



# Approved Provider Guide: Type I & Type II Approved Provider (AP) Of Continuing Education Program

## Mission

The mission of the Association for Play Therapy™ (APT), a national professional society formed in 1982, is to promote the value of play, play therapy, and credentialed play therapists.

## Purpose

APT acknowledges both the importance of effective communications with and mental health treatment for children, teens, and adults, and the consumer's right to make informed choices, particularly the choice of the play therapy modality as one treatment option.

APT confers its Registered Play Therapist™ (RPT) and Registered Play Therapist-Supervisor™ (RPT-S) credentials upon licensed mental health practitioners in order to better help consumers identify professionals with specialized training and experience in play therapy. The complete RPT/S Guide and Application are available at [a4pt.org](http://a4pt.org).

APT further designates individuals, organizations, and companies as Approved Providers™ of APT-approved graduate-level play therapy continuing education in order to:

- Protect and promote APT-approved standards of graduate-level play therapy continuing education and training.
- Identify play therapy training that mental health professionals can apply towards earning or renewing the Registered Play Therapist (RPT) or Registered Play Therapist-Supervisor (RPT-S) credentials.
- Ensure access by play therapists to numerous play therapy training opportunities.
- Introduce the value of play therapy and APT membership to non-member mental health professionals.

APT confers play therapy credit for play therapy education and continuing education programs that are specifically applicable to play therapy practitioners and that improve client care, either directly or indirectly, by demonstrating evidence of EITHER:

- (a) a systematic use of a therapeutic model, the establishment of an interpersonal process using the therapeutic powers of play, and intent to prevent or resolve psychosocial difficulties and/or achieve optimal growth and development; OR
- (b) content that enhances the specific professional proficiency of mental health practitioners who are engaged in the clinical practice of play therapy, the supervision of play therapists, or the instruction of play therapy. Education and continuing education programs not specifically applicable to the practice of play therapy but generally applicable to mental health practitioners are ineligible for play therapy credit.

This APT Approved Provider Program Guide may be updated from time to time at the sole discretion of APT.

## Application & Renewal

Application/renewal instructions, specific words and terms, and program policies are addressed in this **APT Approved Provider Program Guide**. To become and remain an Approved Provider of APT-approved play therapy continuing education, each applicant must complete and return an Approved Provider Application with the applicable attachments and fees to APT. First time applicants are required to complete Form A of the Approved Provider Application.

## General Instructions

1. Review the APT Approved Provider Program Guide.
2. Contact the APT Continuing Education Coordinator for clarifications or assistance if necessary.
3. Complete, sign, and date the application, with Form A if first time applicant.
4. Attach draft program brochure (see Section 06).
5. Attach draft certificate of attendance (see Section 06).
6. Attach (if check) or include (if credit card) application fee (see Application Fees & Payment Options below).
7. Submit your application and all attachments to:

**Alexandra Jarrell**, Continuing Education & Credentialing Coordinator  
Association for Play Therapy  
401 Clovis Avenue, Suite 107, Clovis, CA 93612  
559-298-3400 x 4 \* Fax 559-298-3410 \* [ajarrell@a4pt.org](mailto:ajarrell@a4pt.org)

8. APT will notify applicants within 2-4 weeks regarding the status of their Approved Provider application.

### **Application Fees & Payment Options**

1. Designate your Approved Provider type preference:
  - a. Type I - \$400.00 for 3-year designation period
  - b. Type II - \$150.00 for one-time designation (one event or program, limit 5 consecutive days and 25 play therapy credit hours)
2. Increase play therapy awareness.

APT acknowledges that many mental health professionals may not be aware of two factors: 1) the value of play, play therapy, and credentialed play therapists and 2) the existence of APT, a national professional society in the United States that offers affordable access to play therapy research and training, credentialing, and peer networking opportunities. Because they are attended by mental health professionals, the programs that you offer represent important forums at which both factors might be briefly introduced, their APT membership invited, and the APT website mentioned ([www.a4pt.org](http://www.a4pt.org)).

