



Purchasing Multiple Courses with  
**Group Pricing**

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## PURCHASING MULTIPLE COURSES WITH GROUP PRICING

de Souza Institute offers a special rate on the course list price for a purchase of three or more courses to **individuals or organizations in Canada**. All de Souza Institute courses are eligible!

This pricing is applicable for the following cases:

- An individual purchases three or more courses and pays for them in one cheque or credit card.
- An organization, institution, or company purchases course(s) for three or more of their employees and pays for them in one cheque, credit card or electronic funds transfer (EFT). **Only one (1) receipt will be issued to the purchaser. Receipts will not be issued to each employee in the organization.**
- A group of three or more individuals decide to purchase together. Only one individual in the group purchases the course(s) and pays for the total amount in one cheque or credit card. **Only one (1) receipt will be issued to the purchaser. Receipts will not be issued to each individual in the group.**

Please note: The group pricing is subject to de Souza Institute's [Cancellation, Incomplete or No Show Policy](#). **Group purchases must be used within two years of the purchase date.**

For organizations or individuals interested in developing packages specific to their needs, please contact us at [support@desouzainstitute.com](mailto:support@desouzainstitute.com) to discuss options and group pricing.

## ABOUT THIS DOCUMENT

The following is a short tutorial on how to purchase courses in bulk so that you can take advantage of the group pricing offered by the de Souza Institute.

## CONTACT US

If you encounter any difficulties while completing any of the steps in this tutorial please send an email to [support@desouzainstitute.com](mailto:support@desouzainstitute.com).

## SELECTING COURSES

- 1) Visit the de Souza Institute Course Calendar at <https://links.desouzainstitute.com/calendar> to view available courses. You can only purchase courses that are open for registration.
- 2) Select a course you would like to purchase.
- 3) Review the information and click the “Purchase Access Code(s)” to add the course to your shopping cart.

Course Calendar / AEFG03APR25  
Categories: Nursing, Interprofessional, Oncology, Palliative, Primary Care

### Addressing Empathy Fatigue, Managing Grief for Health Care Professionals (AEFG03APR25)

Discover funding options available to you.

**Facilitator(s):** Jocelyn Brown, RN, BA, BScN, MN

This course focuses on teaching health care professionals how to recognize and assess the impact of grief and loss on their practice, and apply effective communication and coping mechanisms to reduce the risk of empathy fatigue.

The main mechanisms to facilitate learning in this course will entail eLearning and six 1.5 hour weekly real time videoconference sessions. Lecture and case based interactive learning will allow participants to explore a variety of key learning themes.

#### Course Syllabus

#### Course Objectives

By the end of this course, you will be able to:

1. Describe the types of grief experiences and their specific impacts on health care professionals;
2. Apply tools for self-assessment to recognize indicators signaling difficulties in coping and managing grief and loss;
3. Plan communication strategies to facilitate coping and build a support systems to facilitate work life balance.

#### Course Requirements

To receive your certificate and a 0.25 credit toward your de Souza designation, you are required to:

