CLARIFICATION POINTS

FOR

On-Site Workshops, Live Webinars and Self-Study Distance Education

Real OT Solutions, Inc. is an Approved Provider of Continuing Education through the American Occupational Therapy Association. Participants of both live and remote or pre-recorded workshops or webinars offered through Real OT Solutions, Inc. would earn AOTA CEUs.

The Occupational Therapy Practice Framework defines occupational therapy as:

The therapeutic use of everyday life activities (occupations) with individuals or groups for the purpose of enhancing or enabling participation in roles, habits, and routines in home, school, workplace, community, and other settings. Occupational therapy practitioners use their knowledge of the transactional relation- ship among the person, his or her engagement in valuable occupations, and the context to design occupation-based intervention plans that facilitate change or growth in client factors (body functions, body structures, values, beliefs, and spirituality) and skills (motor, process, and social interaction) needed for successful participation. Occupational therapy practitioners are concerned with the end result of participation the environment when needed. Occupational therapy services are provided for habilitation, rehabilitation, and promotion of health and wellness for clients with disability- and non-disability-related needs. These services include acquisition and preservation of occupational identity for those who have or are at risk for developing an illness, injury, disease, disorder, condition, impairment, disability, activity limitation, or participation restriction. (p. S1)

The following is a directory of content and pages:

TOPIC		PAGE		
A.	AOTA Categories for Continuing Education Activities			
B.	Scope of Practice			
C.	Cancellation Policies	4		
	1. By Participant			
	3. By Instructor			
	5. Force Majeure			
D.	Complaint Policy	5		
E.	Accessibility	6		
	1. For Onsite Workshops			
	3. For Live Webinars			
	5. For Independent Self-Study Distance Education			
F.	F. Satisfactory Completion Requirements			
	1. For Onsite Workshops			
	3. For Live Webinars			
	5. For Independent Self-Study Distance Education			
G.	G. Variable credit			
Н.	H. Replacement Certificates			
I.	Instructional Methods	9		
	1. For Onsite Workshops			
	3. For Live Webinars			
	5. For Independent Self-Study Distance Education			
J.	Copyright Statement	10		
K.	Target Audiences, Prerequisites and Educational Levels	11		
L.	Course Length and Objectives	12		
M.	Course Evaluations	13		
N.	Privacy and Security	13		

A. Categories

Guidelines: Professional Development Activities may focus in one of the following 3 categories:

- **1. Occupational Therapy Service Delivery**: The process of service delivery is occupation-centered and applied within the profession's domain to support the client's health and participation as delineated in the Occupational Therapy Practice Framework. PD activities may focus on:
 - Evaluation: Provides an understanding of the client's occupational history and experiences and analysis of
 occupational performance.
 - **Intervention**: The use of occupations and activities, preparatory methods and tasks, education and training, advocacy, and group interventions to facilitate engagement in occupations to promote health and participation.
 - **Outcomes**: Determinants of success in reaching the desired end result of the occupational therapy process. Outcome assessment information is used to plan future actions with the client and to evaluate the service program.

Note: Courses focused solely on preparatory methods and tasks such as exercise, manual therapies, or complementary and alternative medicine (CAM) interventions must demonstrate an explicit connection to occupation-focused practice, which includes client ability to participate in desired activities of daily living in context.

- **2. Professional Issues:** Topics are acceptable for AOTA CEUs when they pertain to the practice of occupational therapy. PD activities may focus on:
 - Administration & Management: Planning, organizing, controlling, and directing the activities of an organization to
 achieve desired outcomes in occupation-centered practice.
 - Legal, Legislative, Regulatory & Reimbursement Issues: Coding and reimbursement, documentation, licensure and scope issues related to occupational therapy practice.
 - **OT Education**: Development, delivery, or administration of occupational therapy education and continuing professional development, including experiential components of occupational therapy education programs.
 - **OT Research**: Clinical and academic activities that support scientific procedures and processes to gather data and generate knowledge that enhance the profession and clinical practice of occupational therapy.
 - **Supervision**: Ensuring the safe and effective delivery of occupational therapy services and fostering professional competence and development.
 - Contemporary Issues and Trends: Potential role of occupation in addressing societal issues.
- **3. Foundational Knowledge:** Topics are acceptable for AOTA CEUs when they pertain to diagnoses or conditions encountered by OT practitioners and provide medical information, background, or context relevant to occupational therapy practice. PD activities may focus on:
 - **Human Body, Development, and Behavior:** Diagnoses & conditions, biological and physical sciences, neurosciences, kinesiology, biomechanics, human development, behavior and social sciences needed for occupational therapy service delivery.
 - Sociocultural, Socioeconomic, Diversity Factors, and Lifestyle Choices: Understand the impact of sociocultural, socioeconomic, and diversity factors, as well as lifestyle choices in contemporary society to meet the occupational needs of persons, groups, and populations.
 - **Social Determinants of Health:** Determinants of health for persons, groups, and populations with or at risk for disabilities and chronic health conditions.
 - OT History, Philosophical Base, Theory, and Sociopolitical Climate: Occupational therapy history, philosophical base, theory, and sociopolitical climate and their importance in meeting society's current and future occupational needs as well as how these factors influence and are influenced by practice.

