



1733 Wooddale Blvd ▲ Baton Rouge, LA 70806 ▲ 225-924-2800 Phone / Fax ▲ info@eclecticcbc.com / www.eclecticcbc.com

Renewing The Mind ▲ Transforming Lives

CONTINUING EDUCATION POLICIES

MISSION / GOALS / OBJECTIVES:

The mission and goal of Eclectic Cognitive Behavioral Center (Eclectic) is *Renewing the Mind and Transforming Lives* - by enriching and expanding the personal and professional knowledge, skill acquisition of mental health professionals, and organizations serving individuals with behavioral health concerns, and individuals with behavioral and mental challenges.

From our commencement in 1989, education has been a natural fiber of our behavioral / mental health services, that embodies both the act of teaching and receiving knowledge. We have hosted various educational programs for children, adolescents, and adults focusing on personal and professional development. We have served as a clinical training site for graduate students, and individuals pursuing licensure or certification as a Licensed Vocational Rehabilitation Counselor, a Licensed Professional Counselor, a Certified School Counselor, and/or Certified School Psychologist for nearly twenty-five years. As an advocate, we have been a noted presenter at numerous governmental, civic, and professional organizations ranging from education to health care, social justice, and political affairs. We formally launched our first continuing education workshop in 1999 in an effort to enhance understanding of the *DSM-IV* was published in 1994.

Eclectic endeavors to provide high-quality, accessible continuing education, and networking opportunities consisting of formal and informal learning activities that: 1) are relevant to the practice of mental health counseling; 2) enable mental health professionals and other participants to keep pace with emerging issues; and 3) allow professionals to maintain, develop, and increase competencies in effort to improve services to the public and enhance contributions to the profession.

Since becoming a NBCC-Approved Continuing Education Provider in 2014, we have hosted more than 300 classes, offering continuing education hours to licensed professional counselors. Compliments regarding the comprehensiveness of our courses have led to requests for continuing education from other mental health professionals. Thus, in 2022, we collaborated with continuing education providers for social workers, addiction counselors, and nurses; and we are working to secure such status.

TARGET AUDIENCE: Our intended audience embraces all mental health professionals (Licensed Professional Counselors, Licensed Vocational Rehabilitation Counselors, School Counselors, School Psychologist, Addiction Counselors, Social Workers, Nurse Practitioners, Case Managers, Peer Specialists, etc.); organizations serving individuals with mental health issues (schools, businesses, criminal justice systems, and health care providers); and parents of children with behavioral and mental difficulties.

FACILITIES / DISABILITY ACCOMMODATIONS:

Onsite classes are primarily held at Eclectic's main office but can be offered at a hotel venue or an agency's conference room with classroom tabletop seating. The venue is contingent upon the location, number of participants and course activities. Eclectic's facilities and all other venues shall be accessible to individuals with disabilities to include handicapped parking, ramps, restrooms, etc.

Inquiries regarding ADA Accommodations are noted on all continuing education registrations. Participants requesting ADA accommodations are required to provide 14-day advance notification detailing specific needs. Once an ADA request is made. Eclectic will make every effort to facilitate reasonable accommodation (e.g., alternative formats of materials, assigned seating for greater auditory /visibility).

PROGRAM CONTENT:

Continuing education course/program content and information is based on established theoretical and practical principles, and techniques rooted in mental health, counseling, psychology, and related schools of thought; and attends to current attributes of the Diagnostic and Statistical Manual of Mental Disorders (DSM). Learning objectives describe what participants will be expected to comprehend or be able to perform upon the conclusion of the learning process. Course/program content and information are relevant to NBCC qualifying content areas and are presented in a manner that builds upon graduate or post-graduate level instruction. Qualifying areas of course/program content include:

- Counseling Theory/Practice
- Counseling Relationship
- Human Growth and Development
- Social and Cultural Foundations
- Group Dynamics and Counseling
- Career Development and Counseling
- Assessment
- Research and Program Evaluation
- Counselor Professional Identity and Practice Issues
- Wellness and Prevention

COURSE EVALUATION:

A course evaluation form is provided to all participants for each sponsored or cosponsored course/program, along with all course materials. Participants are instructed to submit the evaluation at the conclusion of each course/program, before the CE Certificate is issued. Using a Likert Scale, participants are asked to assess the course description, objectives, content, organization, materials, and appropriateness; the presenter's knowledge delivery and responsiveness; and course advertisement, registration process, fees, audio-visual quality; facility and ADA accommodations. Additionally, participants are petitioned for recommendations for course improvements, participation in future courses, and suggestions for future courses.

