



SSWAA Event Policies

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About

Event Mission

It is SSWAA's mission to provide quality professional development for School Social Workers.

Location

SSWAA understands many school districts and individual professionals have limited funding for professional development. SSWAA makes every effort to provide a comfortable and affordable event for its attendees. While SSWAA works to provide adequate amenities during the event, SSWAA keeps the professional development training as the ultimate focus.

For SSWAA's Annual Conference, in an effort to make travel as accessible and equitable as possible, each year SSWAA chooses a conference location in a different region of the United States. SSWAA's National Conference rotates through four regions: Northeast, Southern, Midwest, and Western.

Hotels and Flights

SSWAA strongly encourages individuals to register for the event before booking hotels and flights. SSWAA cannot guarantee that an event will not sell out. SSWAA is not responsible for any hotel or travel arrangements made by the individual attending. Additionally, a flight reservation or hotel reservation does not guarantee registration to the event.

If the event hotel runs out of accommodations, SSWAA will make every effort to identify/facilitate alternative lodging. Alternative lodging is not, however, guaranteed. SSWAA strongly encourages guests to coordinate their registration, lodging and additional travel arrangements as soon as possible.

Presenters

SSWAA aims to provide variety of topics and a diverse body of presenters/viewpoints that effectively represents our profession. We strongly encourage practitioners of color to submit proposals. Please see our Speaker Disclaimer Act below for additional information.

Specifically for conferences, SSWAA publishes a call for proposals typically 10-12 months in advance of each conference. SSWAA's conference committee reviews each proposal with the option to recuse themselves if they have a personal relationship with the presenter.



Registration Information

Registration

SSWAA strongly recommends the attendee register for the event themselves, rather than a third party, such as a supervisor. Doing so will ensure information (such as email and license number) is entered correctly as well as any member discounts are received. Individuals are able to register for the event themselves and request an invoice which can be sent to their district for payment. Correction of registration errors made may result in an administrative fee.

If a third party is registering an individual, it is up to the third party and individual to confirm registration confirmation and communications have been received via email to the appropriate email address.

Registration typically closes 17 days prior to the start date of the event.

Communication

SSWAA sends frequent communications to registrants leading up to the event with important information. It is the registrant's responsibility to ensure they receive a confirmation email as well as all additional communications. SSWAA recommends registrants check their spam/junk folder in case any emails are redirected there, and mark SSWAA as a safe sender.

Payment & Purchase Orders

Depending on the event, purchase orders may or may not be accepted. Please be sure to carefully read the event's registration instructions to appropriately plan and make payment.

When registering, individuals may make online payment at the time of registration. Additionally, individuals will be given the option to select "invoice me" when registering. This option allows individuals to mail check payment to the SSWAA address noted on the invoice. Additionally, individuals may use the "invoice me" option if they will be submitting a Purchase Order (PO).

Purchase Orders are allowed as a "promise of payment" from a school district. Individuals submitting a PO must allow adequate time for the processing of payment. A Purchase Order secures registration; however, check payment must be received by the event date. **Purchase Orders will not be accepted within 30 days of the event start date as this does not allow adequate time for actual payment to be received.**

Changes or recreation of invoices may incur administrative fees.

Payment for a registration must be received when the service is rendered (start of the event) or entry may be denied. In the event a payment is not received when services are rendered, entry to the event may be denied. At the staff discretion, individuals may



participate in the event, however, they will be required to pay a fee for paper CE processing. CEs will be withheld until the full payment is received.

No Shows

No shows occur when an individual registers for the event but does not show up for the event. No shows create complications for the event. Individuals who register but do not show up, take up a space for another individual who would like to attend the event. In an effort to keep "no shows" to a minimum, SSWAA reserves the right to cancel any registration which has not been paid 17 days before the event begins. SSWAA will make every effort to contact individuals with an unpaid balance in the weeks leading up to the event to confirm attendance and payment. Individuals who have submitted a Purchase Order will not be cancelled since the PO is promise of payment, however, confirmation of payment may be requested.

