CUSTOMER SERVICE

##### TEMPLATES TO ADDRESS STUDENTS’ QUERIES

###### Updated October 27

**Contents**

[FAQS: REGISTRATION, CANCELATIONS, PAYMENTS, TRANSFERS 3](#_Toc140589742)

[FAQS: INTERNATIONAL PROFESSIONALS WANTING TO REGISTER FOR OUR PROGRAMS 9](#_Toc140589743)

[SCHOLARSHIPS, FUNDING OPTIONS 13](#_Toc140589744)

[(incl. funding letters requests) 13](#_Toc140589745)

[FAQs: DISCOUNTS OFFERED BY HLLN 14](#_Toc140589746)

[FAQs: ABOUT OSAP 16](#_Toc140589747)

[FAQs: ABOUT ZOOM 18](#_Toc140589748)

[Tech Issues with eClass 19](#_Toc140589749)

[ Template 1- 19](#_Toc140589750)

[Students cannot log into eClass 19](#_Toc140589751)

[ Template 1.a- 19](#_Toc140589752)

[Students cannot log into eClass, can’t find the information that has been sent to her/him, or if asking you to resent this information- 19](#_Toc140589753)

[ Template 2- 20](#_Toc140589754)

[ Template 3 20](#_Toc140589760)

[Students are still not able to see their course on the dashboard 20](#_Toc140589761)

[FAQs about eClass 21](#_Toc140589768)

[FAQs: CERTIFICATES OF COMPLETION AND DIGITAL CREDENTIALS 22](#_Toc140589769)

[FAQs: ABOUT HLLN’S PROGRAMS 25](#_Toc140589770)

[LEGAL WEBCAST ( if students missed it) 30](#_Toc140589771)

[FAQs: CUSTOM PROGRAM 31](#_Toc140589772)

[FAQs: CONFIRMATION OF PROGRAM ENTRY REQUIREMENTS 32](#_Toc140589773)

[FAQs & TEMPLATES - COURSE SPECIFIC 33](#_Toc140589774)

[ Multicourse 33](#_Toc140589775)

[ Cultural Safety Certificate 36](#_Toc140589776)

[ Decision Support Analysts Professional Certificate 37](#_Toc140589777)

[ Diabetes Certificate 40](#_Toc140589778)

[ Health Coaching Programs (all) 41](#_Toc140589779)

[ Legal webcast for Health Coaches and Navigators 59](#_Toc140589781)

[ IV & Infusion Therapy Certificates 60](#_Toc140589782)

[ Leadership Certificate Programs (all) 65](#_Toc140589783)

[ Program Evaluator PC or Monitoring an Evaluation 70](#_Toc140589784)

[ Motivational Interviewing Certificate 72](#_Toc140589785)

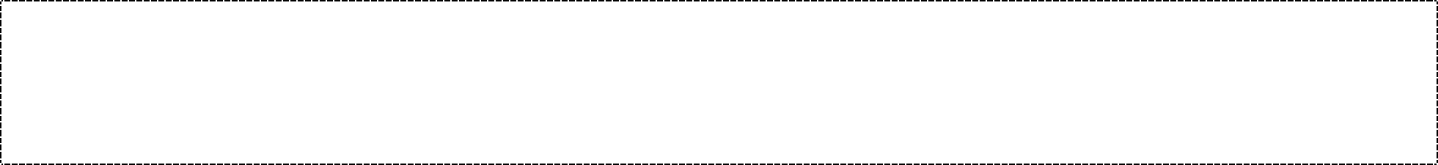
[ Psychological Health & Safety in the Workplace PC 73](#_Toc140589786)

[ Patient Navigation Programs (all) 74](#_Toc140589787)

[ Wound Care Certificate Programs (all) 78](#_Toc140589788)

[ Skin and Wound Care Basics for PSWs Certificate 82](#_Toc140589789)

[ Skin and Wound Care Basics for Harm Reduction Workers Certificate 84](#_Toc140589790)



**FEW NOTES:**

* Please use the terms “program”, “certificateor **Professional Certificate** (whenever is the case” – do not use the terms “course, or workshop”)
* Make sure you send any emails or respond to students’ queries from [**hlln@yorku.ca**](mailto:hlln@yorku.ca)

# FAQS: REGISTRATION, CANCELATIONS, PAYMENTS, TRANSFERS

|  |  |  |
| --- | --- | --- |
| **QUESTIONS** | **ANSWERS** | |
| **How to reserve my seat or register for one of your**  **programs?** | Notes highlighted in yellow for reference only/ these may need to be updated or removed-– please check HLLN’s website for the latest version. | |
|  | Hello, | |
|  | Thanks for you’re email and interest in our program(s). We are emailing to share the information you need | |
|  | To reserve a seat, HLLN must receive your registration form and deposit, or full payment as described in the registration form:   * + For Certificate programs: https://hlln.info.yorku.ca/files/2023/01/Registration-form-2022\_e.pdf?x27795   + For Professional Certificate https://hlln.info.yorku.ca/files/2023/01/Registration-form-Prof-Cert-2022\_e.pdf?x27795   + For groups (2 or more):   + https://hlln.info.yorku.ca/files/2023/01/Group-registration-form\_2022\_e.pdf   Please let us know if we can provide further assistance.  Regards, | |
| **How to register as a group** |  | Notes highlighted in yellow for reference only/ these may need to be updated or removed-– please check HLLN’s website for the latest version.  Hello (name)  Thanks for your email and interest in our program(s)  To register as a group, we must receive a group registration, click on the link to download this form: https://hlln.info.yorku.ca/files/2023/01/Group-registration-form\_2022\_e.pdf  HLLN offers group discounts, this will depend on the program fee and group size. Contact us for more information at [hlln@yorku.ca](mailto:hlln@yorku.ca)  *Please note for groups of 12 participants or more, we will recommend considering our in-house/custom option. In this case, please reply to this email, so our team can schedule a call with you to discuss further your training needs.*  Please let us know if we can provide further assistance.  Regards |

|  |  |  |  |
| --- | --- | --- | --- |
| **Is there a registration deadline for any of your courses?** | Notes highlighted in yellow for reference only/ **There are two templates below**  Scenario 1 - For Wound Care and IN and Infusion Therapy programs only (these have program supplies that need to be mailed)  Hello,  Thanks for your email.  We are writing to provide guidance.   * Students are advised to register ASAP for any of our courses. Seats are limited, so once the course is full, we can't accept any more registrations. Registrations are processed on a first come first- served basis. * Last-minute registrations are not recommended, in a case-by-case situation it may be possible to register students up to 10 business days before the program start date. If that is the case students must be aware of the following:   + Programs supplies for the course: HLLN makes every attempt to ensure that your course supply packages for any practical components arrive before your program starts. These packages are sent out well before the program start date based on Canada Post's estimated delivery times. Your package may be late due to circumstances at Canada Post that are beyond our control.   + Program logistics, program access: HLLN will do its best to assist the student in their last-minute registration, while they gain access to the program information (incl. access to our learning landing management system-eClass), but please note technical issues may happen. In most cases, technological issues rely on the student’s computer or other issues outside of York’s control   Regards  Scenario 2 – for the other programs (excluding WC and iV)  Hello,  Thanks for your email.  We are writing to provide guidance.   * Students are advised to register ASAP for any of our courses. Seats are limited, so once the course is full, we can't accept any more registrations. Registrations are processed on a first come first- served basis. * Last-minute registrations are not recommended, in a case-by-case situation it may be possible to register students up to 48 hours before the program start date. If that is the case students must be aware that it takes a few hours for our team to request student's access to our program(s). Therefore, there is a risk of students accessing the course at the last minute, the students must be ready for that. * HLLN will do its best to assist the student in their last-minute registration, while they gain access to the program information (incl. access to our learning landing management system-eClass), but please note technical issues may happen. In most cases, technological issues rely on the student’s computer or other issues outside of York’s control.   Regards | | |
| **What are your**  **payment options?** | Hello,  Thanks for your email. We are emailing you to share the information you need.   * If you or your organization is in Canada, you are welcome to pay with:   + Cheque   + Money Order   + Credit Card   **Please note:** Paying by cheque is not available 2 weeks before the program start date. Cheques and money orders must be payable to **York University - HLLN. Any cheques should be sent to the correct address (the full address should be included, so the cheque doesn’t get lost)**  Health Leadership & Learning Network  Calumet College  **75 Arboretum Lane**  **2nd Floor. Room 204**  4700 Keele Street  Toronto, ON M3J 1P3   * If you or your organization is located outside of Canada, you must pay   the full fee to save your seat, payment is done by credit card.  **Please note** that non-Canadian dollar-denominated credit card fee payments will be subject to foreign exchange rates and fees as determined by the credit card. Company  Please let us know if we can provide further assistance.  Regards | | |
| **When should I pay the remaining**  **balance of my program?** | Hello,  Thanks for your email. We are emailing to share the information you need   * If you reside in Canada, HLLN must have 15% of the program fee or $150, whichever is higher, plus 13%HST, to reserve a seat • For deposits, any outstanding balances owed for courses will be collected on the 1st of the month in which the course runs, or the 1st of the previous month if the course starts within the first 7 days of the month. • Mail money order, or complete the Credit Card Authorization section on this form * If you or your organization is located outside of Canada, you must pay in full fee to save your seat, payment is done by credit card.   Please let us know if we can provide further assistance.  Regards, | | |
| **Can you let me know what payment plans you have?** | Notes highlighted in yellow for reference only/ **There are a few templates below**   * **Please note if the course starts soon- payment plans won’t apply, students must pay in full.** * **Payment plans are usually in place, depending on the course fee and when the course start dates (e.g., less than 1.5 months might not apply)**   **Case 1 – The course starts soon.**  Hello,  Thanks for your email.  The program session you selected starts soon; due to this reason we are unable to offer a payment plan.  If you wish to register for the program session you mentioned in your email, you are required to pay in full.  Please let us know if we can provide further assistance.  Regards  **Case 2 – The course starts in more than 1.5 months and the program fee is more than $600 before tax.**  Hello,  Thanks for your email, we are writing to share information about our payment plans:  **Payment Plan terms**  You may have time to start a payment plan and complete it by the time the course begins. After a deposit of 15% or $150 whatever amount is higher, we would divide the outstanding course fee by a few payments (1 or more depending on the program start date), paid on the first of each month.  The full balance must be paid before the program start date.  If you are requesting a payment plan, please include a note in your email when you send the registration form. Our team will then share the breakdown that will follow.  Please let us know if we can provide further assistance.  Regards  **Case 3 – The course starts in more than 1.5 months and the program fee is less than $600 before tax.**  Hello,  Thanks for your email, we are writing to share information about our payment plans:  **Payment Plan terms (if applicable)**  After a deposit of 15% or $150 whatever amount is higher, we would divide the outstanding course fee by a few payments (1 or more depending on the program start date and the program fee). Each payment is paid on the first of each month.  The full balance must be paid before the program start date.  If you are requesting a payment plan, please include a note in your email, so our team can confirm what payment plan option will apply (if any, to be determined as per the conditions mentioned above) after the deposit has been paid.  Please let us know if we can provide further assistance.  Regards | | |
| **Can I transfer my registration to a colleague?** | Hello,  Thanks for your email. We are emailing you to share the information you need.  Before you request a transfer, we kindly ask you to review our program policies here: <https://hlln.info.yorku.ca/policy/>  If you wish to proceed, please submit a request **Transfer form** (please click on the link to submit your request): [hlln1.wufoo.com/forms/z1ypnb7f0a5sg44/](https://hlln1.wufoo.com/forms/z1ypnb7f0a5sg44/)  Please let us know if we can provide further assistance.  Regards, | | |
| **What happens if I need to cancel my registration?** |  | Hello,  Thanks for your email. We are emailing you to share the information you need.  HLN will do as stated on our program policies: [(https://hlln.info.yorku.ca/policy/](https://hlln.info.yorku.ca/policy/))  If you wish to proceed, please submit a request **Transfer/Cancel form** (please click on the link to submit your request): [hlln1.wufoo.com/forms/z1ypnb7f0a5sg44/](https://hlln1.wufoo.com/forms/z1ypnb7f0a5sg44/)  Please let us know if we can provide further assistance.  Thanks |  |

|  |  |
| --- | --- |
| **What is covered on**  **the registration fee?** | Hello,  Thanks for your email. We are emailing you to share the information you need.  Unless otherwise stated, the program fee includes instruction, program materials, certificate of completion, and digital credentials (this last one if applicable).  HLLN program fees do not include travel/transportation costs, accommodation costs, food costs (unless confirmed by the HLLN team), parking costs, long-distance charges, internet service provider charges, and other charges associated with attending our programs.  Regarding Supplemental resources for programs that have a practical component e.g. **Wound Care and IV & Infusion Therapy** only**:** HLLN makes every attempt to ensure that your course supply packages for any practical components arrive before your program starts. These packages are sent out well in advance of the program start date based on Canada Post estimated delivery times. Your package may be late due to circumstances at Canada Post that are beyond our control.  Please let us know if we can provide further assistance.  Regards, |
| **How much should I pay for your**  **program(s)?** | Hello,  Thanks for your email. We are emailing you to share the information you need.  All our programs have different fees.  Please note:   * All fees are per person. * All fees are in Canadian dollars. * All registrants (incl. international) must pay 13% HST on top of the registration fees unless it is stated otherwise.   \***Please note:** HST stands for Harmonized Sales Tax, it is **a consumption tax in Canada**. Please let us know if we can provide further assistance.  Regards, |
| **I am a government employee; do I still need to pay HST?** | Hello,  Thanks for your email. We are emailing you to share the information you need.  We confirm government employees will still need to pay for HST. They can then get a rebate.  Please let us know if we can provide further assistance.  Regards, |
| **Do we receive a tax receipt?** | Hello,  Thanks for your email.  Can you please confirm if you are referring to a T2202 Tuition and Enrolment Certificate Tax Credit Fee?  **If that is the case,** please read the following:  It is your responsibility to ensure that you qualify to claim this tax credit. The Canada Revenue Agency is the official authority on all tax issues and should always be consulted if you are unsure about your eligibility. However, for your convenience, we have provided brief guidelines to help you decide if you should pursue this credit.  **Student eligibility:**   * You are at least 16 years of age. * You are taking the program to improve or obtain occupational skills. * Each of your courses in the program is a minimum of 3 consecutive weeks in length and provides no less than 12 hours of instruction per month. * You were enrolled in a specified educational program as defined by the Canada Revenue Agency   Please note not all our courses qualify for T2202s because they are not long enough.  The definition is as follows and can also be found at the CRA website link:  [https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/rc4654/guide-for- designated-educational-institutions-filing-the-t2202-tuition-and-enrolment-certificate-and-summary.html](https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/rc4654/guide-for-%20%20%20designated-educational-institutions-filing-the-t2202-tuition-and-enrolment-certificate-and-summary.html)     .  **Course Eligibility:**  Your course is part of a certificate program at the Health Leadership & Learning Network. All certificates are considered “designated post-secondary programs” as defined by the Canada Revenue Agency.   * Your course(s) was at least three consecutive weeks in length. * Course hours add up to at least 12 hours per month. * **You paid the tuition fees**. Your employer, company or institution did not submit the fees to the school on your behalf, or, you were not reimbursed later by your employer, company or institution, or you did not receive a grant, benefit or allowance from a third party.     If once you have reviewed this information, you think the course that you took with took qualifies for a T2202, please email us, so we can confirm this information with you.  Please let us know if we can provide further assistance. |
| **I took and completed the course…… with you. Can you provide me with a tax receipt (T2022)** | **Notes highlighted in yellow for reference only/**  **there are a series of steps before we reply to the student:**   1. **1. Confirm the following information: the student’s name, the program name, the session the student took, the course was fully paid and who paid for the course** 2. **2. Once with this information, check the table Laura Del Fatty, Financial and Clerical Assistant created for T2202- this will list all the programs and program sessions that will qualify for this**   **Please note not all our programs and sessions or even students will qualify for this document.**  **SCENARIO 1- The student completed one of our courses, but the course doesn’t qualify for the T2202 – because the program was not listed in Laura’s list.**    Hello,  Thanks for your email.  We confirm the course you took with us does not qualify for the T2202, as this course was not long enough (.  The definition of the courses that qualify for T2202 is as follows and can also be found at the CRA website link:  [https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/rc4654/guide-for- designated-educational-institutions-filing-the-t2202-tuition-and-enrolment-certificate-and-summary.html](https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/rc4654/guide-for-%20%20%20designated-educational-institutions-filing-the-t2202-tuition-and-enrolment-certificate-and-summary.html)        Please let us know if we can provide further assistance.  Regards    **SCENARIO 2- The student completed one of our courses, but the course doesn’t qualify for the T2202 – because the program was paid by the person’s employer.**  Hello,  Thanks for your email.  We confirm we will not be able to issue you a T2202, as the course was paid for by your employer.    Please let us know if we can provide further assistance.  Regards  **SCENARIO 3 - If you verify student complies with all the criteria and qualifies for the T2202.**    Hello,  Thanks for your email.  We confirm the course you took with us qualifies for the T2202. Our team will reach out in the upcoming days to you to request your SIN number and any additional information.    Please let us know if we can provide further assistance.  Regards |

