



PROCEDURES, POLICIES & ACCOMMODATIONS

Best Friends™ Approach Master Trainer Institute

Chicago, IL • May 8–9, 2018

REGISTRATION PROCESS AND CONFIRMATION

Registration is accomplished at www.healthpropress.com/bfai via the **online Application Form**. Master Trainer Certification is a multi-step process that begins with submission of this application. Once your application is received, you will be immediately redirected to the online pre-test, which tests your basic knowledge of the **core tenets of the Best Friends™ Approach**. *Please be prepared to take the pre-test when submitting your application (allow approximately 20–30 minutes to complete both steps)*. Because this is a master-level training, attendees are required to score 80% or above on the pre-test. If you have read either edition of *The Best Friends Approach to Dementia Care*, you should be comfortable with the topics on this pre-test.

Applicants who pass the pre-test will receive confirmation and an invoice for the registration fee. Payment is due within 10 days of invoice date or by April 20, 2018, whichever comes first. Registration will not be complete until payment has been received. Your place at the Institute is not reserved until all steps of the registration are completed. All registrations will be confirmed by e-mail.

It is recommended that you not make non-refundable airline reservations until you have received your confirmation notice. For your registration status, call 1-888-337-8808 ext 180 or e-mail bestfriends@healthpropress.com.

Early Bird Rates & Terms

An Early Bird rate of \$1,260 is available for any application received by 11:59pm on January 31, 2018. Early Bird rates will become invalid if payment is not received by your invoiced payment deadline. You will be re-invoiced at the full Institute rate and your space at the Institute will not be guaranteed until payment is received in full.

Space is limited at Master Trainer Institutes. Apply early.

CANCELLATION POLICIES

Should you be unable to attend the Institute after registering, you must notify HPP **no later than April 20, 2018**, via mail, fax, or email in order to receive a 75% credit (or refund if already paid in full). Applicants registered for attendance who need to cancel on or before April 20, 2018 remain responsible for 25% of the registration fee to cover costs associated with pre-test administration and materials preparation; if not already pre-paid, applicants will be invoiced for this processing fee. Registrants who cancel after April 20, 2018, or are no-shows will be held responsible for the full amount of their registration fee.

Although no credits or refunds will be available after April 20, 2018, organizations may choose to send qualified substitutes, pending HPP approval and space permitting. Substitutes must:

1. Submit a completed application to HPP, and
2. Complete and pass the qualifying pre-test, and
3. Receive approval from HPP for attendance at least 5 business days in advance of the Institute

Health Professions Press reserves the right to cancel the training and will inform registrants by March 12, 2018. In such event, full refunds of the registration fee will be issued; HPP will not refund for expenses above the cost of registration.

SCHEDULE CHANGES

Health Professions Press reserves the right to substitute speakers and/or reschedule the Institute due to unforeseen circumstances. Advance notice will be provided to the extent possible.

SPECIAL ACCOMMODATIONS

If you would like to request a special accommodation for a disability (e.g., wheelchair accessibility, large print materials), please contact us by April 20, 2018 by calling 1-888-337-8808 ext 180 or e-mailing bestfriends@healthpropress.com.

MEALS/REFRESHMENTS

Breakfast, lunch, and refreshments are provided each day of the Institute. If needed, accommodations are available for allergies or other dietary restrictions; contact bestfriends@healthpropress.com.

LODGING AND TRAVEL

Aloft Chicago O'Hare
9700 Balmoral Avenue
Rosemont, IL 60018
(847) 671-4444
www.aloft-hotels.com

A limited number of rooms at the Aloft Chicago O'Hare have been reserved for this event at a discounted rate for May 6–9, which are available on a first come, first served basis until April 21, 2018. For the discount hotel room rate and information, and to make your reservations, use *only* the custom reservation link <https://www.starwoodmeeting.com/Book/BestFriendsInstitute>, which is also provided at www.healthpropress.com/bfai. The rate is \$169/night for a single/double room with two queen or one king bed (including complimentary high-speed Internet access) and does not include applicable state and local taxes, surcharges, parking, or other incidental fees. The discounted rate is also applicable for 3 days prior to and 3 days after these dates based on availability and made through the link. Reservations made after April 21, 2018, are subject to availability and the prevailing commercial rates. Aloft Chicago O'Hare is a smoke-free facility. All Aloft policies prevail.

The Aloft Chicago O'Hare is located 5 minutes from the nearby **O'Hare International Airport (ORD)**. The hotel provides complimentary 24-hour airport shuttle services. Attendees are responsible for their travel and accommodations costs.

TRAINING SCHEDULE AT A GLANCE

All registrants attending the training to become Master Trainers will experience 2 days of stimulating lecture and interactive learning that includes the completion of pre- and post-training tests and active participation in discussions, small-group work, and other exercises during the Institute.

TUESDAY, May 8, 2018		WEDNESDAY, May 9, 2018	
8:00 AM – 9:00 AM	Institute check-in Breakfast (provided)	8:00 AM – 9:00 AM	Breakfast (provided)
9:00 AM – 12:15 PM	Institute in progress, with mid-morning break	9:00 AM – 12:00 PM	Institute in progress, with mid-morning break
12:15 PM – 1:15 PM	Lunch (provided)	12:00 PM – 1:00 PM	Lunch (provided)
1:15 PM – 4:00 PM	Institute in progress, with mid-day break	1:00 PM – 4:30* PM	Training presentations Post-test

*Participants must be present for the duration of Day 2 in order to complete the required post-test.

CEUs

For interested candidates, continuing education credits (9) are available from the National Certification Council for Activity Professionals (NCCAP) and the National Association of Social Workers (NASW). It may be possible to arrange for other professional CEU and contact hour categories for particular Institutes or contact hours. Contact bestfriends@healthpropress.com for further information.

QUESTIONS?

Please e-mail bestfriends@healthpropress.com or call 1-888-337-8808 ext 180.

For information on other training opportunities available through HPP's Specialized Expert Training (S.E.T.), please visit www.healthpropress.com/training or contact training@healthpropress.com.