

Court & Community Educational Programs

PARTICIPANT HANDBOOK

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Welcome to Court & Community Educational Programs, provided by Love's Counseling and Clinical Services. This handbook explains the program structure, enrollment process, participation requirements, payment policies, completion standards, and other policies that apply to participants.

These programs are educational in nature. Program participation is intended to provide instruction, practical strategies, skill development, and structured educational activities. Participation in an educational program does not by itself constitute counseling or clinical treatment.

2. Programs & Curriculum Overview

Anger Management

This educational program is designed to provide education and practical strategies for understanding anger, identifying triggers, managing emotional responses, improving communication, resolving conflict, managing stress, and supporting continued skill use.

Curriculum topics:

- Understanding Anger
- Identifying Triggers
- Thought Patterns & Anger
- Emotional Regulation
- Communication Skills
- Conflict Resolution
- Stress Management
- Relapse Prevention & Continued Skill Use
- Additional topics/modules as needed

Parenting Education

This educational program is designed for parents and caregivers seeking to strengthen parenting skills, improve communication, support healthy child development, establish effective boundaries, and respond more effectively to common parenting challenges.

Curriculum topics:

- Understanding the Parenting Role
- Understanding Child Development
- Parent-Child Communication
- Positive Discipline & Behavior Guidance
- Boundaries, Rules & Expectations
- Consistency & Follow-Through
- Responding to Parenting Challenges
- Strengthening the Parent-Child Relationship
- Additional topics/modules as needed

Coping/Life Skills

This educational program is designed for individuals seeking practical strategies for managing stress

and emotions, making healthy decisions, solving problems, communicating effectively, building healthy relationships, and navigating everyday responsibilities and challenges.

Curriculum topics:

- Understanding Stress & Everyday Challenges
- Managing Emotions Effectively
- Healthy Decision-Making
- Problem-Solving Skills
- Effective Communication Skills
- Building Healthy Relationships
- Managing Responsibilities & Daily Life
- Coping Skills & Continued Personal Growth
- Additional topics/modules as needed

3. Program Structure & Options

Programs are offered in flexible, module-based formats. Educational modules are independent and may be completed in any order unless a specific referral or program requirement states otherwise.

Program Length & Pricing

The standard program rate is \$25 per educational module.

- 6-Hour Core Program: \$150 standard rate; \$125 when paid in full.
- 8-Hour Comprehensive Program: \$200 standard rate; \$175 when paid in full.
- 12-Hour Extended Program: \$300 standard rate; \$275 when paid in full.

The 6-hour option provides foundational education and practical strategies addressing essential concepts and skills. The 8-hour option provides expanded instruction, additional skill development, and deeper practice and application. The 12-hour option is available upon request or when additional instruction is appropriate based on individual needs or referral circumstances.

4. Program Formats & Enrollment

Participant Process

- Payment = Enrollment
- Orientation = Required onboarding and acknowledgment
- Registration = Selecting how and when instruction will be received
- Instructional hours = Tracked by the program
- Completion = Required instructional hours plus applicable program requirements

Rolling Enrollment

Programs are offered on a rolling basis. Participants may enroll throughout the program cycle and begin with the next available scheduled module. Because modules are independent, participants do not need to begin with the first module or complete modules in a prescribed sequence.

Instructor-Guided Online

Participants work independently through the workbook and corresponding online assignments. Modules are independent and may be completed in any order. Required assignments are submitted for instructor review. The instructor may provide feedback or request clarification, additional information, or revision when necessary to determine whether the module requirements have been satisfactorily completed.

Live Zoom & In Person

Live formats consist of one-hour instructor-led sessions. Each session addresses an individual module or topic. Participants register for each module they wish to attend.

Live Format Capacity

- Live Zoom: Up to 10 participants per session
- In Person: Up to 10 participants per session

Format Flexibility

Participants may select the available format that best meets their needs for each module. Live Zoom and in-person participation are subject to session availability and capacity limits. Participants may change between available formats when registering for their next module. Format changes do not restart or extend an applicable 90-day completion period.

5. Orientation, Acknowledgment & Registration**Required Orientation**

The self-guided orientation is required onboarding for all participants. At the end of orientation, participants must review and agree to the Program Acknowledgment before beginning instruction.

By agreeing to the Program Acknowledgment, participants confirm that they have reviewed and understand the program's requirements, policies, expectations, and applicable participation conditions.

Registration

Registration is used to select how and when the participant will receive instruction. Live participants must register for each module they wish to attend. Pay-in-full participants using the Instructor-Guided Online format receive access to the full online program and do not need to register individually for each module.