### **Terms**

To ensure clarity of understanding and to both simplify and standardize usage, the meaning of these words and phrases are described below:

1. "Approved Providers (AP)" refers to APT-approved providers of play therapy continuing education (or training).
2. "Approved Centers (AC)" refers to APT-approved university centers providing play therapy graduate education, supervised experience, supervisor training, research, etc. This program parallels the Approved Provider program.
3. "APT" refers to the Association for Play Therapy, a national professional society in the United States.
4. "APT-Approved Play Therapy Continuing Education (or Training)" refers to play therapy specific training obtained by mental health professionals via graduate courses offered by institutions of higher education and programs sponsored or co-sponsored by Approved Providers.
5. "APT Approved Provider XX-XXX" refers to the mandatory phrase (and provider number assigned by APT) that Approved Providers are required to display in all program promotional brochures, advertisements, registration forms, and certificates of attendance. APT does not confer play therapy credit to program attendees whose certificates of attendance fail to display this mandatory phrase.
6. "Board Chair" refers to the Chair of the Board of the Association for Play Therapy.
7. "Certificate of Attendance" refers to the certificate issued by Approved Providers to verify attendance at their continuing education programs. For those who wish to earn play therapy credit, however, the certificate or other documentation must display the name and Approved Provider Number of the Approved Provider, the date of the program, and the number of play therapy hours earned.
8. "Chair" refers to the chair of the Registration & Continuing Education Committee of the Association for Play Therapy.
9. "Code of Ethics" refers to the specific code of ethics promulgated by a primary mental health disciplinary board or organization and observed by Approved Providers, individuals who present their play therapy programs, and the Registered Play Therapists (RPT) and Supervisors (RPT-S) who review and approve their play therapy programs.

10. "Contact" education and continuing education programs refer to those in which "students enjoy in-person or distance interaction with a live instructor in real time". "Non-Contact" programs are essentially home study or other programs that do not include such interaction.
11. "Continuing Education (or Training)" refers to graduate-level continuing education and training experience designed to provide Master's or higher play therapy knowledge and skills.
12. "Credit Hour", "CE Hour", or "Hour" refers to 60 minutes of continuing education or training credit earned by mental health professionals via programs offered by Approved Providers. Credit hours earned by completing graduate courses offered by institutions of higher education are calculated differently.
13. "Doing Business As (or DBA)" refers to the name that you, whether an individual or organization, might use to represent your Approved Provider services.
14. "President & CEO" refers to the President & CEO of the Association for Play Therapy.
15. "Graduate" generally refers to play therapy and supervisor continuing education programs offered at a level that builds upon a Master's or higher mental health degree.
16. "License" refers to an individually issued current and active clinical mental health license to independently provide clinical mental health services. Also deemed the highest level of practice for that particular field and is generally termed "independent", "clinical", or Independent clinical." Examples of licenses are Licensed Clinical Psychologist (LCP), Licensed Professional Counselor (LPC), Licensed Clinical Social Worker (LCSW), and Licensed Marriage and Family Therapist (LMFT). Excluded are temporary and learning licenses issued to interns, associates, and to those engaged in clinical practice under supervision or another's license.
17. "Member" refers to a Professional, International, or Affiliate member of the Association for Play Therapy. A Registered Play Therapist (RPT), Registered Play Therapist-Supervisor (RPT-S), and mental health professionals affiliated with an Approved Provider are invited to become (but not required to be) APT members.
18. "Mental health degree" refers to earning a Master's or higher mental health degree from an institution of higher education.
19. "Mission" refers to the greater purpose of APT which all of its programs must satisfy.
20. "Multicultural Competency" refers to the ability of play therapists to 1) become and remain aware of their own cultural backgrounds, influences, and biases (including but not limited to religion, gender, sexual orientation, ethnicity, and race), 2) acquire and continuously seek knowledge about how cultural backgrounds, influences, and biases operate in the lives of their clients, and 3) demonstrate culturally-appropriate therapeutic skills.
21. "Play Therapist" refers to those mental health professionals trained to systematically use a theoretical model to establish an interpersonal process wherein the therapeutic powers of play is applied to help clients prevent or resolve psychosocial difficulties and achieve optimal growth and development.
22. "Play Therapy" refers to "the systematic use of a theoretical model to establish an interpersonal process wherein trained play therapists use the therapeutic powers of play to help clients prevent or resolve psychosocial difficulties and achieve optimal growth and development."
23. "Presenter" refers to the individual who presents play therapy content at programs sponsored by Approved Providers.
24. "Program" refers to the actual training session whether offered by itself or during a multiple program event, such as a conference.
25. "RPT" is the acronym for the Registered Play Therapist credential. The complete RPT/S Guide and Application are available at [a4pt.org](http://a4pt.org).
26. "RPT-S" is the acronym for the Registered Play Therapist-Supervisor credential. The complete RPT/S Guide and Application are available at [a4pt.org](http://a4pt.org).
27. "RPT/S" is the collective acronym for both the Registered Play Therapist (RPT) and Registered Play Therapist-Supervisor (RPT-S) credentials.

