CBDM Guide to Maintaining Your CDM® | CFPP® Credential

CODE OF ETHICS / SCOPE OF PRACTICE / CREDENTIAL MAINTENANCE / CE SELF-REPORTING / AUDITING OF CE RECORDS

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About the Certifying Board for Dietary Managers

CBDM Mission
Promote excellence and industry best practices through administering and maintaining the Certified Dietary Manager, Certified Food Protection Professional (CDM, CFPP) credential for foodservice professionals.

CBDM Vision
Every foodservice operation will employ a CDM, CFPP.

CBDM Values Statement
The Certifying Board for Dietary Managers Values

- Integrity
- CDM, CFPP certification process
- Collaboration
- Continuing education
- Industry excellence
- Commitment to customers

Code of Ethics for Certified Dietary Managers

The Certifying Board for Dietary Managers (CBDM) has a formal policy, the Code of Ethics for the Certified Dietary Manager, and procedures which incorporate due process, for the discipline of certificants. The Code of Ethics and procedures include the sanction of revocation of the credential, for conduct which clearly indicates incompetence, unethical behavior, and physical or mental impairment affecting the performance of the Certified Dietary Manager, Certified Food Protection Professional (CDM, CFPP).

The CBDM believes it is in the best interests of the profession and public it serves that a Code of Ethics provide guidance to CDMs in their professional practice and conduct. The CBDM has developed a Code of Ethics to reflect the ethical principles guiding the CDM and to outline commitments and obligations of the CDM to self, client, society, and the profession.

The Ethics Code applies in its entirety to all CDMs (including those who are not ANFP members). The aforementioned are referred to in the Code as “Certified Dietary Managers.”

The CDM, CFPP Credential Code of Ethics can be found at www.CBDMonline.org/codeofethics.
A Certified Dietary Manager, Certified Food Protection Professional (CDM, CFPP) has passed a nationally recognized credentialing exam offered by the Certifying Board for Dietary Managers. Continuing education is required to maintain this credential. The exam is written by content experts, and administered by an independent professional testing company. The exam consists of 160 questions that have been pre-tested and proven valid and reliable. Questions cover five competency areas which fall under these major headings: Nutrition, Foodservice, Personnel and Communications, Sanitation and Food Safety, and Business Operations. The CDM, CFPP credential indicates that these individuals have the training and experience to competently perform the responsibilities of a certified dietary manager. CDM, CFPPs work together with registered dietitian nutritionists to provide quality nutritional care for clients and perform the following tasks on a regular basis:

- Conduct routine client nutritional screening which includes food/fluid intake information
- Calculate nutrient intake
- Identify nutrition problems using established guidelines to distinguish between routine and at risk individuals
- Identify food customs and nutrition preferences based on race, culture, religion and food intolerances
- Implement diet plans and diet orders using appropriate modifications
- Utilize standard nutrition care procedures following ethical and confidentiality principles and practices
- Document nutritional screening data in the medical record and complete forms (i.e. care plans, MDS, etc.)
- Review intake records, conduct visual meal rounds, and document food intake
- Participate in care conferences and review effectiveness of nutrition care
- Provide basic diet information using evidence based educational materials
- Develop and implement menus that meet individual nutritional needs in accordance with established national guidelines
- Specify standards and procedures for food preparation
- Continuously improve care and service using quality management techniques including quality control standards and food waste policies
- Supervise preparation and serving of therapeutic diets and nutritional supplements
- Manage a sanitary foodservice environment
- Protect food in all phases of preparation, holding, service, cooling, and transportation
- Purchase, receive, and store food following established sanitation and quality standards
- Purchase, store, and ensure safe use of chemicals and cleaning agents
- Manage equipment use and maintenance
- Develop work schedules, prepare work assignments
- Manage goals and priorities for the department, establishing short and long term goals and communicating internally and externally
- Interview, hire, and train employees
- Conduct employee performance evaluations
- Recommend salary and wage adjustments for employees
- Supervise, discipline, and terminate employees
- Supervise business operations of foodservice department, implementing cost effective procedures and managing revenue-generating services
- Prepare purchase specifications and orders for food, supplies, and equipment
- Develop annual budget and operate within budget parameters
- Develop and implement department policies and procedures
- Comply with federal and state regulations related to effective food and nutrition services