Note: Each PD activity in the categories of Professional Issues and Foundational Knowledge must address specific relevance to OT practice or education using strategies such as, but not limited to:

- Address relevance to OT practice and/or education within the presentation.
- Incorporate discussion groups, case examples, homework, or similar structured activities that facilitate incorporation of knowledge and skills in OT practice.
- Discuss or demonstrate the distinct/specific contribution of occupational therapy.
- Integrate a reflective component to the course that facilitates learners' ability to integrate material into their occupational therapy practice. This can be done as an activity within the course and/or by asking learners to identify how they will utilize the new knowledge and skills within their OT practice on the learner evaluation survey.

B. Scope of Practice: Domain and Process

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The scope of practice includes the domain and process of occupational therapy services. These two concepts are intertwined, with the *domain* defining the focus of occupational therapy *and process* the delivery of occupational therapy.

The *domain* of OT is the everyday life activities (occupations) that people find meaningful and purposeful. Within this domain, occupational therapy services enable clients to participate in their everyday life activities in their desired roles, contexts and environments, and life situations. The domain of occupational therapy practice complements the World Health Organization's (WHO's) conceptualization of *participation and health* articulated in the *and Health* (*ICF;* WHO, 2001). Occupational therapy incorporates the basic constructs of *ICF,* including environment, participation, activities, and body structures and functions, when providing interventions to enable full participation in occupations and maximize occupational engagement.

Within their domain of practice, occupational therapists and occupational therapy assistants consider the repertoire of occupations in which the client engages, the performance skills and patterns the client uses, client's body functions and structures. Occupational therapists and occupational therapy assistants use their knowledge and skills to help clients conduct or resume daily life activities that support function and health throughout the life span. Participation in activities and occupations that are meaningful to the client involves emotional, psychosocial, cognitive, and physical aspects of performance. Participation in meaningful activities and occupations enhances health, well-being, and life satisfaction.

The *process* of occupational therapy refers to the delivery of services and includes evaluating, intervening, and targeting of outcomes. Occupation remains central to the occupational therapy process, which is client centered, involving collaboration with the client throughout each aspect of service delivery. During the - day life activities; and determines the client's occupational needs, strengths, barriers to participation, and priorities for intervention.

Clients may be individuals or persons, groups, or populations. The occupations in which clients engage occur throughout the life span and include

- ADLs (self-care activities);
- IADLs (activities to support daily life within the home and community that often require complex
- Rest and sleep (activities relating to obtaining rest and sleep, including identifying need for rest and sleep, preparing for sleep, and participating in rest and sleep);
- Education (activities to participate as a learner in a learning environment);
- Work (activities for engaging in remunerative employment or volunteer activities);
- Play (activities pursued for enjoyment and diversion);
- Leisure (nonobligatory, discretionary, and intrinsically rewarding activities); and
- Social participation (the ability to exhibit behaviors and characteristics expected during interaction with others within a social system).

OCCUPATIONS	CLIENT FACTORS	DERECRIMANCE SKILLS	PERFORMANCE PATTERNS	CONTEXTS AND ENVIRONMENTS	
Instrumental activities of daily living (IADLs) Rest and sleep Education Work Play/Leisure		Process skills	Habits Routines	Cultural Personal Physical Social Temporal Virtual	
*Also referred to as basic activities of daily living (BADLs) or personal activities of daily living (PADLs).					