1. Complete a pre-course evaluation

**Last Day to Register\***  
Mar 17, 2025  
\*Limited space, registration may close earlier

**Course Starts**  
Mar 31, 2025

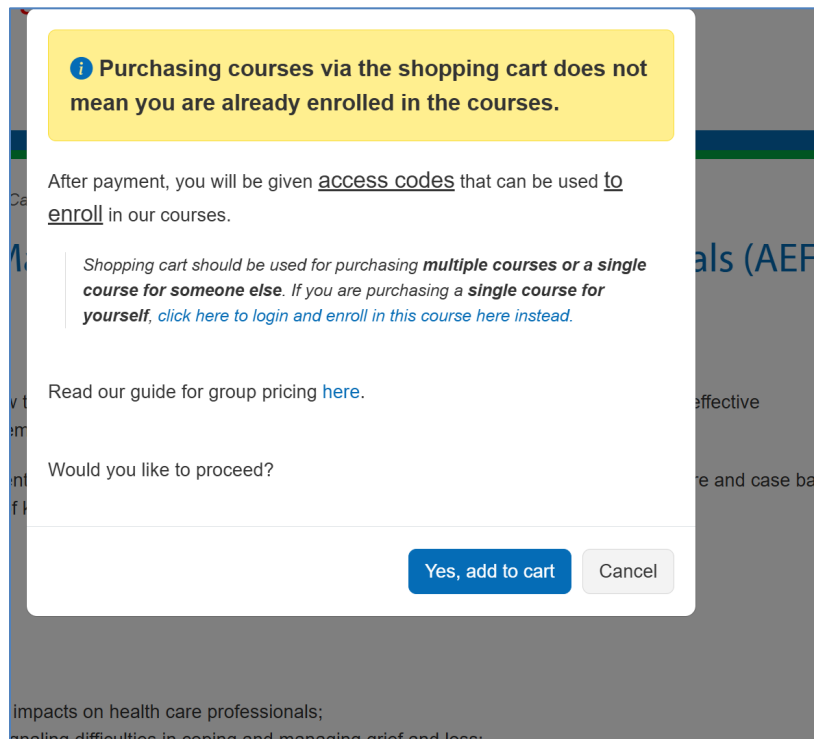
**Fee (CAD)**  
\$553.00

**International Fee (CAD)**  
\$774.00

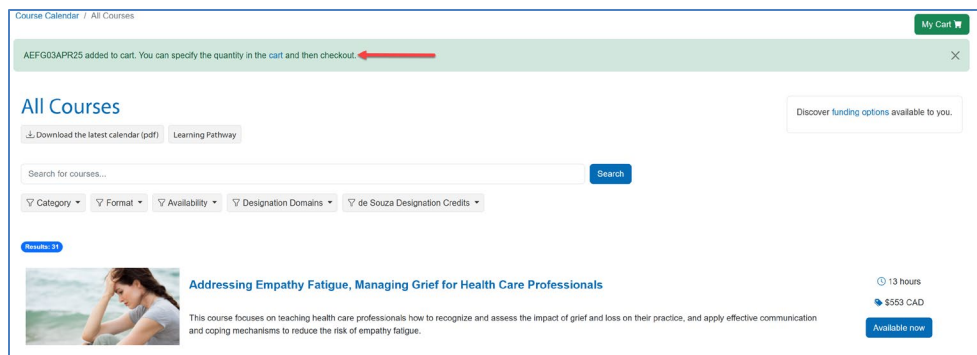
To enroll in this course:  
**ENROLL**

To purchase multiple courses or a single course for someone else: ⓘ  
**Purchase Access Code(s)**

- a) A pop-up screen will shown when adding a course to the cart for the first time. Click “Yes, add to cart” on the pop-up screen.



- 4) You will see a confirmation message when the course has been added to the shopping cart.



- 5) If you would like to purchase other courses, repeat steps 2 to 3.

- 6) Click on **My Cart** or the **cart** link from the confirmation message, then you will be taken to the next screen.

The screenshot shows the 'All Courses' page. At the top, a green notification bar states 'AEFG03APR25 added to cart. You can specify the quantity in the cart and then checkout.' A red arrow points to the word 'cart' in this message. In the top right corner, a 'My Cart' link is highlighted with a red arrow. Below the notification, the page title is 'All Courses'. There are filters for 'Category', 'Format', 'Availability', 'Designation Domains', and 'de Souza Designation Credits'. A search bar is present with a 'Search' button. Below the filters, a course card is displayed for 'Addressing Empathy Fatigue, Managing Grief for Health Care Professionals'. The card includes a small image of a woman, a description of the course, and details: '13 hours', '\$553 CAD', and an 'Available now' button.