Sold Out Events

If an event sells out, a wait list may be created, but is not guaranteed. SSWAA staff will do their best to address any cancellations or non-payments to make room for individuals on the waitlist. If a waitlist is created, the waitlist will be closed 17 days before the event. For the annual conference, the start date is noted as the pre-conference date.

On-Site Registration

On-site registration will be allowed if the event is not sold out. If an event is sold out, registration on-site is prohibited despite the possibility of another individual not attending the event. In the unique event of an attendee conflict with registration, all final decisions on attendance will be made by the Executive Director with feedback from appropriate staff and board members taken into consideration.

Refunds / Cancellations

All cancellations MUST be in writing. Individuals sending written requests postmarked four weeks before the start date of the event will receive a refund minus a 25% administrative fee. There will be no refunds within four weeks before the start date of the event. Start date is noted as the pre-conference date.

Changing Registration

Registration changes, such as switching a registration from one individual to another can be accommodated for a \$25 administrative fee. No changes in registration will be accepted four weeks before the start date of the event. Start date is noted as the pre-conference date. In the case of a verified emergency, SSWAA staff will change registrations at their discretion. Fees will apply.

CEs

ASWB Statement

School Social Work Association of America, 1789, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved



Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. School Social Work Association of America maintains responsibility for this course. ACE provider approval period: 7/27/2023-7/27/2026.

Note: Many state licensing boards impose specific limitations on course content, distance education, or other elements of continuing education, even when courses are taken from approved providers. It is your sole responsibility to ensure that the courses taken will meet the requirements for your license.

Transcript Fees

Any CE transcript documents not downloaded by the user by the cutoff date are subject to a \$25 transcript fee per event.

Policies, Procedures and Disclaimers

Americans with Disability Act

Please advise the Executive Director, Rebecca K. Oliver, at r.k.oliver@sswaa.org, at least 8 weeks prior to the event if you need any auxiliary aids or services to participate in the event. Attendees who register after the published deadline will be invited to participate with the schedule in place at that time which will include all keynote speakers and select meetings & workshops.

Health and Safety

Please do not attend if you are feeling unwell, exhibiting symptoms of illness, or have tested positive for a communicable disease within 5 days of the event

SSWAA is not responsible for your personal items or safety. As with any travel to new areas, please maintain regular precautions such as traveling in groups or avoiding walking at night. If you see something, say something. Report any suspicious, unattended items or concerning behavior immediately to venue security. In the event of an emergency, please follow the directions of security staff and move quickly to the nearest exit.

Code of Conduct

“Participant” in this policy refers to anyone present at the SSWAA Annual Conference or educational programs (both in person or online), including staff, contractors, vendors, exhibitors, venue staff, speakers, members and all attendees.

All individuals have the right to an optimal learning environment. SSWAA is committed to ensuring participants are all:

- Treated with respect and dignity



- Physically and emotionally safe in an inclusive and healthy learning environment, both in-person and on digital platforms, free from abuse, bullying, harassment, discrimination and any other forms of violence
- And privacy is honored to the greatest extent possible

Our events provide a harassment-free learning experience for everyone, regardless of gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion (or lack thereof), or technology choices. We do not tolerate harassment of conference participants, venue staff, or SSWAA representatives and staff in any form. SSWAA expects participants to adhere to professional conduct and refrain from inappropriate or unprofessional behavior or harassment of any kind towards others during the event. In a similar manner, any communications leading up to the event, during, and after the event are held to the same expectations regarding respectful, professional communications. SSWAA reserves the right to take action they deem appropriate, which may include discontinuing harassing conversations and/or excuse individuals from an event when inappropriate language or behavior is continued.

Individuals asked to stop any harassing, inappropriate or unprofessional behavior are expected to comply immediately. If an individual engages in disruptive behavior, the conference organizers may take any action they deem appropriate, including warning the offender or expulsion from the conference with no refund.

