

# Expectations for Online Caregiver Training

Thanks so much for joining us for online Caregiver Training and your continued care of and commitment to the children and youth in your care. Our goal is to provide consistent, relevant, quality training to support your role as a caregiver. We require all participants to be aware of and meet the following expectations and preparations for training.

1. All participants are expected to log on at least 15 minutes early to confirm that your technology is working effectively, and to provide time for the trainers to assist with any technical support that may be required.
2. Cameras must remain on, and all participants' faces must always be clearly visible within the screen. If more than one person from the same household is attending training, both/all participants need to be clearly visible on the screen throughout the training.
3. Virtual and/or blurred backgrounds cannot be used during training sessions. The participant's learning environment must be clearly visible on camera.
4. If a participant misses 15 minutes or more of a training session, including any cumulative time where the participant's face is not clearly visible on camera, they cannot receive a certificate of completion. The training team will support the participant to register for a different session of the same course that may be more convenient for the participant to complete.
5. Children/infants are NOT permitted to attend training. Participants are required to arrange for a different caregiver to provide childcare in a different room during a training session. If a child/infant is in the same room as the computer or device during training, they may be exposed to sensitive, adult-only course content which is NOT appropriate for children/infants.
6. There can be NO driving while attending training. If a driver or passenger in a vehicle is accessing a training session, the vehicle must be in 'Park' and it must be parked in a safe place. All other training expectations must be followed while attending a training session in a vehicle.
7. Participants must remain at a fixed location during a training session. It is also expected that this location will help to safeguard the confidentiality of all participants. For example, participants cannot be running errands, walking children to school, or being at work with colleagues/clients while attending a training session.
8. Participants are required to be focused on training and avoid multi-tasking. Please refrain from household chores, checking your phone, texting, resting/napping, reading or any other task that would keep you from focusing on what is being shared. Please keep in mind that you are on camera and others can see what you are doing during the training session.
9. There will be regular breaks during training sessions, and it is requested that participants try to refrain from stepping away from the screen other than those scheduled breaks.
10. Respectful interaction is expected, which includes safeguarding other participants' opportunities to engage with course content. Disruptive participants may be removed at a trainer's discretion.
11. Not all matters can be addressed during training. In some cases, a trainer may defer questions to a follow-up conversation.
12. If a concern arises, the trainer will reach out to the participant via Zoom chat. If the concern continues, the trainer will move the participant into the Zoom waiting room until the concern can be resolved. **NOTE: In the case of a concern about safety or childcare, the trainer will immediately move the participant into the Zoom waiting room and/or remove the participant from class until the concern has been resolved.**
13. Examples and personal stories relating to children in care, families, and caregivers are often shared during training, and it is expected that participants will safeguard others' dignity and confidentiality by not repeating this information to people outside the training room. Please note that confidentiality does NOT apply to the mandatory reporting of concerns regarding the safety, security, or development of a child.

Participants are expected to be engaged throughout the course and be able to participate in class discussion and activities. **If you cannot attend your sessions as scheduled, please call (780) 427-0159 to leave a voicemail, or send an email to [cs.caregivertraining@gov.ab.ca](mailto:cs.caregivertraining@gov.ab.ca) to cancel your participation and make room for another person to attend the class instead.** We look forward to spending this time together, and to sharing this information with you!

**The Provincial Caregiver Training Team**