# FAQS: INTERNATIONAL PROFESSIONALS WANTING TO REGISTER TO OUR PROGRAMS

|  |  |  |  |
| --- | --- | --- | --- |
| **I am an international**  **healthcare professional, can I take any of your programs:** |  |  | Notes highlighted in yellow for reference only  \* Highlighted areas may need to be updated or removed  \*International professionals must meet program entry requirements as mentioned on the website, they must also meet the language requirements (Make sure to attach the **Language test** requirements file, which you can find on this link:  https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements\_rev-June-2022.pdf?x27795  \* The **Wound Care program and IV programs** are the only programs in which HLLN **does not accept** registrations from professionals residing overseas or in Canada ( who do not have a licence to practice in Canada)  \***There are two templates**  **Scenario 1 -** **this template is for international nurses or doctors residing overseas or in Canada ( who do not have a licence to practice in Canada)**   * if the student has confirmed she/he is or was a nurse or doctor in their home country  - if you do not know use the other templates at the end of this email. * They want to take any of our programs, except  for Wound Care  or  IV & Infusion Therapy   HI  Thanks for your email and interest in our program.  To register for our program, you will be required to submit the following information:   1. A **copy of your certificate and/or transcrip**t of your degree  from your home country  (e.g Nursing, Medicine) (this will need to be in English or translated by a certified lawyer/institution) 2. Submit your **license number from your home country** and the name of the institution  that issued or granted this license 3. (if applicable) Evidence of your English Language level for admission consideration, unless you qualify for an exemption, p**lease refer to the document you will find on this link** [**https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements\_rev-June-2022.pdf?x27795**](https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements_rev-June-2022.pdf?x27795) 4. Submit a**registration form:**   For Certificate programs: <https://hlln.info.yorku.ca/files/2023/04/Registration-form-2023_a.pdf?x27795>  For Professional Certificate programs: <https://hlln.info.yorku.ca/files/2023/04/Registration-form-Prof-Cert-2023_a.pdf?x27795>         5. **Pay a deposit or program fee as indicated on the form**. Please note for international credit cards, please contact your Bank in advance to let them know about the  international transaction, this is to prevent any possible issues while processing the program fee  *Please note:*   * *Programs at the Health Leadership & Learning Network (HLLN) are offered in English. To register for our programs, it is your responsibility to ensure that you meet the language requirements. You may be asked to demonstrate language proficiency ( see the doc attached)* * *Programs have been designed according to Canadian standards. York University and HLLN do not warrant compliance with any other standards, and International professionals are advised to confirm with your national/local boards, ministries, organizations, or any authorized institution if HLLN's program content complies with your countries' practices and standards.*   Please let us know if we can provide further assistance  **Scenario 2 -** **for international students in Canada or overseas, please send the email below to confirm they meet program entry requirements**  Hello ( Name)  Thanks for your email and interest in our program name.  Students must meet program entry requirements, which you can find on our website under each program page <https://hlln.info.yorku.ca/open-programs>  To provide guidance, we ask you to share the following information:   * Program name that you would like to take with us: * Share a copy of your resume/CV ( this should include your education and professional experience) * Submit the following documents:   1. **A copy of your certificate and/or transcript** of your degree in (e.g Nursing, Psychology, etc.) from your home country (this will need to be in English or translated by a certified lawyer/institution)   2. **Others:**( if applicable) :      + For regulated healthcare professionals only, you will also be asked to submit your license number from your home country and the name of the institution which issued or granted the license.      + Evidence of your English level for admission consideration, unless you qualify for an exemption, p**lease refer to the document you will find on this link** [**https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements\_rev-June-2022.pdf?x27795**](https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements_rev-June-2022.pdf?x27795)   *Please note:*   * *Programs at the Health Leadership & Learning Network (HLLN) are offered in English. To register for our programs, it is your responsibility to ensure that you meet the language requirements. You may be asked to demonstrate language proficiency.* * *Programs have been designed according to Canadian standards. York University and HLLN do not warrant compliance with any other standards, and International professionals are advised to confirm with your national/local boards, ministries, organizations, or any authorized institution if HLLN's program content complies with your countries' practices and standards.*   We look forward to hearing from you.  Regards |

|  |  |
| --- | --- |
| **I am an international**  **healthcare professional,**  **but I do not know if I meet the “program” entry requirements** | Notes highlighted in yellow for reference only/ highlighted areas may need to be updated or removed  Hello,  Thanks for your email and interest in our program.  .  To provide guidance, we kindly ask you to share the following information:   * Program name that you would like to take with us * Share a copy of your resume/CV ( this should include your education and professional experience) * Submit the following documents:   1. **A copy of your certificate and/or transcript** of your degree in (e.g Nursing, Psychology, etc.) from your home country (this will need to be in English or translated by a certified lawyer/institution)   2. **Others:**( if applicable) :      + For regulated healthcare professionals only, you will also be asked to submit your license number from your home country and the name of the institution which issued or granted the license.      + Evidence of your English level for admission consideration, unless you qualify for an exemption, **please refer to the document you will find on this link** [**https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements\_rev-June-2022.pdf?x27795**](https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements_rev-June-2022.pdf?x27795)   *Please note:*   * *Programs at the Health Leadership & Learning Network (HLLN) are offered in English. To register for our programs, it is your responsibility to ensure that you meet the language requirements. You may be asked to demonstrate language proficiency* * *Programs have been designed according to Canadian standards. York University and HLLN do not warrant compliance with any other standards, and International professionals are advised to confirm with your national/local boards, ministries, organizations, or any authorized institution if HLLN's program content complies with your countries' practices and standards.*   We look forward to hearing from you. Regards |

|  |  |  |
| --- | --- | --- |
| **International students requesting information about visas or travel requirements to study in Canada** |  | Notes highlighted in yellow for reference only/ highlighted areas may need to be updated or removed  Hello (name),  Thanks for your email and interest in our programs.  We are unable to provide information about visas or any information regarding travelling or studying in Canada. We will suggest contacting the Canadian Embassy in your home country for further information. When you speak to them you may explain that you want to take a short course in Canada (our courses and non-degree non-credit)  Likewise, we also ask you to review our program prerequisites. We will need to confirm you meet them so we can process your registration. As an international healthcare professional depending on the program you wish to apply, we may ask for additional information to verify you meet the program prerequisites.  Please let us know if we can provide further assistance.  Regards, |

# SCHOLARSHIPS, FUNDING OPTIONS

# (incl. funding letters requests)

|  |  |
| --- | --- |
| **Do you offer**  **scholarships for any of your programs?** | Hello,  Thanks for your email. We are emailing you to share the information you need.  HLLN's programs are non-degree and non-credit certificate programs, therefore there are no specific scholarship options. That said, participants may be eligible for the following funding and financial aid options:   * OSAP * Canada-Ontario Job Grant * Second Career * Nursing Education Initiative * Allied Health   **Please note:** HLLN does not apply to any of these participants/ it is the participant's responsibility to do it.  Please let us know if we can provide further assistance.  Regards, |
| **Do you know of any funding and/or**  **financial aid sources?** | Hello,  Thanks for your email. We are emailing you to share the information you need.  York University or HLLN does not directly provide funding or apply for grants. However, if you are in Canada you may want to look into the following options:   * OSAP * Canada-Ontario Job Grant * Second Career * Nursing Education Initiative * Allied Health |

|  |  |
| --- | --- |
|  | For further information on any of the above, please click on the link: <https://hlln.info.yorku.ca/funding-sources/>  **Please note:** HLLN does not apply to any of these participants/ it is the participant's responsibility to do it.  Please let us know if we can provide further assistance.  Regards, |
| **Can you share/provide a**  **funding letter/letter for reimbursement?** | Notes highlighted in yellow for reference only/ highlighted areas may need to be updated or removed  **Please confirm student was registered for the course and passed this one. You may need to confirm this information with the Program Manager. ( confirm the name of this one), If he/she was on the course and passed this one**  Hello (name),  Thanks for your email.  We are writing to share more information about your request.  \*We issue letters upon our student's request, however, please note this 3 - 4 weeks approx. for us to issue them  \*Alternatively, if you need to submit any documentation sooner you could ask the entity requesting this information if you could submit the certificate of completion and program receipt. We understand this is something our students have done in the past.  Please let us know how you wish to proceed.  Regards |

# FAQs: DISCOUNTS OFFERED BY HLLN

Notes highlighted in yellow for reference only please refer to the spreadsheet with information about HLLN’s discounts.

###### Shared drive- HLLN main Directory-Registration folder- Promo Discount folder

* Or HLLN’s staff library [**https://hlln.info.yorku.ca/hlln-staff-resources/**](https://hlln.info.yorku.ca/hlln-staff-resources/) (Customer service)

|  |  |  |
| --- | --- | --- |
| **Do you offer group discounts?** |  | Notes highlighted in yellow for reference only (please confirm percentages with the Marketing Manager or Program Coordinator)  **Program Under $600** (2-3 people) =5% OR (4-6 people) = 7%  **Program Under $600** (2-3 people) =7% OR (4-6 people) = 10%  Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Yes, group discounts (5%, 7% or 10% on program fee) will depend on the program fee and number of registrants. Please contact [hlln@yorku.ca](mailto:hlln@yorku.ca) for more information.  *Please note discounts are not cumulative, this means that if the program is part of a current promotion or you were offered other discounts, only one discount option will apply. Feel free to contact us for further information at* [*hlln@yorku.ca*](mailto:hlln@yorku.ca)  Please let us know if we can provide further assistance.  Regards |

|  |  |  |  |
| --- | --- | --- | --- |
| **Are there programs.**  **discounts for York Alumni?**  **.** | Notes highlighted in yellow for reference only (please confirm percentages with the Marketing manager or Program Coordinator)  **Program under $600**=5% **Program over** $600=10%   * Please note: the student should include the student number on his/her registration – if she/he can’t remember, ask for Program Name and Graduation Year * If the student doesn’t know his/her student number. They have to tell in the email and their registration form the following: Degree’s Name and Year of Graduation | | |
|  | Hello,  Thanks for your email. We are emailing you to share the information you need.  Yes. Discounts are available for York Alumni.  Programs under $600=5% OR Programs over $600=10% | | |
|  | *Please note discounts are not cumulative, this means that if the program is part of a current promotion or you were offered other discounts, only one discount option will apply. Feel free to contact us for further information at* [*hlln@yorku.ca*](mailto:hlln@yorku.ca) | | |
|  | Please let us know if we can provide further assistance.  Regards | | |
|  |  | | |
| **Do you offer any discounts for seniors?** | Hello,  Thanks for your email. We are emailing you to share the information you need. Yes. HLLN offers a 5% discount to seniors.  *Please note discounts are not cumulative, this means that if the program is part of a current promotion or you were offered other discounts, only one discount option will apply. Feel free to contact us for further information at* [*hlln@yorku.ca*](mailto:hlln@yorku.ca)  Please let us know if we can provide further assistance.  Regards | | |
| **Do you offer any discount for HLLN alumni (this**  **means anyone who has.**  **taken any of our programs)** | Notes highlighted in yellow for reference only (please confirm percentages with the Marketing manager or Program Coordinator)  **Programs under $600**=5%  **Programs over** $600=7% | | |
|  | Please note students should include their student number on his/her registration – if she/he can’t  remember, ask for the Program Name and Graduation Year | |
| Hello,  Thanks for your email. We are emailing you to share the information you need.  Yes. Discounts are available for our (HLLN) Alumni.  Programs under $600=5% OR Programs over $600=7%  *Please note discounts are not cumulative, this means that if the program is part of a current promotion or you were offered other discounts, only one discount option will apply. Feel free to contact us for further information at* [*hlln@yorku.ca*](mailto:hlln@yorku.ca)  Please let us know if we can provide further assistance.  Regards |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **I was told by my**  **organization/institution**  **that you offer discounts to us (members/staff)?** | Notes highlighted in yellow for reference only . Yes, we have agreements with some organizations, and we offer discounts to their members.We usually give them a promo code that they must include on their registration forms. | | |
|  | BEFORE you reply to this email, verify the organization’s name You’ll then need to check in the shared drive:   * **Shared drive- HLLN main Directory-Registration folder- Promo Discount folder** * Or HLLN staff library [**https://hlln.info.yorku.ca/hlln-staff-resources/**](https://hlln.info.yorku.ca/hlln-staff-resources/) (Customer service)   Hello,  Thanks for your email. We are emailing you to share the information you need.  Yes, we offer (include percentage here) to (add organization’s name) members. We kindly  ask you to please include the following Promo code on your registration form:  *Please note discounts are not cumulative, this means that if the program is part of a current promotion or you were offered other discounts, only one discount option will apply. Feel free to contact us for further information at* [*hlln@yorku.ca*](mailto:hlln@yorku.ca)  Regards |  |

# FAQs: ABOUT OSAP

|  |  |
| --- | --- |
| **QUESTIONS** | **ANSWERS** |
| **About OSAP** | Hello,  Please note, that HLLN does not facilitate the submission or approval of OSAP funding. Helpful information for students about OSAP for MCs can be found.  here: <https://www.ontario.ca/page/micro-credentials-ontarios-postsecondary-schools#section-1> For FAQ We also recommend visiting [osap.yorku.ca](http://osap.yorku.ca/)  There are steps you will need to fulfill if you are electing to apply for OSAP funding:   * A person applies for OSAP for a specific program through the OSAP website – OSAP confirms student eligibility. * Application is routed to York University - Student Financial Services confirms the program is active and enrolling, and confirms other information about our program. * Student Financial Services sends a confirmation to OSAP. * OSAP sends a confirmation to the learner and confirms how much they will receive. * OSAP sends funds to the learner. * The learner will pay the University/HLLN directly.   **HLLN registration, refund, withdrawal/cancellation policy for OSAP applicants**   * Registration Policy for OSAP Applicants   + The student will need to guarantee their spot with a payment of HLLN down- payment policy – 15% + 13% HST. * OSAP applicants Payment Policy:   + The learner must be confirmed as an OSAP applicant for the following to apply: If they have not received OSAP funding confirmation/or OSAP funding was not approved at the 5-business day point before the course start date the learner must choose the following:     - Option A: Pay in full - HLLN must receive full payment before the learner can start the program –5 days before the course start date.     - Option B: We will refund any payments in full if they wish to cancel.     - Option C: transfer to the next program session at no cost (one time only)   Please let us know if we can provide further assistance.  Regards |

|  |  |
| --- | --- |
|  |  |
| **What should I know before I apply to OSAP?** | Hello,  Thanks for your email. We are emailing you to share the information you need.   * OSAP is open to Ontario residents of any age who are Canadian citizens, permanent residents, or protected persons. * Academic Year for all OSAP applications is August 1 – July 31 of each year (this means that HLLN programs that have been approved for OSAP this academic year, may or may not be approved the following academic years) * HLLN is not responsible for any OSAP applications. * Please note only some of HLLN’s programs may qualify for OSAP funding• * It is the learner’s responsibility to:   1. Obtain any relevant information regarding OSAP: [www.ontario.ca/page/learn-about-osap](http://www.ontario.ca/page/learn-about-osap)   2. Apply to OSAP and follow up with OSAP regarding their application Please let us know if we can provide further assistance.   Regards, |
| **Which are HLLN’s programs currently eligible for OSAP funding?** | Hello,  Thanks for your email and interest in our program(s). We are emailing you to share the information you need.  Click on the link below, where you will find a list of all our programs that eligible for OSAP <https://hlln.info.yorku.ca/funding-sources/>  Please let us know if we can provide further assistance.  Regards, |

|  |  |
| --- | --- |
| **Which are OSAP’s payment, cancellation or refund policies?** | Hello,  Thanks for your email. We are emailing you to share the information you need.   * HLLN requires a 15% deposit plus HST, of the program fee, to reserve a seat. * Program fee payment is due in full 5 business days before the program start date. * If the applicant has been approved for OSAP funding but voluntarily transfers/withdraws/cancels, the HLLN Cancelation/Transfer/Refund policy applies. See the Transfers/Cancellations/Refunds policy above.   Please let us know if we can provide further assistance.  Regards, |
| **What are my options, if I do not receive my OSAP funding before my HLLN program starts?** | Notes highlighted in yellow for reference only  Hello,  Thanks for your email. We are emailing you to share the information you need.  **The learner must be confirmed as an OSAP applicant for the following to apply:**  Up to 5 business days before the program start date, if the applicant has not received OSAP funding confirmation/or OSAP funding was not approved, the applicant has the following options:   * Option A: Transfer to the next program session at no cost (one time only) * Option B: Pay in full.   Please note: HLLN is not responsible for OSAP applications, therefore it is up to the learner to cover the fees and wait for the OSAP decisions regarding their application.  Please let us know if we can provide further assistance.  Regards, |

|  |  |
| --- | --- |
| **Where can I find further information about OSAP?** | Hello,  Thanks for your email. We are emailing you to share the information you need.  For more information, about OSAP please visit any of the following websites:   * [OSAP (Ontario Student Assistance Program) | OSAP | York University](https://osap.yorku.ca/) * [OSAP](https://www.ontario.ca/page/learn-about-osap)   Please let us know if we can provide further assistance.  Regards, |

# FAQs: ABOUT ZOOM

|  |  |  |  |
| --- | --- | --- | --- |
| **How can I log in to my live webcast (Zoom)?** |  | Hello (name),  Thanks for your email.  To log into your Zoom classroom, please review the following video <https://www.youtube.com/watch?v=ZYb4zQpVUNM&t=18s>  Please let us know if we can provide further assistance.  Regards, |  |

# Tech Issues with eClass

###### Tech issues – students cannot log into eClass OR students cannot find their course on eClass

###### (See template options below depending on the students’ situations)

|  |
| --- |
| Template 1-Students cannot log into eClass Notes highlighted in yellow for reference only  1. confirm first that the student was registered to the program, check this information with the registration team.  2. Check if the student has logged into eClass  Hello,  Thank you for alerting us to the issue. To assist you, please do the following:   * Please click on this link <https://youtu.be/n5gwBfmAvhE> and watch the video, where we have listed a series of things to consider when diagnosing and resolving issues when logging into eClass * For password-related issues, please contact us at [**hlln@yorku.ca**](mailto:hlln@yorku.ca) * **Please note the process for resetting passwords or requesting a new one, may take up to 24hrs. approx.** * For all other issues (non-password related) please contact[**askit@yorku.ca**](mailto:askit@yorku.ca)  PLEASE NOTE:If you have gone through the checklist and the issue persists, collect the following information, and send it to us at [hlln@yorku.ca.](mailto:hlln@yorku.ca) A ticket will not be opened with UIT for you unless you provide this information. HLLN will forward the information to UIT to open a ticket.   * + take a screenshot of the error/issue you are experiencing.   + The specific web link you are trying to access,   + The course you are enrolled in.   + your Passport YorkU ID username   + as many details as possible re: the issue   Important Note: the HLLN office sends this information to UIT and Learning Technology Services technicians so that they can assist you. The Learning Management System is a centralized service of York University, and the University Information Technology supports it. Only UIT can provide technical support. HLLN does not have technicians on staff. Thank you for understanding.  You can always email [askIT@yorku.ca](mailto:askit@yorku.ca) directly with your technical issue. However please note it is important you still alert the HLLN team too at **hlln@yorku.ca**  Regards Template 1.a-Students cannot log into eClass, can't find the information it has sent to them/or if asking you to resent this information- Notes highlighted in yellow for reference only  1. confirm first that the student was registered to the program, check this information with the registration team.  2. Check if the student has logged into eClass  3. Looked for the email that was sent to the student  HI    Please find your login information for eClass below. We are forwarding the original email sent to you on April 13th.  It is the responsibility of each student to ensure they have accessed eClass and ensure they are prepared to attend the course. We do not see you accessing the course eClass page yet.  If you have reset your password, you will need to use your new password to access the course.  Regards |

## 

|  |
| --- |
| Template 2-Students logged into eClass but cannot see their course on their Dashboard (email 1) or they cannot pass their eClass profile page.Notes highlighted in yellow for reference only, follow the following two steps before replying to the student: 1. Confirm first that the student was registered to the program, check this information with the registration team. 2. Once you confirm the student was registered to the course and he/she is in good standing, check on eClass if he/she was enrolled into the course (e.g., eclass page for Wound Care– Registrants)A. If she/he wasn’t enrolled, inform the registrations team or Program Manager so they can enroll the student. Once this has been done, you can inform the student, they can now access the course.B. If she/he was enrolled, copy the link to the eClass course page and add it to the following email template: Hello,  Thank you for alerting us to the issue.  Please follow the next steps:    **Step 1 -** Click on the link to access your course: (copy HERE the eClass course link)  **Step 2 (if applicable) -** If after clicking on the link you can still not see your program on your dashboard **OR**  If you cannot get pass your profile page, please consider the following:   * The control over your access to eClass is now in that email in your email account. Your access is dependent on you completing the process to respond to the email sent to your email account.  If that is the case, **you have to check your email Inc.** **Inbox and spam folder.**   We recommend checking your email- the ones you entered in your eClass profile. This might be a step that you forgot to do.   * Other things to consider:   + Add a more generic/popular email address to your profile page (consider any of these as alternatives: Gmail, Outlook, Hotmail, yahoo, etc.)   Please note company domains or other less generic emails **may not recognize e-class emails.**   * + Clear your cache and history Browser (you may also want to try another Browser: Chrome, or Firefox- sometimes the browsers do not read specific pages   + Once you have done the above, we'll also advise restarting your computer.   + Try again to log into eClass   ***Please note: For any additional tech issues, please submit a print screen so we can share this with York’s IT Central team****.*  *Important Note: the HLLN office sends this information to UIT and Learning Technology Services technicians so that they can assist you. The Learning Management System is a centralized service of York University, and the University Information Technology supports it. Only UIT can provide technical support. HLLN does not have technicians on staff. Thank you for understanding* Template 3Students are still not able to see their courses on the dashboard.Notes highlighted in yellow for reference only, if you have used the template (Template 2) and the same student is still not able to see the course in her/her dashboard, do the following:Inform the Program Manager and book a 15-minute time slot with the student (check the Program Manager's Outlook calendar and book a time slot, ASAP)Schedule a Zoom call between the Program Manager and the student, using the following template. Make sure you add a Zoom link to the template.Thanks for your email.We are sorry to hear that you have not been able to access your course on eClass. We have scheduled a quick Zoom call with one of our team members so he/she can assist you.Please click on the link to join the call (add the Zoom link and Zoom dial-in number too) Regards |