C. Cancellation Policy

1. By Participant:

- a. **For Live Onsite Workshops**: Cancellations must be in writing and received by Real OT Solutions 14 days prior to course; refunds will not be granted after that date. Refund will be issued after course date minus \$30 processing fee. Cancellations made less than 14 days from the date of the workshop will not be eligible for refunds. You may transfer full registration with no penalty to another workshop if you notify us in advance of workshop you are cancelling. However, if you do not attend, full payment is still expected.
- b. **For Live Online Webinars and Workshops**: Registrants who have enrolled in a Live Online Webinar or Workshop but wish to cancel before the course is given may receive a refund minus 30% if workshop materials have been shipped, 20% if materials have not been shipped. N Notification in writing must be received 14 days or more before the day of the scheduled Webinar or Workshop. Registrants who cancel enrollment less than 14 days from the scheduled Webinar will not be eligible for a refund but may transfer their enrollment to another workshop or webinar.
- c. **For Independent Self-Study Distance Education:** Registrants who have submitted payment for an independent self-study, but who elect to cancel within 30 days will receive a refund minus 10%. Registrants who have not completed any of the posttests within 90 days of purchase may receive a credit of 50% toward participation in another workshop/webinar or product. Notice of cancellation must be communicated immediately via email to bev@realOTsolutions.com.
- d. **For Customized Webinars or Onsite Workshops**: Interested learners may solicit the services of this therapist for either live webinars or onsite workshops on topics specific to the needs of their setting. This therapist will work cooperatively with the site managers to identify content and objectives of particular interest. Once the course content has been agreed upon, this therapist will submit a contract and/or brochure listing the agreed upon content and inclusions, as well as the learning objectives, requirements, educational levels, etc. Reference to the website will be made for more extensive descriptions of special need accommodations, cancellation policies, and more. Signing the contract and submitting partial payment will confirm this same content, the date and the full fee. At that time, a reservation payment of 25% is expected. If the organizers decide to cancel the webinar or workshop, they shall be entitled to a refund minus a \$50 processing fee.

2. By Instructor:

Real OT Solutions reserves the right to cancel any course (e.g. low registrations, weather, illness, etc). If the instructor has cancelled a workshop or webinar for any reason, participants may elect to either receive a full refund or to reschedule to take the workshop or webinar at a different time. Refunds will be issued within 2 weeks of the cancellation. Participants purchasing non-refundable airfare tickets are encouraged to inquire as to course availability before final purchase. Registrants bear the sole responsibility for transportation to the course. Weather or transportation difficulties are not the responsibility of Real OT Solutions, and failure of a chosen means of transportation is not grounds for registration fee refund when the course is held.

3. Force Majeure Event

In the event that the Event hereunder is prevented, cancelled or rendered infeasible or impossible due to circumstances beyond the control of either party, the parties agree that there will be no claim for damages by either party against the other and each party's obligations hereunder with respect to said Event will be deemed waived, provided that the parties will use reasonable good-faith efforts to have the conference run as scheduled or to reschedule the cancelled Event. "Force Majeure Event" shall include, but not be limited to, Speaker's or immediate relatives' death or serious illness, injury or incapacity, any act or regulation of any public authority or bureau, civil tumult, strike, epidemic, interruption or delay of transportation services, war conditions, emergencies, weather conditions, or any other similar or dissimilar cause beyond the control of either ROTS or the booking party. The parties will consult at least 48 hours and 24 hours prior to the workshop if Force Majeure is a possibility in Speaker travel area or the target audience travel area. In this event, no speaking fee will be charged to the Real OT Solutions if Speaker is unable to be present on the day of the conference and Speaker has made effort to get there.

D. Complaint policy

Learners who felt the workshop or webinar did not fulfill their expectations or the learning objectives, are encouraged to put their complaint into writing and to mail it to:

Real OT Solutions, Inc. 1517 Packer Avenue Suite 100 Philadelphia, PA 19145

A personal written response will be issued within two weeks of receipt of the complaint. Persons may also request a phone conference in their letter. This instructor will similarly try to call the complainant within 2 weeks.

Resolutions may include online or phone consultation, additional workshop registration or partial refund. All attempts will be made to resolve disagreements amicably and timely.

E. Accessibility Policy

Real OT Solutions is an equal opportunity provider of continuing educational programs. No individuals will be discriminated against based on age, gender, race, or disability, including physical, sensory or cognitive. Individuals requiring special accommodations are requested to inform Real OT Solutions in advance so that safe and sufficient access can be arranged.

1. FOR ONSITE CONFERENCES:

In compliance with the Americans with Disabilities Act, Real OT Solutions will make every effort to honor requests for reasonable accommodations made by individuals with disabilities, including but not limited to written transcripts, multiple viewing attempts, and increased amount of time to complete training activities.

On site conferences are typically amplified, but for persons with hearing issues, additional accommodations including preferential seating and/or accompaniment of a signing translator are welcomed at no additional cost.