28. "Sponsorship" refers to the offering (and co-offering) of play therapy programs for which Approved Providers are solely and ultimately responsible.
29. "Type" refers to two Approved Provider categories: a) Type I confers a three-year designation and b) Type 2 confers a one-time designation that does not exceed 25 hours of training and/or five (5) consecutive training days.

## Application

### 01. Type of Approved Provider Designation

- a. The Association for Play Therapy, Inc. (APT) designates individuals, organizations, and businesses as either Type I or Type II Approved Providers of APT-approved play therapy continuing education (or training):
  - 1) **Type I** – Provides play therapy training at multiple events (workshops, live webinars, home study courses, etc.) and programs during a 36-month approval period.
  - 2) **Type II** – Provides play therapy training at one event that neither extends beyond five (5) consecutive days nor offers more than 25 hours of play therapy credit.
- b. Check whether you are applying for or renewing your Type I or II designation.

Applicants for Type I Approved Provider designation are subject to designation as Type II Approved Provider at the sole discretion of APT, in which case, the application fee shall be appropriately modified. After completion of the Type II Approved Provider programs, new application for Type 1 Approved Provider designation may be made.

The twelve (12) months following the award of Approved Provider Type I designation is deemed a *preliminary approval period* at the end of which the Approved Provider must submit an Interim Report provided by APT. The Approved Provider addresses any questions or concerns raised by APT or its Registration & Continuing Education committee (Committee) in this report. Once reviewed and approved, Approved Provider status continues until the completion of the three year period. If, however, at any time during the initial three year period it is determined that the Approved Provider has not complied with the terms and conditions of this Guide or the application, or acted in a manner that is a basis for probation, suspension, or revocation under this Guide, Approved Provider status may be placed on probation or be temporarily or permanently revoked.

At the end of each calendar year, all Type I Approved Providers are required to complete and submit an "Annual Activity Report". This report will be provided to you and should document all play therapy trainings held during the twelve (12) prior months. The report deadline is December 15<sup>th</sup> annually.

### 02. Individual or Organizational Information

- a. Approved Providers can be Individuals or Organizations/Businesses, each of whom may provide training under their legal names or fictitious business (DBA) names. Approved Providers, however, shall use only the name submitted on the application in connection with the APT Approved Provider XX-XXX.
- b. Check the description option that describes you or your affiliation, i.e. individual or organization.
- c. Rather than designating Approved Providers outside of the United States, APT prefers to foster national play therapy associations in other nations with which it might then establish training and other reciprocal relations.

### 03. Continuing Education Director

- a. It is generally the responsibility of the Continuing Education Director to conduct business with APT and ensure compliance with this agreement, e.g. assure APT that all play therapy programs are reviewed and approved prior to their presentation by a Registered Play Therapist (RPT) or Registered Play Therapist-Supervisor (RPT-S), etc.
- b. APT assumes that the person listed as the Continuing Education Director of the Approved Provider is also the person completing this application and should therefore be contacted if problems with the application are identified.

- c. APT understands that the Continuing Education Director may or may not be a mental health professional, and that one person may fulfill all roles or that such roles may be fulfilled by several persons.