*Validated by the 2014 Dietary Manager Job Analysis Study performed by Applied Measurement Professionals, Inc., and required by the National Commission for Certifying Agencies (NCCA). The CBDM Certification Program is accredited by the NCCA.*
CDM Certification Program

Purpose
The CDM Certification Program requires that Certified Dietary Managers maintain certification either by retaking the credentialing exam, or by demonstrating ongoing competence through continuing education. The following terms are integral to the certification program and are defined as follows:

Recertification - Requirements and procedures established as part of the certification program that certificants must meet to maintain competence and renew their certification.

Continuing Education - Education and training activities that certificants engage in to receive credit for the purpose of maintaining competence and renewing certification.

Competence - The ability to perform a task, function, or role at a level that meets or exceeds prescribed standards in the work environment. Competencies are observable behaviors that encompass the knowledge, skills, and personal characteristics that are at or above acceptable levels of performance in the work environment.

Continuing Competence - Demonstrating specified levels of knowledge, skills or abilities throughout an individual’s professional career.

Benefits of Recertification:
• Represents ongoing recognition and professional growth.
• Demonstrates commitment and competence in the nutrition and foodservice industry.
• Validates specific competency in the area of food safety and sanitation.
• Enhances professional credibility in a competitive job market.

Maintaining the CDM, CFPP Credential

To maintain the Certified Dietary Manager, Certified Food Protection Professional (CDM, CFPP) credential you need to:
• Pay your certification maintenance fee every year.
• Earn the required 45 hours of continuing education (CE) every 3 years. Of the 45 continuing education hours, a minimum of 9 CE hours must focus on sanitation and food safety.
• Report your CE hours.
• Save all CE-related documentation for two, three-year certification cycles.

Earning Continuing Education (CE)
Every three years Certified Dietary Managers, Certified Food Protection Professionals (CDM, CFPPs) are required to earn 45 continuing education hours. Nine of the 45 hours must focus on sanitation and food safety. CE must be related to the fields of Nutrition, Foodservice, Personnel and Communications, Health Care, Sanitation and Food Safety, and Business Operations.

All hours must be attended while actively certified and in the current three-year CE cycle. No duplicate programs/titles are ever allowed, including programs/titles from facility-contracted service companies.

Calculating CE Hours
Calculation of CE hours is based on the minutes of attendance/participation time. One CE hour is equivalent to 60 minutes of attendance/participation. A minimum of 30 minutes of attendance/participation is required for CE credit. Thereafter, credit will be accrued in 15 minute increments (Example: 60 minutes = 1.0 hour, 30 minutes = 0.5 hour, 15 minutes = 0.25 hour).

Continuing Competency Levels
The CBDM is moving from a continuing education model toward a continuing competence model for maintaining the CDM, CFPP credential. CDMs should identify their own individual needs for professional competence and then develop a plan for obtaining specific continuing education to meet those needs.

The CBDM has identified continuing competency levels and is adding these delineations to all ANFP educational products and presentations. Additional information including definition of competency levels can be found here: www.ANFPonline.org/CCL.
1. Participate in educational programs on topics related to Nutrition, Foodservice, Personnel and Communications, Sanitation and Safety, and Business Operations such as:
   a. Meetings (including seminars)—Continuing education hours are those actually spent participating in a continuing education session. All scheduled time for registration/welcome, breaks, and lunch are deducted from the total time of the program.
   b. Online Courses and Webinars
   c. In-services—Hours for in-services must be a combined minimum of 30 minutes in length. New employee orientations or company business meetings and policy/procedure in-services do not qualify for CE credit.

2. Participate in formal educational programs of study that address nutrition and food service subjects that offer college credit. All coursework must be completed by May 31 of the three-year CE cycle end date. 1 semester credit hour equals 18 CE hours. Official course description and/or syllabus must be submitted.

3. Attend trade/foodshow exhibits—Trade/foodshows must be scheduled for a minimum of one hour. Additional hours are based on the amount of time after the first hour, in half hour increments, allocated to the show. CDMs can earn a maximum of 5 CE hours per three-year CE cycle for food shows.

