CHAMPIONS PROGRAMS FAQ

⇒ How do I register?
  o If you are registering for both Ethics and Spiritual Care, you will need to register one at a time. To
    register, enter your email and click the "Buy Now" link on this website. If registering multiple lines,
    enter the number of lines you are registering on the PayPal page.

⇒ When is the registration period?
  o Registration begins on Friday, February 28, 2020 and ends on Friday, March 27, 2020. Note: All
    regional health ministries (RHMs) under the Trinity Health umbrella will register via a Survey Monkey
    link which was sent to mission leaders on February 13. All non-Trinity Health members (including
    Trinity Health Steubenville, Ohio) will need to register via PayPal.

⇒ What is the registration cost?
  o Trinity Health can continue to offer these educational sessions at such a low cost because we only
    charge for the cost of the line. Health systems outside of Trinity Health pay $200.00 per program, per
    line for the year. If you are a speaker for one of the sessions, this fee will be waived.

⇒ How many contacts can we have for each line registered?
  o For administrative purposes, there can be only one contact per line. If you have registered multiple
    lines, you can assign contacts for each paid registration. You may also assign someone other than
    yourself as the contact.

⇒ When do the webinars take place?
  o All sessions take place 12-1pm eastern | 11am-12pm central | 10-11am mountain | 9-10am pacific:

    Ethics Champions: occur monthly on the 1st Wednesday* of each month April 8, 2020 - March 3, 2021
    Spiritual Care Champions: occur monthly on the 2nd Wednesday* of each month April 15, 2020 - March 10,
                              2021

*there are three exceptions to this rule (April, July and September), which is when these sessions occur on the
2nd and 3rd Wednesday instead. There will be a schedule distributed to all registrants with a welcome email.

⇒ Will I receive an Outlook appointment to my calendar with logistics?
  o Outlook appointments are not sent. Logistics for this program will be sent via email on the Monday
    prior to each session. The email will include the toll-free number and passcode, the WebEx link, the
    PowerPoint slides & the speaker bio. To protect the integrity of the registration process, these
    logistics will be shared only with the contact person.

⇒ Is the conference passcode a requirement?
  o The password is a requirement to be connected on the phone lines. No one will be permitted into
    the conference without it. For the WebEx portion of the session, there will be no passcode needed.

⇒ What happens if I’m unavailable on the day of the session?
  o Each session will be recorded and the audio link to the recording will be sent by the end of day on the
    day of the conference. Please be advised that the links will expire in 30 days.
Can I leave feedback regarding a topic or presenter?
  - Absolutely. Along with the audio link, we will also send a link to a survey. It’s a quick survey to gain feedback on your thoughts on the topic and speaker facilitating the presentation. Your feedback helps us in deciding when to invite a speaker to present again or to help decide on future topics.

What happens if I can’t connect to the WebEx, or on the phone?
  - Due to the unpredictability of technology, there may be times when you encounter difficulties signing onto the WebEx or on hold with operators on the phone. If this happens, please email us at championsprograms@trinity-health.org to alert us of your issue. Please don’t call! Our staff won’t be able to answer phone calls 30 minutes prior to, nor during the session. Please try to be as specific about the issue as possible, (including but not limited to sending a screenshot of the error message). To avoid longer than usual hold times, we suggest dialing in 10-15 minutes early if possible.

Can I obtain CEU for attending these sessions?
  - Because fees and guidelines vary by state with CEU applications, Trinity Health does not offer educational credit for participation in this program. However, we will support your application by providing the bio of each presenter and the objectives of each session.

  - The National Association of Catholic Chaplains has also approved our curriculum for CEUs and can be applied through them directly. Click the NACC logo for more information:

Registration has closed and I missed the deadline, what can I do now?
  - Unfortunately, once the PayPal links are disabled, we aren't able to reactivate them.

For additional questions, please contact us at 610-550-3177 or at championsprograms@trinity-health.org

Reminder: The registration period is February 28 – March 27, 2020