#### **04. Standards & Quality Assurance**

- a. **Registered Play Therapist or Registered Play Therapist-Supervisor Review:** To ensure training quality and consistency, programs offered by **Type 1 Approved Providers** must be previewed and approved by an active Registered Play Therapist (RPT) or Registered Play Therapist-Supervisor (RPT-S). It is the responsibility of the Approved Provider to ensure that the RPT/S designee is informed about the play therapy continuing education standards described here:
  - 1) A Registered Play Therapist (RPT) or Registered Play Therapist-Supervisor (RPT-S) is a licensed mental health professional who has satisfied graduate or doctoral academic, general clinical training, and specific play therapy training criteria. To contact a Registered Play Therapist (RPT) or Registered Play Therapist-Supervisor (RPT-S) in good standing for this purpose, consult the APT Continuing Education Coordinator or the Find A Play Therapist Directory on the APT website ([www.a4pt.org](http://www.a4pt.org)). APT recommends that an agreement be negotiated between Approved Providers and RPT/S designees to address fees, liability, and other fundamental business relationship issues.
  - 2) If a program is offered multiple times, it may be reviewed and approved only once unless its program presenter changes or its content and learning objectives are significantly changed. If uncertain, forward its essential information to APT for review and comment.
- b. **Standards: Approved Providers pledge to:**
  - 1) APT confers play therapy credit for graduate-level play therapy education and continuing education programs that are specifically applicable to play therapy practitioners and that improve client care, either directly or indirectly, by demonstrating evidence of EITHER a systematic use of a therapeutic model, the establishment of an interpersonal process using the therapeutic powers of play, and intent to prevent or resolve psychosocial difficulties and/or achieve optimal growth and development OR content that enhances the specific professional proficiency of mental health practitioners who are engaged in the clinical practice of play therapy, the supervision of play therapists, or the instruction of play therapy. Education and continuing education programs not specifically applicable to the practice of play therapy but generally applicable to mental health practitioners are ineligible for play therapy credit.
  - 2) Utilize a mechanism (e.g. needs assessment or scan of mental health profession or specific licensing or credentialing criteria) to determine and ensure that program content is relevant and timely.
  - 3) Display clear learning objectives in advance to prospective registrants.
    - a) Require that program be conducted at graduate-level play therapy content level.
    - b) Require that program content be play therapy specific, e.g. play therapy theory, techniques, applications, and history.
    - c) Prefer that “play therapy” be displayed in the program title.
    - d) Require that “play therapy” be displayed throughout the program content description.
    - e) Require that “play therapy” be displayed in program learning objectives.
    - f) Require that the phrase “Enhances multicultural competency” be displayed, only when applicable, in the program content description and/or learning objectives.
    - g) Require that the phrase “Play therapy credit will not be awarded to non-mental health professionals” be displayed when offering trainings to individuals across multiple disciplines.
  - 4) Utilize program presenters who:
    - a) *Required:* Have earned a Master’s or higher mental health degree
    - b) *Required:* Are knowledgeable about play therapy and familiar with the APT-endorsed [Play Therapy Best Practices \(www.a4pt.org\)](http://www.a4pt.org)
    - c) *Required:* Adhere to a Code of Ethics promulgated by the American Psychological Association, American Counseling Association, National Association of Social Workers, or the American Association of Marriage and Family Therapists and immediately identify by which Code any one or more programs have been or will be conducted upon request. If an Approved Provider will use an unlicensed presenter, the unlicensed presenter must certify to the Approved Provider which of the foregoing Code of Ethics will be adhered to by the unlicensed presenter and such certification will be provided to APT upon request.
    - d) *Preferred:* Demonstrate multicultural competency when applicable.

- e) *Preferred*: Have earned and maintain active Registered Play Therapist (RPT) or Supervisor (RPT-S) credentials.
  - 5) Establish and observe policies regarding program cancellations, whole or partial registration fee refunds, and resolution of attendee complaints.
  - 6) Observe a mechanism by which attendees render program evaluative comments and suggestions to presenter and Approved Provider.
  - 7) Observe all intellectual property rights, i.e. trade names, trademarks, service marks, and copyrights, of third parties when presenting content and in written material, including providing appropriate notice of the third party's rights, i.e. using the symbol for trade name, trade mark or service mark or identifying the owner of copyrighted materials.
- c. **Audits**: To monitor and ensure their quality, play therapy programs offered, Approved Providers are randomly audited by APT each year. If selected, you will be asked to provide copies of relevant records and materials, the name of the Registered Play Therapist or Registered Play Therapist-Supervisor who reviewed and approved programs prior to their presentation, and by which Code of Ethics each program was conducted, and any other material or documents APT deems relevant to conduct the audit. Special audits may be conducted when specific concerns are identified by or brought to the attention of APT.

