



Expectations & Guidelines

Lifespan's Elder Abuse Certificate Program

*Provided in partnership with the Finger Lakes Geriatric Education Center (FLGEC)
at the University of Rochester*

1. Let us know if there's anything we can do to enhance your learning experience.

You, the students, are our priority. If there are additional accommodations or other reasonable requests that will improve your learning experience, contact Lifespan's education and training assistant director, Tracey Siebert-Konopko. The leadership team at Lifespan, and our instructors, will do our best to make classes engaging and worthwhile.

2. Actively participate.

Ask questions, share, take notes, or do whatever else works best for you to engage with the learning materials. Active participation may look different for different people. Some people are more extroverted and/ or talkative in class and others are quieter in group settings. We will use Zoom breakout rooms in many sessions, and we ask that everyone in the small group participate and share in the conversation.

3. Keep your video on.

We believe having all participants in full view fosters engagement. Please leave your video on as much as possible – especially while in breakrooms. Turning off your video to tend to something important is fine as long as it is brief.

4. Be present: avoid multitasking and distractions.

We encourage everyone to be as present as possible during our time together each week. Some students may find it easier to focus by closing multiple tabs, moving your phone out of sight, and/ or being in a quiet, private room with minimal distractions.

5. Stretch, stand, or take a break when needed.

There will be a 15-minute break about halfway through class.

6. Sessions will be recorded.

Sessions are recorded for makeup purposes only. Recordings are available if you are registered for a class and you are unable to attend live. If you are attending for CE credits, you will view the recorded video and provide answers to reflection questions. These recordings are NOT to be distributed under

any circumstances. All personal information shared by instructors and class participants will be kept confidential. If you are not comfortable sharing something to the whole group and would like it shared anonymously, private message Tracey in the Zoom chat and state that you'd like it read anonymously.

7. Treat all instructors and students with respect and assume the goodwill of others.

We are committed to creating a respectful and safe learning environment. If you have any concerns, contact Tracey.

8. Familiarize yourself with Zoom.

We will be using various Zoom features throughout our time such as closed captioning, breakout rooms, polls, and raised hands. If you need assistance with navigating Zoom, please contact Tracey Siebert-Konopko at tsiebert@lifespanrochester.org or 585-287-6380.

9. We are going over tough topics, so take care of yourself.

Discussing topics such as emotional, physical, sexual, financial abuse and neglect of an older adult can be triggering. If you need it, take time to step away and take a break.