

CELACare Certificate Programs



Policies & Handbook

CELACare Eco-Health, Inc.

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Acknowledgement:

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CELACare Mast Cell Health Certificate Programs

CELACare Eco-Health, Inc. is committed to equal opportunity for all and does not discriminate on the basis of race, color, creed, religion, national origin, gender, sexual orientation, age, veteran status, disability, political belief or affiliations, marital status, gender identity, and/or genetic information in admission to its programs.

CELACare Eco-Health, Inc. does not discriminate in its treatment of employees or in its hiring policies. If you should have concerns or questions regarding CELACare Eco-Health, Inc. non-discrimination policies, please contact us at: admin@celacare-ecohealth.training

If you have questions about the certificate programs please contact CELACare Eco-Health, Inc. administration at:

- email - admin@ccehinc.us

Remember – we are here to support you during your learning experiences as you work towards the successful completion of your CELACare Eco-Health, Inc. certificate.

Table of Contents

Certificate Programs	4
Confidentiality	4
Participants with Disabilities	4
Distance Learning	4
Earning your Certificate	4
Payment Policy	4
Refund Policy	5
Grievance	5
Harassment Policy	6
Summary: Cohorts, Access, & Completion	7
Our Expectations	6
A Final Medical Message	7
Contact	7

Certificate Programs

CELACare Eco-Health, Inc. offers four certificate programs:

- CELACare Mast Cell Health Certificate
- CELACare Mast Cell Health Support: Direct Care Certificate
- CELACare Mast Cell Health Support: Medical Professional Certificate
- CELACare Mast Cell Health Support: Therapist Certificate

Confidentiality

CELACare Eco-Health, Inc. does not share any participant information with any outside parties. We do not store or keep payment information or personal information. Payment information is collected through a third party platform (Stripe and/or PayPal.)

Participant information gathered at time of enrollment (participant name and email) is not kept or maintained by CELACare Eco-Health, Inc. Participants have access to course and course materials for six months from date of enrollment and payment through a third party learning management system (LMS) platform, after which time the information is deleted.

Participants with Disabilities

Participants with documented disabilities may request reasonable accommodations. Any participant who feels they may need an accommodation based on a disability that is documented can contact CELACare Eco-Health, Inc. and request accommodations.

Although participants can request accommodations at any time during the course of their studies, accommodations cannot be retroactive. It is important to request accommodations as soon as possible so that they can be implemented in a timely fashion.

Distance Learning

CELACare's Mast Cell Health certificate programs are entirely on line. All assignments and coursework are to be submitted online. Materials used for all CELACare Eco-Health, Inc. certificate programs are reviewed and updated where necessary every six months by licensed nurses, licensed clinical mental health counselors, and licensed educators to ensure the most current materials are provided with each certificate program we offer.

Earning Your Certificate

All certificate programs are made up of modules (or lessons) called MODs. At the conclusion of each MOD there is a quiz that participants need to pass with a minimum score of 80%. There is also a final exam to be taken after the learning tasks of each MOD and each MOD's quiz have been passed successfully. A minimum score of 80% is required to pass the final exam.

Participants must pass each MOD's quiz and the final exam with a minimum score of 80% in order to receive their certificate.

Payment Policy

CELACare Eco-Health, Inc. accepts debit card and credit card online payments through their online payment platform. Payment is due upon enrollment into a CELACare Mast Cell Health certificate program.

Refund Policy

Time of Withdrawal	Percent of Payment Refunded
• Within first 3 days of date of enrollment	100%
• After first 3 days and up to the 7 th day of enrollment	75%
• After the 7 th day of enrollment	0%

Grievance

If a participant believes they are being disserved rather than served, they have the right and the responsibility to make this concern known to CELACare Eco-Health, Inc.

Any grievance must be presented in writing to CELACare Eco-Health, Inc. and include the following:

1. A description of the decision or action that is being grieved and the circumstances involved;
2. Available evidence in support of the grievance; and
3. The student's suggested resolution to the grievance

If a participant or potential participant would like to express concern or a grievance about CELACare Eco-Health, Inc., the individual must contact the administration via email to: admin@celacare-ecohealth.training. Participants may also call CELACare Eco-Health, Inc. at 857-244-0263. however, we encourage that all communications be emailed to assure the most timely response.

Grievance Timeline

If there is a particular action being grieved, the grievance must be submitted within ten business days of that particular action. CELACare Eco-Health, Inc. will respond to the grievance within ten business days after receiving notification.

In order for CELACare Eco-Health, Inc. to carefully consider a concern or grievance, additional materials may be requested. Timely submission of supporting materials expedites the review process. If additional time is necessary for CELACare Eco-Health, Inc. to respond appropriately, the review period will be extended by a reasonable period of time appropriate to the circumstances. The participant will be notified of the additional time.

Grievance Decisions

Although we do not guarantee a particular outcome, CELACare Eco-Health, Inc. will consider the complaint, make necessary decisions, and respond within the time-frame listed above. The decision of CELACare Eco-Health, Inc. in response to the grievance is final.

No Retaliation: Any participant who invokes the right to grieve will not be retaliated against during or after the grievance process.

Harassment Policy

Harassment on the basis of race, religion, color, national origin, marital/civil union status, gender, gender identity and expression, sexual orientation, veteran and/or uniformed service status, disability, or other legally protected classification subverts the educational mission of CELACare Eco-Health, Inc. and threatens the well-being of students, faculty, and staff. It is a form of discrimination that is illegal under state and federal law. Such conduct, whether intentional or unintentional, will not be tolerated. This policy applies to CELACare Eco-Health, Inc. in its entirety and to the conduct of students, faculty, administrators, and staff members alike.

Contact CELACare Eco-Health, Inc. at admin@ccehinc.us for more information or to file a complaint.

Summary: Cohorts, Access, & Completion

The CELACare Mast Cell Health Certificate Programs enroll two cohorts per program per year: one starts January 1st and the second starts July 1st.

By entering your password and accessing the CELACare Mast Cell Health Certificate Programs, you agree to the following:

- You have exactly 6 months to complete all learning tasks including reading, website visits, accessing materials, and quizzes/exams
- Passwords rotate automatically at 11:59pm (ET) on June 30th and December 31st. Access to your cohort page will expire immediately at that time. You will no longer be able to access the online program and/or any of the program materials
- You must score at least 80% on all Testmoz quizzes/exams within your 6-month window to qualify for your certificate and CEU contact hours where applicable
- CELACare uses the Testmoz platform for all program quizzes and exams. When launching Testmoz to take your program's quizzes/exams, you must use your Full Legal Name and your active State Nursing/Medical/Behavioral Health License Number for your completion data to be valid

CELACare Eco-Health, Inc. Expectations

We are here to teach, assist, and support your learning. The most important expectation is your success!

A Final Medical Message:

Caring for a client with a mast cell activation related issue or disorder entails an understanding of their often profound medical challenges. These are people with what can be highly complicated needs. The challenges for healthcare professionals and caregivers are many and can seem daunting.

These disorders impact lives at many levels – medical, emotional, physical, psychological, social, and spiritual. It is vital that we educate ourselves in order to provide the best quality care and, most especially, to avoid causing potential harm by way of the behaviors we may exhibit and/or the choices we make through our lack of understanding.

The CELACare Mast Cell Health programs address how to support individuals with a mast cell activation related issue or disorder by providing essential education and training.

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**Contact CELACare Eco-Health, Inc. for additional
information or with any questions you may have at:**

certificates@ccehinc.us