Individual course evaluations completed by participants are summarized and presented in the Course/Program Evaluation Report, which shall be shared with the instructor/author(s). Analysis of results will be used to mitigate deficiencies, refine current courses, and develop future courses that satisfy the needs and interests of our target audience. Course/Program Evaluation Reports shall be maintained in Eclectic's office for five years from date of completion and shall be available in 15 days upon written request. Individual Course/Program Evaluations shall not be available to the public.

Additionally, Professional Interest Surveys may be used to assess the continuing education needs and interest of our target audience. We consider information from Course Evaluation and Professional Interest Surveys relative to NBCC Approved Content Areas, and that of our target population.

A sample of the Course/Program Evaluation is attached. []

PRESENTERS / AUTHORS / INSTRUCTIONAL:

Presenters/Authors for continuing education programs must 1) hold an advance degree (masters or higher) in a mental health counseling, psychology, or a related field, 2) course content relevant to one of NBCC approved content area that builds upon graduate/postgraduate knowledge and experiences; 3) cultural awareness and respect for diversity; and endorsement of professional knowledge, presentation, and references.

Instructors/Authors, and Sponsors/Co-sponsors must demonstrate appropriate qualifications and knowledge in mental health, counseling, psychology, or a related field that is consistent with the following requirements:

- Present the Instructor/Author Profile form and/or the Sponsored/Co-Sponsored Profile
- Present a resume/vita denoting an advanced degree (masters or higher) in mental health, counseling, psychology, or a related field
- Present three professional endorsement of past presentations, knowledge, experience, training
- Present one *Ending Pending Program/Event Form* representative of 60-minute presentation (at a minimum) to include course content, learning objectives materials, and evaluation displaying competence in one of NBCC qualifying content areas and presented in a manner that builds upon graduate or post-graduate level instruction.

- Exhibit cultural awareness and respect for individual, and role differences on the basis of age, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language, and socioeconomic status

ATTENDANCE / AWARDING CE HOURS

Continuing education hours awarded to a participant represent the actual hours he/she attended a live/virtual event. No additional credits shall be given.

At the discretion of Program Administrator:

- Participants may be required to sign in and out as he/she enters or exits the training room.
- Participants may be required to record his/her own hours and attest by their signature that the attendance hours reported accurately reflect the hours attended or completed, particularly in the absence of a Course Monitor.
- *Session Monitors* may be stationed at sessions to stamp attendance forms and collect *Participant Event/Program Evaluation* forms upon completion of each session.
- The Presenter/ Course Monitor may conduct a visual or audible roll call to verify attendance upon arrival or prior to the start of the course/event and following Session Breaks. *Random Attendance Checks* shall be conducted during virtual course/events, which requires each participant to place the time announced by Presenter in the Zoom Chat within 30 seconds.

PARTIAL CLOCK HOUR CREDIT

Partial clock hour credit may be given for partial attendance, when appropriate, and at the discretion of the sponsor/co-sponsor. The Program Administrator reserves the right to refuse to give partial credit when in their judgment it is not appropriate. In such cases, event materials (registration, promotional, activities, etc.) distributed prior and at the event shall denote whether partial credit will or will not be given.

Course/programs that do not qualify for continuing education credit are clearly identified. State regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit.

CERTIFICATE OF COMPLETION

A *Certificate of Completion* verifying attendance or completion for NBCC-approved continuing education credit shall be given to participants for each course/program offered or sponsored/co-sponsored, upon conclusion of course/program to include completion of all activities (including assignments, task, etc.).

Certificate of Completion may be distributed, emailed, or mailed to attendees. The *Certificate of Completion* is preprinted to help ensure the security of this document, and includes the following information:

- The name and complete contact information of the ACEP.
- The name and date of the event.
- The name of the person to whom the hours are awarded.
- The number of clock hours awarded.
- A signature of the authorized ACEP contact person or designee
- The ACEP Number (indicated on the ACEP approval letter sent from NBCC).

A sample of the *Certificate of Completion* is attached.

REGISTRATION

- **Pre-Registration:** 15 days or more prior to course date included \$15 OFF General Registration for a 3 CE HOURS Course
- **General Registration:** On-Site and 14 days prior to course date.
- **Agency Registration:** \$10 off each 3 CE HOURS Course Registration plus travel (minimum 10 registrations).

CE FORMAT

OnSite (physical location) | Synchronous/Virtual (Live) | Asynchronous/OnDemand (Self-Study).