4. Develop publication and/or presentation of material relevant to nutrition and food service.
   a. Publication is the development of an original work and is industry related.
      i. Author an article published in a professional or trade journal. (A maximum of 4 CE hours per year is allowed.)
   b. Presenting/teaching is the development of a program delivered to an audience.
      i. Present/teach a program that is outside of facility in-service requirements. The contents of the program must be industry-related, to foodservice management (as opposed to facility policy) and be at least one hour in length.
         1. One-time programs—1 CE hour will be earned for each hour of presentation.
         2. On-going programs—1 CE hour will be earned for every 10 hours taught.

5. Be a Preceptor by assisting students enrolled in an ANFP Approved School or dietetic internship, to develop new skills via modeling, evaluating, observation and demonstration.
   a. Verification of student enrollment in an ANFP Approved School from the school/college, recognizing you as a CDM Preceptor.
   b. One continuing education hour is granted for each hour of precepting. (A maximum of 5 CE hours per three-year CE cycle is allowed.)

6. Attend field trips or tours (a minimum of one-hour in length) that pertain to the foodservice field. (A maximum of 1 CE hour will be granted per field trip/tour).
   a. Objectives for the field trip/tour must be submitted.

7. Participate in journal clubs—The purpose of the journal club is to be an educational meeting in which a group of CDMs/staff members discuss current articles/books, providing a forum for a collective effort to obtain new knowledge, promoting awareness of current medical trends, treatments and research findings. Continuing education hours may be earned for participating in journal clubs to discuss books/articles, and must meet the following specifications:
   a. Prior approval must be obtained.
   b. Must be sponsored by facility, which posts and distributes copies of book/article and journal club questions to participants.
   c. Meeting time and location must be determined and publicized.
   d. A minimum of 3 participants are required.
   e. Program must be a minimum of 1 1/2 hours in length and led by a facilitator in a supervisory role.
   f. Discussion questions must be provided in writing and answers documented in writing following the meeting.
   g. Sign-in sheet on letterhead must be provided including date, names, book/article, objectives and number of CE hours requested.

Reporting CE Hours Earned
You may report your CE hours in one of the following ways:

- Online - Go online to www.CBDMonline.org and log into your profile to self-report.
- By Mail/Fax - Complete the CE Report Form (available online at www.CBDMonline.org) and return to: CBDM, 406 Surrey Woods Drive, St. Charles, IL 60174 prior to May 31 of your three-year CE cycle. Or, fax your completed form to 630.587.6308.
- Email - Complete the CE Report Form (available online at www.CBDMonline.org) and send to info@CBDMonline.org.

When to Report
You are required to self-report your CE hours online or mail or fax the CE report form by May 31 at the end of your three-year CE cycle.

Step-by-Step Guide to CE Self-Reporting
See Appendix C on page 11 for step-by-step instructions.
# DOCUMENTATION REQUIREMENTS

All checked items are required for each activity type.

<table>
<thead>
<tr>
<th>Required Documentation Types</th>
<th>Educational Programs (meetings, inservices, online courses, etc.)</th>
<th>College Credit Coursework</th>
<th>Trade/ Foodshow Exhibits <em>(Max 5 CE hrs per three-year CE cycle)</em></th>
<th>Teaching/ Presenting</th>
<th>Writing Article <em>(Max 4 CE hrs per three-year CE cycle)</em></th>
<th>Preceptor <em>(Max 5 CE hrs per three-year CE cycle)</em></th>
<th>Field Trips/ Tours</th>
<th>Journal Clubs</th>
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</thead>
<tbody>
<tr>
<td>Proof of Attendance (i.e. - Certificate of Completion, Agenda, Letter of Verification, Sign-In Sheet, or Name Badge, including dates and times of program)</td>
<td>✓</td>
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<td>Transcripts (with credits and course dates)</td>
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<td>Course Description/Syllabus</td>
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<tr>
<td>Summary of Purpose/Learning (brief paragraph indicating purpose of program(s) and learning objectives)</td>
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<td>✓</td>
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<tr>
<td>Brochure/Flyer/Handout/Timeline Agenda (with timeframe)</td>
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<tr>
<td>Copy of Article (with bibliography &amp; references)</td>
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<td>✓</td>
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<tr>
<td>Copy of Evaluation, Promotion &amp; Outline</td>
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<tr>
<td>Verification of Hours from ANFP Approved School or from ACEND accredited program (documented on Field/Experience Verification Form and signed by RD Preceptor)</td>
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</tbody>
</table>

