

ADRD One-Hour Training Certificate Important Information

Please carefully review the following information regarding the Alzheimer's Disease and Related Dementias (ADRD) Training Program offered by the Florida Department of Elder Affairs (the Department), as it addresses common questions and concerns.

FREQUENTLY ASKED QUESTIONS

Q: Where can I take the ADRD training?

A: The training must be completed individually on the Department's website (link: [ADRD One-Hour Training](#)). Group training settings are not currently supported.

Q: What device should I use to take the training?

A: **Use a desktop computer or laptop** to ensure proper redirection to the Certificate of Completion Request form.

Q: What should I do before starting the training?

A: Clear your browser's cache (press CTRL + F5) before watching the training program. Make sure you are on the Department's website when viewing the training (link: [ADRD One-hour Training](#)).

Q: What should I do after the training ends?

A: Do not exit the page after the training ends. Allow up to 30 seconds for automatic redirection to the Certificate of Completion Request form.

Q: Do I need to retake this training every year or when I change jobs?

A: No. Per Florida Statute, this is a one-time training requirement. You do not need to retake it annually or when switching employers.

Q: Can I get a new certificate with an updated completion date?

A: No. If you completed the training at an earlier date, you will not receive a new certificate with an updated completion date. Keep your original certificate in a safe place for employer verification purposes.

Q: When will I receive my certificate?

A: Your certificate will be sent within **5 business days** to the exact email address provided on the request form. Be sure to check your spam/junk folder, as certificates frequently land there.

Q: Can you expedite my certificate delivery?

A: No, we cannot expedite certificate delivery.

Q: How do I get help if I haven't received my certificate?

A: If you have not received your certificate within 5 business days, please email [**abh@elderaffairs.org**](mailto:abh@elderaffairs.org). You will receive an automated response with additional information and a link to request your certificate if needed.

Need Help?

If you have additional questions not answered on this document, please email them to [**abh@elderaffairs.org**](mailto:abh@elderaffairs.org). You will receive a response within 3 business days.