## **05. APT Approved Provider XX-XXX**

- a. To ensure that registrants know that they can earn credit at your programs towards their Registered Play Therapist or Registered Play Therapist-Supervisor credentials, Approved Providers must display the mandatory phrase verbatim – APT Approved Provider XX-XXX - on all play therapy promotional brochures, advertisements, registration materials, and certificates of attendance. APT strictly enforces this policy and does not confer credit for trainings that fail to display this mandatory phrase. Please refrain from using the words “certified” or “accredited” when promoting your Approved Provider designation.
- b. The “XX-XXX” element refers to the five-digit number that APT assigns to Approved Providers upon approval of their applications.

## **06. Program Requirements**

Along with your initial or renewal application, attach a brochure and certificate of attendance that displays the information below. Type 1 applicants must attach a draft program describing an actual or hypothetical play therapy program. Type 2 applicants must attach a sample brochure describing the graduate-level play therapy program for which you are applying.

- a. Brochure:
  - 1) Event or Program Name
  - 2) Sponsor and, if applicable, Co-Sponsor Name(s)
  - 3) Date(s)
  - 4) Number of contact play therapy credit hours (one hour credit = 60 minutes)
  - 5) Content Description
  - 6) Learning Objectives (for each play therapy program if more than one program)
  - 7) Event or Program Schedule (starting and ending times for each activity including registration, breaks, meals, and other activities)
  - 8) Facility Name, Address, City, and State
  - 9) Cite brief cancellation and refund policy
  - 10) Program Presenter(s) (include name, highest mental health degree, and primary mental health credentials for each presenter)
  - 11) APT Approved Provider XX-XXX (mandatory phrase)
- b. Certificate of Attendance:
  - 1) Attendee Name
  - 2) Event or Program Name
  - 3) Presenter Name
  - 4) Sponsor and, if applicable, Co-Sponsor Name(s)
  - 5) Date(s)
  - 6) Number of contact play therapy credit hours (one hour credit = 60 minutes)
  - 7) Designation of Contact or Non-Contact training.



- 8) City and State
- 9) APT Approved Provider XX-XXX (mandatory phrase)

## **07. Sponsorships**

To ensure that play therapy is introduced as widely as possible to mental health professionals and that play therapists enjoy access to ample training opportunities, Approved Providers may both sponsor and co-sponsor play therapy programs. If co-sponsoring programs with other parties, Approved Providers retain sole and ultimate responsibility for the quality and conduct of, and record-keeping for, such programs. Sponsors or co-sponsors must be predominately displayed on all promotional materials.

## **08. Contact & Non-Contact Programs**

APT-approved graduate-level play therapy continuing education providers may offer two types of programs:

- a. Contact programs refer to those in which “registrants enjoy in-person or distance interaction with a live instructor in real time”.
- b. Non-Contact programs refer to those that do not offer such interaction and are typically referred to as distance, home study, and correspondence programs.

## **09. Non-Contact Programs**

- a. Non-contact graduate-level programs must display, at minimum, these components:
  - 1) A structured learning curriculum or syllabus
  - 2) An objective assessment of content learning (e.g. correctly answer 75% of test questions)
  - 3) A method of determining credit hours (e.g. number of pages, a rationale for utilizing this method, and an objective measurement of learning (e.g. multiple choice, true/false, etc.).
  - 4) A method of ensuring that the individual participated in and performed all work for which credit is awarded.
- b. Online programs will utilize a sufficient user ID system and a mechanism for protecting confidential and sensitive information and materials.
- c. Those criteria listed in item #4 above (“Standards & Quality Assurance”) are also applicable for non-contact training programs, including those requiring advance review and approval by a Registered Play Therapist or Registered Play Therapist-Supervisor and adherence to a Code of Ethics.

## **10. Records Maintenance**

- a. To ensure the availability of program information to the Approved Provider, its program attendees, and APT, APT requires that Approved Providers maintain this basic information for not less than five (5) years:
  - 1) Program title, learning objectives, and content description
  - 2) Program presenter’s names, highest mental health degrees, and primary mental health credentials
  - 3) Program date(s), facility name and address, city, and state
  - 4) Summary of attendee’s program evaluations
  - 5) Number of play therapy continuing education hours earned by attendees
  - 6) A list of program attendees who earned certificates of attendance
- b. The records maintained by Approved Providers are subject to random audits by APT.