NOTE: CDMs MUST retain all documentation records in their files for at least two consecutive three-year CE cycles for auditing/verification purposes.
Certification Status

Status Types
Certified—Meets the recertification requirements.
Inactive—Failed to complete the recertification requirements.

Membership & Certification Fees
Visit www.ANFPonline.org for the most up-to-date information on fees.

Auditing of CE Records

Purpose of Audit
The purpose of the audit is to assure compliance with the CBDM continuing education requirement to maintain the CDM credential.

Audit Selection
Audit selection occurs for one of the following reasons:
• Reporting less than the required 45 CE hours.
• Reporting duplicate CE activity.
• Random selection.
• Non-compliance with the CBDM continuing education requirement or regulations/law related to the practice of the professional CDM. For details, refer to the Code of Ethics information on page 2.

Individuals selected for audit will be notified in writing via e-mail by June 1 and are required to submit verifiable documentation (certificates of attendance or similar materials) for each activity listed on the CE Report Form by the due date specified on the audit notification material.

Verifiable documentation can include certificates of attendance, program materials, or other information provided by the program sponsor that verifies program date, length, and subject matter (agenda, program outline, handout, meeting summary, or meeting transcript). See page 6 for additional information.

It is therefore recommended that CE participants retain all records in their files for two consecutive three-year CE cycles. Individuals who fail to respond to the audit request by the specified due date or are found to have submitted false information (on their CE Report Form) may be denied certification renewal.

Audit Process Steps and Timeline
- June 1 - CBDM sends notification of audit.
- June 1 - June 30 - CDMs being audited must submit CE documentation to the CBDM.**
  a. Make copies of all documentation submitted to CBDM.
  b. Documentation will be returned to you if it is incomplete.
  c. Submit a copy of the audit cover letter with your documentation.
  d. Your complete documentation package may be submitted by e-mail, fax, or mail to the attention of “CBDM Audit” as follows:
    • Online: info@CBDMonline.org
    • Fax: 630.587.6308 (please send one fax with all documents)
    • Mail: Certifying Board for Dietary Managers-Audit
      406 Surrey Woods Drive
      St. Charles, IL 60174
    • E-mail: info@CBDMonline.org (send one e-mail with one attachment that includes all documents instead of multiples)

** Complete CE documentation package must be received by the CBDM no later than June 30.

- June 30 – August 15 - CBDM reviews CE documentation submitted.
- August 15 - August 31 - Audited individuals will be notified of the audit outcome, which will result in continuation of CDM certified active status or you will have 15 days to appeal any adverse decision to the CBDM Appeals Committee. (Certification fees will be refunded if the appeal is denied by the CBDM Appeals Committee.)
- A certified status will remain during the audit and appeal process, until the audit process is complete.

Appeals

Appeals Process
The appellant is defined as the individual submitting an appeal.

- Appeals must be received within 15 days of complaint.
- The CBDM Appeals Committee will consist of the ANFP Board Chair, the Immediate Past CBDM Chair, and another past CBDM Chair.
- The CBDM Appeals Committee will respond within 15 days upon receipt of written appeal of the appellant. All decisions will be final.

Questions? Contact us.
Certifying Board for Dietary Managers
406 Surrey Woods Drive
St. Charles, IL 60174
800.323.1908
info@CBDMonline.org
Appendix A— Certification Frequently Asked Questions

What is my three-year continuing education (CE) cycle?
CE cycles begin on June 1 and end three years later on May 31. If annual fees are not paid, certified status is inactive and must be reinstated. Continuing education hours are earned during active certified status only.

