CMI and the Case Management Society of America)

The organizers reserve the right to cancel this learning without liability. The total amount of any and all liability of the organizers will be limited to a refund of the registration fee.

You also agree not to allow any other individual to participate using your account information, during the registration or attendance process, or any other related activity including acceptance of these terms of registration.

Registrants agree to indemnify, defend and hold harmless CMSA, its officers, directors, and agents, against all claims arising out of actions or omissions of at or in connection with this online learning program except for CMSA's own gross negligence or willful misconduct. CMSA agrees that it will indemnify and hold harmless registrants against all claims arising out of the acts of omissions of CMSA, its officers, directors, and agents in connection with this online learning event except for registrant's own gross negligence or willful misconduct.

CMSA reserves the right to substitute an equally qualified speaker/session in case of an emergency or cancellation. CMSA has no duty of due diligence with respect to presenters or sponsors, and makes no endorsements of any presentation or product.

Your registration acknowledges acceptance of these terms and provisions of registration.

ACCOMMODATIONS FOR DISABILITIES

Every effort will be made to accommodate your special needs. To request accommodation; please contact Toni Sullivan, 501-673-1113, or tsullivan@cm-innovators.com

GRIEVANCE POLICIES AND PROCEDURES

Registered attendees who have expressed a need to file a grievance against any CMSA educational program should follow the procedures below:

- All grievances should be submitted in writing either by email, fax or mail.
- Written grievances should include the following:
 - Name of Event/Program
 - Full name of Registrant
 - Full Contact Information of Registrant, including: Address, phone and email
 - Description of reason or circumstance resulting in a grievance

- Suggested request for resolution for grievance
- Grievances that are prior to an event should be received at a minimum of 14 days before start date.
- Grievances occurring after an event should be received no later than 30 days after the conclusion of the program.
- All grievances will be reviewed by an Educational Staff Member, and the CMSA Executive Director/CE Director, as well as, Licensed Social Worker Consultant. These reviewer's may request additional information or request that the grievance also be shared and reviewed by the CMSA National Board.
- Upon evaluation and review, a conference call will be scheduled to discuss results with individual to allow additional discussion or arguments.
- Final grievance results will be communicated in writing back to the individual placing the grievance.
- In the case of a refund request, only registration fees for the event paid by the registrant will be considered. CMSA is not responsible for travel related expenditures, or lost pay from work. Money will be refunded to the responsible party that made the initial payment (back to the credit cardholder, or the issuer of the check).
- All records of grievances with resolution will be kept on file.

Your written grievance may be submitted to:

CMSA Educational Director
6301 Ranch Dr
Little Rock, AR 72223

Fax: 501-227-5444

Email: CMSA@cmsa.org

Questions? Contact Toni Sullivan, 501-673-1113, or tsullivan@cm-innovators.com