CANCELLATIONS / REFUNDS

A course/program may be cancelled by a participant with the following conditions - 12 days or less prior to course date may receive a refund minus a \$25 administration fee, or transfer registration fees to another course - **NO refunds will be made thereafter**. A course may be canceled by the ACP Administrator within 72 hours of course date due to low enrollment with FULL REFUND plus a \$15 Coupon which may be applied to any course prior to the expiration date.

- **Inclement Weather Cancellation**

The course may be canceled due to predictions of severe weather. Registered participants will be notified via email as soon as a decision is made, with as much advanced notice as possible. Registrations may be transferred to another course, exchanged for an Asynchronous/OnDemand course, or receive a full refund minus a \$25 administration fee.

- **Instructor Illness/Emergency Cancellation**

If an Instruct/Presenter is ill or has an emergency, and a replacement Instructor/Presenter cannot be secured, the course will be canceled. We will make every effort to notify registered participants via email as soon as possible. Registered participants will receive a FULL REFUND with a \$15 Coupon which may be applied to any course prior to the expiration date.

- **Low Enrollment Cancellation**

Eclectic reserves the right to cancel any course with fewer than 7 registered participants. Registered participants will be notified via email within three business days or 72-hours prior to course scheduled date/time; and receive a FULL REFUND with a \$15 Coupon which may be applied to any course prior to the expiration date.

PRIVACY & CONFIDENTIALITY

Confidential Data and Personal Identifiable Information (PII) will be stored in a secure environment, with physical files kept in a locked file cabinet in Eclectic's office. Electronic data will be password protected; and access to participant data will only be made available to authorized Eclectic staff for the purpose of processing registration, fees, certificates, evaluation, complaints and/or inquiries.

Composite of Evaluation Data will be reviewed by members of Eclectic's Continuing Education Committee as needed for assessing course attributes and development of future courses. No individual responses will be shared with committee or course presenter(s). The use of any raw data that goes beyond a survey's original purpose or operational purposes must be approved by the Clinical Director/CEO of Eclectic.

Facilities where Eclectic or a co-sponsor hold continuing education activities must provide adequate space for the kind of educational methodology used and be private enough to safeguard confidentiality of material or work samples. A classroom style arrangement be used for all workshops.

Any material presented verbally or in writing is assumed to be non-confidential unless the Instruct/Presenter states in advance that the material is confidential or copyrighted. Every effort shall be made to exclude confidential materials or conceal any personally identifiable information from all program materials and activities without the written consent of the referenced subject. Nonetheless, we require all participants to read and agree with the terms of the **Confidentiality/ Nondisclosure Agreement**.

A sample of the Confidentiality/Nondisclosure Agreement: is attached.

RECORD KEEPING

All sponsored or cosponsored Course/Program registration, attendance roster (including the number of CE HOURS earned by individuals), agenda, materials, exam/quiz, evaluation report, and promotional flyer will be stored in a secure environment for a period of five (5) years, with physical files kept in a locked file cabinet in Eclectic's office.

Electronic data will be password protected. Course/Program records are not open to the public. Only Eclectic's CE administrator, staff and committee members shall have access to Course/Program records. Verification of individual CE attendance and hours earned may be provided upon written request from the respective participant, and respective regulatory bodies as approved by the Clinical Director/CEO.

Grievance Policy:

We are fully committed to conducting all activities in strict conformance with the ethical principles of NBCC that approved our organization to offer continuing education. We will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of program participants.

The monitoring and assessment of compliance with these standards will be the responsibility of our organizational staff, and if needed, in consultation with authors, instructors, sponsor, co-sponsor, or continuing education advisory members.

While we go to great lengths to assure fair treatment for all participants and prevent potential problems, there may be occasional issues that come to the attention of the authors, instructors, sponsor, co-sponsor, or staff that require intervention or action on the part of staff or the continuing education administrator. The following steps should serve as a guideline for handling such grievances.

All staff persons are encouraged to immediately resolve grievance issues to the satisfaction of the participant. If needed, staff may consult with the continuing education administrator, authors, instructors, sponsor, co-sponsor, or continuing education or advisory members.

Participants of our programs can also direct all complaints to our Continuing Education Administrator, who can be reached by phone: 225-924-2800 or email: info@eclecticcbc.com.

The Continuing Education Administrator will evaluate all grievances and take necessary corrective action, which may include:

- correcting the grievance to the person's satisfaction
- providing a partial or full refund of the course fee
- Providing a course/program discount or gift card

All complaints are carefully and regularly considered for course and service enhancement.