# FAQs about eClass

###### Notes highlighted in yellow for reference only - confirm first that the student was registered to the program, and check this information with the registration team.

|  |  |  |  |
| --- | --- | --- | --- |
| **Where do I find my program material?** | Hello (name),  Thanks for your email.  Please note: Our online course material will be housed in eClass (our Learning Management System),  directions will be sent as per your logistical information.  Please let us know if we can provide further assistance.  Regards | | |
| **Until I when can I access eClass. ?** |  | | |
|  | Hello (name),  Thanks for your email.  All program mandatory requirements should be completed by the program end date. No exceptions will be made.  That said, you can still access eClass one week after the program end date Please let us know if we can provide further assistance.  Regards, |  |
| **E class is telling me I am 80% complete for the course. Can you please clarify how I completed the course?** |  | Hello (name),  Thanks for your email.  This is regarding the eClass completion percentage you see when logging into your course. Please be advised that the completion percentage is not indicative of your actual progress in the course and is a known issue that we are actively working on addressing. As long as you have attended the sessions and have completed/submitted assignments given by the instructor (where applicable), you needn’t be alarmed by this message.  Regards  . |  |

# FAQs: CERTIFICATES OF COMPLETION AND DIGITAL CREDENTIALS

|  |  |
| --- | --- |
| **When will receive my certificate of completion?** | Notes highlighted in yellow for reference only   1. Students have the opportunity to get a certificate of completion with any of our courses (except for Pat Nav PC and Health Coach PC) - that is not the case for digital credentials (not all our courses include digital credentials) 2. Please confirm student was registered for the course (confirm the name of this one) 3. Refer to these possible three scenarios below, once you confirm the student was enrolled into the course. 4. If the course ended more than 3-4 weeks ago    1. Check If the certificate and/or digital credentials have been sent. Check on the HLLN's email–sent folder. You can also confirm this with the Marketing Manager    2. If you can’t find the certificate, check with the Program Manager, if the student passed the course**.**   **Scenario 1 – the course of the student ended less than 3-4 weeks ago.**  Hello,  Thanks for your email.  As per our program policies, all certificates of completion and digital credentials (this last one if applicable) are sent in 3-4 weeks approx. after the program's end date. Please check your inbox and spam folder for any updates  A gentle reminder  Certificates of completion and [digital credentials](https://hlln.info.yorku.ca/digitalcredentials/)( if applicable) are issued approximately three to four weeks after the end of the program, as long as you have :   * Attended all sessions. * Completed and passed all assignments and assessments, as they may be assigned during the program. * *if applicable, attend the* [*Legal Issues for Health Coaches & Navigators Webcast*](https://hlln.info.yorku.ca/open-programs/legal-issues-for-health-and-wellness-coaches-webinar/), this webcast is only part of the following programs:   + [Lifestyle and Wellness HC Certificat](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)e,   + [Chronic Disease Management HC Certificate](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/) and   + [Advanced Patient Navigation Certificate](https://hlln.info.yorku.ca/patient-navigation-for-complex-health-needs/)   **Please note, that you must complete and submit your assignments and assessments before the program end date.**  Regards  **Scenario 2 – the course of the student ended more than 3-4 weeks ago. The certificate was sent to the student several weeks ago (make sure you reattach the student’s certificate)**  Hello,  Thanks for your email.  Please find attached your certificate of completion, which was sent a few weeks ago,  Please let us know if we can provide further assistance.  Regards  **Scenario 3 – the course of the student ended more than 3-4 weeks ago. You confirm the student didn’t pass the course.**  Hello,  Thanks for your email.  We are sorry to confirm you didn’t meet the requirements to earn your certificate of completion.  **A gentle reminder**  Certificates of completion and [digital credentials](https://hlln.info.yorku.ca/digitalcredentials/)( if applicable) are issued approximately three to four weeks after the end of the program, as long as you have :   * Attended all sessions. * Completed and passed all assignments and assessments, as they may be assigned during the program. * ***if applicable****, attend the* [*Legal Issues for Health Coaches & Navigators Webcast*](https://hlln.info.yorku.ca/open-programs/legal-issues-for-health-and-wellness-coaches-webinar/), this webcast is only part of the following programs:   + [Lifestyle and Wellness HC Certificat](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)e,   + [Chronic Disease Management HC Certificate](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/) and   + [Advanced Patient Navigation Certificate](https://hlln.info.yorku.ca/patient-navigation-for-complex-health-needs/)   **Please note, that you must complete and submit your assignments and assessments before the program end date.**  Please let us know if we can provide further assistance.  Regards |
| **Can you send a hard copy of my certificate of completion?** | Notes highlighted in yellow for reference only **.** Please confirm student was registered for the course and passed this one. You may need to confirm this information with the Program Manager. ( confirm the name of this one), If he/she was on the course and passed this one  Hello (name),  Thanks for your email.  York University has developed a Sustainability Strategy that will guide the University in advancing sustainability into the near and long-term future. Effective January 2022 HLLN has adopted a "paperless strategy" in all our programs and fees are levied for requests.  Certificate of Completion:  The certificate is now sent as a "pdf" via email only.  Please let us know if we can provide further assistance.  Regards |
| **Where can I learn more about your digital credentials?** | Hello (name),  Thanks for your email. We are emailing you to share the information you need.  You can learn more about our digital credentials (including. an FAQ about digital credentials) at this link <https://hlln.info.yorku.ca/digitalcredentials/>  Please let us know if we can provide further assistance.  Regards |
| **Main template if a student wants to know his/her grades. Or wanting to know when he/she will receive her/his digital credentials** | Notes highlighted in yellow for reference only, please ask Program Coordinator to check student attendance on eClass and if the student submitted their final assessment ( if applicable, you may also need to check on the shared drive if the student attended his/her legal webinar- this one if applicable with the course), in the meantime you can send the student the following note:  Please note you may need to modify highlighted areas depending on the course.  Hello (name),  As per our program policies, all certificates of completion and digital credentials (this last one if applicable) are sent in 3-4 weeks approx. after the program's end date. Please check your inbox and spam folder for any updates  **A gentle reminder**  Certificates of completion and [digital credentials](https://hlln.info.yorku.ca/digitalcredentials/)( if applicable) are issued approximately three to four weeks after the end of the program, as long as you have :   * Attended all sessions. * Completed and passed all assignments and assessments, as they may be assigned during the program. * ***if applicable****, attended the*[*Legal Issues for Health Coaches & Navigators Webcast*](https://hlln.info.yorku.ca/open-programs/legal-issues-for-health-and-wellness-coaches-webinar/), this webcast is only part of the following programs:   + [Lifestyle and Wellness HC Certificat](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)e,   + [Chronic Disease Management HC Certificate](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/) and   + [Advanced Patient Navigation Certificate](https://hlln.info.yorku.ca/patient-navigation-for-complex-health-needs/)   **Please note, that you must complete and submit your assignments and assessments before the program end date.**  Regards |
| **Main template if a student is asking for old/past digital credentials (before Jan 2023)** | Notes highlighted in yellow for reference only, please send this email only if the student is asking for his /her digital credentials AND you have confirmed student completed a course before Jan 2023 and he/she didn't opt in for Digital Credentials  Hi  Thanks for your email.  We confirm we didn't issue you digital credentials for (course name).  You took this course in (add year), but at that time digital credentials were not as widely offered as they are now. This innovation/offer started in January 2023. This information was shared across all our media channels.  Thanks for your message.  Please note to pass our program and obtain your digital credential(s) you must:   * Have attended all program sessions. * Completed all mandatory requirements of the program on eClass (incl. assessments) * Attended the Legal webinar for Health coaches and navigators" - this is only applicable for the following courses: Lifestyle and Wellness, Chronic Disease Management, and Advanced Patient Navigation. Please note this webinar is usually scheduled after the program, you will receive the information to attend this one in the upcoming days.   If that is your case, you are 100% complete.  This a gentle reminder that your certificate of completion and digital credentials will be issued in 3-4 weeks approx. after the program end date, once our team all the criteria above have been met.  Regards, |

Notes highlighted in yellow for reference only, you can find most of the FAQs about digital credentials on this link, feel free to share the link with the student too: <https://hlln.info.yorku.ca/digitalcredentials/>

# FAQs: ABOUT HLLN’S PROGRAMS

|  |  |
| --- | --- |
| **QUESTIONS** | **ANSWERS** |
| **What type of programs do you offer?** | Hello,  Thanks for your email and interest in our program(s). We are emailing you to share the information you need.  We offer the following programs:   * Certificate programs * Professional Certificate Programs * Winter/ Summer Institutes Programs (this type of program will only be offered at specific times of the year)   **Please note:** all programs are offered as non-degree and non-credit and cannot be used towards a degree at York University or any other university.  Please let us know if we can provide further assistance.  Regards, |
| **Do you offer custom/in-house training programs for groups and/or organizations?** | Hello,  Thanks for your email and interest in our program(s). We are emailing you to share the information you need. Yes, we do, to schedule a call and learn more please email [**hlln@yorku.ca.**](mailto:hlln@yorku.ca)  Please let us know if we can provide further assistance.  Regards, |

|  |  |
| --- | --- |
| **Are your program's content evidence-based?** | Hello,  Thanks for your email and interest in our program(s). We are emailing you to share the information you need.  Yes. Our interdisciplinary faculty from academic and professional backgrounds use an evidence-based approach to teaching. Our faculty have proven expertise and experience in health and some programs as well as business sectors.  Please let us know if we can provide further assistance.  Regards |
| **Once I register for a program, when can expect to receive program information?** | Hello,  Thanks for your email. We are emailing you to share the information you need.  You can expect to receive the program information, 5 business days before the program start date, please let us know if we can provide further assistance.  Regards |
| **Are your programs online or in-person?** | Hello,  Thanks for your email and interest in our program(s). We are emailing you to share the information you need. HLLN offers both online, in-person or hybrid programs.  Please let us know if we can provide further assistance.  Regards, |
| **Are any of the program sessions recorded?** | Hello,  Thanks for your email. We are emailing you to share the information you need.  No, sessions are not recorded, you will be required to attend all program sessions to receive a Certificate of Completion or/and digital credential (this last one, if applicable).  Please let us know if we can provide further assistance.  Regards |
| **What are the technological requirements for your online programs?** | Hello,  Thanks for your email. We are emailing you to share the information you need.  Please make sure that your computer has a working microphone and camera, or an external headset and webcam, as you will be expected to use audio and video in this course. We recommend that you sign onto the virtual classroom earlier to test out your microphone and camera.  TIP: If your computer does not have a working camera or microphone, we recommend downloading the Zoom app on either your phone or tablet with a camera as a substitute for a webcam. You should log in on both your hand-held device and computer at the same time so you can still see the slides clearly but only join the audio from one device.  Please let us know if we can provide further assistance.  Regards |

|  |  |  |
| --- | --- | --- |
| **What are your program prerequisites?** | Hello,  Thanks for your email and interest in our program(s). We are emailing you to share the information you need.  All our programs have different prerequisites, we recommend visiting each program page and learning about the program prerequisites.  You can find all our programs listed by clicking on the link <https://hlln.info.yorku.ca/open-programs/>  If you are unsure you meet any of our program prerequisites, please email us at [hlln@yorku.ca.](mailto:hlln@yorku.ca) Please note you may be asked to provide further information on your education and professional background.  Please let us know if we can provide further assistance.  Regards | |
| **Can I take a program if I’m not a regulated healthcare professional?** | Hello,  Thanks for your email and interest in our program(s). We are emailing you to share the information you need. All our programs have different prerequisites, we ask you to review them before you register.  A selected number of our programs are for non-regulated health professionals. That said, if you are still unsure if you meet the minimum program requirement, please contact us at [hlln@yorku.ca](mailto:hlln@yorku.ca)  Please let us know if we can provide further assistance.  Regards | |
| **On your website and under entry requirements it says, “registered healthcare professionals.” What would that entail specifically? Other than a nurse.** | Hello,  Thanks for your email, we are happy to provide further assistance.  Registered Healthcare professionals or regulated health professionals are Professionals regulated by their ‘Colleges’, such as the Ontario College of Nurses (or equivalent in the province of practice, so as for all the different registered healthcare professionals).  e.g., In Ontario, regulated health professions are governed under the *Regulated Health Professions Act, 1991* (RHPA) and health profession Acts (i.e., *Medicine Act, 1991*). This legislative framework establishes health regulatory colleges, which regulate the professions in the public interest. Health regulatory colleges are responsible for ensuring that regulated health professionals provide health services in a safe, professional and ethical manner. This includes, among other things, setting standards of practice for the profession and investigating complaints about members of the profession and, where appropriate, disciplining them. The Colleges, regulate the profession, set the scope of practice, controlled acts, etc.  Click on the link to find a list of registered healthcare professionals in Ontario [https://www.health.gov.on.ca/en/pro/programs/hhrsd/about/regulated\_professions.aspx.](https://www.health.gov.on.ca/en/pro/programs/hhrsd/about/regulated_professions.aspx) You may find a similar or equivalent list per province.  Please let us know if we can provide further assistance.  Regards | |
| **I am a senior student/citizen in Ontario, can someone support me with my online**  **learning** |  | Notes highlighted in yellow for reference only – the answer below will only apply to seniors in Ontario |
| Hello,  Thanks for your email. We are emailing you to share the information you need.  Please note our collaborator, **Contact North** may be able to assist you if you require assistance connecting to your computer or accessing your program online. They have computers in all their centres in different locations across Ontario. Learners can use these to access their courses in a supported environment, with one of their team members to provide support.  If you will start your online education, we may recommend doing your first day or two in Contact North’s centres, just you get comfortable with your online layout.  Click on the link to learn more about **Contact North** or get in contact with them: <https://studyonline.ca/colleges-and-universities/online-learning-centres>  This link has a list of their centres, a tool to help you find your closest centre and status updates. Even if your closets centre is not open, you can contact the local team, who can help over the phone, or via Zoom or, again, if safe to do so, meet them in the community, like at a library. Finally, if you absolutely cannot find a centre through there, please call the 1-877 number that is there, and connect with Contac North's student information hotline, who will help you identify the local help you need.  Please note Contact North does not do direct technical support but they can provide support on how online learning happens, whether you (a student) decide to use their centres or not.  Regards, | |

|  |  |  |  |
| --- | --- | --- | --- |
| **What type of certificate will I get at the end of an HLLN program?** | Hello,  Thanks for your email. We are emailing you to share the information you need. | | |
|  | At the end of an HLLN program, you will earn a certificate of completion. | | |
|  | Please note some of our programs offer [**digital credential**](https://hlln.info.yorku.ca/digitalcredentials/)**s** too, in addition to the certificate of completion. | | |
|  | Please let us know if we can provide further assistance.  Regards | | |
| **Do I receive a certificate of completion at the end of my program?** | Hello,  Thanks for your email. We are emailing you to share the information you need. | | |
|  | Yes. Certificates are issued on completion of all mandatory requirements approximately three to four weeks after the program end date. | | |
|  | * Attended all sessions. * Completed and passed all assignments and assessments, as they may be assigned during the program. * *if applicable, attended the* [*Legal Issues for Health Coaches & Navigators Webcast*](https://hlln.info.yorku.ca/open-programs/legal-issues-for-health-and-wellness-coaches-webinar/)(this webcast is part of the following programs: [Lifestyle and Wellness HC Certificat](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)e, [Chronic Disease](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/) [Management HC Certificate](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/) and [Advanced Patient Navigation Certificate](https://hlln.info.yorku.ca/patient-navigation-for-complex-health-needs/) | | |
|  | Please note some of our programs offer [**digital credential**](https://hlln.info.yorku.ca/digitalcredentials/)**s** too, in addition to the certificate of completion. | | |
|  | Please let us know if we can provide further assistance.  Regards, | | |
| **Can you mail me my certificate of completion?** |  | Hello,  Thanks for your email. We are emailing you to share the information you need.  All our certificates of completion are sent via email to our students, approx. 3-4 weeks after the program end date.  Since 2020, HLLN decided to implement a “paperless policy”, due to the following reasons:  \*As per York University’s policy, which aims to Promote Environmental Awareness and Responsibility  \*To maintain our student's and community’s safety at all times, by avoiding human contact  Regards |  |

|  |  |
| --- | --- |
| **I completed the (course name) and am reaching out to you as I do not have the slide deck that was accessible during the program. IP** | Hello,  Thanks for your email.  IP (Intellectual Property) rights on Instructor material do not belong to HLLN and so your request for the slide deck is not simple- we are long past the date when we had permission to share the slide deck.  Please let us know if we can provide further assistance.  Regards, |
| **What happens if I miss a program date/time?** | Hello, thanks for your email.  It is you/the learner's responsibility to ensure that you/they can attend each program date and time. Missing a program date/time usually results in not receiving the Certificate of Completion and digital credential (this last one if applicable). Should non-attendance occur, see our policies: <https://hlln.info.yorku.ca/policy/>  Please let us know if we can provide further assistance.  Regards, |
| **Main template if a student wants to know his/her grades. Or wanting to know when he/she will receive a certificate of completion** | Notes highlighted in yellow for reference only**,** please ask the Program Manager to check student attendance on eClass, if the student submitted their final assessment (if applicable, you may also need to check on the shared drive if the student attended his/her legal webinar), in the meantime you can send the student the following note:  P**lease note you may need to modify highlighted areas depending on the course**  Hello (name),  Thanks for your message.  Please note to pass our program and earn your certificate of completion you must:   * Have attended all program sessions. * Completed all mandatory requirements of the program on eClass (incl. assessments) * Attended the Legal webinar for Health coaches and navigators" - this is only applicable for the following courses: Lifestyle and Wellness, Chronic Disease Management, and Advanced Patient Navigation. Please note this webinar is usually scheduled after the program, you will receive the information to attend this one in the upcoming days.   If that is your case, you are 100% complete.  A gentle reminder about your certificate of completion and digital credentials (if applicable) - these are issued 3-4 weeks approx. after the program end date, once our team all the criteria above have been met.  Regards |

|  |  |
| --- | --- |
| **Students asking about York’s program and not HLLN’s programs** | Hello,  Thanks for your email.  It seems you got the wrong contact. You are contacting the **Health Leadership & Learning Network (HLLN)**, which offers lifelong learning for health and social service staff and managers within the F**aculty of Health at York University**  We will suggest visiting [York University's main website f](https://www.yorku.ca/)or information about degree programs at York University. We wish you good luck in your search.  Regards, |

# 

# LEGAL WEBCAST (if students missed it)

|  |
| --- |
| Notes highlighted in yellow for reference only, only send this email- If you have confirmed the students.   * Missed the legal webcast the student was supposed to take (student must take the legal webcast that follows his/her course. Advanced Pat Nav, Lifestyle & Wellness and Chronic Disease Management * If the student passed his/her course, but she/he missed the legal webcast - this applies only to Advanced Pat Nav, Lifestyle & Wellness and Chronic Disease Management * Highlighted areas will need to be changed**.**   Greetings from the Health Leadership & Learning Network at York University.  We hope you are having a good day.  You are receiving this email because as per our records, you missed the **Legal Issues Webcast last June,**which is one of the components of the Lifestyle and Wellness program.    Our goal is to support all of you and all our learners as much as we can, so they succeed in their learning. Considering this, **we will accommodate you in our upcoming Legal Issues Webcast scheduled for December 12 & 13 2023 (12:00 pm-2:30 pm EDT) Live webcast.**  Students are required to attend both days.  **A few gentle reminders:**   * The Legal Webcast Issues is part of your program. As informed in all our channels (website, eclass and emails) students must complete all program components to obtain their digital credentials. * You are required to attend the full webcast to meet the program criteria and obtain your certificate of completion and digital credentials. * The information for the legal webcast will be sent **3-4 days**before the program start date. We suggest checking your inbox and junk mail folders. * Students can expect their certificate of completion and digital credentials 3-4 weeks after the Legal Webcast date. * You will not need to pay any fees to attend the December session. * Please note, unfortunately, this is the last chance we will be able to save a spot in the Legal webcast. All our seats are limited, and preference is given to those who completed their courses closer to the legal webcast date.   That said if you miss the December session and you wish to attend a future session, you will need to contact us. In that case, you will be asked to pay a $275 plus HST fee.  Regards |