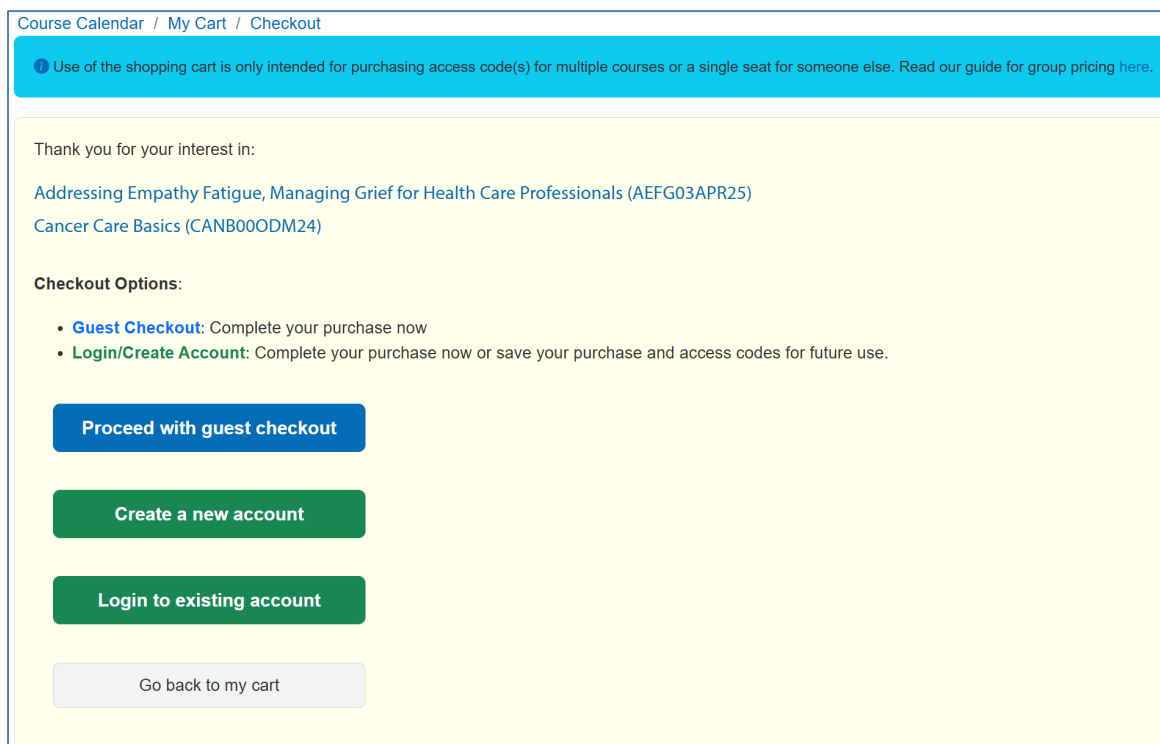
- 7) To buy a single course for multiple people, change **# PARTICIPANTS**, and click “Save” to update your cart. If you want to purchase other courses click **Add more courses** and repeat steps 2 to 3. When ready to purchase, click “Checkout.”

The screenshot shows the 'My Cart' page. The course 'Addressing Empathy Fatigue, Managing Grief for Health Care Professionals (AEFG03APR25)' is listed. To the right of the course name, there is a field for '# PARTICIPANTS' containing the number '1', which is highlighted with a red box. To the right of this field is a 'REMOVE' button with a trash icon. Below the course entry, there are three buttons: 'Add more courses', 'Clear Cart', and 'Save', with the 'Save' button highlighted by a red box. At the bottom right, there is a 'Checkout' button highlighted with a red arrow. A note at the bottom states: 'Course fees and applicable group pricing will be calculated at checkout depending on your location.'

## CHECKOUT

### CHECKOUT OPTIONS

- 1) If you are not logged in to the de Souza Institute My Account system, you will be redirected to a page from where you can choose one of the checkout options and continue your purchase.



Course Calendar / My Cart / Checkout

Use of the shopping cart is only intended for purchasing access code(s) for multiple courses or a single seat for someone else. Read our guide for group pricing here.

Thank you for your interest in:

Addressing Empathy Fatigue, Managing Grief for Health Care Professionals (AEFG03APR25)  
Cancer Care Basics (CANB00ODM24)

**Checkout Options:**

- **Guest Checkout:** Complete your purchase now
- **Login/Create Account:** Complete your purchase now or save your purchase and access codes for future use.

Proceed with guest checkout

Create a new account

Login to existing account

Go back to my cart

You can choose to:

- a) Checkout as a guest (proceed to step 2)
  - b) Create a new account (proceed to step 3)
  - c) Login to existing account (proceed to step 4)
- 2) Checkout as a guest

You'll be taken to the checkout page where you'll enter your contact information as the purchaser. Proceed to step 5 for the next instructions.