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a member of conference staff immediately. Conference staff can be identified as they'll be wearing branded clothing and/or badges. Conference staff will be happy to help participants contact hotel/venue security or local law enforcement, provide escorts, or otherwise assist those experiencing harassment to feel safe for the duration of the conference. We value your attendance.

Recording and AI Use Policy

Unauthorized recording of presentations or other activities (including special interest sessions and after-hours events hosted by SSWAA) is prohibited. Unauthorized recording is unethical and may also be a violation of state law. Attendees requesting the use of assistive technology as an accommodation should contact Rebecca Oliver at r.k.oliver@sswaa.org. Unauthorized use of recordings – including distributing or posting them – is also prohibited. Under Copyright Policy, presenters own the copyright to instructional materials – including those resources created specifically for the purposes of lectures and lecture notes, and presentations. Attendees cannot copy, reproduce, display, or distribute these materials. AI "notetaker" bots are prohibited from joining, recording, or transcribing both in-person and virtual meetings and training unless explicitly authorized by the host. Attendees who engage in unauthorized recording, unauthorized use of a recording, or unauthorized distribution of instructional materials will be asked to leave the event without a refund and may not be eligible to attend future SSWAA events.



Speaker Disclaimer Statement

Views expressed by presenters are their own and do not necessarily reflect the views of SSWAA.

Beliefs or Rationale:

SSWAA welcomes a diversity of viewpoints expressed in a respectful manner. SSWAA also recognizes that social workers can agree to disagree agreeably, and still remain professional.

Some speakers may express views that are inconsistent with good self-care, competence, or ethics. When this occurs, the NASW Code of Ethics specifically states that the colleague should be professionally approached and communicated with directly, before escalating the conflict or disagreement to another level. This may not always be possible or the colleague may be unresponsive to feedback. In these circumstances, SSWAA recommends addressing it with leadership of the organization or the proper authority.

Professional Development Grievance Policy

The School Social Work Association of America (SSWAA) is fully committed to ethically conducting all activities in accordance with social work values and best standards of practice. As a member organization, customer service is a high priority. SSWAA monitors and evaluates policies and practices for continuous improvement on an ongoing basis using organization-wide and event-specific surveys, evaluations, and feedback forms.

SSWAA's Grievance Policy pertains to all activities and events within SSWAA's Professional Development department. This grievance policy is meant to outline service delivery protocols that address concerns (i.e., grievances) in a fair and timely manner. This procedural description serves as a guideline for handling such grievances.

Grievance policies and procedures are written and communicated in alignment with the requirements of ASWB's ACE Program, who regulate SSWAA's approval for CE provision.

Expectations for SSWAA Representatives and Staff

SSWAA is a member organization and as such, our members are a high priority. The following are expectations for all SSWAA representatives, including staff:

- SSWAA members and event attendees are to be treated with respect at all times.
- SSWAA's grievance policy and relevant grievance information will be provided to anyone who brings forth a concern relevant to SSWAA's professional development activities.
- All issues and/or grievances will be addressed in a courteous and timely manner.
- SSWAA will handle all grievances with thorough consideration, ethical practices, and in accordance with organizational policies.



Display and Communication Requirements

Information about grievance policies and procedures will be easily accessible for participants of SSWAA's professional development activities. At minimum, grievance policies and procedures will be hosted on SSWAA's website and included with informational materials for events (e.g., learning management system, informational materials, etc.).

Grievance Procedures

SSWAA is responsible for addressing complaints made by event participants (including members and non-members of SSWAA) in relation to the professional development services and activities; this includes and is not limited to: event content, delivery of content, speaker performance, adequacy of facilities, provision of continuing education, and/or other occurrences relevant to SSWAA's provision of professional development.

Grievance Submission Format

Complaints (e.g., grievances) should be submitted in writing through email or letter within ten (10) business days of the relevant activity/event/interaction. Note: Email typically allows for a quicker receipt and response of the grievance submission.