# 

# FAQs: CUSTOM PROGRAM

|  |  |
| --- | --- |
| **Client requesting information about our custom programs** | Notes highlighted in yellow for reference only ,forward the request to Odette and Tania Xerri. If they are not available you may send the email below and inform Odette and Tania, so they can attend the call.  Hello (name),  Thanks for your email and interest in our programs.  Our team would like to propose scheduling a call with you to discuss your training needs.  If you could please let us which day and time will work for you. Once you confirm this information one of HLLN’s representatives will contact you to confirm the call  We look forward to hearing from you.  Regards |

# FAQs: CONFIRMATION OF PROGRAM ENTRY REQUIREMENTS

|  |  |  |
| --- | --- | --- |
| **TEMPLATE -**  **asking the students to submit information about their education and professional background** |  | Notes highlighted in yellow for reference only -Please note you may need to modify highlighted areas depending on the course  **Answer:**  Hello,  Thank you for taking an interest in the certificates offered by the Health Leadership & Learning Network (here you can add the program name if you know it). Please let us know which program you are interested in registering for. To find a list of the certificates offered please see our website here: <https://hlln.info.yorku.ca/>.  Please note most of our programs (here you can add the program name if you know  it) have prerequisites. We kindly ask you to share further information about your education and professional background so we can provide the right information. You may attach a copy of your resume or a link to your LinkedIn profile.  We look forward to hearing from you.  Regards, |

# 

# FAQs & TEMPLATES - COURSE SPECIFIC

## Multicourse

|  |  |
| --- | --- |
| **TEMPLATE FOR -**  **students who are interested in several courses or want to know about all our programs** | Hello,  Thanks for your email and interest in our programs.  We are writing to share information further information on our Certificate programs for health and social service staff and managers.  (Delivery mode options: fully online, hybrid OR in-person).  **International students**   * They are welcome to register for our program if they meet the program entry requirements. They may be asked to submit additional information to prove their eligibility.   **About our Programs:**  We offer Certificates, Professional Certificates and Summer Institute programs.  Please click on the link to see a full list of our programs (incl. dates, fees, prerequisites, etc.):  [**https://hlln.info.yorku.ca/open-programs/**](https://hlln.info.yorku.ca/open-programs/)  **Why choose us for your professional education needs?**   * Upskill or reskill yourself or your staff with certificate programs designed to meet the needs of current workplaces. * Practical and applied, university-based education using evidence-based approaches. * Developed by leading subject matter experts to produce immediate results in your workplace or career. * Learn with your inter-professional peers in interactive groups. * [Digital credentials](https://hlln.info.yorku.ca/digitalcredentials/) for a fast-paced global job market. * Customizable to meet organizational needs for staff development or to improve organization performance. * Connect your career and educational needs to York University and its network of partners.   **Fees:**  All our programs have different fees - all in Canadian dollars.  **Entry Requirements**  We kindly ask you to review and confirm you meet program entry retirement before you register.  **Registration and Mode of Payment:**  To register for any of our programs, please complete and submit a registration form, which you can find at this link: <https://hlln.info.yorku.ca/files/2023/01/Registration-form-2022_e.pdf?x27795>  **Please note we also offer Custom programs for organizations: All of our** [**programs**](https://hlln.info.yorku.ca/open-programs/) **can be tailored to meet the needs of your organization and delivered on-demand & in-house.**  Please let us know if we can provide further information. Regards |

* **Acupuncture**

About the program

|  |  |
| --- | --- |
| **TEMPLATE-**  **General info about HLLNs ACUPUNCTURE**  **CERTIFICATE** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive: H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochure’s versions\Brochures |
|  | Hello (name), |
|  | Thanks for your email and your interest in our **Integrative Acupuncture: Professional Practice Certificate.**  You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program: **<https://hlln.info.yorku.ca/integrativeacupuncture/>**  PLEASE NOTE: We kindly ask you to review the program entry requirements, which you can also find by clicking on the link above.  **Registration and Mode of Payment:**  To register for any of our programs, please complete and submit a registration form:  <https://hlln.info.yorku.ca/files/2022/09/Registration-form-2022_c.pdf?x27795>  **Group Discounts:**  Should you be interested in sending more than one person we can offer a better discount. We can offer a 5% to 7% discount on the program fee for each person (the discount will depend on the number of people and course fee). Group rates apply only when the group is registering together from the same organization.  Please let us know if you require further information.  Regards, |

###### FAQs About Acupuncture

|  |  |  |
| --- | --- | --- |
| **QUESTIONS** | **ANSWERS** | |
| **Do I meet the requirements of your Acupuncture program?** | Notes highlighted in yellow for reference only - make sure the person is either a Registered Acupuncturist or a Registered health professional with at least 200 hours of prior training in acupuncture (per WHO guidelines) |  |
| You can face four scenarios:   1. **Scenario 1 – registered health professionals with no experience or certificate in Acupuncture**   Thanks for your email.  Unfortunately, you don’t meet our program prerequisites.  Please note our program is an advanced program. This program is for registered health practitioners, who have already had basic acupuncture training (200 hrs of practice minimum- per WHO guideline) AND who can perform and practice the controlled act of Acupuncture as per their local laws or regulatory bodies. For example, in the Province of Ontario in Canada, it will be the Controlled Act, of 1991. https://[www.ontario.ca/laws/regulation/960107](http://www.ontario.ca/laws/regulation/960107) (see table in section 8. (2)  Please let us know if we can provide further assistance.  Regards   1. **Scenario 2 – registered health professionals, but you don’t know about his/her hours of practice.**   Thank you for your email.  Please note our program is an advanced program. Can you kindly confirm your approx. hours of practice in Acupuncture, so we can provide further information. This program is for registered health practitioners, who have already had basic acupuncture training (200 hrs of practice minimum- per WHO guideline).  Please let us know if we can provide further assistance.  Regards Scenario 3 – other professionals with a certificate in Acupuncture and some experience Thanks for your email.  Please note our program is advanced. Can you kindly confirm further information about your education and your approx. hours of practice in Acupuncture, so we can provide further information. This program is for Registered acupuncturists or registered health practitioners, who have already had basic acupuncture training (200 hrs of practice minimum- per WHO guideline).  Please let us know if we can provide further assistance.  Regards Scenario 4 – other professionals without a certificate in Acupuncture and therefore no experience Thanks for your email.  Unfortunately, you don’t meet our program prerequisites.  Please note our program is an advanced program. This program is for Registered acupuncturists or registered health practitioners, who have already had basic acupuncture training (200 hrs of practice minimum- per WHO guideline) AND who can perform and practice the controlled act of Acupuncture as per their local laws or regulatory bodies. For example, in the Province of Ontario in Canada, it will be the Controlled Act, of 1991. https://[www.ontario.ca/laws/regulation/960107](http://www.ontario.ca/laws/regulation/960107) (see table in section 8.2)  Please let us know if we can provide further assistance.  Regards | |

## 

## Cultural Safety Certificate

About the program

|  |  |
| --- | --- |
| **TEMPLATE-**  **General info about HLLN’s CULTURAL SAFETY**  **program** | Notes highlighted in yellow for reference only Please change the highlighted areas   * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name),  Thanks for your email and your interest in our **Cultural Safety for Health Coaches and Navigators Certificate.** As requested, we are emailing you to share further information about our program.  You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program:  [**https://hlln.info.yorku.ca/culturalsafety/**](https://hlln.info.yorku.ca/integrativeacupuncture/)  **Registration and Mode of Payment:**  To register for any of our programs, please complete and submit a registration form:  <https://hlln.info.yorku.ca/files/2023/04/Registration-form-2023_a.pdf?x27795>  **Group Discounts:**  Should you be interested in sending more than one person we can offer a better discount. We can offer a 5% to 7% discount on the program fee for each person (the discount will depend on the number of people and course fee). Group rates apply only when the group is registering together from the same organization.  Please let us know if you require further information.  Regards, |

###### FAQs About Cultural Safety

|  |  |
| --- | --- |
| **QUESTIONS** | **ANSWERS** |
| **What problem(s) does the Cultural Safety program solve or address?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  As this program is delivered by an Indigenous instructor, the program addresses prejudice and unconscious bias assumptions from an Indigenous perspective. However, you are expected to critically apply the learning across cultures, so you can deliver respectful discussions, remove barriers and deliver safe and respectful practice/service to your patients and the community.  Please let us know if we can provide further assistance. Regards |

## Decision Support Analysts Professional Certificate

About the program

|  |  |
| --- | --- |
| **TEMPLATE-**  **General info about HLLN’s Decision Support**  **program** | Notes highlighted in yellow for reference only Please change the highlighted areas   * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name),  Thanks for your email and your interest in our **Decision Support Analyst Professional Certificate.** As requested, we are emailing you to share further information about our program.  You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program:  <https://hlln.info.yorku.ca/decision-support-analyst-professional-certificate/>  PLEASE NOTE: We kindly ask you to review the program entry requirements, which you can also find by clicking on the link above.  **Registration and Mode of Payment:**  To register please complete and submit a registration form: <https://hlln.info.yorku.ca/files/2023/04/Registration-form-Prof-Cert-2023_a.pdf?x27795>  **Group Discounts:**  Should you be interested in sending more than one person we can offer a better discount. We can offer a 5% to 7% discount on the program fee for each person (the discount will depend on the number of people and course fee). Group rates apply only when the group is registering together from the same organization.  Please let us know if you require further information.  Regards, |

###### FAQs About Decision Support

|  |  |
| --- | --- |
| **QUESTIONS** | **ANSWERS** |
| **I have a bachelor’s degree in………. but I don't meet the Statistics Course requirement, what can I do?** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * You can face 2 scenarios,   **Scenario 1 -**  The student has a bachelor’s degree in any of the following:  Health Informatics, Health Management/Administration, Computer Science/Information Technology, Health Policy, Health Sciences, Public Health, Nursing, Kinesiology, Psychology, Business Administration, Social Work, Engineering  However, the student **does NOT meet** the Statistics course requirement.  Answer:  Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.  For this program, it is required that students submit proof that they have completed a statistics course. Based on the information you have shared with us; it seems you do not meet this entry requirement.  If you still wish to take our course in the future, you could consider taking a course in statistics or similar accredited courses that have covered analytical knowledge and use of/experiences with statistical packages – such as SAS or SPSS (within a UG program or on its own). However, the decision to search for a Statistics course and take this one is the student’s decision and responsibility.  Please note: HLLN does not endorse any Statistics course. FYI ONLY - there are some institutions that offer introduction stats courses, some of them are online as they are continuing Ed courses.  Please let us know if we can provide further assistance.  Regards  **Scenario 2 -**  The student has not shared information about her/his qualifications: bachelor’s degree and Statistics course  Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Please note our program has entry requirements as outlined below. We kindly ask you to share further information about your education and professional background so we can provide the right information. You may attach a copy of your resume or a link to your LinkedIn profile.  Entry Requirements:   * Bachelor’s degree in a related field (e.g., Health Informatics, Health Management/Administration, Computer Science/Information Technology, Health Policy, Health Sciences, Public Health, Nursing, Kinesiology, Psychology, Business Administration, Social Work, Engineering); **AND** * A statistics course or a similar accredited course that has covered analytical knowledge and use of/experience with statistical packages – such as SAS, or R, or SPSS (within a UG program or on its own)   Please note:   * You must submit proof that you meet the requirements listed above (e.g., Certificates and/or transcripts). * International students must submit these documents in English. These must be translated by a certified lawyer/institution. Please note all programs have been designed according to Canadian standards. * **OTHER REQUIREMENTS**:   + Programs at the Health Leadership & Learning Network (HLLN) are offered in English. To register for our programs, it is your responsibility to ensure that you meet the language requirements. You may be asked to demonstrate language proficiency. Click on the link to learn more: [English Language Requirements.](https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements_rev-June-2022.pdf?x27795) Please note all programs have been designed according to Canadian standard   Please let us know if we can provide further assistance.  Regards |
| **About the placement opportunity** | Notes highlighted in yellow for reference only:  \*Confirm where the student resides before responding to the student – based on the student’s response please use one of the templates below  Scenario 1 – the student resides in Ontario.  Hello  Thanks for your email and interest in our course.  In addition to the live webcasts, students will be required to complete and pass the following practicum components:   * “This program offers a dedicated **36-hour experience** to boost your skills in the field of decision support”   + To start, you'll dive into a 15-hour action learning project, closely guided by our seasoned course director. This project provides the practical context for you to apply the knowledge you've gained in real-world scenarios.   + Placement and mentorship (for Ontario Residents only): We've partnered with a leading Greater Toronto hospital to provide you with an exclusive 21-hour placement opportunity over 7 weeks. Tailor your experience by selecting a specialized stream within decision support roles.   + Please note the placement will be fully online * (optional) Furthermore, the 36 hours you invest in this program can also count towards your PMP exam with the Project Management Institute, giving your career development a valuable boost   Please let us know if we can provide further assistance.  Regards  Scenario 2 – the student resides outside of Ontario ( include. International students)  Hello  Thanks for your email and interest in our course.  In addition to the live webcasts, students will be required to complete and pass the following practicum components:   * This program offers a **dedicated 36-hour experience** to boost your skills in the field of decision support”   + To start, you'll dive into a 15-hour action learning project, closely guided by our seasoned course director. This project provides the practical context for you to apply the knowledge you've gained in real-world scenarios.   + In addition, there are **21 hours** of self-directed, asynchronous content available. This content is tailored to expand your knowledge and expertise and is designed to complement your ongoing action-learning project. It provides you with ample opportunities to apply new concepts and skills as your project evolves. * (optional) Furthermore, the 36 hours you invest in this program can also count towards your PMP exam with the Project Management Institute, giving your career development a valuable boost   Please let us know if we can provide further assistance.  Regards |
| **Does this placement need to be in a hospital you're partnered with? Or, could it potentially be at the organization I'm employed at - perhaps in a different department than the one I work in?** | Notes highlighted in yellow for reference only  \*Confirm where the student resides before responding to the student – only use the template below if the students resides in Ontario  Hello,  Thanks for your email and interest in our program.  The placement will be with the hospital/ organization we have partnered with.  **About the Placement:**  The placement and Action Learning Project will expose each student to working with data for decision-making and planning exercises typically used within healthcare organizations and the system overall. For the placement, we are providing access to data in a supervised way, where real-time data can be used to facilitate the learning in this program. Please find a description of the placement and action learning project here.   * For the Action Learning Project, you will design a project focus with the coach/mentor assigned and then take this into the placement where you will work with a mentor. The Program Director has designed some projects that work with the new skills in a general way, where they can be applied across contexts within the healthcare system, but still align with the data available through the placement. You can however make suggestions for your project topic. * The placement for this upcoming cohort is at Sick Kids Hospital in Toronto. It is fully online and you will work with the mentor using a secure Zoom link provided by YorkU. I have included the course schedule below as well. * The total program time includes live-webcasts, placement, and the Action Learning Project * Your Project Based learning for the program is 36 hours in total. This is divided into two components:   **Placement**  Placement days are a min of 3 hours each day, during the time frame allotted in the schedule, to a total of 21 hours over the course of the program. They are fully online. Placements are connected to your action learning project  Note: placements are only for residents of Ontario  **Action Learning Projects (ALL students)**  The Action Learning Project is 15 hours in length as self-paced learning. They will start during module 2 and will be completed for the Action Learning Project presentation day. This time will include time spent with your coach/mentor for your ALP.  Please let us know if we can provide further assistance.  Regards |
| **I took a Statistics course several years ago, will I still qualify for the course?** | Hello,  Thanks for your email and interest in our course.  To meet the Statistics course requirement, you must demonstrate you have taken the course on or used data analytics principles within the last 5 years.  Please let us know if we can provide further assistance.  Regards |
| **What does SQL stand for?** | Hello,  Thanks for your email and interest in our course.  SQL stands for **Structured Query Language**  SQL is a recommended topic but is not required as a prerequisite for the course  Please let us know if we can provide further assistance.  Regards |
| **Would SQL be used in projects? Will it be a major focus of the class?** | Hello  Thanks for your email and interest in our course.  SQL is a recommended topic but is not required as a prerequisite for the course.  Please let us know if we can provide further assistance.  Regards |

## Diabetes Certificate

Notes highlighted in yellow for reference only - please note our Diabetes programs haven't been offered for some time, but students still ask for it.

|  |  |  |
| --- | --- | --- |
| **QUESTIONS** | | **ANSWERS** |
| **I’m just inquiring if you’ll be offering your Diabetes certificate program any time soon.** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  We have rolled the Diabetes topic into our Chronic Disease Management Health Coach Program, but you should be aware that it is not a focused topic in the program. You may want to review the content here: <https://hlln.info.yorku.ca/chronic-disease-management-health-coach/>  Please make sure you meet the program prerequisites before applying to it. Please let us know if we can provide further assistance.  Regards | |

## Health Coaching Programs (all)

* + Lifestyle and Wellness, Health Coach
  + Chronic Disease Management
  + Health Coach Professional Certificate
  + Cancer Coaching Professional Certificate