6. Attendance & Participation**Live Zoom & In Person**

Attendance is documented for each instructional session. Participants are expected to attend the full one-hour session and actively participate in educational activities.

Instructor-Guided Online

Module completion and required assignment submissions are documented. Participants are expected to complete assignments thoughtfully and respond to instructor requests for clarification or additional work when applicable.

Late Arrival

Participants who arrive more than 15 minutes after the scheduled start time of a live module will not receive credit for that session and will need to reschedule the module.

Early Departure

Participants who leave a live module before the scheduled end time will receive credit for the actual instructional minutes completed. The module will remain incomplete until the missed instructional minutes are made up. Participants must contact the program instructor for make-up instructions.

Legitimate Emergencies

When a participant must leave early or is unable to attend because of a legitimate emergency, the absence may be excused upon documentation reasonably sufficient to support the circumstances. When approved, the participant may reschedule the missed module at no additional charge.

7. Assignments & Instructor Review

For the Instructor-Guided Online format, participants must complete the required assignments associated with each module. Assignments must demonstrate meaningful engagement with the instructional material.

The instructor may request clarification, additional information, or revision when a submission does not demonstrate sufficient completion of the module requirements. Participants will not receive credit for the instructional hour until the required assignment has been satisfactorily completed.

If a participant does not complete a required assignment or does not respond to a request for clarification or revision, the instructional hour will remain incomplete and will not be credited.

8. Payment & Financial Policies**Payment = Enrollment**

Payment confirms enrollment in the selected program and establishes the applicable payment arrangement.

Pay in Full

Participants who pay in full receive access to the selected program. Pay-in-full participants using the Instructor-Guided Online format may complete independent modules at their own pace within the applicable completion period. Required assignments remain subject to instructor review. Pay-in-full participants attending live sessions must still register for each module to reserve a space; no additional module payment is due at registration.

Payment Plan

Participants using a payment plan make a \$25 payment for each educational module. Payment is due when registering for each module, regardless of format.

Payment Responsibility

Participants are responsible for payment unless a court, agency, organization, or other third-party payor has confirmed responsibility for the participant's program fees.

Payment Methods

Self-Pay: Credit or debit card payment is required at registration. Credit card payments may be subject to a card processing fee, which will be displayed before payment is completed.

Third-Party Payment: Invoice payment is available when a court, agency, organization, or other third-party payor has confirmed responsibility for the participant's program fees. Registration or program access remains pending until the third-party payment arrangement has been confirmed.

Cash and money order may be accepted by prior arrangement. Please contact program administration to discuss and arrange this payment method.

Payment Due & Outstanding Balances

Payments required under a payment plan must be received before participation in or access to the applicable module. Cash and money order payments must be received within 24 hours of registration. Unpaid registrations may be released after 24 hours. Participation or access may be paused when required payments are outstanding. A Certificate of Completion will not be issued while a program balance remains outstanding.

9. Cancellations, Missed Modules & Withdrawals

Live Module Cancellations

Participants who cancel at least 24 hours before the scheduled module may transfer their payment to another available module or session. Participants who cancel less than 24 hours before the scheduled module, or who do not attend, will forfeit the payment for that module.

Pay-in-Full Withdrawal

A participant who has paid the full program fee and later chooses to withdraw is not automatically entitled to a refund. Refunds or other payment adjustments may be considered at the discretion of program administration based on the circumstances, including but not limited to a documented administrative error, program cancellation or substantial schedule change initiated by the program, or another circumstance deemed appropriate by program administration.

Unused modules do not automatically create a refund or credit. Any approved refund or payment adjustment will be determined based on the circumstances and the portion of the program already completed.

Payment Plan Withdrawal

Payments made under a payment plan are nonrefundable. If a participant stops participating or withdraws before completing the program, payments already made are forfeited, and the participant will not be responsible for any remaining unpaid program balance.

For programs funded by a court, agency, organization, or other third-party payor, withdrawal, cancellation, termination, refunds, and other financial matters are subject to the applicable referral or payment agreement.

10. 90-Day Completion Period & Extensions**Pay-in-Full Program Access**

Pay-in-full participants are expected to complete the program within 90 days of enrollment. Any unused modules or remaining program access expire at the end of the 90-day period. Unused modules do not automatically result in a refund or credit.

Extensions

An extension beyond the 90-day completion period may be granted when circumstances warrant. Extensions are considered on a case-by-case basis and must be approved by program administration before the original completion period expires.

