

## ANGER MANAGEMENT - POLICIES FOR PARTICIPANTS

*By participating in Anger Management program, group members are expected to follow the acceptable policy terms described herein. Please note that Anger Management may, in its sole discretion, with or without notice, terminate participant's continuation of the program.*

### Policy for ALL participants of Anger Management

1. Anger Management reserves the right to refuse treatment to anyone.
2. Participants must pay at the time of service. Payments are non-refundable once the service has been rendered. Any disputes will incur the full fee plus a \$35.00 dispute or bank fee.
3. Participants are to show a copy of valid photo ID during the intake session to verify that they are who they say they are.
4. If a participant schedules an intake and does not show up for their appointment, without cancelling 24 hours in advance, they will be charged an extra \$70.00 for any future appointments and they will not be refunded for the initial intake fee. They will be refunded for the workbook if they choose not to continue with the program.
5. Participants agree to the confidentiality policy of Anger Management and are prohibited to share personal information of other members outside class sessions.
6. Anger Management facilitators will **only** release information if there is a signed consent from the client authorizing information exchange.
7. Participants are not to display any behavior that disrupts or distracts from the group process. This includes, but is not limited to the following: eating and/or drinking during group process; sleeping and inattentiveness; use of cellular phones, or other electronic/communication devices.
8. Participants are to attend sessions substance-free at all times. If the facilitator suspects that participant is under the influence of a substance, they reserve the right to dismiss participant from group. Chewing tobacco is not permitted in our program.
9. Participants are to arrive on time and remain for the entire session. Any client arriving **more than** 10 minutes late will not be allowed to attend class session. If a participant is late three times, the participant's report will reflect disruptive to the class, and poor attendance. Some of our offices have after-hour entrance codes and security guards which makes it challenging for the counselor to interrupt the group to respond to the phone call for building access. As a result, some of our offices do not allow late entry. Please check with your counselor to see if this applies to your location and group time.
10. Upon request, the participant shall have the right to review his/her case file with the program director, or group facilitator. An hourly fee will be charged if the process takes more than 10 minutes.
11. Partners, friends, and family members **cannot** be in the same anger management class together. There are many reasons for this policy. Anyone who has a close relationship with a group participant may, however, attend other anger management classes throughout our program. Anger Management 818 currently offers over 12 anger management classes weekly, so there are many options.

12. Children and guests are not permitted to attend group with participant.
13. Participants of Anger Management are to have no personal relationships with other participants outside of group.
14. Participants are not permitted to bring any weapons to session or class, including pocketknives. If there is any suspicion of weapons, participant will be dismissed from the entire program.
15. If a participant threatens to do harm or kill another person, they will be reported immediately to law enforcement and referring courts. The foreseeable victim(s) will also be warned at that time. Additionally, if the participant threatens to harm him or herself, the appropriate agency will be notified for their protection. Racial or discriminative comments will NOT be accepted and will result in termination from the program.
16. Appropriate attire is enforced in class sessions; revealing clothing will not be allowed. If questionable attire is worn in class, or obvious policy violation occurs, the facilitator/supervisor will hold a personal, private discussion with the participant to advise them regarding the inappropriateness of the attire and/or will not be permitted to participate in class session.
17. Anger Management is not liable for any lost or stolen items. Participants will be responsible for their own personal property brought with them to class.
18. You are required to complete a pre and post assessment. This helps determine the effectiveness of the program, as well as your progress.
19. If participant does not attend a class for up to 6 months, they are required to complete the online intake again without pay. If a participant reaches the 2 year mark without attendance, then they are rendered inactive and are required to complete the online intake and pay the \$75.00 Intake fee again for reinstatement.
20. If your counselor realizes that there is a language barrier, or that the group setting is not the best fit for you, a one-on-one format may be recommended.
21. Participants attending Anger Management classes or sessions as a volunteer or self-referred will have to sign a "Declaration of Volunteer form" in the presence of the facilitator prior to beginning sessions. This is to indicate that Anger Management 818 will not provide documentation to neither the client nor to any third parties regarding attendance or completion of classes.
22. The sign-in sheet used to track attendance does **NOT** serve as an official proof of enrollment and it should **NOT** be used as so.

### **Policy for court-ordered / work-mandated participants of Anger Management**

1. Participants who need a progress report and/or are interested in accelerated classes (more than one class per week) need to be aware of the following:
  - a. A week for Anger Management runs from Monday to Friday.

- b. Participants are required to provide a copy of the court minutes at the time of intake. Participants will **NOT** be given a progress report without proof of court minutes; however, a proof of enrollment can be provided.
  - c. Anger Management will need a signed consent from the participant authorizing facilitator to obtain information from the courts.
  - d. Anger Management will **NOT** provide soft copies of the official documents (Progress reports or proof of enrollment) via email or Text. This is to ensure the integrity of the document is maintained.
  - e. Credits for accelerated classes are **only** available for participants who have been granted eligibility by the courts. Participants are required to provide a copy of their court minutes stating that the Judge has provided such permission. Participants will **NOT** be allowed to take more than once class a week - our week starts on Monday and ends Sunday - unless a document is provided to an Anger Management 818 Team Member, from the Judge.
  - f. Participants will receive the number of sessions completed on their progress report based on the date of the court minutes. If classes were completed prior to the court order, those can be reflected on a separate verification of enrollment form. The official progress report will only indicate the classes completed after the date of the court order.
  - g. Participants must give a written (either via text or email) **10 day notice**, prior to the date of delivery, to the facilitators when requesting a progress report. Please note that a Progress Report is oftentimes provided prior to or immediately after a class, since there are no general office hours. There will be a \$50.00 rush fee if the documentation is requested in short notice.
2. Violence, threats, and foul language will not be tolerated at Anger Management and will be reported to the courts/workplace immediately.
  3. Anger Management may notify the Court monitoring agency, in writing, within 30 days of a client failing to complete the program, performing unsatisfactorily, or not participating and benefiting from the educational or anger management program.
  4. Anger Management does not provide neither an opinion nor a clinical report or evaluation. Anger Management only provides factual information –such as the dates of sessions or whether a client participated. This will be provided to a third party **ONLY** after a consent or release of information is signed by the participant.
  5. Anger Management shall provide an “Attendance Alert” to notify the court/probation officer / monitoring agency/ workplace when a client has accumulated six (6) absences. Termination of the program can occur if more than 6 sessions are missed in the program.

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I \_\_\_\_\_, acknowledge and understand Anger Management 818's program policy. I have received a copy of the program policy.

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date