About the programs

|  |  |
| --- | --- |
| **TEMPLATE-**  **General info about our LIFESTYLE & WELLNESS**  **program** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name),  Thanks for your email and interest in our **Lifestyle and Wellness Health Coach Certificate**. We are writing to provide further information about our program.  This Continuing Education program is approved by [**NBHWC**](https://nbhwc.org/about/)for continuing education units.  Please note:   * Make sure you review program prerequisites. * International students are welcome to apply if they meet program prerequisites too.   You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program: <https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/>  PLEASE NOTE: We kindly ask you to review the program entry requirements, which you can also find by clicking on the link above.  **Registration and Mode of Payment:**  To register for any of our programs, please complete and submit a registration form:  <https://hlln.info.yorku.ca/files/2023/04/Registration-form-2023_a.pdf?x27795>  Please let us know if we can provide further assistance.  Regards |
|  |
| **TEMPLATE-**  **General information about HLLN’s CHRONIC DISEASE**  **program** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name),  Thanks for your email and interest in our **Chronic Disease Management Health Coach Certificate**. We are writing to provide further information about our program.  This Continuing Education program is approved by [**NBHWC**](https://nbhwc.org/about/)for continuing education units.  Please note:   * Make sure you review program prerequisites. * International students are welcome to apply if they meet program prerequisites too.   You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program: <https://hlln.info.yorku.ca/chronic-disease-management-health-coach/>  **Registration and Mode of Payment:**  To register for any of our programs, please complete and submit a registration form:  <https://hlln.info.yorku.ca/files/2023/04/Registration-form-2023_a.pdf?x27795>  *incl. the Legal for Health Coaches and Navigator webcast dates, this is a compulsory component of the Lifestyle and Wellness Program*  Please let us know if we can provide further assistance.  Regards |

|  |  |
| --- | --- |
| **TEMPLATE-**  **General information about HLLN’s Cancer Coaching program** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name),  Thanks for your email and interest in our **Cancer Coaching Professional Certificate**. We are writing to provide further information about our program.  This Continuing Education program is approved by [**NBHWC**](https://nbhwc.org/about/)for 47 hours of continuing education units.  Please note:   * Make sure you review program prerequisites. * International students are welcome to apply if they meet program prerequisites too.   You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program: <https://hlln.info.yorku.ca/cancer-coaching-summer-institute/>  **Registration and Mode of Payment:**  To register for any of our programs, please complete and submit a registration form: <https://hlln.info.yorku.ca/files/2023/04/Registration-form-Prof-Cert-2023_a.pdf?x27795>  Please let us know if we can provide further assistance.  Regards |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **TEMPLATE-**  **General information about HLLN’s HEALTH COACH PROFESSIONAL CERTIFICATE** | Notes highlighted in yellow for reference only   * Please share the email below, if you confirm the person is a**REGULATED HEALTHCARE PROFESSIONAL** * if the person **does not meet the previous criteria**, please request further information about the student's education and professional experience before submitting this email   Hello,  Thank you for your email and your interest in our **Health Coach Professional Certificate.**We are emailing you to share further information about the program    Th**e Health Coach Professional Certificate** includes  (3) three short programs and a final assessment ( EELM)  *Click on each one of the programs below,  to check all the sessions and dates when each one will be offered. It is up to the student to select the session they wish to attend per program  ( the sessions are listed on the right side of each program page, under program details)  All programs are delivered fully online*    *Please note, that it is recommended to take Lifestyle and Wellness before you take Chronic Disease.*    **Short programs:**   * [Lifestyle and Wellness;](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)  ( please note: this course has two additional webcasts that follow the program:  Legal Webcast (compulsory) and Business webcast ( optional)) * [Chronic Disease Management;](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/) * [Cultural Safety](https://hlln.info.yorku.ca/culturalsafety/); and * (1) Evaluative Experiential Module (this is an individual assessment that is scheduled once the programs above have been completed)     **You have up to 18 months from the onset of the first course to complete the Professional Certificate. You would select the session dates of the individual courses from the individual Program Tab. On the individual program tab format and date, sessions are provided.**    **Benefits**  :   * The Professional Certificate will allow you to acquire a thematic set of workplace-relevant skills, each represented by [digital credentials](https://hlln.info.yorku.ca/digitalcredentials/). * These digital credentials are stackable toward the **Professional Certificate**, which will also be represented by a **milestone digital credential.** * A discounted fee in all the short programs, especially if you decide to pay upfront for the whole bundle * **Other ( optional):** Individuals can also become Board-Certified Coach by writing the NBHWC Health & Wellness Coach Certifying Examination. To qualify for the exam, you must first complete an NBHWC-Approved Training Program such as the program offered at York University.  For more information about the NBHWC exam, visit the [NBHWC website](https://nbhwc.org/).     **Entry Requirements**:   * Confirm you meet the (3) three program prerequisites before you register for the Professional Certificate. If you are unsure, if you meet the program(s) prerequisites, please contact us.   **Process for earning the Professional Certificate** :   * To earn the **Health Coach Professional Certificate,** you must complete and pass the (3) three programs mentioned previously. * Present and pass a short **online assessment** at the end of each program. * Present and pass **an Evaluative Experiential Learning** **Module**at the end of ALL programs, which will be assessed on a pass/fail basis.  This is the last milestone of the Professional Certificate   **The Evaluative Experiential Learning Module** is a one-on-one summative assessment. You will spend 60-90 minutes completing three 20-minute case-based simulations with a standardized person actor either in-person or via Zoom videoconferencing, which will be videotaped.  The videos will be sent to the instructor to be graded based on a scoring grid.    For any additional information please download the brochure attached or visit our[**WEBSITE**](https://hlln.info.yorku.ca/healthcoachprofessional/): <https://hlln.info.yorku.ca/healthcoachprofessional/>    **Professional Certificate price and payment options:**    You have the option to register for the full bundle or pay as you go, as explained in the table below. **The highest savings are offered on the BUNDLE A option.**       |  |  | | --- | --- | | **Payment options** | **Program fees** | | **BUNDLE A:**  If you purchase the full suite of programs with a one-time upfront payment; receive a 15% discount on all programs & digital credentials | **Total fee $4,571.98**  (after discount/HST included)           one-time upfront payment when registering                   for the Professional Certificate    (this is the fee after discount /  all courses, EELM and HST included) | | **BUNDLE B:**  If you opt-in after completing the first program and purchase the remainder of programs with a one-time balance payment; receive a 15% discount on the REMAINDER of programs/digital credentials | **Total fee $ 4,892.34**  one-time upfront payment, after completing the 1st program of the Professional Certificate    (this is the fee after discount /  all remaining courses, EELM and HST included) | | OR  **PAY AS YOU GO:**  With this option, you will also receive a 5% or 7% HLLN alumni discount on the REMAINDER of programs/digital credentials    \***Please note** when you register, if you opt-in for the ‘pay as you go’ payment option, you will be required to pay the fees below ( In this way, you have a seat when the programs fill up and are sold out prior to the course start date. Also, you won't need to remember to enroll at future dates)   * The fee of the first course– this will depend on which course you choose to take 1st   ( eg. Lifestyle & Wellness, Chronic Disease or Cultural Safety) * PLUS  $300+HST ( this is a deposit for the other 2 courses of the pathway – by paying this you secure your seats in the courses) * Any outstanding balances owed for courses will be collected on the 1st of the month in which the courses run, or the 1st of the previous month if the course(s) starts within the first 7 days of the month | **Upfront payment**  **when registering for the PC:**     |  |  |  |  | | --- | --- | --- | --- | | **$ The fee for the 1st course** | **+ $300 (deposit for the two other courses)** | **+ HST =** | **Initial Payment** |     -----------------------    **Professional Certificate total value with the**  Pay as You GO option = $  5,158.45  (this is the fee students should expect to pay for the Professional Certificate, after discount /  all courses, EELM and HST included) |     **Registration:**  To register please complete and submit a registration form. You will also be required to pay a deposit or full payment as indicated on the form.  [https://hlln.info.yorku.ca/files/2023/04/Registration-form-Prof-Cert-2023\_a.pdf?x2779](https://hlln.info.yorku.ca/files/2023/04/Registration-form-Prof-Cert-2023_a.pdf?x27795)    **Please note**:  Important!  You must add in the registration form all the session dates of all the program pathways ( **even if you choose the "pay as you go option"**) - please do it in the order you wish to take them.   * [Lifestyle and Wellness;](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)   + - incl. the Legal for Health Coaches and Navigator webcast dates too ,   This is a compulsory component   * + [Chronic Disease Management;](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/)   + [Cultural Safety](https://hlln.info.yorku.ca/culturalsafety/); and   + (1) Evaluative Experiential Module (this is an individual assessment that is scheduled once the programs above have been completed)     If interested in registering for any of our programs we recommend registering asap. We have limited seats in all of them, once the course session is full, we are unable to accept more registrations. We can only save seats till we receive a registration form and a deposit or full payment -as indicated on the registration form. All registrations are processed on a first come first -served basis  Please let us know if you require further information  Regards |

###### FAQs About HLLN’s Health Coaching programs (all)

|  |  |
| --- | --- |
| **QUESTIONS** | **ANSWERS** |
| **What is health coaching?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Health coaching is the practice of guiding clients to lead healthier lives by promoting active lifestyles, improving diets, managing chronic health conditions, and reducing risky behaviours.  Please let us know if we can provide further assistance. Regards |
| **Why is health coaching important?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Health risk behaviours are extremely prevalent in Canada and around the world. These health risk behaviours can lead to chronic health conditions, such as diabetes, obesity, mental health and addiction problems and others.  Please let us know if we can provide further assistance. Regards, |
| **How does health coaching differ from traditional behavioural interventions?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Traditional behavioural interventions are typically delivered face-to-face in group or individual sessions in clinical settings. Such interventions are insufficient to meet rising demands, complex needs, and busy individual schedules. Health coaching is an emerging approach using updated processes and delivery methods in various settings, such as motivational interviewing over the phone or incorporating new technologies to achieve behaviour change.  Please let us know if we can provide further assistance. Regards |
| **What are the key health coaching competencies I will learn?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Key health coaching competencies include building trust, developing communication and motivational skills, assessing needs, and having the ability to plan, implement, and monitor the progress of behavioural change interventions.  Please let us know if we can provide further assistance.  Regards, |

|  |  |
| --- | --- |
| **How does this health coaching program compare to other university programs? Why should I take this health coaching program?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Health coaching programs have been emerging at international institutions but there is little formal education or training in Canada. Our Health Coaching Certificate delivers state of the science health coaching that has been developed and reviewed by an inter-professional panel of leading field experts. Our program prepares learners to practice safe and evidence-based health coaching and is unique in incorporating standardized case-based simulations into health coach training.  Our program is also the first program fully developed in Canada to be approved by the National Board of Health and Wellness Coaches. Learners who complete the full professional certificate are eligible to sit for the exam to become an NBHWC-certified health coach.  Please let us know if we can provide further assistance.  Regards |
| **How does the health coaching program provide experiential learning?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Our certificate program uses a highly interactive and hands-on approach. Participants will have many opportunities to interact with faculty and technology developers, test, and use technology, and ‘practice by doing’ through case-based simulations.  I have taken another health coaching program. Is this program still useful for me?  As health coaching is a new field there is still a lot of variability in health coaching programs. We hope to standardize the practice and develop a pan-Canadian network of professional health coaches. Therefore, individuals who have taken other health coaching programs will not receive advanced standing and are encouraged to take the entire program to further their knowledge.  Please let us know if we can provide further assistance. Regards |
| **Do I have to be a health professional to be a health coach?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Our program is designed for individuals practicing in health care, social services, and other regulated or helping professions. However, there is currently active discussion of health coaches as its own licensed profession. The Health Coach Institute at the Health Leadership and Learning Network is working with government, researchers, and health professionals at the forefront of this emerging movement to help fill gaps in the healthcare system.  If you are interested in becoming a health coach and unsure if this program is suitable for you, please contact us at [hlln@yorku.ca.](mailto:hlln@yorku.ca)  Please let us know if we can provide further assistance. Regards, |
| **What is patient-centred care? How does health coaching relate?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Healthcare services can be fragmented, and patients can have difficulty navigating healthcare systems. Patient-centred or person-centred care is the idea that patients should be at the centre of the health care system and all persons should have access to health care.  Health coaching can fill gaps in individual access and understanding of health information and services. It is relationship-based and patient-centred.  Please let us know if we can provide further assistance.  Regards |

|  |  |
| --- | --- |
|  |  |
| **Are your health coaching programs approved or recognized by an international board/organization?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  **Health Coach Professional Certificate:** |
|  | Health Coaches are not registered health professionals in Ontario or Canada. That means that there is no regulatory body or licensing exam attached to it, such as for Nurses or Psychologists. |
|  | That said, our entire **Health Coach Professional Certificate** (consisting of a series of certificate programs) is the first program in Canada that has been approved by **The National Board for Health and Wellness Coaching (NBHWC)** and not the **International Coaching Federation** |
|  | You may learn more about the NBHWC by clicking on the link: https://nbhwc.org/ |
|  | The NBHWC aligns with York University's health coaching principles, this one has accredited programs from Mayo Clinic, Georgetown University, Duke University, and other academic institutions. NBHWC-approved training programs have met the requirements of an extensive application and review process. |
|  | This accreditation body is based in the US and after completing our entire **Health Coach Professional Certificate** program and meeting their criteria, you can sit for the National Board Certification credential (NBC-HWC) exam, and become a ‘National Board Certified – Health and Wellness Coach’ as a mark of quality assurance of your health coaching training, knowledge and skills. For more information: <https://nbhwc.org/become-a-board-certified-coach/> |
|  | Please note, that students who do not complete the entire full Health Professional Certificate but who complete one of the certificates below are eligible for Continuing Education Hours (CE) with the NBHWC. |
|  | * Lifestyle and Wellness, Health Coach * Chronic Disease Management * Cancer Coaching Professional Certificate |
|  | Please let us know if we can provide further assistance. |
|  | Regards |
| **Will I finish with a credential after my health coaching program? Will I be a regulated/certified health coach?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Our alumni will not be regulated or certified.  Health Coaches are not registered health professionals in Ontario or Canada. That means that there is no regulatory body or licensing exam attached to it, such as for Nurses or Psychologists. This program will not make you a “certified” health coach, and any other program claiming otherwise is misleading as there are no government regulatory criteria.  However, our students will receive a Certificate of Completion and you have the option of earning digital credentials.  Please note only students who complete our entire **Health Coach Professional Certificate** (which consists of several short programs) and meet the NBHWC’s criteria can sit for this organization’s exam and become a ‘National Board Certified – Health and Wellness Coach’ as a mark of quality assurance of your health coaching training, knowledge, and skills. For more information: <https://nbhwc.org/become-a-board-certified-coach/>  Please let us know if we can provide further assistance.  Regards |
|  |  |

|  |  |
| --- | --- |
| **I am interested in the entire Health Coach Professional Certificate, do I have to take the Certificate programs in sequential order, as indicated on the pathway?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  We recommend our students who meet the Health Coach Professional Certificate program entry requirements, take the **Lifestyle and Wellness Health Coach** before Chronic Disease Management Health Coach.  Please let us know if we can provide further assistance. Regards |
| **Could you provide further information about the NBHWC exam?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  For any information related to the NBHWC exam, please contact the NBHWC at <https://nbhwc.org/> Please let us know if we can provide further assistance.  Regards |
| **Does the National Board for Health & Wellness Coaching (NBHWC) recognize Continuing Education (CE) hours for any of these programs:**   * **Cancer Coaching Professional Certificate** * **Lifestyle & Wellness Health Coach** * **Chronic Disease Management Health**   **Coach** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Yes, the NBHWC recognizes CE hours for our Cancer Coaching, Lifestyle and Wellness and Chronic Disease Management Heath Coach, and Motivational Interviewing programs.  **Please note** only students who complete our entire **Health Coach Professional Certificate** (which consists of several short programs) and meet the NBHWC's criteria can sit for this organization's exam and become a ‘National Board Certified – Health and Wellness Coach’ as a mark of quality assurance of your health coaching training, knowledge, and skills. For more information: <https://nbhwc.org/become-a-board-certified-coach/>  Please let us know if we can provide further assistance. Regards |

|  |  |
| --- | --- |
| **Why is Health Coaching Important?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Health risk behaviours are extremely prevalent in Canada and around the world. These health risky behaviours can lead to chronic health conditions, such as diabetes, obesity, mental health and addiction problems, and others.  The existing healthcare system has not been able to meet the emerging healthcare needs of the population. This has contributed to escalating rates of complex and chronic issues. Health coaching is an evidence-based intervention that can help to promote health, reduce risk, and manage health conditions.  Please let us know if we can provide further assistance. Regards |
| **Is Health Coaching Applicable in Other Provinces or Countries?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Yes, absolutely. Our health coaching approach can be applied in any setting. If you are part of a regulated health profession in an authority, you are encouraged to contact the regulatory body to understand the full scope of your practice.  Please let us know if we can provide further assistance. Regards |
| **What do people do with a Cancer Coaching Certificate?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  The students who complete our Cancer Coaching Certificate will do different things, depending on their career goals:   * Most of our students will integrate all the learning into their daily practice either at their current workplace or others, where they demand the skill (after completing the professional certificate, you can put the skills you have acquired on your resume as well as demonstrate these through digital credentials online). * Few will do independent coaching.   Please note: Health Coaches (including Cancer Coaches) are not registered health professionals in Ontario or Canada. That means that there is no regulatory body or licensing exam attached to it, such as for Nurses or Psychologists. This program will not make you a “certified” health coach, and any other program claiming otherwise is misleading as there are no government regulatory criteria.  We might recommend that you watch the two webinars below, which might provide more information on Cancer Coaching:  <https://www.youtube.com/watch?v=56y9IKcHX0U>  <https://www.youtube.com/watch?v=u2Fz-ky0Eyc>  Please let us know if we can provide further assistance. |

|  |  |
| --- | --- |
| **Why do I need to be a licenced health professional to take Cancer Coaching or Chronic Disease?** | Notes highlighted in yellow for reference, only add the highlighted area if the student qualifies for lifestyle and wellness.  Hello,  Thanks for your email and interest in our program.  The prerequisite of a licensed healthcare professional is essential. The model of coaching taught in the course is designed for healthcare professionals to apply evidence-based techniques for health behaviour change in the context of cancer as a chronic disease applying psychological counselling and motivational interviewing techniques targeting post-treatment issues and acute treatment toxicities that require healthcare professional scope of practice, but you certainly could quality for the lifestyle and wellness coaching course  Please let us if we can provide further assistance.  Regards |
| **What do people do with the Health Coaching Certificate?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  The students who complete our Health Coaching Certificate will do different things, depending on their career goals:   * Most of our students will integrate all the learning into their daily practice either at their current workplace or others, where they demand the skill (after completing the professional certificate, you can put the skills you have acquired on your resume as well as demonstrate these through digital credentials online). * Few will do independent coaching. * Individuals can also become Board-Certified coaches by writing the NBHWC Health & Wellness Coach Certifying Examination. To qualify for the exam, you must first complete an NBHWC-Approved Training Program such as the program offered at York University. For more information, visit the [NBHWC website.](https://nbhwc.org/)   Please note: Health Coaching is an emerging and unregulated field in Canada. Quality assurance is essential to ensure that our program and our trained health coaches meet an industry-recognized standard. There are various organizations that offer accreditation but only one organization uses standards rooted in health coaching science and evidence-based practices.  Please note our program will not make you a “certified” health coach, and any other program claiming otherwise is misleading as there are no government regulatory criteria. That said if you wish to, after our program you have the option to become a Board-Certified Coach by writing the NBHWC Health & Wellness Coach Certifying Examination. To qualify for the exam, you must first complete a NBHWC-Approved Training Program such as the program offered at York.  University. For more information, visit the [NBHWC website.](https://nbhwc.org/)  We may recommend watching the video below for more information about our Health Coaching program and the NBHWC.  https[://w](http://www.youtube.com/watch?v=fU5ulINc1oo)ww[.y](http://www.youtube.com/watch?v=fU5ulINc1oo)o[utube.com/watch?v=fU5ulINc1oo](http://www.youtube.com/watch?v=fU5ulINc1oo)  Please let us know if we can provide further assistance.  Regards |

|  |  |
| --- | --- |
| **What can I do with the Health Coaching Certificate?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  You can incorporate health coaching in your current practice as a health professional, find a new role in the health and wellness sector or start your own one-on-one health coaching business. As health coaching is not a regulated health profession, the qualifications required may vary from employer to employer.  Please let us know if we can provide further assistance. Regards |
| **Do I Have to Be a Regulated Health Professional to become a Health Coach?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Our program is designed for individuals practicing in health care, social services, and other counselling or helping professions.  For our **Lifestyle and Wellness** program, you do not have to be a regulated health professional to take this program. However, you will need to demonstrate the prerequisite knowledge, have a health-related diploma or degree, and have 1-2 years of relevant work experience in the health and/or wellness sector.  For our **Chronic Disease Management program** student’s other entry requirement, apply, visit the program page for more information: https://hlln.info.yorku.ca/chronic-disease-management-health- coach/  Please let us know if we can provide further assistance. Regards |
| **I have a bachelor’s degree in IT, BUSINESS, LAW of**  **other that is non-health related), can take any of your health coaching programs?**  **\***NOTE- make sure you have received enough information about the student's education and professional background before replying. Otherwise, ask the student for more information | Notes highlighted in yellow for reference only - if you have enough information that shows the student does not qualify for any of our health coaching programs, please reply to the following:  Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Based on your education and professional background you have shared with us; we confirm you do not meet the entry requirements for our health coaching programs.  To have a successful career as a health coach working with patients with chronic diseases and to be eligible for our program, we highly encourage you to consider first, at least some accredited post-grad Ontario College Certificate or degree in a health-related field such as promotion, psychology, kinesiology. Additionally, you should consider formal education on human anatomy and physiology or pathophysiology of chronic conditions.  Please let us know if we can provide further assistance. Regards |
| **If someone has a health background or health experience, please review the answers and reply depending on the student’s scenario** | Notes highlighted in yellow for reference only - if you receive an email from a **non-regulated health professional,** please note:  The requirements for our **Lifestyle and Wellness HC programs** are different from our program **Chronic Disease Management HC, Cancer Coach Professional Certificate** for the full **Health Coach Professional Certificate.** So, our answer to the student will depend on the situation. Please ask for further information on the person's education and professional experience to provide guidance.  a) In the case of **Lifestyle and Wellness HC programs students must demonstrate the following knowledge or experience:** |

* Individuals with experience working in related health and/or wellness sectors such as health and fitness centres, community care, primary care clinics, hospitals, pharmacies OR counselling roles in schools, community/faith-based organizations etc.

