



The Mandt System®

Dear Mandt Instructors,

Like you, we continue to monitor what is taking place around the world regarding the COVID-19 outbreak. The health and safety of our faculty and your staff remain our number one priority. The CDC is now asking that all public gatherings are limited to 10 people or less. Keeping in line with the guidelines of 15 days and out of an abundance of caution, **we are suspending Mandt Instructor Training events until April 4th, 2020.** Events will resume the week of April 6th subject to ongoing federal guidance. We understand that this will be an inconvenience for many of you. Please know that we are working on ways to help your staff maintain certification in the interim until it is safe to once again gather together.

If your instructor certification expires on or before April 30, 2020:

If you are an Instructor who must continue to teach during this time but your recertification event has been postponed due to the COVID-19 outbreak, we will contact you with ways to maintain your certification until you can attend a rescheduled event. Our faculty will be available to do a combination of eLearning training and video conferencing to provide a short extension on your certification status. In the case where instructors will expire but do not need to teach, we are extending our normal grace period from 90 days to 120 days; meaning instructors can attend an instructor training event as a recert without the penalty of having to attend the full event within that period. Please remember, just as before, if you are in your grace period you are not allowed to instruct and are currently not certified to use the physical skills. *Please note: this option only applies to those already certified and not to new instructors.*

If your student certification expires on or before April 30, 2020:

Student certifications that are expiring in March and April are now being allowed a grace period to May 31, 2020 where they can be recertified and not have to attend a full course. Please be aware that this extension is a Mandt System decision and you are responsible for knowing what your own governance allows. It is also important to remember that when organizations go back to work, you will not want

a backlog in training. We encourage the use of the e-learning and test out options available in the Mandt Resource Center (MRC). Either of these programs can be purchased and issued to students to complete anywhere they have internet access. E-learning will help your staff maintain certification while practicing social distancing. Please note that technical training is not included in e-learning and will need to be completed in person once it is safe to do so. This training can be added to their Relational certificates to complete their certification and to minimize the backlog of training.

These are not easy decisions and we appreciate your patience at this time. We realize the situation changes by the minute and we are continuing to monitor the latest updates to ensure the safety of all our stakeholders. We look forward to the near future when we can once again provide and maintain the highest safety standards in the industry. If you have questions, please contact us by logging a case in the MRC, e-mailing us at info@mandtssystem.com or calling us at 1-800-810-0755.

Thanks.
The Mandt Team



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