



self-management workshop

conditions for success

The participant's commitment is an essential ingredient at the heart of the group approach of our self-management workshops. Peer support is complementary to the psychoeducational approach and represents an essential component to the success of our workshops. Therefore, it is required that the participant participates actively at a minimum of 60% of the sessions (excluding the first session of the virtual workshops) to consider the workshop as "completed". This represents a minimum of six (6) sessions for all workshops except the Living with Bipolarity workshop which requires a minimum of seven (7) sessions.

Access to the learning platform (virtual workshop) or to the booklets (face-to-face workshop) will be available to participants who complete the minimum number of sessions required only minimum of 60% of the sessions (excluding the first session of the virtual workshops).

registration cancellation and refund policy

workshop cancelled by Relief

Relief reserves the right to cancel a self-management workshop if the minimum number of participants is not reached. Registered participants will receive a full refund. In such case, the organizers will inform the registered participants by phone or email.

registration cancelled by a participant

If participants wish to cancel their registration, the following terms shall apply:

before the self-management workshop begins

Participants will receive a full refund.
Reduced rate participants are included.

before the third session* - deadline to drop out of a self-management workshop

Refund will be equal to the amount paid for registration, minus the amount corresponding to the number of sessions that have been held (equivalent to \$55.50 per session), less applicable bank charges (2%).

Reduced rate participant :

The amount reimbursed will be equal to 50% of the amount paid at registration, i.e. \$75.

**For virtual workshops where a preparatory meeting ("week 0") is included, it does not impact on the reimbursement policy. The deadline for abandoning a self-management workshop remains before the 3rd content meeting.*

in the event of unforeseeable circumstances (serious injury, illness incapacitating)

Refund will be equal to the amount paid for registration, minus the amount corresponding to the number of sessions that have been held (equivalent to \$55.50 per session), less applicable bank charges (2%).

Cancellation requests due to force majeure must be sent to the Clinical Coordinator as soon as impediment (sylvie.elsig@relief.ca). The email should include the date and reason for the cancellation.

Reduced rate participant :

The amount reimbursed will be equal to 50% of the amount paid at registration, i.e. \$75.