Returning After an Incomplete Program

Participants who do not complete the program may resume where they left off if they return within 90 days of their last attended or completed module.

If more than 90 days have passed since the participant's last attendance or completed module, previously completed modules will no longer be eligible for continuation, and the participant may be required to re-enroll and begin a new program.

11. Technology & Connection Issues

Participants are responsible for maintaining a reliable internet connection and having the technology necessary to participate in their selected program format.

For Live Zoom sessions, if a connection or technical issue interrupts participation and the participant is unable to reconnect within 15 minutes, the participant must log off. No instructional credit will be issued for the session. The participant may reschedule the module at no additional charge. Two consecutive technical interruptions that prevent successful Live Zoom participation will require the participant to complete subsequent instruction through the Instructor-Guided Online format.

For Instructor-Guided Online participants, technical issues that prevent access to required instructional materials or assignments should be reported to the program as soon as possible so the issue can be addressed.

12. Participant Conduct & Program Integrity

Participants are expected to conduct themselves respectfully and appropriately during all program activities. Conduct that is disruptive, threatening, abusive, inappropriate, or interferes with the instructor or other participants may result in the instructor ending the participant's session immediately.

A participant whose session is ended due to conduct will not receive instructional credit for that session and will be required to reschedule the module. Any required rescheduled participation will be completed through the Instructor-Guided Online format only.

Repeated conduct issues may result in removal from the program. Removal from the program does not create an automatic right to a refund or credit for payments already made.

Termination of Participation

Court & Community Educational Programs may end a participant's participation when there is evidence of conduct or actions that violate program requirements, including but not limited to:

- Falsifying attendance or participation
- Submitting work completed by another person
- Providing false or misleading information related to participation or program requirements
- Repeated conduct issues that interfere with the educational environment
- Other actions that materially violate program policies or requirements

When participation is ended for these reasons, all payments made toward the program are forfeited. For participants using a payment plan, no remaining unpaid balance will be due.

A participant whose participation has been ended may not re-enroll for 30 days from the date of termination. Re-enrollment is subject to program approval and requires payment of a \$35 re-enrollment fee, in addition to any applicable program fees. Previously completed instructional hours do not carry over after termination; approved re-enrollment begins a new program.

13. Privacy & Confidentiality

Court & Community Educational Programs maintains limited participant records necessary to document program participation and completion. Program records are archived for one year following the participant's last date of attendance. Records may include:

- Participant contact information
- Completed program of study and instructional hours
- Certificates of Completion

Participant responses and assignments are treated as confidential and are not shared with other participants.

For participants in Live Zoom and In-Person programs, confidentiality cannot be guaranteed with respect to information shared or discussed in the group setting. Participants are expected to respect

the privacy of others and not disclose information learned about other participants outside the program.

Participant information may be provided to the court system when required by a specific court order. Information may also be shared with other individuals, agencies, organizations, or referral sources with the participant's consent.

14. Completion Requirements & Certificates

When a court or authorized referral source specifies particular program requirements, including a required number of instructional hours, those requirements govern the participant's completion obligations.

Completion & Certificates

Completion requires fulfillment of all applicable program requirements, including required instructional hours, assignments, and participation. Certificates of Completion are issued upon successful completion of program requirements and payment in full.

Completion documentation may be provided to an authorized court, agency, or referral source upon request or as required by the referral arrangement.

Replacement Certificates

Participants may request a replacement certificate if the original is lost, damaged, or otherwise unavailable. Replacement certificates are available for a \$1 replacement fee.

15. Program Cancellations & Schedule Changes

Program-Canceled Live Modules

If a scheduled Live Zoom or In-Person module is canceled by Court & Community Educational Programs, participants will be notified as soon as reasonably possible. Participants may choose to reschedule the canceled module for another available session at no additional charge or request a refund for the canceled module. Any refund will apply only to the payment associated with the canceled module.

Schedule Changes

If a scheduled Live Zoom or In-Person module is significantly rescheduled by Court & Community Educational Programs, participants will be notified as soon as reasonably possible. Participants may choose to reschedule the module for another available session at no additional charge or request a refund for the affected module. Any refund will apply only to the payment associated with the affected module.

16. Participant Program Acknowledgment

The Program Acknowledgment is completed at the end of the required self-guided orientation. By agreeing to the Program Acknowledgment, participants confirm that they have reviewed and

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understand the program's policies, requirements, attendance and completion standards, payment responsibilities, conduct expectations, and applicable confidentiality limitations.

The Program Acknowledgment is part of the required onboarding process and must be completed before beginning instruction.