Service pets are also welcomed.

Please provide at least 2 weeks advance notice if accommodations are needed.

2. FOR LIVE WEBINARS:

Live webinars move at a reasonably fast pace. If a participant reports difficulty with this rate during the conference due to hearing difficulties, auditory processing problems, etc. during, the participant is encouraged to request repetition or accommodations. Presenter will make adjustments to modify the pacing to allow time for processing and note taking. If a participant has learning or other issues that negatively impacted their experience, Real OT Solutions will offer to allow them to view the self-study version at no additional fee.

3. FOR INDEPENDENT SELF-STUDY DISTANCE EDUCATION:

Independent self-study presentation slide shows may be advanced at a speed comfortable for the learner. During the course of the slide show, participants may back up and play a slide several times, if needed. This option is only operational however, if the participant has allowed the webinar to fully buffer before starting. Since the file for each webinar is very large, it may take 5-10 minutes for the buffer (i.e. download) to be complete.

The presentation is available for a limited time, after which the link in which to view it will expire. Participants may not share this link with anyone. It is the property of Real OT Solutions.

Real OT Solutions values accessible educational opportunities for all people at each of its workshops.

Real OT Solutions is committed to ensuring non-discrimination and to resolving any complaints related to a disability in a prompt and equitable manner.

F. Satisfactory completion requirements

1. FOR ONSITE CONFERENCES:

Occupational Therapists who were present the entire workshop, as verified through a sign-in and sign-out sheet, will be awarded CEU credit based on the number of contact hours. Supervision of this sign-in sheet will be overseen by a responsible party to ensure that time is deducted for late arrivals. Contact hour credit will be awarded for learners who were in attendance for the whole conference. Partial credit hours will be calculated to the nearest half point for others who were not present the entire time for an onsite workshop. Certificates of Attendance will be given to each learner as they exit, preferably when they hand in the Course Evaluation.

Walk-in registrants are welcomed. They would need to complete a Learner's Registration form when they arrived and sign in and out of the conferences along with everyone else. A Certificate of Attendance will be emailed to them within 2 weeks after the conference.

2. FOR LIVE WEBINARS:

Attendance will be taken via a roll call or checkoff of webcam images during registration. Learners will be expected to record their name and turn on their webcams when they sign onto the Webinar. Learners are expected to be present the entire webinar. Learners will also be told that a roll call will be taken at the end of the webinar and that they should not sign out until their presence has been verified. Once the webinar has concluded, a roll call will be taken based on the recorded names. Learners can respond by 'raising' the hand or answering YES in the Chat box. Credit is not given to learners who do not appear to be present or who do not respond to their name at the end of the time period. Certificates of Attendance will be emailed who were present the entire webinar.

3. FOR INDEPENDENT SELF-STUDY DISTANCE EDUCATION COURSES:

Participants should understand that the viewing of an independent webinar is intended as a solitary experience. Toward that end, an Attestation Statement will appear on promotional material as well as the Posttest.

For the promotional material, the statement will read:

Participants understand that they are expected to view the entire course and complete the posttest independently.

On the posttest, a blank box will appear next to the statement. The statement will read:

By checking this box, I attest to having viewed the entire webinar, including taking this posttest, independently.

Participants will be expected to confirm compliance with the Attestation Statement by checking the box, and then completing a 10-question posttest at the conclusion of the webinar. A score of 70% must be obtained to earn credit for the course.

The Posttest as well as a Course Evaluation will be shared via email and completed through Google Forms. Participants are welcome to print the two forms but are encouraged to return them electronically. The posttest template enables answers to be scored immediately directly onto the downloaded version.

Once the posttest is returned and is determined to score a 70% or above, a Certificate of Attendance will be emailed to the students within 5-8 business days.

G. Variable Credit

Unless participants notify the presenter(s) ahead of the scheduled LIVE workshop, the participant is not eligible for partial credit. Participants who inform the presenter of the need to leave early may receive 50-75% credit, however they must sign in and out to verify their attendance. Credit will be issued to reflect the amount of time physically present.

Partial credit is not available to participants of distance education.

H. Replacement Certificates

Learners may request a replacement Certificate of Attendance by emailing us naming the date of the workshop or webinar. Attendance will be crosschecked with the sign-in/sign-out sheet at onsite workshops and live webinars. Participants who completed a self-study webinar may also request a duplicate certificate by email. All webinar participants will have their records checked to verify a passing score on the posttest.

A duplicate certificate will be emailed within 3 weeks.

