

TELEHEALTH

BCSLs Contact:

- Angie Bender – BCSLS Exec Asst. – 604 714 1760 angie@bcsls.net

Cost:

In BC...

- Members - \$25.00 + HST = \$28.00
- Non-Members - \$50.00 + HST = \$56.00
- Site Coordinator - As most site coordinators are working for employers who pay for Telehealth attendees, the site coordinator will be included in the invoice (Member or Non-member fee).
 - If for some reason your employer will not pay for you, the site coord, then please give me a call and we will make special arrangements.
 - At the end of the yearly Telehealth series - June - I want to thank you for your volunteer contribution by giving the site coords a token of appreciation. Its value will be dependent on how many of the Telehealth's you hosted at your site throughout the year.
- In other Provinces there is a flat fee. Contact the office for more information.

Role of BCSLS Site Coordinator:

The site coordinator will be the BCSLS contact person for arranging and **promoting** the session

Pre-event

- Book the room if are you participating in this month's Telehealth. Take note of the IP address and/or Alias address.
- Put up the poster (I send to you), and talk about the upcoming events to your peers.
- Get people to register with you, or register online (if your employer is not paying)
- You must communicate with me, Angie, at BCSLS. The following are the communications that are sent between BCSLS and your site (you the Site coord)
 - 1 month before: Telehealth Site coord invite (this gives you all the information you need and links for posters)
 - 1 month to 1 week before Telehealth: You respond and let me know if your site is participating
 - Yes or No if your site is participating
 - Which room did you book
 - What is the IP/Alias address for that room

- 1 week before: I send out a reminder to site coords who have not responded yet.
- 1 day before: I send the contact/confirmation list. It has details of your site (please check), and the emergency technical difficulty number.
- You must let me know if your site is participating. If you are not acting as the BCSLS site coordinator at a particular Telehealth, then you need to let me know who is taking on this responsibility.

******There is a minimum of two people participating in order for your site to be included. If both people don't show up then your site will be billed \$50 for hook-up fee. ******

- Make sure the room is booked for the Telehealth. Send me, Angie, the room #, IP/Alias address.
- Photo copy and hand out materials - The sign-in sheet, evaluation form, and presentation will be available to site cords via the website at least one or two days before the event. I will not be sending an email with attachments anymore. The page on the website will always be <http://www.bcsls.net/pages/ed-liveevents.html>
- You need to show up by 5:30 to connect to the Telehealth. Make sure the audio and video is working. If you are there by 5:30 then Telehealth will call you (between 530-550) to connect. If you are late and miss the call, then you will have to call Telehealth and get him to connect you. It may be tough to get his voice (not voicemail), as he is connecting other people. Keep trying.
- We also ask the site coordinator to keep attendance on the evening – using the sign-in sheet that you have printed from the website before the event.
- Collect payment from those who just “show up” (walk-ins). When someone registers and pays online, I will send you an email to let you know. They must do this before 3pm on the day of the Telehealth.
- Collect evaluation forms after the event.

In regards to BCIT/CNC students - it is free for them to attend. They can only attend a participating site if that site already has two other participants (non-students).

If you have a student who wants to attend, you will need to put their name on the sign-in sheet making it clear that they are a BCIT student. Students will not receive a certificate of participation, unless they pay for one (\$5.60)

- The student will need to:
 1. They need to let the site coord know that they are interested in attending.
 2. They do not need to register online, unless they want a certificate.
 3. They will not receive a certificate, unless they pay for one \$5.60
 4. If they want/need one then they need to register online and purchase the certificate. It will be mailed to their address that they used while registering.

After the Event

- Scan/email or mail to BCSLS the payments, the evaluation forms and the sign-in sheet. DO NOT FAX!

- BCSLS
#720 999 West Broadway
Vancouver, BC V5Z 1K5
- BCSLS will send to you, the site coord, all of the certificates of participation and receipts (for those who paid for themselves) for each attendee from their site. You will distribute these to the participants.
- If an employer pays for the participant's fee, the participant will not receive a receipt.
- You must inform me if your employer is paying, and give me the name and address of the person I should send the invoice to.

Invoicing: Many sites have requested that we invoice the employer. Please be clear if you need me to invoice your employer. If not clearly stated, I will assume that all participants have paid on-line or gave you payment when they walked in.

Refunds: Any individual who has already paid their fees by cheque or credit card is not entitled to a refund but would receive a credit for future Telehealth seminars.