## **11. Code of Ethics**

- a. To ensure that each play therapy continuing education program is ethically and responsibly conducted, APT requires that Approved Providers pledge that each of its programs be conducted in accordance with the Code of Ethics promulgated by the American Psychological Association, American Counseling Association, National Association of Social Workers, or the American Association of Marriage and Family Therapists. This Code is typically that promulgated by the aforementioned organization representing the primary mental health discipline of each program presenter whether or not the latter is licensed.

- b. If requested by APT or program attendees, each Approved Provider will identify the relevant Code by which each program has been or will be conducted. If an Approved Provider will use an unlicensed presenter, the unlicensed presenter must certify to the Approved Provider which of the foregoing Code of Ethics will be adhered to by the unlicensed presenter and such certification will be provided to APT upon request.

## **12. Program Promotion Opportunities**

- a. To assist the promotion of those play therapy programs offered by Approved Providers to mental health professionals, especially those who wish to earn and apply such credit towards obtaining or renewing their Registered Play Therapist (RPT) or Registered Play Therapist-Supervisor (RPT-S) credentials, APT offers these promotional opportunities:
  - 1) **Find Play Therapy & Supervisor Training Directory:** This online directory lists *without charge* all upcoming trainings offered by Approved Providers. It can be found under the Directories link on the APT website ([www.a4pt.org](http://www.a4pt.org)). Submit your play therapy specific trainings thru the online portal.
  - 2) **APT Website:** Promote your services by displaying a “button ad” on the APT website home page. Consult the online APT Advertising Kit for ad specifications and rates.
  - 3) **Play Therapy™ Magazine:** Publicize your services by displaying a full-color “box ad” in the quarterly *Play Therapy™* magazine. Consult the online APT Advertising Kit for ad specifications, rates, and copy deadlines.
  - 4) **APT Member Flash:** Promote your services in a FlashCoupon attached to the bi-weekly APT Member Flash e-bulletins. Consult the APT Advertising Kit for ad specifications, rates, and copy deadlines.
- b. Approved Providers might also consider pursuing these training opportunities:
  - 1) **Certificate Program:** Offer a certificate program at which eligible licensed mental health professionals with Master’s or higher mental health degrees might earn all or a portion of the hours necessary to earn or renew their Registered Play Therapist or Registered Play Therapist-Supervisor credentials.
  - 2) **Other Credit:** Ensure that both your general and play therapy programs are approved not only by APT but also by other mental health authorities (e.g. APA, etc.) to attract all mental health professionals needing such credit to satisfy both their licensure and play therapy credentialing requirements.
- c. Consult APT for details or assistance regarding these opportunities to expand your services and better serve mental health professionals.

## **13. Denial of Applications**

If your Approved Provider application is not approved by the APT Continuing Education Coordinator, you may submit a written appeal that clearly and concisely states your rationale for approval to the APT President & CEO. The latter may consult the APT Registration & Continuing Education Committee, its chair or a subcommittee thereof, or the APT Board of Directors or its Chair. The decision of the President & CEO is final.

## **14. Renewal of Approved Provider Designations**

To renew your designation, observe the application instructions displayed in both the Guide and Application/Renewal Form.

## **15. Basis for Probation, Suspension, or Revocation**

- a. APT may deny, place on probation, suspend, or revoke an Approved Provider designation if the Approved Provider:
  - 1) Has a disciplinary action taken against it or its presenter(s) by a licensing authority or professional society, or the Approved Provider or one of its presenters fails to comply with the Code of Ethics identified by the Approved Provider (or the presenter as being the applicable Code of Ethics), in a manner relevant as determined by APT.
  - 2) Offers play therapy credit for programs that do not comply with graduate-level play therapy continuing education program specifications described in Section 04 of this Guide.
  - 3) Utilizes program presenters who fail to satisfy the standards described in this Guide.
  - 4) Fails to obtain advance program approval by a Registered Play Therapist (RPT) or Supervisor (RPT-S).
  - 5) Is, or its representatives or program presenters are, convicted of a serious crime related to the provision of mental health services or the provision of continuing education programs, or a crime that would adversely affect the public credibility of play therapy or reputation of APT;



- 6) Provides false, misrepresentative, or misleading, by inclusion or omission, information on its initial or renewal Approved Provider application or any supporting documents; or
- 7) Fails to regularly display the mandatory phrase - *APT Approved Provider XX-XXX* - on all program promotional brochures, advertisements, registration forms, and certificates of attendance; or
- 8) Has an adverse resolution to a written complaint filed with APT by a complainant or initiated by APT regarding the quality of or treatment received at a program; or
- 9) Is deemed by APT to have committed an act or omission of dishonesty, ethical or moral turpitude, abused or caused injury or harm to others, or otherwise tarnished, or engaged in activities that APT in its sole discretion determines could tarnish, the image, reputation, or reflect poorly upon the field of play therapy, APT, or the general play therapy community.

b. When encountering real or potential problems, immediately consult the APT Continuing Education Coordinator.