How are continuing education hours calculated?
Continuing education hours are those hours actually spent listening or participating in a continuing education activity. The minimum time for CE credit is 30 minutes. After the first 30 minutes, CE credit will be accrued in 15 minute increments. All scheduled time for registration/welcome, breaks, lunch, networking, testing and awards are deducted from the total time of the program. A speaker during a luncheon is computed as one-half the time.

What types of educational programs can I participate in for continuing education hours?
Examples include workshops, conferences, seminars, college courses, food shows, journal clubs, in-services, online courses, teleconferences, and webinars. Requests for hours must be a combined total of at least 30 minutes. Tours of plants/facilities are limited to one CE hour. Programs must be related to the fields of Nutrition, Food Service, Personnel and Communications, Health Care, Sanitation and Food Safety, and Business Operations. Once CE hours have been earned for a specific program, that program cannot be resubmitted for credit again, regardless of whether it is in a new certification period. Credit can only be earned once for any given program.

What is required for food shows?
A maximum of five continuing education hours can be earned from viewing exhibits at food shows during the three-year CE cycle. Credit is awarded on a timeframe basis. A copy of a badge from the food show, or other proof of attendance, as well as a brochure showing the amount of time allocated to the food show is required. Food show hours are spent viewing food show exhibits. Food demonstrations, bake-offs, ice carving, and food presentations are considered food show hours.

Do in-service programs qualify for continuing education hours?
Attending an in-service program at your facility relating to Nutrition, Foodservice, Personnel and Communications, Health Care, and/or Sanitation and Food Safety is accepted. Information on content and learning objectives and a copy of the sign-up sheet showing topic, date and time frames or verification of attendance from your employer with topic, date and time frames are proof of attendance. Business portions of meetings, training employees, facility policies and procedures, or new employee orientations do not qualify for continuing education hours.

What types of programs are considered “Sanitation and Food Safety” programs?
Examples include safe food handling, infection control, time and temperature regulations, foodborne pathogens, food allergy prevention, disaster preparedness and HACCP principles. ServSafe training earned in your three-year CE cycle can be submitted for sanitation/food safety hours.

What is “proof of attendance” and how do I document this?
Proof of attendance is usually a copy of the certificate that was awarded at the educational event you attended. With CE self-reporting, you will keep this documentation. Refer to “Documentation Requirements” on page 6 for details.

If I earn extra CE hours in my current CE cycle, can I transfer them to the next three-year cycle?
No. All CE hours must be earned in the current cycle and are not transferable.

What happens if I don’t meet the CE requirements or pay the annual maintenance fee?
If you do not meet the CE requirements by the end of each three-year cycle you will no longer be certified. If you do not maintain your credential through your required fees, you will no longer be certified. You will need to reinstate your credential. You will only be eligible to earn CE once you have completed the reinstatement process. No CE can be earned for events attended during your inactive period.

continued...
Will the CBDM remind me if I am short on CE hours?
Yes. A reminder is sent in February to those individuals that are short CE hours during the last year of their three year cycle. Another reminder is sent in March if the individuals are still short of CE hours. However, the CBDM strongly recommends that all individuals keep track of CE hours throughout the three-year CE cycle via the CE Report Form online (available 24-7 for your convenience).

Do I have to submit Subsequent Approval Forms?
You may no longer submit Subsequent Approval Forms. Instead you will enter CE in your online record or record your hours on the CE Report Form.

CE Self-Reporting Questions

How do I know my CE hours will be approved?
CE hours are not approved on a per activity basis, but will be monitored via the audit process. All CDMs are encouraged to refer to CE guidelines for acceptable CE activities.

How long do I need to keep this documentation in case I am audited?
CDMs are required to retain all documentation records in their files for at least two consecutive three-year CE cycles for auditing/verification purposes.

If I purchased ANFP online CE products, will my CE be entered automatically once I complete the online course or online CE magazine articles?
Yes! You do not need to do anything else to submit those hours once you have completed them.

How do I report my hours if I do not have a computer?
Complete the CE Record Form available at www.CBDMonline.org and mail or fax (prior to May 31 at the end of your cycle) to the CBDM and the hours will be entered into your online CE record for you.
Appendix B— CE Audit Frequently Asked Questions

What is the purpose of the audit?
The audit and all CBDM policies are designed to uphold the integrity of the credential, and help CDMs gain a professional edge with continuing education.