- Address to submit grievance via postal services: P.O. Box 3068, London, KY 40743
- Email to submit grievance electronically: contactus@sswaa.org
 - Please note "Professional Development Grievance" in the subject line of the email so it can be forwarded to the correct entity.
- Grievances should include the following information:
 - Name of the complainant, including printed name and signature.
 - Contact information for complainant, including phone number and email address that SSWAA should use for purposes of the grievance.
 - Name of activity or event (i.e., title of conference or webinar) to which the grievance relates.
 - A clear statement or description of the grievance.
 - Details of the grievance; Details may include, for example:
 - Date(s) of the event or specific interaction;
 - Email messages or other images/records that evidence or explain context relevant to the grievance;
 - Additional context that is productive and relevant; and etc.
 - If applicable, please be sure to include information about previous communications (verbal and/or written) with SSWAA representative(s) about concerns or topics relevant to the grievance.

Timeline for Review and Response

- Grievances received via email or postal mail will be acknowledged via written response to the complainant within two (2) business days of receipt;



- The grievance submission will be forwarded to the designated entity of the Professional Development (PD) Committee at the time of acknowledgement (i.e., within two business days of receipt of grievance);
- SSWAA staff and relevant affiliates may also submit their evidence and/or information to the review committee;
- Upon receipt of the grievance, the PD Committee will review the submission and determine a resolution and/or remedial response within fifteen (15) business days;
 - Grievances will be analyzed thoroughly, from all possible angles, to seek a full understanding of the issue being presented.
 - At least three (3) members of the PD committee must participate in the review.
- The PD Committee designee will provide a written response to the complainant that describes:
 - The PD Committee's decision(s) and/or response(s) regarding the complaint;
 - If/when applicable or relevant, include an explanation of the decision(s);
 - How to appeal the decision, if desired.

Appeal Process

While the PD Committee aims to analyze and assess complexities with thorough consideration, SSWAA recognizes that complainants may not agree with the decision(s) or response(s) provided. The Complainant may choose to submit an appeal to the response/decision received.

In the case that the complainant decides to appeal the decision of the PD Committee, the Complainant must:

- Submit the appeal within fifteen (15) business days of receipt of the PD Committee's decision;
- Submit the appeal, in writing, to the Executive Director (ED) of SSWAA via mail or email (contact information provided on SSWAA's website);
- The written appeal must include:
 - Contact information, including phone number and email address that SSWAA should use for purposes of the grievance.
 - All pieces of communication and evidence from the original grievance process;
 - A detailed explanation of the rationale and/or evidence substantiating the appeal; and,
- The ED will acknowledge respond with acknowledgement of receipt within three (3) business days of receipt.
- The ED will send the appeal to SSWAA's Executive Committee of the Board of Directors; The Executive Committee (which includes the Board President, President Elect, Secretary, Treasurer and SSWAA's ED will ensure at least three (3) Committee/Board members participate in the assessment and response of the appeal;



- The Board Executive Committee has fifteen (15) business days from receipt of the appeal to collectively write a remedial response.
- The Board's Executive Committee will create a response after collectively reviewing the complainant's letters (original and appeal) as well as all evidence provided by the Complainant, PD Committee, and SSWAA staff.
- The Executive Committee's written response to the appeal will be emailed to the ED, who will forward it to the Complainant immediately following receipt.
- This Executive Committee's response is final.

Resolution(s) and Organizational Follow-up

- SSWAA recognizes that grievances indirectly reveal a weak spot in the working of the organization and therefore, SSWAA will thoroughly address the potential issue(s) by ensuring debrief and solution-oriented meetings are scheduled following the completion of the grievance processes to make necessary adjustments to prevent future grievances.
- Designated SSWAA staff will maintain records of grievances in a confidential and secure virtual location.
- Per ASWB's ACE Program policies, ASWB may request information about grievances at any point during the organization's approval period(s); per ASWB, SSWAA must provide information about grievances to ASWB's ACE Program at their request.