3) Create a new account

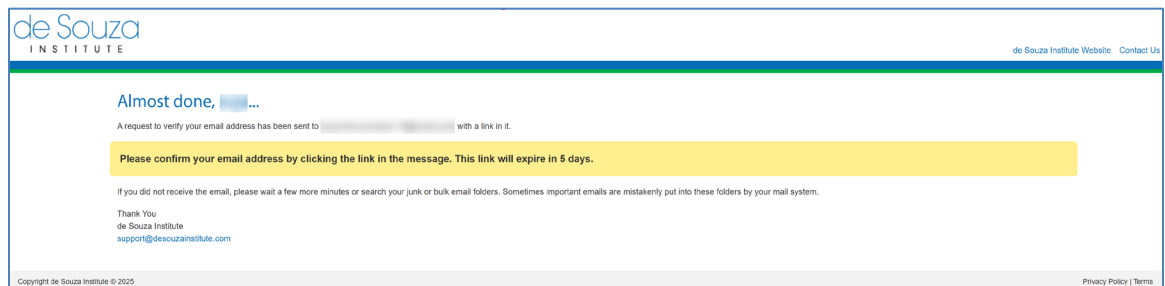
- a) You'll be redirected to the sign-up page. Enter your details and click "Create my account."

The screenshot shows the 'Create Your Account' page for de Souza Institute. The page is titled 'Create Your Account' and includes a 'digicert' logo. It contains several sections of input fields:

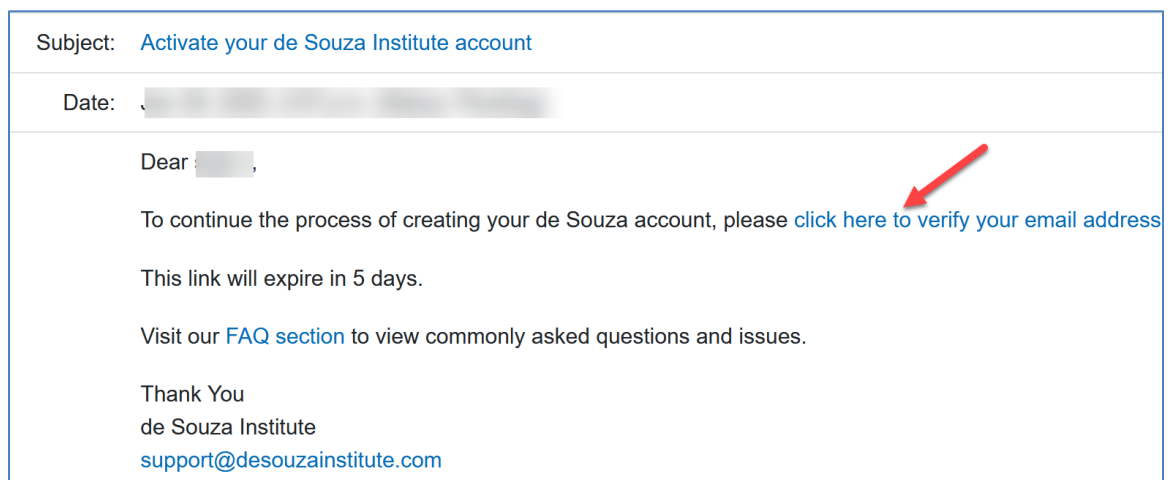
- Email Address and Password:** Fields for 'Your Email Address (Username)', 'Re-enter Your Email Address', 'Create Your Password', and 'Re-enter Your Password'. A note states: 'Password must be 8 characters minimum and contain at least one number and one uppercase character.'
- Mailing Address and Contact Information:** Fields for 'Your First Name', 'Your Last Name', 'Phone', and 'Address'. The address section includes 'Street', 'City', 'Postal Code', 'State', and 'Country' (with a dropdown menu).
- Tell Us About Your Profession:** Fields for 'Profession' (dropdown), 'Department or Area of Practice', and 'Organization (Indicate Site, if your organization is multi-site)'.
- Subscribe to our Newsletter:** A checkbox for 'Yes, I consent to receiving electronic communications from de Souza Institute'.
- How did you find out about us?:** A text input field.
- Agreement:** A checkbox for 'Yes, I agree to the Terms of Usage, Privacy Policy, and other policies'.

