

NO SHOWS AND RESCHEDULING

A “No Show” is defined as a person who is registered for a class, does not attend, and fails to notify the CMH Training Unit within one full working day before the scheduled class. This also applies if they arrive late and are not admitted to class.

As soon as the supervisor knows their staff will not be attending class, they should immediately contact the CMH Training Unit by phone at (231) 724-6057, complete a “Training Registration/Cancellation” form (check the “Cancellation” box indicating the class date), **and fax the form to the Training Unit at (231) 724-4539.** No fee will be charged when this occurs.

An individual who is registered for a class and is absent without prior notification to the CMH Training Unit will be considered a “No Show”.

A \$20 charge will be invoiced to your agency for each “No Show” at the end of each month. (NOTE: the charge is for each class missed. There may be two classes trained in one day). If a registered employee does not attend a morning class, and they are registered for another class in the afternoon, please encourage them to arrive on time for the afternoon class so your agency will not be charged an additional \$20 “No Show” fee. *Be aware that you may send an alternate employee if the registered employee is unable to attend. Be sure to notify the Training Unit of this change using the “Training Registration/Cancellation” form as above.*

IN AN EFFORT TO ACCOMMODATE ALL PROVIDERS, WE HIGHLY ENCOURAGE ATTENDANCE. THE ABOVE GUIDELINES APPLY TO BOTH THE MUSKEGON AND GRAND HAVEN TRAINING SITES.