



January 22, 2024

Megan L Hendel

[REDACTED]  
Greensboro, NC [REDACTED]

Hello Megan:

Please be advised that the Board of Certification, Inc. (BOC) Professional Practice and Discipline Committee (Committee) has rendered the following decision with respect to the charge that you violated Codes 2.2 and 3.8 of the Code of Professional Responsibility (COPR) section of the BOC Standards of Professional Practice.

In a Charge letter dated November 9, 2023, the BOC informed you that the Committee had determined that good cause existed to believe that you have violated Codes 2.2 and 3.8 of the COPR section of the *BOC Standards of Professional Practice* based on the fact that your 2020-2021 audit was to be completed by April 14, 2020. Via Eversign records, January 18, 2024, you signed for the Charge letter as received and indicated on the Receipt Confirmation of Charge Letter, "I do not admit to the truthfulness of the allegations outlined in the enclosed Charge Letter and decline to enter into a Consent Agreement with the BOC. I do NOT request to have a hearing." To date, you still have not yet complied with the audit.

#### Factual Findings

1. On January 13, 2022, you submitted your 2020-2021 CEUs and attested to the following relevant statements:
  - The information contained in this report is a true and accurate statement of my continuing education activities.
  - I am submitting no less than 50 CEUs required for the current reporting period including 10 CEUs in Category EBP on this form.
  - I am in possession of and prepared to present all original documentation confirming participation in reported activities. I am aware I must keep these records for at least 2 years after the reporting period has ended.
  - I am aware that I am required to maintain ongoing certification in Emergency Cardiac Care (ECC) throughout the reporting period and I must keep these records for at least 2 years after the reporting period has ended.
  - I am aware that the BOC reserves the right to audit me at any time and that failure to comply with BOC audit policies may result in the suspension of my BOC certification.
  - I am aware that falsification of this report may result in the suspension of my BOC certification.
2. On February 21, 2023, March 8, 30, 2023 and April 12, 2023, the BOC emailed you audit reminders.

3. On February 22, 2023, the BOC mailed you an audit notice for the 2020-2021 CEU reporting period.
4. On May 23, 2023, the BOC sent you an Investigation Notice electronically via Eversign as you had not complied with the CE audit.
5. You viewed the Investigation Notice on May 24, 25, 28, 29, 2023. The BOC did not receive a response.
6. On June 14, 2023, the BOC left you a voicemail reminder and sent a reminder via Eversign. The BOC did not receive a response.
7. On June 27, 2023, the BOC mailed you an Investigation Notice via first-class mail. The BOC did not receive a response.
8. On August 14, 2023, the BOC sent you a Consent Agreement for Suspension of your certification for non-compliance with 2020-2021 CE Audit. The BOC did not receive a response.
9. On September 20, 2023, the BOC left you a voicemail reminder and sent a reminder via Eversign. The BOC did not receive a response.
10. On September 26, 2023, the BOC mailed you the Consent Agreement via Certified mail.
11. On September 29, 2023, the USPS attempted delivery of the Consent Agreement and left a notice for pickup.
12. On October 26, 2023, the USPS attempted redelivery of the Consent Agreement but there was no recipient. USPS marked the document as unclaimed and sent back to the BOC.
13. On November 9, 2023, the BOC sent you a Charge Letter via Eversign for non-compliance with the 2020-2021 CE Audit. The BOC did not receive a response.
14. On November 14, 2023, the BOC received the Consent Agreement back marked as Undeliverable.
15. On December 7, 2023, the BOC left you a voicemail reminder and sent a reminder via Eversign. The BOC did not receive a response.
16. On December 19, 2023, the BOC mailed you the Charge Letter to an alternate address via USPS Certified mail.
17. On January 11, 2024, the BOC received the certified mail receipt back signed by another individual acknowledging delivery of the Charge Letter. The BOC did not receive a response.
18. On January 18, 2023, you signed for the Charge letter as received and indicated on the Receipt Confirmation of Charge Letter, "I do not admit to the truthfulness of the allegations outlined in the enclosed Charge Letter and decline to enter into a Consent Agreement with the BOC. I do NOT request to have a hearing."
19. To date, you have not complied with the CE audit.

### Conclusions

Based on the lack of response to BOC notifications, the Committee determined that the facts above are valid and that such actions violate Codes 2.2 and 3.8 of the COPR section of the BOC Standards of Professional Practice:

Code 2.2: The BOC certified athletic trainer complies with the most current BOC recertification policies and requirements.

Code 3.8: The BOC certified athletic trainer ensures that any information provided to the BOC in connection with exam eligibility, certification recertification or reinstatement including but not limited to, exam applications, reinstatement applications or continuing education forms, is accurate and truthful.

As a result, the Committee has issued the following sanctions regarding your certification:

Your certification status is considered Suspended. Suspension of a BOC certification is considered public information and may be published or otherwise disclosed by the BOC. Further, while your certification is Suspended, you are not authorized to do the following:

1. Represent yourself to the public as a practicing Certified Athletic Trainer or use the certification mark "ATC" following your name; or
2. Serve as an item writer for the BOC certification exam; or
3. Serve as a supervisor of students who are satisfying the athletic training requirements for certification eligibility.

You may petition for reinstatement in accordance with Section 12 of the BOC Discipline Procedures. Such petition may be filed upon your ability to provide proof of compliance with the 2020-2021 CE audit or you are prepared to take the BOC Certification Exam for reinstatement. Such petitions may be subject to a background check and panel review. Contact the BOC office for reinstatement fees and procedures.

Megan, this matter will remain a part of your BOC certification file and may be used for the purpose of determining sanctions in any future matters that come before the BOC Professional Practice and Discipline Committee or other Disciplinary Panels. You have the right to appeal a decision made by the Committee. An appeal must be received by the BOC within thirty (30) days of receipt of this decision. The appeal must be written and addressed to the BOC Chief Executive Officer. For details regarding the appeal process, please see the enclosed procedures.

Sincerely,



Shannon Fleming, MA, AT Ret.  
Vice President of Credentialing

cc: BOC Professional Practice and Discipline Committee  
BOC Counsel  
North Carolina Board of Athletic Training Examiners

Enclosures: [BOC Standards of Professional Practice](#)  
[Professional Practice and Discipline Guidelines and Procedures](#)