Appendices

Appendix A

Certificate of Completion

This document is to certify that

Jane Doe

Has completed the Continuing Education Program titled:

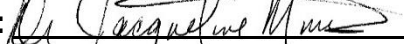
**MODELS OF CLINICAL SUPERVISION (3 CE HOURS)
Supervision Renewal**

Clock Hrs.: 3

Format: Synchronous / Live

Category: Clinical/Behavioral Health

Training Date: October 22, 2023

Presenter: 
Jacqueline Mims, EdD, PhD
NBCC ACEP No. 6652

CE4MHP is a subsidiary of Eclectic Cognitive Behavioral Center. Eclectic Cognitive Behavioral Center has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6652. Programs that do not qualify for NBCC credit are clearly identified. Eclectic Cognitive Behavioral Center is solely responsible for all aspects of the programs.

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Appendix B

CONFIDENTIALITY/NONDISCLOSURE AGREEMENT

I understand that I may be made privy to certain proprietary and confidential information, which may be exchanged with other program participants and program Instructors/Presenters.

I understand that the information presented is intended for my personal use only.

I agree to keep all materials confidential and not to share, show or otherwise display the materials without the written permission of the Instructor/Author and/or Sponsor/Co-sponsor.

I shall not disclose, exhibit, share, lend, distribute, modify, repackage, repurpose or otherwise use any course materials with anyone, or as part of any educational or non-profit/for-profit activity or other commercial offer.

I shall not reproduce, copy, or duplicate, adapt or modify concepts, materials or presentations for any reason other than personal use and study.

I shall adhere to these terms of Confidentiality and Nondisclosure during and after participation in this program.

I understand that the protection of materials, concepts and presentations extends beyond copyright laws.

I agree to keep confidential and not to disclose any personal or proprietary information, which may be shared in course discussions or presentations, group settings or in written answers and essays or papers as part of activities/assignments of the course/program.

I agree to maintain ethical standards of practice in the handling of confidential materials.

Name:

Signature:

Date:

**Appendix C
COURSE/PROGRAM EVALUATION**

Course Title: Instructor: JACQUELINE MIMS, EDD, PHD

Location: Date:

Profession: Licensed Professional Counselors Other:

Evaluate each area based on the following Rating Scale: ① Poor ② Below Average ③ Average ④ Above Average ⑤ Excellent

REGISTRATION:	Rating					
Announcement / Advertisement Timeliness:	>SELECT RATING<					
Announcement Description & Information:	>SELECT RATING<					
Event/program Cost:	>SELECT RATING<					
Registration Process (Email/Telephone/Mail):	>SELECT RATING<					
Registration Confirmation:	>SELECT RATING<					
PRESENTER/INSTRUCTOR:	N/A	1	2	3	4	5
Knowledge of Topic:	>SELECT RATING<					
Presentation / Communication Style, Skills, Techniques:	>SELECT RATING<					
Organization / Preparedness:	>SELECT RATING<					
Connection with audience / retention of interest:	>SELECT RATING<					
Responsiveness to questions / diverse points of view:	>SELECT RATING<					
MATERIALS:	N/A	1	2	3	4	5
Clarity of Handouts:	>SELECT RATING<					
Clarity of Audio / Visuals:	>SELECT RATING<					
Clarity of PowerPoint:	>SELECT RATING<					
Clarity of Video Conference:	>SELECT RATING<					
OVERALL WORKSHOP IMPRESSION:	N/A	1	2	3	4	5
Organized / Structured:	>SELECT RATING<					
Objectives accomplished:	>SELECT RATING<					
Expectation achieved:	>SELECT RATING<					
Relevance / Usefulness of topic:	>SELECT RATING<					
Knowledge of topic before workshop:	>SELECT RATING<					
Knowledge of topic after workshop:	>SELECT RATING<					
Time allotted for presentation:	>SELECT RATING<					
LOCATION / FACILITY:	N/A	1	2	3	4	5
Location:	>SELECT RATING<					
Directions/Signage:	>SELECT RATING<					
Parking:	>SELECT RATING<					
Facility:	>SELECT RATING<					
Meeting Rooms Set-up/Seating:	>SELECT RATING<					
ADA Accommodations:	>SELECT RATING<					

Please respond to the following questions:

- Would you attend other events/programs presented by our organization?
- Would you recommend or referral this event/program to others?
- What suggestions would you offer to improve this event/program?
- Based on your needs and interest, what future workshops would you recommend?