I. Instructional Methods

1. ONSITE WORKSHOPS

Onsite workshops are lively, engaging and interactive. While Introductory workshops are primarily didactic, Intermediate level workshops are intentionally collaborative and often led by participants. Group presentations are expected. Time is built into the presentation to allow for questions and discussions.

The power point slide show is colorful, entertaining and informative. It follows the sequence bulleted on the brochure and references the learning outcomes throughout the day so attendees are oriented to what's been covered and what's to come. This is intended to help therapists hold off on questions to topics not yet covered or to refer back to ones already discussed. Handouts will either be made available beforehand through an email attachment or be provided as a bound Handbook. The handouts allow room for note taking.

Time is also built into the Workshop for learners to have hands-on experience with the materials. Therapists are welcome to peruse the materials, ask questions, learn about particular features of the products and/or purchase them, if desired.

All workshops can be tailored to one's organization's needs. As an example, a half-day course could cover research and key concepts one day, and implementation options another.

Write to bev@realOTsolutions.com for pricing, availability and questions.

2. LIVE or CUSTOM WEBINARS

Live or custom webinars are often distance education versions of the onsite workshops. They are jampacked with information and are presented in a colorful and clearly Keynote slide show. Audience engagement is facilitated through Chat boxes, Breakout rooms and other screen sharing features.

Live Webinars may be tailored in content and length to the particular interests of attendees who book a private course for their school, therapy practice or other organization.

Handouts for either Independent Webinars will be sent to the participant electronically, unless otherwise requested.

3. INDEPENDENT SELF-STUDY COURSES

Participants who wish to participate in a webinar are advised to investigate the strength and stability of their Internet signal. The best reception will be through a hard-wired desktop or laptop computer. Wireless Internet may be adequate but is slightly less reliable. Participants who view the webinar on an iPad or similar device may have to sign in manually once they log in. The Tool bar will indicate a place for them to type their names so their arrival into the session is noted.

Technical difficulties should be directed to Go-To-Webinar at (855) 352-9003. Their 24/7 support staff is able to trouble-shoot problems on both PC and MAC computers. Participants should be advised that the files to the independent self-study webinars are very large and may take between 5-10 minutes to fully buffer. Participants must allow the webinars to buffer completely (i.e. download) to be able to use the forward and backward slide advancement or review options.

Handouts for either Independent Webinars will be sent to the participant electronically, unless otherwise requested.

Updated 9/2020

J. Copyright Statement

Real OT Solutions maintains copyright and trademarks on all product including:

- The Size Matters Handwriting Program (SMHP)
 - Student Workbook
 - Instruction Manual
 - Progress Monitoring Forms
 - Magnetic Rectasquare Board
 - Alphatrangles
 - The Dice Game
 - Posters
 - Desktop Stickers
 - Letterbox Worksheets
 - Path Ways
 - Intake
- The Cutting Program
- I Can Draw!
- Adapted Writing Paper
 - Master Guide
 - Journal Books
 - Lined Labels
 - Writing Paper Pack
- Print/Cut/Draw Success Kit
- The Writing Bundle

There are only two products in which customers are given permission to copy. These are:

- Master Guide of Adapted Writing Paper
- The Cutting Program

No reproduction of the images or forms contained within any other product is permitted without the written consent of the author, Dr. Beverly H. Moskowitz. Permission to use these concepts, forms and visual images for research, staff training, or other instructional purposes may be requested. Requests should be directed to Dr. Beverly H. Moskowitz – bev@realOTsolutions.com.

In the event that materials created by another author are used during the course of the workshop, Real OT Solutions will provide documentation of permission to use copyrighted works. This includes crediting the original author or artist and/or providing a valid release of information form or other such documentation for any type of visual medium.

K. Target Audiences, Prerequisites and Educational Levels

All persons who work with children and/or are involved in decisions regarding the procurement of therapeutic or curricular materials are identified in our target audience. This includes:

- 1. Occupational Therapists (i.e. School-based or in clinic/private practices)
- 2. Occupational Therapy assistants
- 3. Teachers (i.e. Early childhood through elementary grades; Public, private, parochial and charter schools)
- 4. Educational Assistants and Aides
- 5. Administrators (e.g. Principals, supervisors, etc.)
- 6. Parents
- 7. OT Students
- 8. Related Service Providers (e.g. Speech Therapists or Physical Therapists)

Introductory level workshops or webinars are appropriate for all levels of learners. Since the Size Matters Handwriting Program is new content for most attendees, the basics of the SMHP would be explained. Practical Strategies for Increasing the Effectiveness, Efficiency and Impact of your School-based Occupational Therapy practice and Timesaving Strategies to Integrate your OT Interventions into Schools and Accelerate the Success of your school-based Practice are also considered introductory level courses since they cover essential information related to school practice, educational trends and Best Practice.