##### OR

* Professionals or new graduates with a health-related diploma or bachelor’s degree looking to expand their role or start their own health coaching practice.

##### OR

* 1 year of work experience in related health and/or wellness sector/community settings

1. In the case of **the Chronic Disease Management Cancer Coaching Professional Certificate** or the entire **Health Coach Professional Certificate** student must demonstrate any of the following:
   * Bachelor's degree in a health-related field (i.e., public health, health promotion, psychology (unlicensed), kinesiology (unlicensed) etc.

##### AND

* + Demonstrated education on human anatomy and physiology or pathophysiology of chronic conditions.

REVIEW THE FOLLOWING SCENARIOS:

**SCENARIO 1 FOR CANADIAN PROFESSIONALS:**

* + - * if the student has a bachelor’s degree in a health-related field such as promotion, psychology, kinesiology **AND**
      * demonstrated education on human anatomy and physiology or pathophysiology of chronic conditions IN CANADA. Please answer the following:

Hello,

Thanks for your email and interest in our program.

You are welcome to register for the Chronic Disease Management or Cancer Coaching program, we confirm you meet the perquisites. That said, you are required to take *one* of the two programs listed before you register for Chronic Disease or Cancer Coaching PC:

[Motivational Interviewing Certificate](https://hlln.info.yorku.ca/open-programs/training-in-motivational-interviewing-for-health-coaches/)

or

[Lifestyle and Wellness Health Coach Certificate](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)

Please note that you are expected to have a working knowledge of chronic diseases before you enrol in this program. This program will not cover an overview of chronic conditions but will teach you how to safely support self-management of those conditions as a health coach.

Please let us know if we can provide further assistance.

Regards

**SCENARIO 2 FOR INTERNATIONAL PROFESSIONALS:**

* if the student has a bachelor’s degree in a health-related field such as promotion, psychology, or kinesiology, although the person might meet the program prerequisites.
* **AND** demonstrated education on human anatomy and physiology or pathophysiology of chronic conditions.
* And they must meet the English-Language requirements, as specified in this document: <https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements_rev-June-2022.pdf?x27795>
* **PLEASE NOTE** Please note they must submit a transcript of their degree translated by a

|  |  |
| --- | --- |
|  | * certified translator, AND proof they meet the English language requirements, as specified in our document.   Hello,  Thanks for your email and interest in our program.  You are welcome to register for the Chronic Disease Management or Cancer Coaching program, we confirm you meet the perquisites. That said, you are required to take *one* of the two programs listed before you register for Chronic Disease or Cancer Coaching PC:  [Motivational Interviewing Certificate](https://hlln.info.yorku.ca/open-programs/training-in-motivational-interviewing-for-health-coaches/) or  [Lifestyle and Wellness Health Coach Certificate](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)  Likewise as an international professional, you will be asked to submit a copy of your certificate and/or transcript of your degree from your home country (this will need to be in English or translated by a certified lawyer/institution) AND evidence of your English level for admission consideration, unless you qualify for an exemption, **please refer to this document:** <https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements_rev-June-2022.pdf?x27795>  Please note that you are expected to have a working knowledge of chronic diseases before you enrol in this program. This program will not cover an overview of chronic conditions but will teach you how to safely support self-management of those conditions as a health coach.  Please let us know if we can provide further assistance.  **SCENARIO 4 FOR CANADIAN PROFESSIONALS:**   * if the student has a bachelor’s degree in a health-related field such as promotion, psychology, or kinesiology. * **However, they do not have** demonstrated education on human anatomy and physiology or the pathophysiology of chronic conditions.   Please answer the following:  Hello,  Thanks for your email and the information you shared with us. As per this, it seems you do not have formal education in human anatomy and physiology, and pathophysiology of chronic conditions – this last one is also an entry requirement of our Health Coach Professional Certificate, Cancer Coaching and Chronic Disease Management.  That said, our goal is to provide guidance on the options you may have based on your current experience. Therefore, we are writing to share a few options:  Option 1  You are welcome to register for our **Lifestyle and Wellness** program only. However, you do not qualify for our Cancer Health Coaching nor Chronic Disease or Health Coach Professional Certificate  To learn about our Lifestyle and Wellness click here:  <https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/>  Option 2  If you still wish to take our Chronic Disease or Health Coach Professional Certificate, you could take the first, one of the following two program options below (note: HLLN does not endorse the following programs and there are no formal pre-requisites for our program, they are options only and presented for convenience). Students are responsible for deciding to take these programs).   * 1. \* George Brown: https://coned.georgebrown.ca/courses-and-programs/human-anatomy-and-physiology-online   2. \* Conestoga College: <https://continuing-education.conestogac.on.ca/courses/HEAL1870>   Once you complete any of the options above you will be asked to submit your certificate of completion. Please note you **will still be required to take our Lifestyle and Wellness HC program or Motivational Interviewing Certificate** before you take the Chronic Disease Management program or Cancer Coaching.  Please note that you are expected to have a working knowledge of chronic diseases before you enroll in this program. This program will not cover an overview of chronic conditions but will teach you how to safely support self-management of those conditions as a health coach.  Please let us know if we can provide further assistance.  **SCENARIO 5 FOR INTERNATIONAL PROFESSIONALS:**   * if the student has a bachelor’s degree in a health-related field such as promotion, psychology, or kinesiology, although the person might meet the program prerequisites AND * they meet the English-Language requirements, as specified in this document <https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements_rev-June-2022.pdf?x27795> * **However, they do not have** demonstrated education on human anatomy and physiology or the pathophysiology of chronic conditions.   Hello,  Thanks for your email and interest in our program. We are writing to share a few options:   * You are welcome to register for our **Lifestyle and Wellness** program only. However, you do not qualify for our Chronic Disease or Health Coach Professional Certificate.   If you wish to apply for the Lifestyle and Wellness program, please read the note below for international professionals.   * If you still wish to take our Chronic Disease or Health Coach Professional Certificate, you could consider taking one of the following two program options below (note: HLLN does not endorse the following programs and there are no formal pre-requisites for our program, they are options only and presented for convenience). Students are responsible for deciding to take these programs).   + \* George Brown: https://coned.georgebrown.ca/courses-and-programs/human-anatomy-and-physiology-online   + \* Conestoga College: https://continuing-education.conestogac.on.ca/courses/HEAL1870.   Once you complete any of the options above you will be asked to submit your certificate of completion. Please note you will still be required to take our Lifestyle and Wellness HC program or Motivational Interviewing Certificate before you take the Chronic Disease Management program or Cancer Coaching.  Please note that you are expected to have a working knowledge of chronic diseases before you enroll in this program. This program will not cover an overview of chronic conditions but will teach you how to safely support self-management of those conditions as a health coach.  **Please note as an international professional,** if you wish to pursue any of the options highlighted above (option 1 or 2), you will be asked to submit a copy of your certificates and/or transcripts of your degree from your home country (this will need to be in English or translated by a certified lawyer/institution) AND evidence of your English level for admission consideration, unless you qualify for an exemption, please refer to the document attached  Please let us know if we can provide further assistance. Regards  **SCENARIO 5 FOR INTERNATIONAL PROFESSIONALS:**   * if the student has a bachelor’s degree in a health-related field such as promotion, psychology, or kinesiology, although the person might meet the program prerequisites. * **However, they do not have** demonstrated education on human anatomy and physiology or pathophysiology of chronic conditions AND. * they also do not meet the English-Language requirements, as specified in this document if they do: <https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements_rev-June-2022.pdf?x27795>   Hello,  Thanks for your email and interest in our program.  Before you register for any of our programs you must meet our English Language requirements, as specified in this document: <https://hlln.info.yorku.ca/files/2022/06/English-Language-Requirements_rev-June-2022.pdf?x27795>  Once you confirm you meet the English Language requirements, here are the options you could consider:   * You are welcome to register for our **Lifestyle and Wellness** program only. However, you do not qualify for our Chronic Disease or Health Coach Professional Certificate.   If you wish to apply for the Lifestyle and Wellness program, please read the note below for international professionals.   * If you still wish to take our Chronic Disease or Health Coach Professional Certificate, you could consider taking one of the following two program options below (note: HLLN doesn't endorse the following programs and there are no formal pre-requisites for our program, they are options only and presented for convenience). Students are responsible for making a decision to take these programs).   + \* George Brown: https://coned.georgebrown.ca/courses-and-programs/human-anatomy-and-physiology-online   + \* Conestoga College: https://continuing-education.conestogac.on.ca/courses/HEAL1870.   Once you complete any of the options above you will be asked to submit your certificate of completion. Please note you will still be required to take our Lifestyle and Wellness HC program or Motivational Interviewing Certificate before you take the Chronic Disease Management program or Cancer Coaching.  Please note that you are expected to have a working knowledge of chronic diseases before you enroll in this program. This program will not cover an overview of chronic conditions but will teach you how to safely support self-management of those conditions as a health coach.  **A gentle reminder that as an international professional**, if you wish to pursue any of the options highlighted above (option 1 or 2), you will be asked to submit a copy of your certificates and/or transcripts of your degree from your home country (this will need to be in English or translated by a certified lawyer/institution) AND evidence of your English level for admission consideration, unless you qualify for an exemption, please refer to the document attached  Please let us know if we can provide further assistance.  Regards |

|  |  |
| --- | --- |
|  |  |
| **I am a Massage therapist, can I take any of your Cancer, Chronic Disease or HC Professional**  **Certificate** | Notes highlighted in yellow for reference only – Once you receive further information from the student please confirm availability with HLLN's Director  Hello,  Thanks for your email and interest in our program.  Can we kindly ask you to share more information about your undergraduate degree and professional experience? This information will help us to provide the right information.  Regards |

|  |  |
| --- | --- |
| **I am a nutritionist or fitness trainer; can I take any of your health coaching programs?** | Notes highlighted in yellow for reference only, if the nutritionist has experience in anatomy or human anatomy and physiology or pathophysiology, they may qualify for Cancer Coaching and Chronic Disease, without this experience they only qualify for Lifestyle and Wellness  Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Nutritionists and fitness trainers are welcome to register for our **Lifestyle and Wellness Health Coaching** program only.  Please let us know if we can provide further assistance. Regards |
| **If I am not a regulated healthcare professional but I passed The National Board for Health and Wellness Coaching (NBHWC) can I take any of your programs:**   * **Chronic Disease Management HC,** * **Cancer Coaching Professional Certificate** * **The entire Health Coach Professional Certificate?** | Hello,  Thanks for your email.  We are writing to share a few options:   1. You are welcome to register for our **Lifestyle and Wellness** program only. However, you do not qualify for our Chronic Disease, Health Coach Professional Certificate or Cancer Coaching 2. If you still wish to take our Chronic Disease or Health Coach Professional Certificate, you could take the first, one of the following two program options offered by McMaster University (note: HLLN doesn't endorse the following programs and there are no formal pre-requisites for our program, they are options only and presented for convenience). Students are responsible for making a decision to take these programs).    1. \* George Brown: https://coned.georgebrown.ca/courses-and-programs/human-anatomy-and-physiology-online    2. \* Conestoga College: <https://continuing-education.conestogac.on.ca/courses/HEAL1870>   Once you complete any of the options above you will be asked to submit your certificate of completion. Please note you will still be required to take our Lifestyle and Wellness HC program first before you take the Chronic Disease Management program.  Please note that you are expected to have a working knowledge of chronic diseases before you enrol in this program. This program will not cover an overview of chronic conditions but will teach you how to safely support self-management of those conditions as a health coach.  Please let us know if we can provide further assistance. Regards, |

|  |  |
| --- | --- |
|  |  |
| **How does your Cancer Coaching Professional Certificate compare to other Canadian and/or US programs? How long has your program been running** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  There are many general health coaching programs in the US but as far as we know this is the only program that is specialized in Cancer Coaching. This training program was developed over five years ago with a Cancer Foundation for their clinicians to provide cancer coaching services. The program was then updated and revised for open enrollment last year by our Program Director, Dr. Doris Howell, who is also recently named Scientist Emeritus at Princess Margaret Hospital – consistently recognized of the top ten cancer care hospitals in the world. Therefore, this program was developed from a real cancer care need with an industry partner and updated to use current leading research evidence.  We are the only National Board Health and Wellness Coaching-approved program provider in Canada. This Cancer Coaching program is eligible for continuing education hours required for re-certification of national board-certification health coaches  Please let us know if we can provide further assistance.  Regards |
|  |  |

|  |  |
| --- | --- |
| **I reside in the US, does your Cancer Coaching Professional Certificate curriculum reference any US?**  **cancer data/stats?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  The program was designed with an international audience in mind. The program founder and director has worked on international research teams with US counterparts and all the main program concepts, skills and competencies taught can be universally applied. The program may make some reference to Canadian data/stats, but it is really not important or relevant to the program's learning objectives.  Please let us know if we can provide further assistance. Regards |

## Legal webcast for Health Coaches and Navigators

###### FAQs About the legal webcast

|  |  |
| --- | --- |
| **Do I need to take the legal webcast twice, this means for Lifestyle and Wellness AND Chronic Disease, if I took both courses?** | Notes highlighted in yellow for reference only  Confirm first the student took and completed one of the courses that includes the legal webcast component.  i.e.  Advanced Patient Navigator  Lifestyle and Wellness  Chronic Disease Management HC  Hello (name),  Thanks for your email.  You only need to take the legal webcast once, either after you complete the Lifestyle and Wellness OR Chronic Disease Management  Please let us know if we can provide further assistance.  Regards |
| **Do I need to take both days of the legal webcasts?** | Notes highlighted in yellow for reference only  Confirm first the student took and completed one of the courses that includes the legal webcast component.  e.g.  Advanced Patient Navigator  Lifestyle and Wellness  Chronic Disease Management HC  Hello (name),  Thanks for your email.  Yes, you need to take both days and stay for the full session.  Please let us know if we can provide further assistance.  Regards |
| **I won’t be able to attend the legal webcast, can I attend a future session?**  **Can I receive a reminder of future sessions?** | Notes highlighted in yellow for reference only   * Confirm first the student took and completed one of the courses that includes the legal webcast component.   e.g.  Advanced Patient Navigator  Lifestyle and Wellness  Chronic Disease Management HC   * Areas highlighted in yellow will need to be modified.   Hello (name),  Thanks, for your email.  Please note the next legal webcast date has not been confirmed (it is possible this will take place on June 27 & 28, 2023 (12:00 pm-2:30 pm EDT). If you miss the legal webcast in March, we could contact you for the next one, once it is booked.  However, we kindly ask you to consider the following:   * Students are expected to attend the legal webcast that follows their course. * Requests to attend future legal webcasts are done on a case- by case., as we have limited seats for the sessions. Seats for future sessions are not guaranteed, as preference is given to those whose course ended closer to the webcast date. * It is the student's responsibility to follow up on requests, including attending future webcast sessions.   Please let us know if we can provide further assistance.  Regards |

## IV & Infusion Therapy Certificates

* + IV & Infusion Therapy Certificate
  + Advanced IV & Infusion Therapy Certificate About the programs

|  |  |
| --- | --- |
| **TEMPLATE – to**  **Share program information about IV CERTIFICATES (incl. Advanced IV)** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name),  Thanks for your email and your interest in our **IV and infusion Therapy Certificate programs:**   * **IV & Infusion Therapy Certificate** * **Infusion Therapy & Medication Safety: Advanced Specialty Certificate**   You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our programs:   * IV - <https://hlln.info.yorku.ca/open-programs/certificate-in-iv-and-infusion-therapy/> * Advanced IV <https://hlln.info.yorku.ca/advanced-certificate-in-iv-and-infusion-therapy-level-2/>   PLEASE NOTE: We kindly ask you to review the program entry requirements, which you can also find by clicking on the links above.  **Registration and Mode of Payment:**  To register for any of our programs, please complete and submit a registration form: <https://hlln.info.yorku.ca/files/2023/01/Registration-form-2022_e.pdf?x27795>  Please let us know if we can provide further assistance.  Regards |

