



## ETIQUETTE & EXPECTATIONS POLICY

Our Etiquette & Expectations Policy outlines how we hope you'll show up in the world once you begin the Equitable Care Certification. Please refresh yourself on our values, as they inform our expectations for etiquette in class, in session and beyond.

If we observe or are made aware of actions that are dissonant from our values, we will allot two opportunities for reflection and growth, with support from ECC. This can look like contacting you via email or phone, notifying you of the issue and creating space to fully discuss your thoughts, feelings and needs, as well as ours. This conversation will also include resources and takeaways that serve as "homework" to continue your growth and discovery. We will also schedule a follow-up call to re-visit the discussion towards better alignment with our values.

If there is a third instance and no genuine effort toward collaboration, at our discretion, we may remove you from the certification program. We reserve the right to determine what behavior we deem unaligned with our values and will use careful judgment in making this decision. If we decide to end your relationship with ECC, you will receive CE's for the courses you have completed and passed (based on your evaluations), however, you will not receive a refund for the remaining courses that you will not attend.

If you are removed from ECC, you are welcome to register again after one year from the date of your removal (note: when you register again, you will be required to pay the full amount for the certification). Prior to your re-admittance, we will hold three, 1-hour discovery conversations with you, exploring your growth to ensure that we collectively feel good about beginning again. The three discovery calls will cost \$500 flat in addition to your registration fee.

All conversations related to the Etiquette & Expectations Policy will be facilitated by our fonder, co-founder, comms director and volunteers from our coalition including therapists and sex worker volunteers.