A red arrow points to the 'Create my account' button at the bottom of the form. The footer contains 'Copyright de Souza Institute © 2025' and 'Privacy Policy | Terms'.

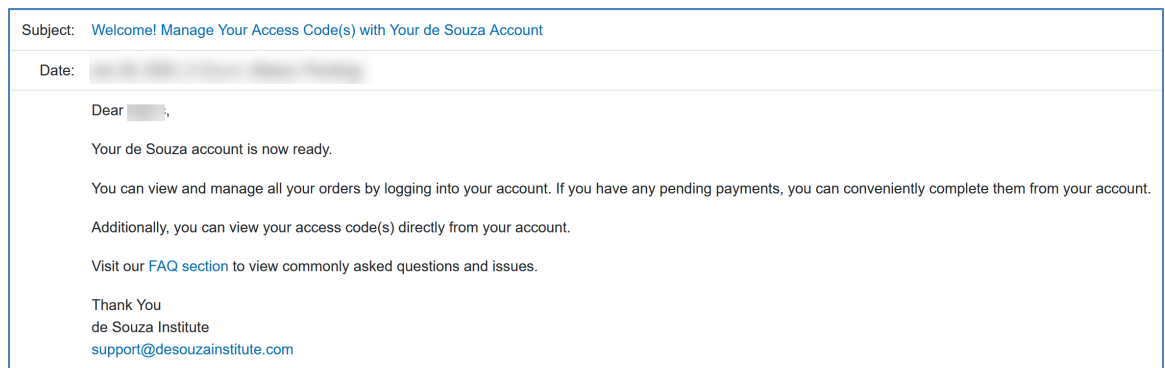
b) You will be directed to a confirmation page.



c) Check your email inbox and click the verification link.



d) Once clicked, your account will be activated, and you'll receive a confirmation email.



e) You will be automatically logged into your account and redirected to the checkout page with your information pre-filled. Proceed to step 5 for the next instructions.

4) Login to existing account:

Go to your cart and click the checkout button. Your contact information will be pre-filled. Proceed to step 5 for the next instructions.

5) Select a payment method. **Your total and group pricing will be displayed on the next screen.**

## PAYMENT OPTIONS

1) Choose your payment method

a) Credit card payment

The group pricing (20% off, rounded to the nearest dollar) has been applied:

- CANB00ODM24 and AEFG03APR25 are charged at ~~\$553~~ \$442 (prices as of February 2025)\*

Course Calendar / My Cart / Checkout / Pay Online My Cart

### My Cart - Pay Online

**\*\*\* PLEASE READ \*\*\***

The course fees and applicable group pricing have been applied. Review the information below, and if you need to make changes go back to your cart.  
If everything is correct, enter your credit card information and click "Pay Now".

COURSE	FEE (CAD)	QUANTITY	SUBTOTAL (CAD)
Addressing Empathy Fatigue, Managing Grief for Health Care Professionals (AEFG03APR25)	\$442.00	1	\$442.00
Cancer Care Basics (CANB00ODM24)	\$442.00	2	\$884.00
Courses: 2	Participants: 3		Total: <b>\$1,326.00</b>

[Your Contact Information](#)

If the payment is successful, the access codes will be displayed and emailed to the email address that had been entered. Distribute the access codes to the intended participants.

Course Calendar / My Cart / Receipt Receipt

### Thank you for your purchase.

Download your receipt here. **Please keep the receipt for your records.** The information on this page will also be emailed to you. Please complete the enrollment process for each course by using the access codes provided below.

Participants must complete the enrollment process for each course by using the access codes provided below. If this purchase is for your organization, you are responsible for distributing these access codes and instructions to each participant. Spots are limited and purchase access code does not guarantee a spot in the course until the access code is used and the participant is confirmed as paid.