###### FAQs About IV Certificates

|  |  |
| --- | --- |
| **QUESTIONS** | **ANSWERS** |
| **I am a health professional located outside of Canada can I take your program?** | Hello (name),  Thanks for your email and interest in our program.  Please note this program is currently not open for health professionals located outside of Canada (this may change in the future). That said you may want to consider another of our programs, which accepts registrations from international professionals who meet program entry requirements.  You can find a full list of our programs on our website <https://hlln.info.yorku.ca/open-programs/> Please let us know if we can provide further assistance  Regards |
| **I am an international health professional (IEN, international physician. other) residing in Canada), can I take your program?** Please note: if they are residing in Canada they can hold a PR, refugee status or work-study | Notes highlighted in yellow for reference only **–** please send the email below, once you have confirmed the student is not a regulated healthcare professional in Canada, plus he/she meets program entry requirements.  If you are unsure, before sending the email below, please ask the student to send further information about his/her education and professional experience.  Hello (name),  Thanks for your email and the information you have shared.  As per the information you shared, we are sorry to confirm that you don't meet the entry requirements of our program at this stage.  Students taking IV and infusion Therapy will need to be regulated by healthcare professionals in the country where they reside. From the information you shared with us, it seems that is not yet your case in Canada.  Please note aside from a few courses like IV & Infusion Therapy and Wound Care which are only for regulated healthcare professionals in Canada.  There are other programs you could consider as an international medical professional you can find a list of all our programs on our website <https://hlln.info.yorku.ca/open-programs/>  If interested in any other course, please let us know.  Please note. you may be required to provide proof that you meet program entry requirements.    Please let us know if we can provide further assistance.  Regards. |
| **Do you get certified in IV and infusion Therapy?** | Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.  All our programs are non-degree, noncredit, which means participants receive a certificate of attendance: but they are not certified, as in CVAA certification. However, that said, the IV programs prepare them for taking the exam, a certification that encompasses all aspects of infusion therapy: initiating peripheral IVs, and care and maintenance of peripheral and central access devices.  Please let us know if we can provide further assistance.  Regards |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Will I get the certification for the Canadian Vascular Access Association (CVAA) and the Vascular Access Certification (VA-BC) and what the procedure for that would be?** | Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.  All our programs are non-degree, non-credit, which means participants receive a certificate of attendance: but they are not certified, as in CVAA certification. However, that said, our IV programs prepare students for taking the exam, a certification that encompasses all aspects of infusion therapy: initiating peripheral IVs and care and maintenance of peripheral and central access devices.  Please contact the CVAA and similar for information about their exams or processes, which are managed and administered by them.  Please let us know if we can provide further assistance.  Regards | | | | | |
| **What is covered in the Infusion Therapy & Medication Safety: Advanced Specialty Certificate**? **How will this benefit my practice?** | Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.  You can learn more about our program on our website: https://hlln.info.yorku.ca/advanced-certificate-in-iv- and-infusion-therapy-level-2/  Please let us know if we can provide further assistance.  Regards | | | | | |
| **Can nursing students (RNs, RPNs, or LPNs) attend your IV program?** | Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.   * RNs in the 3rd year are welcome to take our program. * RPNs or LPNs in their 4th year are welcome to take our program.   Please let us know if we can provide further assistance.  Regards | | | | | |
| **Can Naturopaths or/radiologists take any of your IV programs?** | Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.  **No,** that said we are constantly developing programs to support different health professionals. We’ll be happy to keep you informed of any future programs for Naturopaths and/or Radiologists.  Please let us know if we can provide further assistance.  Regards | | | | | |
| **Can Pharmacists take any of our IV programs?** |  | Notes highlighted in yellow for reference only, this answer only applies to Pharmacists | but not to | Pharmacist Technicians | |  |
| Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.  It is recommended that Pharmacists take our [**Infusion Therapy & Medication Safety: Advanced**](https://hlln.info.yorku.ca/advanced-certificate-in-iv-and-infusion-therapy-level-2/)[**Specialty Certificate**](https://hlln.info.yorku.ca/advanced-certificate-in-iv-and-infusion-therapy-level-2/)  Please let us know if we can provide further assistance.  Regards | | | | | |
| **Can Pharmacist Technicians take any of our IV programs?** |  | Notes highlighted in yellow for reference only, this answer only applies to Pharmacist Technicians ( not for Pharmacists) | | |  | |
| **Answer:**  Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.  No, that said we are constantly developing programs to support different health professionals. We’ll be happy to keep you informed of any future programs for Naturopaths and/or Radiologists.  Please let us know if we can provide further assistance.  Regards | | | | | |
| **Which IV course, should I take, if I am a phlebotomist?** | Hello (name),  Thanks for your email and interest in our program. You are welcome to take our **IV and Infusion Therapy Certificate program.**  Please let us know if we can provide further assistance.  Regards | | | | | |
| **Can I take the Advanced version, if I am a phlebotomist?** | Hello (name),  Thanks for your email and interest in our program. If you are a phlebotomist, you are required to take the IV & Infusion Therapy Certificate first, before you take the Advanced version.  Please let us know if we can provide further assistance.  Regards | | | | | |

|  |  |
| --- | --- |
| **Is this IV program suitable for somebody who already is comfortable with venous blood draws as well as a beginner like my lab mate**? | Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.  We may provide to those who would like to learn how to insert PIVs. The current program focuses on the life of a catheter; specifically, assessment of need, insertion, infusion and IV medication principles, care and management of the line and removal. Physiology, anatomy and pathology of all systems directly impacted by a vascular access device are covered.  Please let us know if we can provide further assistance.  Regards |

|  |  |
| --- | --- |
| **Would this IV program teach me, how to correctly insert indwelling venous catheters to be able to collect multiple blood samples over a prolonged?**  **period?** | Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need. Students will learn techniques for finding appropriate veins and insertion techniques and a whole lot more.  Please let us know if we can provide further assistance.  Regards, |

## Leadership Certificate Programs (all)

* + Clinical Leader Professional Certificate
  + Director of Care in Clinical Leader Professional Certificate

About the programs

|  |  |
| --- | --- |
| **TEMPLATE-**  **General info about our CLINICAL LEADER**  **program** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name),  Thanks for your email and interest in our **Clinical Leader Professional Certificate.** We are emailing you to share further information about our program.  You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program: <https://hlln.info.yorku.ca/open-programs/clinical-leadership/>  PLEASE NOTE: We kindly ask you to review the program entry requirements, which you can also find by clicking on the link above.  **Registration and Mode of Payment:**  To register please complete and submit a registration form: <https://hlln.info.yorku.ca/files/2023/01/Registration-form-Prof-Cert-2022_e.pdf?x27795>  **Group Discounts:**  Should you be interested in sending more than one person we can offer a better discount. We can offer a 5% to 7% discount on the program fee for each person (the discount will depend on the number of people and course fee). Group rates apply only when the group is registering together from the same organization.  Please let us know if you require further information.  Regards, |

|  |  |
| --- | --- |
| **TEMPLATE-**  **General info about our DIRECTOR OF CARE**  **program** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name),  Thanks for your email and interest in our **Director of Care in Clinical Leadership Professional Certificate.** We are emailing you to share further information about our program.  You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program: <https://hlln.info.yorku.ca/director-of-care-certificate-in-clinical-leadership/>  PLEASE NOTE: We kindly ask you to review the program entry requirements, which you can also find by clicking on the link above.  **Registration and Mode of Payment:**  To register please complete and submit a registration form:  <https://hlln.info.yorku.ca/files/2023/04/Registration-form-Prof-Cert-2023_a.pdf?x27795>  **Group Discounts:**  Should you be interested in sending more than one person we can offer a better discount. We can offer a 5% to 7% discount on the program fee for each person (the discount will depend on the number of people and course fee). Group rates apply only when the group is registering together from the same organization.  Please let us know if you require further information.  Regards, |

FAQs About CL & DOCCL

|  |  |
| --- | --- |
| **QUESTIONS** | **ANSWERS** |
| **What problem(s) does the CL program solve or address? Sector related content:** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Participants can discover their leadership style. The program is about risks and safety for clinical environments, which means integrating human and system factors in service areas. (Our programs are not for task management leadership. as it happens with other leadership programs, including LEADs, where they teach to be a task leader, but you are not informed about complex situations which happen when working with the human factor, incivility could generate a human error)  Our programs help clinically trained leaders to be more effective in integrating clinical priorities with the business priorities of their environment.  Please let us know if we can provide further assistance. Regards |
| **What is clinical leadership and how does it differ from traditional leadership or management?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Clinical leadership focuses on using effective communication to build positive relationships. Instead of a more traditional management or leadership model based on hierarchy and command, clinical leadership is emergent and responsive to the needs of a cross-functional and interdisciplinary workplace.  Please let us know if we can provide further assistance. Regards |
| **What is quality improvement and how does clinical leadership relate?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Quality improvement (QI) focuses on making substantial and sustainable improvements to our healthcare systems. This is achieved by looking for opportunities to improve, trying new approaches, and adopting proven practices.  Our clinical leadership program was developed out of a need for more educational support to recruit and prepare frontline managers in health care. Clinical leadership focuses on QI through effective communication and leadership in the context of interdisciplinary partnerships, accountability, complexity, decision-making, and corporate strategy.  Please let us know if we can provide further assistance.  Regards |

|  |  |
| --- | --- |
| **Does clinical leadership apply to my workplace?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Clinical leadership applies to clinical leads, management, administration, and operations of any health services, health-focused, or social services organization. Our program model can be applied broadly across disciplines and roles, and cross-functionally within the health and social services sectors. At the same time, the course is designed to be relevant and specific to the context of your current workplace.  Please let us know if we can provide further assistance. Regards |
| **How does this clinical leadership program relate to my job functions?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  This clinical leadership program is designed for recent or emerging leaders or professionals with a leadership title but little or no formal training. The certificate program will help you with job functions and challenges such as   * process improvements * project management * listening and communicating in ways that promote a culture of trust, recognition, transparency with clients and families, staff, peers and management, and supporting work/life balance. * listening and communicating in ways that promote critical thought, comfort with uncertainty, and innovation. * leading through complexity and change * coaching and mentoring for impact inter-disciplinary teams and cross-functional teams * attracting, motivating, retaining and developing individuals and teams within the care community, and supporting career development, whether directly for department managers or indirectly * continuous improvement of the quality of care, services, and accommodation * understanding the strategic difference between management and leadership * operating as passionate agents for innovation and change   Please let us know if we can provide further assistance. Regards |
| **Do I have to attend all five days of the CL or DOCCL?**  **program? Can I just pick the day and module I want to cover?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Yes, as this is a certificate program. The learning modules may not be taught linearly and attendance of all five days is required to capture the overall objectives of the course.  Please let us know if we can provide further assistance. Regards |
| **Is this CL or DOCCL?**  **Is program content**  **evidence-based?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Yes. Our interdisciplinary faculty from academic and professional backgrounds use an evidence-based approach to teaching. Our faculty have proven expertise and experience in the health and business sectors.  Please let us know if we can provide further assistance |

|  |  |
| --- | --- |
| **How do the CL and DOCCL programs provide experiential learning?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  The program uses learning exercises with relevant workplace-based scenarios, including a session with professional actors who actively engage participants in real-world scenarios.  Please let us know if we can provide further assistance. Regards |
| **What are the CL program requirements?** | Notes highlighted in yellow for reference only, this answer only applies to CL and not DOCCL.  Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Please review program entry requirements by clicking on the link; https://hlln.info.yorku.ca/open- programs/clinical leadership/  Please let us know if we can provide further assistance. Regards |
| **What are the DOCCL**  **program requirements?** | Notes highlighted in yellow for reference only, this answer only applies to DOCCL and not CL.  Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Please review program entry requirements by clicking on the link; https://hlln.info.yorku.ca/director-of-care- certificate-in-clinical-leadership/  Please let us know if we can provide further assistance. |
| **What is the difference between our DOCCL and CL programs?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  The DOCCL programs have been designed for DOC, Managers or those aspiring to these roles within the long-term sector.  Chris Irwin, Program Director for both programs explains the role of a DOC or Managers in retirement homes and the duties of the Clinical Leaders in these short videos:  Director of Care/ Manager [https://www.youtube.com/watch?v=nEt8LLf4V-A&list=PLnbC6qDVeN1jRvEjOJ-](https://www.youtube.com/watch?v=nEt8LLf4V-A&list=PLnbC6qDVeN1jRvEjOJ-0XN4vnLMgvJ68g&index=4) [0XN4vnLMgvJ68g&index=4](https://www.youtube.com/watch?v=nEt8LLf4V-A&list=PLnbC6qDVeN1jRvEjOJ-0XN4vnLMgvJ68g&index=4)  Clinical Leaders [https://www.youtube.com/watch?v=\_cU7NO5yog0&list=PLnbC6qDVeN1jRvEjOJ-](https://www.youtube.com/watch?v=_cU7NO5yog0&list=PLnbC6qDVeN1jRvEjOJ-0XN4vnLMgvJ68g&index=6) [0XN4vnLMgvJ68g&index=6](https://www.youtube.com/watch?v=_cU7NO5yog0&list=PLnbC6qDVeN1jRvEjOJ-0XN4vnLMgvJ68g&index=6)  Please let us know if we can provide further assistance.  Regards |

## Program Evaluator PC or Monitoring an Evaluation

About the programs

|  |  |
| --- | --- |
| **TEMPLATE-**  **General info about our PROGRAM EVALUATOR**  **program** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name)  Thanks for your email and interest in our **Program Evaluator Professional Certificate.** We are emailing you to share further information about our program.  You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program: <https://hlln.info.yorku.ca/program-evaluation-certificate/>  PLEASE NOTE: We kindly ask you to review the program entry requirements, which you can also find by clicking on the link above.  **Registration and Mode of Payment:**  To register please complete and submit a registration form: <https://hlln.info.yorku.ca/files/2023/04/Registration-form-Prof-Cert-2023_a.pdf?x27795>  **Group Discounts:**  Should you be interested in sending more than one person we can offer a better discount. We can offer a 5% to 7% discount on the program fee for each person (the discount will depend on the number of people and course fee). Group rates apply only when the group is registering together from the same organization.  Please let us know if you require further information.  Regards, |

###### FAQs about Program Evaluator

Notes highlighted in yellow for reference only - please note our Monitoring and Evaluation program was updated, its new name is **Program Evaluation Professional Certificate**

|  |  |
| --- | --- |
| **QUESTIONS** | **ANSWERS** |
| **I’m just inquiring if you’ll be offering your Monitoring and Evaluation certificate program any time soon.** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Please note our Monitoring and Evaluation program has been updated to make sure it meets current industry and workplace standards. As a result of these changes, our program’s new name is **Program Evaluator Professional Certificate**. You can find further information by clicking on the link https://hlln.info.yorku.ca/program-evaluation-certificate/.  Please let us know if we can provide further assistance.  Regards |
| **I work in another field/sector that is not healthcare.** I**'m wondering if my participation would be advisable/ should I take this program?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  The methodology you would learn is generalizable to other areas (especially for non-profits or charities) The health focus is used for case examples, but group discussion is for everyone to share their experience, and you could work on your area for your action learning project. We have people coming from a variety of industries.  Please let us know if we can provide further assistance.  Regards |

## Motivational Interviewing Certificate

About the program

|  |  |
| --- | --- |
| **TEMPLATE –**  **General info about our HLLN’s MOTIVATIONAL INTERVIEWING**  **program** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name)  Thank you for your interest in our **Motivational Interviewing Certificate**  You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program:  [**https://hlln.info.yorku.ca/open-programs/training-in-motivational-interviewing-for-health-coaches/**](https://hlln.info.yorku.ca/open-programs/training-in-motivational-interviewing-for-health-coaches/)  **Registration and Mode of Payment:**  To register for any of our programs, please complete and submit a registration form:  <https://hlln.info.yorku.ca/files/2023/04/Registration-form-2023_a.pdf?x27795>  **Group Discounts:**  Should you be interested in sending more than one person we can offer a better discount. We can offer a 5% to 7% discount on the program fee for each person (the discount will depend on the number of people and course fee). Group rates apply only when the group is registering together from the same organization.  Please let us know if you require further information.  Regards, |

## 

## Psychological Health & Safety in the Workplace PC

About the program

|  |  |
| --- | --- |
| **TEMPLATE-**  **General info about our PSYCHOLOGY CAL HEALTH & SAFETY**  **program** | Hello (name)  Thank you for your interest in our **Psychological Health &Safety Professional Certificate**  You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program: <https://hlln.info.yorku.ca/psychological-health-and-safety-certificate/>  PLEASE NOTE: We kindly ask you to review the program entry requirements, which you can also find by clicking on the link above.  **Registration and Mode of Payment:**  To register please complete and submit a registration form:  <https://hlln.info.yorku.ca/files/2023/04/Registration-form-Prof-Cert-2023_a.pdf?x27795>  **Group Discounts:**  Should you be interested in sending more than one person we can offer a better discount. We can offer a 5% to 7% discount on the program fee for each person (the discount will depend on the number of people and course fee). Group rates apply only when the group is registering together from the same organization.  Please let us know if you require further information.  Regards |

## Patient Navigation Programs (all)

* Patient Navigation Certificate
* Advanced Patient Navigation Certificate
* Patient Navigator Professional Certificate
* About the programs

|  |  |
| --- | --- |
| **TEMPLATE – to**  **Share program information about Patient Navigation and Advanced Patient Navigation Certificates** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name),  Thanks for your email and your interest in our **Patient Navigation Certificate programs:**   * Patient Navigation Certificate * Advanced Patient Navigation Certificate   You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our programs:   * Patient Navigation Certificate <https://hlln.info.yorku.ca/fundamentals-of-patient-navigation/> * Advanced Patient Navigation Certificate https://hlln.info.yorku.ca/patient-navigation-for-complex-health-needs/   PLEASE NOTE: We kindly ask you to review the program entry requirements, which you can also find by clicking on the links above.  **Registration and Mode of Payment:**  To register for any of our programs, please complete and submit a registration form:  <https://hlln.info.yorku.ca/files/2023/01/Registration-form-2022_e.pdf?x27795>  Please let us know if we can provide further assistance.  Regards |
| **TEMPLATE – to**  **Share program information about the Patient Navigator Professional Certificate** | Notes highlighted in yellow for reference only   * to be sent if the person is a**regulated healthcare professional - if that is the case remove the blue section** * if the person **does not meet the previous criteria**, please request further information about the student's education and professional experience before submitting this email     Greetings from the Health Leadership & Learning Network at York University,    Thanks for your email and interest in our program. We are writing to provide further information about our program. - including bundle fees below    The Professional Certificate includes (4) four short programs below.  *Click on each one to check all the sessions and dates when each one will be offered  (if you meet the program entry requirements, you can register for any of the sessions. Please note before you take Advanced Pat Nav you must complete Pat Nav first)* .   * [Patient Navigation Certificate.](https://hlln.info.yorku.ca/fundamentals-of-patient-navigation/) * [Advanced Patient Navigation Certificate](https://hlln.info.yorku.ca/patient-navigation-for-complex-health-needs/)  ( please note: this course has two additional webcasts that follow the program:  Legal Webcast (compulsory) and Business webcast ( optional)) * [Motivational Interviewing Certificate](https://hlln.info.yorku.ca/open-programs/training-in-motivational-interviewing-for-health-coaches/) * [Cultural Safety Certificate](https://hlln.info.yorku.ca/culturalsafety/); and * (1) Evaluative Experiential Module  - dates tbc once you complete all courses above   **You have up to 18 months from the onset of the first course to complete the Professional Certificate. You would select the session dates of the individual courses from the individual Program Tab. On the individual program tab format and date, sessions are provided.**    **BENEFITS:**     * The Professional Certificate will allow you to acquire a thematic set of workplace-relevant skills, each represented by a [digital credential.](https://hlln.info.yorku.ca/digitalcredentials/) * These digital credentials are stackable toward the **Professional Certificate**, which will also be represented by a **milestone digital credential.** * A discounted fee in the short programs, especially if you decide to pay upfront for the whole bundle   **ENTRY REQUIREMENTS**  :   * Confirm you meet the (4) four program prerequisites before you register for the Professional Certificate. If you are unsure, if you meet the program(s) prerequisites, please contact us.     **PROCESS FOR EARNING THE PROFESSIONAL CERTIFICATE:**   * To earn the **Patient Navigator Professional Certificate,** you must complete and pass the (4) four programs mentioned previously. * Present and pass a short **online assessment** at the end of each program. * Present and pass **an Evaluative Experiential Learning** **Module**at the end of ALL programs, which will be assessed on a pass/fail basis.  This is the last milestone of the Professional Certificate * **The Evaluative Experiential Learning Module** is a one-on-one summative assessment. You will spend 60-90 minutes completing three 20-minute case-based simulations with a standardized person actor either in-person or via Zoom videoconferencing, which will be videotaped.  The videos will be sent to the instructor to be graded based on a scoring grid.     **PROFESSIONAL CERTIFICATE PRICE and PAYMENT OPTIONS:**  You have the option to register for the full bundle or pay as you go, as explained in the table below. **Highest savings offered on the BUNDLE A option**       |  |  | | --- | --- | | **Payment options** | **Program fees** | | **BUNDLE A :**  If you purchase the full suite of programs with one one-time upfront payment; receive a 15% discount on all programs & digital credentials | **Total fee $2,814.27**           one-time upfront payment when registering                   for the Professional Certificate    (this is the fee after discount /  all courses, EELM and HST included) | | **BUNDLE** B:    If you opt-in after completing the first program and purchase the remainder of programs with a one-time balance payment; receive a 15% discount on the REMAINDER of programs & digital credentials | **Total fee $  2,914.27**  one-time upfront payment, after completing the 1st program of the Professional Certificate    (this is the fee after discount /  all remaining courses, EELM and HST included) | | **PAY AS YOU GO:**  With this option, you will also receive a 5% or 7% HLLN alumni discount on the REMAINDER of programs/digital credentials    \***Please note** when you register, if you opt-in for the ‘pay as you go’ payment option, you will be required to pay the fees below ( In this way, you have a seat when the programs fill up and are sold out prior to the course start date. Also, you won't need to remember to enroll at future dates)   * The fee of the first course– this will depend on which course you choose to take 1st   ( eg. Patient Nav, Cultural Safety or MI)      * PLUS  $450+HST ( this is a deposit for the other 3 courses of the pathway – by paying this you secure your seats in the courses) * Any outstanding balances owed for courses will be collected on the 1st of the month in which the courses run, or the 1st of the previous month if the course(s) starts within the first 7 days of the month | **Upfront payment**  **when registering for the PC:**     |  |  |  |  | | --- | --- | --- | --- | | **$ The fee for the 1st course** | **+ $450 (deposits for the  three other courses)** | **+ HST =** | **Initial Payment** |     -----------------------        ***Professional Certificate total value with the***  ***Pay as You GO option****=****$  3, 118.01***    *(this is the fee students should expect to pay for the Professional Certificate, after discount /*  *all courses, EELM and HST included)* | |   For any additional information please download the **brochure attached**or visit our[**WEBSITE**](https://hlln.info.yorku.ca/patientnavigatorprofessional/): <https://hlln.info.yorku.ca/patientnavigatorprofessional/>    **Registration:**  To register please complete and submit a registration form. You will also be required to pay a deposit or full payment as indicated on the form.  [https://hlln.info.yorku.ca/files/2023/04/Registration-form-Prof-Cert-2023\_a.pdf?x2779](https://hlln.info.yorku.ca/files/2023/04/Registration-form-Prof-Cert-2023_a.pdf?x27795)    **Please note**:   * **Important!**  Make sure to add in the registration form, all the session dates of all the program pathways, in the order you wish to take them. * **Patient Navigation Certificate.** * [**Advanced Patient Navigation Certificate**](https://hlln.info.yorku.ca/patient-navigation-for-complex-health-needs/) (incl. the Legal for Health Coaches and Navigators, this is a compulsory component of the Lifestyle and Wellness program) * [**Motivational Interviewing Certificate**](https://hlln.info.yorku.ca/open-programs/training-in-motivational-interviewing-for-health-coaches/) * [**Cultural Safety Certificate**](https://hlln.info.yorku.ca/culturalsafety/) * If interested in registering for any of our programs we recommend registering asap. We have limited seats in all of them, once the course session is full, we are unable to accept more registrations. We can only save seats till we receive a registration form and a deposit or full payment -as indicated on the registration form. All registrations are processed on a first come first -served basis.      Please let us know if you require further information     Please let us know if we can provide further assistance |

