



Alumni Support

Family Recovery Resources, LLC dba BALM Training Institute for Family Recovery Services in its program, BALM Family Recovery Life Coach Training, offers the following alumni support

:

- Coach supervision to our graduates for a nominal fee so they have help along the way.
- Faculty often serve as private mentor coaches to help students develop their businesses for a fee determined by them and their coach.
- We have coach meetings 2-4 times a year to keep them up on offerings and answer their questions as they grow their businesses.
- We have recently formed an Alumni Association designed to help our coaches network with each other. Upcoming pieces of the offering will include:
 - Monthly newsletter for BALM coaches
 - Mini classes to expand their skill sets and allow them to earn CCE's and RD's





STATEMENT ON DIVERSITY, EQUITY, INCLUSION, AND JUSTICE

As an organization, Family Recovery Resources, LLC dba The BALM Training Institute for Family Recovery Services (FRR) and as a program, The BALM Training Institute for Family Recovery Life Coaching (BTRIFRLC) supports individuals with disabilities and is committed to providing disabled individuals access reasonable accommodations. In addition, the BALM Training Institute for Family Recovery Services prohibits discrimination on the basis of disability and ensures equal opportunity for all qualified individuals with disabilities.

FRR as an organization and BTRIFRLC as a program are committed to providing reasonable accommodations in compliance with all local, state/territory, and federal laws. Individuals with questions about this policy, or who wish to request accommodation should contact Jen Fisher, Director of Education at jfsiher@familyrecoveryresources.com.

Able to accommodate learning disability

Our goal is to create a learning environment which meets the needs of each individual student. We are able to accommodate a variety of learning disabilities to make our program more accessible, though we may require that a student hire a learning coach to work with them if their disability goes beyond our staff training level. Please contact Jen Fisher, Director of Education, before enrolling to determine if your needs can be met.

Individuals in early recovery

Applicants must have a minimum of two years of solid recovery (see definition in DEIJ Statement below) in order to be admitted to the coach training program and must be willing to hire a BALM coach to work with them throughout that year as they navigate both early recovery and their education.

DEIJ Statement

At Family Recovery Resources and in the BALM Training Institute for Family Recovery Life Coaching program, we are committed to building racially, ethnically, religiously, and neurologically diverse communities of coaches and clients in order to best address and apply evidence-based solutions to the scourge of use disorders and mental health disorders in society. We respect multiple pathways to recovery and do not discriminate against people using MAT or other pathways, nor do we do so against people who choose an abstinence-based approach using 12 Steps or other abstinence-based programs.

It is our policy that:

- Recruitment and hiring of all personnel is conducted without discrimination against any individual with regard to race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.





- All staff and personnel will not discriminate against any employee or participant because of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All individuals are welcome to participate regardless of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All employees, students, and other participants should be able to enjoy an environment free of discrimination and harassment. This includes, but is not limited to, discrimination or harassment in the areas of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.

Our organization does not and will not tolerate conduct by any employee, student, volunteer, contractor, visitor, or vendor which unreasonably interferes with an individual's ability to learn in a welcoming environment. Participants who wish to report discrimination are encouraged to follow the Grievance Policy.

FRR will promptly investigate all claims and reports of inappropriate conduct.





Career Development for Coaches

Family Recovery Resources, LLC dba BALM Training Institute for Family Recovery Services in its program, BALM Family Recovery Life Coach Training, offers the following for our coaches:

- In-house Coaching Opportunities - Once coaches graduate and complete their certification process, they become eligible to apply to be in-house coaches. In house coaches are independent contractors for Family Recovery Resources, LLC and receive supervision 2 times weekly along with training to move their coaching forward.
- We provide training in teaching the BALM 12 Principles. This is an optional course included in their coach training which helps the coaches develop multiple streams of income.
- We have a textbook, workbooks, occasional retreats for the coaches and their clients, all of which are designed to empower them to further their work with their clients. These done-for-you materials give them substantive materials to use with their clients.
- The BALM Family Recovery One Year Program is available to coaches to be licensed. This allows them to enroll families in the program and keep half to most of the enrollment fee, depending on what they charge for the program. It is also a done-for-you signature program that gives their coaching substantive content, thus raising its value significantly.