**Instructions for using the access codes to enroll in a course:**

1. To register for courses, you must have a de Souza account.
2. If you don't have an account, create one now. Once you have submitted the form and verified your email address your account will be approved.
3. Once you have an account, click on the course links provided below. Enter your email address and password then fill out the enrollment form. When prompted for payment, click on the "I have an access code" button and enter the matching access code. A confirmation will be displayed once you are enrolled in the course.
4. You can view videos and instructions for how to enroll on our tutorial page.
5. Please review de Souza Institute's Cancellation, Incomplete or No Show Policy and other policies.

ACCESS CODE	REGISTER FOR EACH COURSE USING THE LINKS BELOW (LOGIN REQUIRED)
8952-d29b3	Addressing Empathy Fatigue, Managing Grief for Health Care Professionals (AEFG03APR25) Register by: March 17, 2025
8953-cd2e7	Cancer Care Basics (CANB00ODM24)
8954-1ea18	Cancer Care Basics (CANB00ODM24)

#### Your Purchase Details

COURSE	FEE (CAD) - Group Pricing*	QUANTITY	SUBTOTAL (CAD)
Addressing Empathy Fatigue, Managing Grief for Health Care Professionals (AEFG03APR25)	\$ 442.00	1	\$ 442.00
Cancer Care Basics (CANB00ODM24)	\$ 442.00	2	\$ 884.00
Courses: 2	Participants: 3		Total: <b>\$ 1,326.00</b>

[Your Contact Information](#)

\*The prices listed in this guide are for reference purposes only and may be subject to change. Please check with the course calendar for the most up-to-date pricing.

If you're logged in and unable to complete your payment now or prefer to pay by credit card later, you can complete the payment directly from your account by following these steps:

- i) Login to <https://my.desouzainstitute.com/>
- ii) Under My Account, click on 'Manage Access Code(s)'
- iii) Click on the 'Pay by credit card' button

The screenshot shows the 'My Account' page with a sidebar on the left containing navigation options like 'Home', 'Manage Access Code(s)', 'View All Courses', 'Certificates & Receipts', 'Download Transcript (pdf)', 'Designation Credits', 'Profile', 'Courses', 'Pricing', and 'Logout'. The main content area is titled 'Your Orders' and contains a table with the following data:

Receipt or Invoice Number	Date of Purchase	Amount	Number of Seats	Number of Courses	Payment Status	Payment Method	Actions
345-1176	Jan. 30, 2025, 1:35 p.m.	\$ 1,326.00	3	2	Pending <a href="#">Pay by credit card</a>	Manual (cheque)	<a href="#">View Details</a>

A red arrow points to the 'Pay by credit card' link in the 'Payment Status' column. The footer includes 'Copyright de Souza Institute © 2025' and 'Privacy Policy | Terms'.

- iv) Or you can view the details of your order and pay from there

The screenshot shows the 'View Order' page for receipt number 345-1174. It features a table with course details and a 'Transaction Details' section. A red arrow points to the 'Pay by credit card' link in the 'Payment Type' field.

COURSE	FEE (CAD)	QUANTITY	SUBTOTAL (CAD)
Addressing Empathy Fatigue, Managing Grief for Health Care Professionals (AEFG03APR25)	\$553.00	1	\$ 553.00
Courses: 1	Participants: 1		Total: \$ 553.00

**Transaction Details**

Date of Transaction:  
TransID:  
Invoice Number: 1174  
Payment Method: Online (credit card)  
Payment Type: Pending [Pay by credit card](#)  
Amount: \$ 553.00  
Updated By:  
Address:

**Contact Information**

Paid by:  
Position Title:  
Email:  
Alternate Email:  
Phone:  
Alternate Phone:  
Organization:  
Address:

b) Cheque or Electronic Funds Transfer

We prefer payment by credit card or electronic funds transfer (EFT). If cheque payment is your only option, please confirm the purchase by clicking Submit. An invoice will be generated, displayed on-screen, and sent to the email address you provided.

Course Calendar / My Cart / Checkout / Invoice Print

### Invoice 345-1177

\*\*\* FOR YOUR IMMEDIATE ATTENTION \*\*\*

[Print this page](#) and check your email.