How are individuals selected for the audit?
Credential holders that are at the end of their three-year cycle and have reported the minimum requirement of 45 CEs, including nine in Sanitation and Food Safety, are randomly selected; however, ALL credential holders that report less than the minimum required CE hours are selected for the audit.

What is my status during the CE audit?
During the audit process certified status will remain active.

How can I check how many CEs I have reported?
Log in to your profile online at www.CBDMonline.org and select “My Certification” in the menu options on the left. You will see the CE activity that has been reported.

What happens if I am unable to provide all the documentation needed for the audit?
Credential holders that failed to keep documentation should do their best to obtain the necessary documentation to validate their attendance/participation in an educational session. If unable to produce proper documentation, the individual will need to attend new educational sessions to make up the difference for educational sessions for which documentation is missing.

Can I get an extension on CEs if I am approaching the three-year deadline?
Credential holders should do their best to obtain and report the minimum required CE hours by the end of their three-year cycle. Those that do not obtain and report the minimum requirement of CEs will be subject to audit. After a review of records is submitted, candidates will be given an extension of up to 90 days (November 30), to earn the needed CE. New CE submitted is also subject to audit.

I am unable to meet the CE requirements by May 31 due to an unfortunate life event. What are my options?
Credential holders should do their best to obtain and report the minimum required CE hours by the end of their three-year cycle. If there are extenuating circumstances beyond your control that prevent you from meeting requirements, please notify the CBDM with details of your particular situation immediately. Each case will be reviewed and considered by the board. Inquiries can be sent to CBDM via e-mail info@CBDMonline.org to the attention of CBDM or by mail to CBDM, 406 Surrey Woods Dr., St. Charles, IL 60174.

What documents are acceptable as proof?
Verifiable documentation can include certificates of attendance, program materials, or other information provided by the program sponsor that verify program date, length, and subject matter (agenda, program outline, handouts, meeting summary, or meeting transcript). Refer to “Documentation Requirements” on page 6 for details.

Where do I send my documentation during the audit?
The preferred method of submitting documentation is via upload in the “My Certification” area of the user profile. Individuals selected for the audit will receive clear instructions on where and how to provide documentation. Credential holders can also use other alternatives such as e-mail, mail or fax.

What happens if the CEs I provided are not accepted?
Credential holders will be given up to 90 days (November 30) to make up the CE hours that are deemed unacceptable.

continued...
What happens if I lose my credential?
Individuals that lose their credential must retake and pass the CDM credentialing exam to become certified as a CDM, CFPP again.

Will my employer be notified of my status?
CBDM will not proactively notify employers of CDM credentials at any time. However, employers may become aware of your status via our online verification system.

Will my employer be notified if I am being audited?
Employers will not be notified by CBDM and certified status will remain active during the audit.

Who can I talk to about the process if I disagree with the outcome of the audit?
Submit your concerns in writing to the CBDM Appeals Committee for review and consideration.
E-mail: info@CBDMonline.org (Attention: CBDM Appeals Committee)
Mail: CBDM, 406 Surrey Woods Dr., St. Charles, IL 60174

What if I pay my dues and certification fees, but I don’t pass the audit?
Certified individuals that do not pass the audit will be refunded their certification fees once the audit process is finalized.

Will I lose my job for not having a credential?
This depends on state regulations and requirements of your employer.
Appendix C—Strategies for Maintaining Your Three-Year CE Record

• Divide CE hours into three equal amounts. Earning 15 CE hours each year of the three-year CE cycle will equal 45 CE hours.

• Use three file folders to organize each year’s proof of attendance, identifying each year at the top of the file folder.

• Enter CE hours online within one week of attending an event and file your proof of attendance accordingly.

Appendix D—Step-by-Step Self-Reporting Guide

1. Log in at www.CBDMonline.org
2. Go to “My Certification”
3. Select “Report CE”
4. Complete all pertinent fields of your CE activity
5. Select “Report”

Congratulations! You have successfully reported CE activity.