* FAQs about the Patient Navigation Certificates (all)

|  |  |
| --- | --- |
| **QUESTIONS** | **ANSWERS** |
| **Do your Pat Nav programs have some Indigenous content?** | Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.  If you take the entire **Patient Navigator Professional Certificate**, we do address indigenous content in our **Cultural Safety program** led by indigenous instructors.  If you do not take the entire Patient Navigator Professional Certificate, you may find some Indigenous content in our programs (Patient Navigation Certificate and Advanced Patient Navigation Certificate) but not in detail. These programs certainly do reflect the First Nations. social determinants of health and intercultural communication. We have had several ‘Aboriginal Navigators’ in our programs in the past.  Please let us know if we can provide further assistance. Regards |
| **What is the difference between a Patient Navigator and a Peer Health Navigator?** | Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Click on the link and watch a video, where Dr. Rosemary Kohr, Program Director for both of our programs defines both roles: <https://www.youtube.com/watch?v=J9_qEVSQzjw>  **Please note,** some organizations, and groups use interchangeably the terms Peer Health Navigator and Lay Navigators. We have renamed our ‘Lay Navigator’ program as ‘Peer Health Navigator.’ Please let us know if we can provide further assistance.  Regards |
| **Is it possible for me to take the Advanced Patient Navigation Certificate, if I haven’t taken the Patient Navigation Certificate?** | Hello (name),  Thanks for your email and interest in our program. We are emailing you to share the information you need.  It is required that you take the [Patient Navigation Certificate](https://hlln.info.yorku.ca/fundamentals-of-patient-navigation/) before the Advanced Patient Navigation program, or be approved by the Program Director based on prerequisite knowledge.  If you would like to take the program but are unsure if you meet the requirements, contact us for more information at 416 736 2100 ext 22170 or [hlln@yorku.ca.](mailto:hlln@yorku.ca)  Please let us know if we can provide further assistance. |

|  |  |
| --- | --- |
| **For Dentist trying to register for our Pat Nav program** | Hello (name),  Thanks for your email and interest in our program. To provide the guidance that you require, can kindly ask to share the following information:   * Further information on your education and professional background * Your personal or professional goals/reasons for taking this program We look forward to hearing from you.   Regards |
| **For IENs or other internationally trained healthcare professionals, who are or have been working in the healthcare sector in Canada in some capacity, but without an active licence.**  **How does the Pat Nav Certificate suit me if I plan to work as a professional patient navigator in Canada, because I am not a regulated healthcare professional in Canada, although I am a physician in my home?**  **country?** | Hello (name),  Thanks for your email and interest in our program.  The Patient Navigation role is an emerging role in Canada, there is still not a regulatory bundle that dictates or manages the practice of patient navigators in Canada. Each workplace or employer will dictate or determine what the qualifications (either education, professional experience, licence status, etc.) that the patient navigation must have to work in their workplace- this varies from employer to employer.  We will recommend checking the patient navigation roles and those currently on their market to learn what each employer or workplace is asking from the Patent Navigators.  Please let us know if we can provide further assistance Regards |
| **For international healthcare professionals, residing outside of Canada.**  **How does the Pat Nav Certificate suit me?** | Hello (name),  Thanks for your email and interest in our program.  Please note all programs have been designed according to Canadian standards. York University and HLLN do not warrant compliance with any other standards,  and **international professionals** are advised to confirm with your national/local boards, ministries, organizations or any authorized institution if HLLN's program content complies with your countries' practices and standards.  Please let us know if we can provide further assistance Regards |

## Wound Care Certificate Programs (all)

* Wound Care Certificate
* Wound Care in Remote Areas Certificate
* Advanced Wound Care Certificate
* About the programs (all)

|  |  |
| --- | --- |
| **TEMPLATE – to**  **Share program information about Wound Care and Advanced Wound Care** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures versions\Brochures  Hello (name),  Thanks for your email and your interest in our **Wound Care Certificate programs:**   * Wound Care Certificate * Advanced Wound Care Certificate   You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our programs:   * Wound Care Certificate <https://hlln.info.yorku.ca/the-wound-care-certificate/> * Advanced Wound Care Certificate https://hlln.info.yorku.ca/the-advanced-wound-care-certificate/   PLEASE NOTE: We kindly ask you to review the program entry requirements, which you can also find by clicking on the links above.  **Registration and Mode of Payment:**  To register for any of our programs, please complete and submit a registration form:  <https://hlln.info.yorku.ca/files/2023/04/Registration-form-2023_a.pdf?x27795>  Please let us know if we can provide further assistance.  Regards |

* FAQs about the Wound Care Certificates (all)

|  |  |
| --- | --- |
| **QUESTIONS** | **ANSWERS** |
| **I am a health professional located outside of Canada can I take your program?** | Hello,  Thanks for your email and interest in our program.  Please note this program is currently not open for health professionals located outside of Canada (this may change in the future). That said you may want to consider another of our programs, which accepts registrations from international professionals who meet program entry requirements.  You can find a full list of our programs on our website <https://hlln.info.yorku.ca/open-programs/>  Please let us know if we can provide further assistance |
| **What is covered in the Wound Care Certificate program?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  The program provides a comprehensive approach to wounds and the treatment options. A lot of time is spent on dressing selection and rationale. It is a very practical and applied program.  Please let us know if we can provide further assistance. |
| **What are the key benefits of each of HLLN’s Wound Care programs?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  The **Wound Care Certificate and the Wound Care Certificate in Remote Settings** offered through HLLN at York University approach wound care in a consistent way: Prevention, treatment of the Underlying Cause (TULC), Preparation and Protection and using the "ABCDs" approach to treatment selection (which can be used in conjunction with things like the Product Picker).  The **Advanced Wound Care** program is more of a "deeper dive" into some of the major issues in wound healing, such as nutrition, infection and complex patients (bariatric, marginalized--e.g., mental health issues, fungating wounds, etc.). In this course, we also look at some of the newer modalities for wound assessment & healing, as well as talk about products that are used in more specialized ways, such as Negative Pressure Therapy.  In any case, the principles of all our programs are consistent with evidence-informed best practices and principles of adult learning, which is the approach taken by Wounds Canada and NSWOCC (formerly CAET) as well as the other major wound care programs offered in Canada through other organizations (U of Toronto, Western University, Grant McEwan University, etc.).  Please let us know if we can provide further assistance. |
| **What is the difference between the Wound Care?**  **Certificate and the Wound Care in Remote Areas Certificate?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Both the **Wound Care Certificate and the Wound Care Certificate in Remote Settings** offered through HLLN at York University approaches wound care in a consistent way: Prevention, Treat the Underlying Cause (TULC), Prepare and Protect and use the "ABCDs" approach to treatment selection (which can be used in conjunction with things like the Product Picker).  The only difference is that the Wound Care Certificate in Remote Settings focuses a bit more on lifestyle and compliance impacts on wound care, such as diabetes, and on treating wounds through home and community care.  You may select one or the other depending on the location or community you work with:   * **Wound Care in Remote Settings Certificate**- if you are a Nurse or Health Care Professionals working in rural and remote settings, including First Nations, who are new to wound care or refreshing their knowledge. * **Wound Care Certificate-** if you are a Nurse or Health Care Professionals working in urban settings.   Please let us know if we can provide further assistance. |

|  |  |
| --- | --- |
| **Are the Wound Care certificates recognized in Canada? I am an RPN in Ottawa.** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need. At the end of our programs, you will receive a certificate of completion.  You may mention in your resume that you took a Wound Care program, as it demonstrated ongoing learning in a specialized area of clinical practice and also in your College of Nurses annual self-assessment.  The principles of both our Wound Care programs are consistent with evidence-informed best practices and principles of adult learning, which is the approach taken by Wounds Canada and NSWOCC (formerly CAET) as well as the other major wound care programs offered in Canada through other organizations (U of Toronto, Western University, Grant McEwan University, etc.).  In Canada, we don't have any officially designated "Wound Care Specialist". Organizations (e.g. hospitals) do require NSWOCC/CAET for ostomy care, but wound care may/may not require demonstration of completion of a course such as the ones through York University or UofT or The master's program at Western.  The title wound care nurse is generally something that an organization uses in a job description - there is no actual job title, a s here is in the UK for Tissue Viability Nurse.  Please note: The only program that is certified through the Canadian Nurse Association Certification program is the NSWOCC - Nurses Specialized in Wound, Ostomy, & Continence Canada (formerly CAET), this could only be completed in 12 months (https://wocinstitute.ca/woc-ep-program/). To get the certification nurse will require taking the NSWOCC program and writing the certification exam, in conjunction with the Canadian Nurses Association The only course that is like this would be the Master of Clinical Science (Wound Healing) at Western University (London, ON). The IIWCC is a course through UofT that is part of a degree program it and of itself does not provide anything more than a certificate of completion- which is similar to the wound care course we offer through York.  Please let us know if we can provide further assistance.  Regards |
| **Will any of your Wound Care programs allow me to be a wound care professional/could I call myself a wound care expert?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need. At the end of our programs, you will receive a certificate of completion.  You may mention in your resume that you took a Wound Care program, as it demonstrated ongoing learning in a specialized area of clinical practice and also in your College of Nurses annual self-assessment.  The principles of both our Wound Care programs are consistent with evidence-informed best practices and principles of adult learning, which is the approach taken by Wounds Canada and NSWOCC (formerly CAET) as well as the other major wound care programs offered in Canada through other organizations (U of Toronto, Western University, Grant McEwan University, etc.).  In Canada, we don't have any officially designated "Wound Care Specialist". Organizations (e.g. hospitals) do require NSWOCC/CAET for ostomy care, but wound care may/may not require demonstration of completion of a course such as the ones through York University or UofT or The master's program at Western.  The title wound care nurse is generally something that an organization uses in a job description - there is no actual job title, a s here is in the UK for Tissue Viability Nurse.  Please note: The only program that is certified through the Canadian Nurse Association Certification program is the NSWOCC - Nurses Specialized in Wound, Ostomy, & Continence Canada (formerly CAET), this could only be completed in 12 months (https://wocinstitute.ca/woc-ep-program/). To get the certification nurse will require taking the NSWOCC program and writing the certification exam, in conjunction with the Canadian Nurses Association The only course that is like this would be the Master of Clinical Science (Wound Healing) at Western University (London, ON). The IIWCC is a course through UofT that is part of a degree program it and of itself does not provide anything more than a certificate of completion- which is similar to the wound care course we offer through York.  Please let us know if we can provide further assistance.  Regards |

|  |  |
| --- | --- |
| **Are your Wound Care Certificate programs comparable to the CAWC wound care certificate?** | Hello  Thanks for your email and interest in our program. We are emailing you to share the information you need.  The principles of both our Wound Care programs are consistent with evidence-informed best practices and principles of adult learning, which is the approach taken by Wounds Canada and NSWOCC (formerly CAET) as well as the other major wound care programs offered in Canada through other organizations (U of Toronto, Western University, Grant McEwan University, etc.).  The article below outlines the content of the Wounds Canada program-- which is very similar to what we offer. It is the same in terms of providing a certificate of attendance. What we offer through York is another way to have clinically relevant learning. We would always encourage people to take our program and then also take the Wounds Canada courses afterward.  https://[www.woundscanada.ca/docman/public/wound-care-canada-magazine/wcc-2019-v17-no1/1408-](http://www.woundscanada.ca/docman/public/wound-care-canada-magazine/wcc-2019-v17-no1/1408-) wcc-spring-2019-v17n1-final-p-38-41-certification-pdf/file  Please note: "Certification" is not well understood-- the ONLY actual "certified" certifications/credentials are the NSWOCC program (through the Canadian Nurses.  Please let us know if we can provide further assistance. |
| **Is it possible for me to take the Advanced Wound Care Certificate, if I haven't taken the Wound Care Certificate or Wound Care in Remote Settings Certificate?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  It is required that you take the [Wound Care](http://hlln.info.yorku.ca/the-wound-care-certificate/) Certificate before this program, or be approved by the Program Director based on prerequisite knowledge.  If you would like to take the program but are unsure if you meet the requirements, contact us for more information at 416 736 2100 ext. 22170 or [hlln@yorku.ca.](mailto:hlln@yorku.ca)  **Please note**, that you must demonstrate knowledge and/or clinical experience with chronic wound care in any healthcare setting. Participants should be familiar with the basic wound types (causes, assessment and treatment) and basic dressing types.  Please let us know if we can provide further assistance. |
| **Could PSWS, Caregivers or Chiropractors take the Wound Care or Advanced Wound Care programs?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  For PSWs, Caregivers, and Chiropractors we will recommend considering our **Skin and Wound Care Basics for Personal Support Workers (PSWs)** program instead:  https://hlln.info.yorku.ca/skin-and-wound-care-basics-for-personal-support-workers-psws/  Please let us know if we can provide further assistance.  Regards |
| **Can nursing students attend**  **your program?** | Hello,  Thanks for your email and interest in our program. We are emailing you to share the information you need.  Yes, though is recommended for those in their 3rd year or onward. Please let us know if we can provide further assistance. |

## Skin and Wound Care Basics for PSWs Certificate

About the program

|  |  |
| --- | --- |
| **TEMPLATE –**  **General info about HLLN’s SKIN & WOUND CARE BASICS FOR**  **PSWs program** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name),  Thank you for your interest in our **Skin and Wound Care Basics for Personal Support Workers (PSWs),** we’re emailing you to share further information about our program below.  You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program:  <https://hlln.info.yorku.ca/skin-and-wound-care-basics-for-personal-support-workers-psws/>  PLEASE NOTE: We kindly ask you to review the program entry requirements, which you can also find by clicking on the links above.  **Registration and Mode of Payment:**  To register for any of our programs, please complete and submit a registration form:  <https://hlln.info.yorku.ca/files/2023/01/Registration-form-2022_e.pdf?x27795>  Please let us know if we can provide further assistance.  Regards |

FAQs about the Skin & WC Basics for PSWs

|  |  |
| --- | --- |
| **QUESTIONS** | **ANSWERS** |
| **What does the program cover?** | Hello,  Thanks for your email and interest in our program.  The course is designed for PSWs with very basic info on dressings/treatments. It will cover the basics of typical wounds, but not specifically issues re: DFUs, pressure injuries, etc.  The focus is on " just in time" care for those who would then be referred to an RN/NP/MD. Also, when to suggest an ED visit.  Please let us know if we can provide further assistance |
| **I am a Nurse, should I take the Skin and WC for PSWs?** | Hello,  Thanks for your email and interest in our program.  The course is designed for PSWs with very basic info on dressings/treatments. It will cover the basics of typical wounds, but not specifically issues re: DFUs, pressure injuries, etc.  The focus is on " just in time" care for those who would then be referred to an RN/NP/MD. Also, when to suggest an ED visit.  For nurses (incl. RNs, RPNs or LPNs) we recommend taking our Wound Care Certificate program – you can find more information by clicking on this link <https://hlln.info.yorku.ca/the-wound-care-certificate/>  Please let us know if we can provide further assistance |

## Skin and Wound Care Basics for Harm Reduction Workers Certificate

About the program)

|  |  |
| --- | --- |
| **TEMPLATE –**  **General info about HLLN’s SKIN & WOUND CARE BASICS FOR HARM REDUCTION WORKERS**  **program** | Notes highlighted in yellow for reference only   * Please change the highlighted areas * please attached program brochure located in the shared drive:   H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Registration\\_Registration forms and Brochures\_pdf versions\Brochures  Hello (name),  Thank you for your interest in our **Skin and Wound Care Basics for Harm Reduction Workers,** we’re emailing you to share further information about our program below.  You can learn more about our program in our brochure attached or by clicking on the link below (you can also copy-paste the link into your browser)  About our program:  <https://hlln.info.yorku.ca/skin-and-wound-care-basics-for-personal-support-workers-psws/>  **Please note:**   * **if you are a nurse or any other regulated health care professional we may recommend considering our** [**Wound Care Certificate programs**](https://hlln.info.yorku.ca/the-wound-care-certificate/)**, contact us for more information at** [**hlln@yorku.ca**](mailto:hlln@yorku.ca) * **If you are PSWs, we recommend considering our** [**Skin & WC for PSWs instead,**](https://hlln.info.yorku.ca/skin-and-wound-care-basics-for-personal-support-workers-psws/) **contact us for** [**more information at hlln@yorku.ca**](mailto:moreinformationathlln@yorku.ca)   **Registration and Mode of Payment:**  To register for any of our programs, please complete and submit a registration form:  https://hlln.info.yorku.ca/files/2023/01/Registration-form-2022\_e.pdf?x27795  Please let us know if we can provide further assistance.  Regards |

FAQs about the Skin & WC Basics for Harm Reduction

|  |  |
| --- | --- |
| **QUESTIONS** | **ANSWERS** |
| **What does the program cover?** | Hello ,  Thanks for your email and interest in our program.  The course is designed for those working in harm reduction settings with very basic info on dressings/treatments. It will cover the basics of typical wounds experienced in harm reduction, but not specifically issues re: DFUs, pressure injuries, etc.  The focus is on " just in time" care for those who would then be referred to an RN/NP/MD. Also, when to suggest an ED visit.  Please let us know if we can provide further assistance |
| **I am a Nurse, should I take the Skin and WC for Harm Reduction?** | Hello ,  Thanks for your email and interest in our program.  The course is designed for those working in harm reduction settings with very basic info on dressings/treatments. It will cover the basics of typical wounds experienced in harm reduction, but not specifically issues re: DFUs, pressure injuries, etc.  The focus is on " just in time" care for those who would then be referred to an RN/NP/MD. Also, when to suggest an ED visit.  For nurses (incl. RNs, RPNs or LPNs) we recommend taking our Wound Care Certificate program – you can find more information by clicking on this link <https://hlln.info.yorku.ca/the-wound-care-certificate/>  Please let us know if we can provide further assistance |