We accept payments from credit card or Electronic Funds Transfer (EFT) or cheque.

If your total amount exceeds CAD 10,000, you cannot pay by credit card. We recommend that you use Electronic Funds Transfer (EFT) or cheque.

If paying by cheque is the only option for you, please send to address below along with a printed copy of this invoice. After receiving your payment, we will email you the **access codes** along with further instructions on enrolling in the courses you have selected. If we have not received your payment **prior to the earliest registration end date** listed below then the participants will not be able to enroll in the course.

For more information, see the [Cancellation, Incomplete or No Show Policy](#).

**Please make payments payable to:**

de Souza Institute  
c/o Toronto General Hospital  
200 Elizabeth Street, RFE 3-440  
Toronto, Ontario, Canada M5G 2C4  
Contact [support@desouzainstitute.com](mailto:support@desouzainstitute.com)

COURSE	FEE (CAD)	QUANTITY	SUBTOTAL (CAD)
<a href="#">Addressing Empathy Fatigue, Managing Grief for Health Care Professionals (AEFG03APR25)</a> Register by: March 17, 2025	\$442.00	1	\$ 442.00
<a href="#">Cancer Care Basics (CANB00ODM24)</a>	\$442.00	2	\$ 884.00
Courses: 2		Participants: 3	Total: \$ 1,326.00

[Your Contact Information](#)

Once the cheque or EFT is received, de Souza Institute will mark the invoice as “paid.” An email with the access codes that were purchased will be sent. Distribute the access codes to the intended participants.

If you're logged in and prefer to pay by credit card later, you can complete the payment directly from your account by following the steps on page 10.

## USING THE ACCESS CODE TO ENROLL IN A COURSE

- 1) Intended participant will need to login to My Account and enroll as usual in the course. At the payment options screen, click on “I have an access code” button.

My Account / Course Calendar / AEFG03APR25 / Enrollment Form / Payment

Select Payment Method

Addressing Empathy Fatigue, Managing Grief for Health Care Professionals (AEFG03APR25)

This course focuses on teaching health care professionals how to recognize and assess the impact of grief and loss on their practice, and apply effective communication and coping mechanisms to reduce the risk of empathy fatigue. The main mechanisms to facilitate learning in this course will entail eLearning and six 1.5 hour weekly real time videoconference sessions. Lecture and case based interactive learning will allow participants to explore a variety of key learning themes. [\[read more\]](#)

Please note: We do not apply special pricing or refund the difference in price after you have paid for this course.  
For more information, read our article on [special pricing](#) and other savings opportunities that may be available to you.

Please select a payment method:

[I will pay by credit card](#) [I will send a cheque](#)

If you have received an access code to enroll in this course from us or from your organization, please click the button below:

[I have an access code](#)

If you wish to cancel your enrollment in this course, please click the button below:

[Please cancel my enrollment](#)

- 2) Enter the matching access code and click Submit.

My Account / Enroll in AEFG03APR25

Select Payment Method

Addressing Empathy Fatigue, Managing Grief for Health Care Professionals (AEFG03APR25)

This course focuses on teaching health care professionals how to recognize and assess the impact of grief and loss on their practice, and apply effective communication and coping mechanisms to reduce the risk of empathy fatigue. The main mechanisms to facilitate learning in this course will entail eLearning and six 1.5 hour weekly real time videoconference sessions. Lecture and case based interactive learning will allow participants to explore a variety of key learning themes. [\[read more\]](#)

Please enter the access code:

8985-7dce6

[Submit](#) [Back to Payment Methods](#)

- 3) A confirmation will be displayed once you are enrolled

My Account / My Courses / Current Courses

Access code is valid. You are now enrolled in Addressing Empathy Fatigue, Managing Grief for Health Care Professionals (AEFG03APR25) .

Current Courses **1**

This section lists courses that you are currently enrolled in. Here, you can view the course details and print receipts.

Addressing Empathy Fatigue, Managing Grief for Health Care Professionals (AEFG03APR25)  
Course Dates: March 31, 2025 to May 26, 2025