## **16. Complaints & Appeals**

- a. Complaints against an Approved Provider should first be filed with the Approved Provider. If satisfaction is not obtained or the situation is one in which the Approved Provider cannot provide restitution or resolution, complainants may file a confidential written complaint against an Approved Provider with the APT Continuing Education Coordinator regarding activities of the Approved Provider when conducting programs as a designated Approved Provider.
- b. Within 10 days after receipt of the written complaint, the APT Continuing Education Coordinator will confidentially share a copy of the written complaint with and solicit a written response from the Approved Provider.
- c. If a written response is not received from the Approved Provider within 10 days, the APT Continuing Education Coordinator will render a written resolution to the Complainant and Approved Provider regarding the continued designation of the latter. This resolution is final.
- d. If, however, a confidential written response is received within 10 days from the Approved Provider, the APT Continuing Education Coordinator will render a written resolution to both the Complainant and Approved Provider regarding the continued designation of the latter. The APT Continuing Education Coordinator may solicit additional information from the Complainant, Approved Provider, or both prior to rendering a resolution.
- e. Within 10 days of the resolution rendered by the APT Continuing Education Coordinator, the Complainant or Approved Provider may file a written appeal to the President & CEO.
- f. Within 10 days after receipt of the written appeal, the President & CEO will share a copy of the written appeal with and solicit a written response from either the Complainant or Approved Provider, as applicable, regarding the continued designation of the latter.
- g. If a written response is not received from the Complainant or Approved Provider as applicable within 10 days, the President & CEO will render a written resolution to the Complainant and Approved Provider regarding the continued designation of the latter. This resolution is final.
- h. If, however, a written response is received within 10 days from the Complainant or Approved Provider as applicable, the President & CEO will render a written resolution to the Complainant and Approved Provider regarding the continued designation of the latter. The President & CEO will first review the appeal and all relevant information and may consult the Complainant, Approved Provider, APT Registration & Continuing Education Committee, its chair or a subcommittee thereof, or the APT Board of Directors or its Chair, or other relevant parties. This resolution is final.
- i. Probable resolutions are that Approved Provider designation is:
  - 1) Continued;
  - 2) Placed on probation for six (6) or 12 months with all rights and privileges;
  - 3) Temporarily suspended for six (6) or 12 months without any rights and privileges; or
  - 4) Permanently revoked; or
  - 5) A combination of more than one of the above.

- j. If the resolution is any of items 2-5 of subsection (i), it will be published by APT.
- k. If the resolution is any of items 2-5 of subsection (i), APT may, in its sole discretion, file a formal complaint with the appropriate licensing board of Approved Provider, RPT/S, presenter or all of the foregoing.

## **17. Hold Harmless**

- a. The Approved Provider hereby indemnifies and holds harmless APT from and against any and all claims, losses, actions, costs and expenses (including attorneys' fees) incurred by APT as a result of or arising out of:
  - 1) The acts or omissions of the Approved Provider or its directors, officers, members, employees or presenters in the administration, presentation, the written contents or materials, or the handling of any complaint regarding any of its programs;
  - 2) Its failure to abide by the code of ethics and/or standards of practice by which its RPT/S and program presenters must abide, public laws and regulations, and other requirements promulgated by applicable licensing authorities;
  - 3) Any falsification or misrepresentation of information (including misleading information), by inclusion or omission on the Approved Provider's application or supporting documents;
  - 4) Conduct by the Approved Provider or its directors, officers, employees, members, program presenters, and/or other representatives that is prejudicial to the purpose, interests, effectiveness, or image of play therapy and/or APT;
  - 5) Any other action or omission caused by the Approved Provider in its application or relating to its approval status.