



SymptoPro Policies

SymptoPro Program Principles

All instructors must adhere to and uphold these principles when acting as a SymptoPro instructor while recognizing that all those they work with may not agree with or adhere to these values.

1. The family is the fundamental unit of society and is based on the loving, generous, and stable relationship of the husband and wife, with an openness to life and respect for the sanctity of life from conception onward, at all times. NFP education can be part of the dialogue by which responsible parenthood is achieved in harmony with the nature of the family and the family's purpose. This is compatible with the meaning of the family before God as understood by most faith-based organizations.
2. Each couple, though unique, is presumed capable of integrating the many facets of human sexuality, particularly fertility awareness, periodic abstinence, and mutual acceptance of responsibility for procreation.
3. A couple has the right to full NFP instruction and follow-up in accordance with program policy, and confidence from the NFP Instructor in their ability to learn and successfully use NFP. It is the couple's decision to fully participate or not and this decision should be respected by the instructor.
4. The instructor, whose role is to inform and encourage couples in their decision to practice NFP, will therefore work to convey personal and spiritual values inherent in NFP, as well as facts of fertility awareness, and will never recommend, or refer for, contraception, sterilization, or abortion.
5. Natural Family Planning (NFP) is defined as meaning uniting to achieve, or abstaining to avoid, pregnancy, during the method-defined fertile time as discerned by the couple themselves.

Class Type Options

There are currently three different ways to teach the SymptoPro method. No matter the class type, the recommended spacing of the three SymptoPro class sessions is every two weeks (spacing up to a month is also acceptable).

Both the live in-person and live virtual class types are available to you right away when you begin teaching. The self-paced online course is an option, but it comes with a startup cost and ongoing fees (check with your trainer for more details). Because of this, the online course isn't practically feasible unless you plan to teach a large volume of clients, or if you are part of a group, such as a diocese, who manage their own portal. We do not allow you to create your own recorded classes, but we do allow for the recording of a specific class only to accommodate a client who was absent.

In-Person (Live)

In this original format, you and the clients meet together in the same location, where you teach the presentation in a one-on-one or group setting. You order packets for each client and have clients complete them during class. You answer questions as they arise and complete follow-up after the group presentation, in a space set apart that allows for privacy and confidentiality.



Virtual (Live)

In this format, you conduct a virtual meeting with one or more clients/couples using a program such as Zoom or Skype where you share your screen to display the presentation and teach the concepts in the same manner as with the live in-person format. You ensure each client's physical materials are shipped to their locations ahead of time and activities are done in class. Follow-up is done at the completion of each class session, in separate virtual calls with each client.

Online (Self-paced)

The online course is a series of three recorded presentations, hosted by SymptoPro, with instructor support given for follow-up and chart review. The client watches the presentations at their convenience. The physical materials are available as downloads in the course with the exception is A Couple's Guide to Fertility, which can be purchased separately as an e-book or physical book. The activities are embedded into the course as online activities with answers and explanations are given automatically as they are completed. The client completes an online questionnaire and after you receive the questionnaire, you respond back via email with any comments and clarifications needed.

Course Materials

Required Materials

The course was designed with specific materials to ensure proper instruction, and these materials are required when teaching clients.

- In-Person Live Course: Client packet (or digital packet for international instructors only), A Couple's Guide to Fertility (e-book or physical book), thermometer
- Virtual Live Course: Client packet (or digital packet for international instructors only), A Couple's Guide to Fertility (e-book or physical book), thermometer
- Online: A Couple's Guide to Fertility (e-book or physical book), thermometer

These materials may not be edited or changed in any way. This includes changing course materials in ways that violate SymptoPro principles such as recommending or supporting contraception, sterilization, or abortion. This also includes changing course materials to alter gender references or pronouns.

Material Creation

All materials used in your course of instruction must be created, distributed, or approved by SymptoPro. If you have need of a specific resource or material that is not currently available, please contact us with your suggestion, and we will see what we can do to create one and make it available to all of our instructors.

Languages

The policy on material creation includes translating our existing materials into other languages. Right now materials are only available in English or Spanish. Translating to other languages without our permission is not allowed.

Generative Artificial Technology Policy

SymptoPro Instructors may not utilize generative artificial intelligence in ways that compromise intellectual property rights or copyrights of Northwest Family Services and SymptoPro Fertility



Education, and they may not be use AI in ways that compromise the privacy rights of clients. This means that the generative AI can not be used in conjunction with the SymptoPro client course materials, instructor course materials, or client data. The SymptoPro method and course materials must be presented by a SymptoPro Instructor, and all chart reviews must be completed by a SymptoPro Instructor.

Examples of prohibited tasks include but are not limited to:

- Request an AI tool to present SymptoPro course material or review client assignments
- Use AI to complete a client chart review
- Look up information or compile data related to a client
- Enter information from the SymptoPro method client course or instructor course materials into a generative AI language model or machine learning system

Instructors may choose to utilize generative AI in other areas of their businesses as they see fit, such as creating advertising for their SymptoPro classes. Basic information about SymptoPro Fertility Education such as can be found in class advertising and is general public knowledge is okay to use in conjunction with generative AI. This does not prohibit instructors from doing basic queries in online search engines such as Google, Duck Duck Go, Bing, etc. that have integrated AI into the search engines. The purpose of this policy is to ensure client Protected Health Information (PHI) is kept safe and that intellectual and material copyright information are not infringed upon.