COACHING PHILOSOPHY

The BALM Training Institute for Family Recovery Life Coach Training's philosophy is aligned with the International Coaching Federation's philosophy of coaching. Coaching is a co-creative process between a coach and client. Coaching honors the client as being creative, resourceful, and whole, the expert on themselves. Through the coaching process, clients tap into their own knowledge, wisdom, and vision to create new awareness, intent, and opportunities for success. Coaches partner with clients to clarify the client's agenda, listening deeply and effectively.

Our core values of love, peace, spirituality, integrity, respect, and community connection permeate our virtual campus and educational offerings.





Grievance Policy and Procedures

At The BALM Training Institute for Family Recovery Life Coaching (BTIFRLC), we are committed to building racially, ethnically, religiously, and neurologically diverse communities of coaches and clients in order to best address and apply evidence-based solutions to the scourge of use disorders and mental health disorders in society.

Our goal is to invest resources and build partnerships to confront systemic challenges in community development, with a special focus on addressing economic, social, racial, and neurological inequities.

Diversity, equity, inclusion, and justice (DEIJ) are core values that encompass the cornerstone of who we are, what we do, how we measure impact, with whom we partner, how we earn trust, and how we show up in our community. BTIFRLC values listening to and engaging those serving and those being served in a wide variety of communities, and incorporating their input and feedback into the design, creation, and execution of BTIFRLC's work.

We will strive to cultivate leadership, organizational capacity, and technical skills of staff, coaches, practitioners, and community-based organizations to help make the spread and implementation of our solution-based model of recovery more equitable; and to support and expand the impact of BTIFRLC leadership, identify and counteract systemic racism, and foster partnerships to advance systems change and racial justice in the recovery field.

DEIJ is reflected in our commitment to ensuring these values manifest and permeate our programs, policies, and practices and are lived out daily by our staff and coaches. BTIFRLC will work to recruit, retain, and support diverse staff and LAC members to best connect with communities and organizations with whom we partner, and to ensure the depth and breadth of representation across race, gender identity, age, sexual orientation, industry, education, lived experience, socio-economic level, neurological difference, and other dimensions of diversity.

Grievance Policy

BTIFRLC seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, or instructor/faculty behavior. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

- A participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
- If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should



submit a written grievance to the program manager within 10 days. The program manager will review the issue and talk to the student within 7 days of receiving the complaint. The program manager will work with all parties involved to resolve the issue.

- If a participant does not feel the issue is resolved, a written request for an appeal should be sent to (organization/person) for review. This appeal should include the original complaint and reason(s) the participant is unsatisfied with the resolution attempt(s). Appeals are reviewed and a written response will be provided to the participant within 14 days. All appeal decisions are final.

Open and Free Learning Environment

BTIFRLC is committed to providing an inclusive and equitable environment with reasonable accommodations for individuals with disabilities and underrepresented identities. Safe, and transparent, in which facilitators demonstrate vulnerability and integrity.

Through multi-modal, experiential learning, students of coaching immerse themselves in a diverse, learner-friendly environment rich in the tools of coaching, family recovery, and recovery so that they become BALM Life Coaches and BALM Family Recovery Life Coaches with a holistic approach that empowers them to see their clients as whole and innately healthy while being present to the challenges the clients have, using their acquired skill set to partner with the client to move from the chaos that facing a loved one's and one's own struggles brings and into the calm and light-filled serenity that the BALM program and life coaching provide.





MISSION STATEMENT AS A COACH EDUCATION PROVIDER

The BALM Training Institute for Family Recovery Life Coach Training exists to train and certify coaches who align with our mission of helping all families blaze the trail to recovery in their homes.

Our vision is to provide the world with coaches who are aligned with and who have the skills to contribute to the organizational vision of Family Recovery Resources, LLC dba The BALM Training Institute for Family Recovery Services :

We imagine a world in which every individual has the opportunity and support they require to help them build a life of recovery one moment at a time and every family has the mindset and skills to help them blaze the trail to recovery in their home.

We invite you to imagine your world without relapse.





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PAYMENT/FEES POLICY

All registrations are secured on a first-come, first-served basis. Your registration in a course is dependent upon receipt of full payment. We accept payment by Visa, MasterCard, American Express, or ACH. All payment will be in USD (United States Dollar.)





REFUND POLICY

There are no refunds; however modifications may be made according to the guidelines below.

Registration Modifications

Modifications to registration, including substitutions of participants or transfer of course dates, must be completed at least seven days before the program date. Participants may contact Family Recovery Resources, LLC to modify their registration at jfisher@familyrecoveryresources.com or 1-888-998-2256. Course changes will be allowed as long as there are spots available.