Because the content is new, this is considered an Introductory level course. It's appropriate for OTRs, OTAs, teachers, administrators or other professionals working with students on handwriting or other issues impacting successful participation in the school environment and educational program. The educational level of this course is advertised as such to interested parties via the brochure, the website and the AOTA Provider page.

Professionals who completed the Size Matters Handwriting Program: Proven, Practical, Measurable and Embeddable or the 3-part self-study SMHP webinar series are eligible to enroll in the SMHP Therapist/Teacher Certification course. This is an Intermediate level course.

Both the Size Matters Handwriting Program: Proven, Practical, Measurable and Embeddable, and the SMHP Therapist Certification course are offered around the country, often as two-day courses, and are listed as Day One and Day Two. These two courses are also taught through live online webinars.

Satisfactory completion of the SMHP Therapist Certification course enables interested professionals to enroll in the SMHP Instructor course. This is an advanced level course and is only offered onsite.

L. Course Length and Objectives

Full day onsite workshops can be either 5 or 6 hours. Attendance the entire day would award the participant .5 or .6 CEUs, respectively. Time-ordered agendas will be posted on all promotional materials.

Interested school districts or agencies may contract Real OT Solutions to bring a workshop to their area online or onsite. Full day workshops currently include:

- Practical Strategies for Increasing the Effectiveness, Efficiency and Impact of your School-based Occupational Therapy practice
- Timesaving Strategies to Integrate your OT Interventions into Schools and Accelerate the Success of your school-based Practice.
- Size Matters Handwriting Program: Proven, Practical, Measurable and Embeddable
- SMHP Therapist Certification Course

Half-day onsite workshops can also be scheduled. If a school, agency or other organization would like to book a 3 or 4-hour presentation, content would be adjusted accordingly. Credit given would be .3 or .4 CEUs, respectively, minus break and lunch times. These courses are edited versions of either of the above full day workshops.

Live Webinars can be 1, 2 or 3 hours, and will earn .1, .2 or .3 credits, respectively. Independent self-study courses are currently being offered for .2 credits, regardless of how long it takes for the participant to cycle through the entire presentation. There are currently 3 Live or Independent self-study courses being offered. They include:

- The Size Matters Handwriting Program: Part 1 Introduction, Research and Key Concepts
- The Size Matters Handwriting Program: Part 2 Applications, including Written Language Production standards
- The Size Matters Handwriting Program: Part 3 Screening, Assessment, Interpretation, Goal Writing, Data Collection, Progress Monitoring and Accommodations

Recorded independent self-study webinars may be 1 to 3 hours in length. There is a growing list of independent self-study webinars created by Dr. Moskowitz as well as other distinguished OT colleagues. All self-study webinars and their instructors are mandated to comply with AOTA approved provider requirements. Time-ordered agendas are available on the promotional and downloadable PDF template. Current recorded self-study webinars include:

- The Size Matters Handwriting Program: Part 1
- The Size Matters Handwriting Program: Part 2
- The Size Matters Handwriting Program: Part 3
- Caseload to Workload
- OT Across the Curriculum
- Movement, Mindfulness, Mudras and More
- Sensory Processing: Overview of Evidence-Based Assessment for School-based Occupational Therapy Providers
- Sensory Processing: Overview of Evidence-Based Intervention for School-based Occupational Therapy Providers

Learning Objectives for each workshop, live webinar or recorded self-study webinar are listed on the PDF downloadable template on the website.

M. Course Evaluations

Participants will be requested to complete the Course Evaluations at the end of all onsite workshops and distance educations opportunities. Course Evaluations for onsite workshop will be included in their handout or handbook. Participants will be requested to turn them in when they leave.

Participants in either live or self-study webinars will be sent a link to a Google Form Course Evaluation in an email. The scores from the Course Evaluation will be tallied automatically. Completion of the course evaluation is optional but encouraged.

N. Privacy and security.

Real OT Solutions does not share its records with anyone. All registrations and certificates are filed within the password-protected computer of Dr. Beverly Moskowitz. The only people having access to these records are Dr. Moskowitz. The only people or institutions who may request copies of registration, duplicate certificates, etc. are the participating individuals and/or the agencies with whom the workshops or webinars were contracted.