

# Notice of Policies

## APPOINTMENTS

Appointments will ordinarily be 30-60 minutes in duration, once per week at a time we agree on, although some sessions may be more or less frequent as needed. Appointments will not be confirmed until payment is received. Money transfer and confirmation must occur at least 24 hours before the proposed appointment time. It is the client's responsibility to initiate a tele-coaching or in-person appointment on time. If you are late, your appointment will still need to end on time. If a client does not attend within 20 minutes of the scheduled beginning of the appointment, the appointment is cancelled and the cancellation policy applies.

## CANCELLATION POLICY

The time scheduled for your appointment is assigned to you and you alone. If you need to cancel or reschedule a session, I ask that you provide me with a 24 hour notice. If you miss a session without canceling, or cancel with less than a 24 hour notice, my policy is to retain your payment at the normal rate. Emergencies will be dealt with as they arise. Forgetting or missing an appointment or call is not an emergency. It is important to note that I do not provide reimbursement for late-cancelled or missed sessions; thus, you will be responsible for the portion of the fee as described above. If it is possible, I will try to reschedule to a mutually acceptable time.

## COACHING

The client is aware that coaching is in no way to be construed as psychological counseling or any type of therapy and is not to be used as a substitute for professional advice by legal, mental, medical or other qualified professionals.

The client understands that coaching does not involve the diagnosis or treatment of mental disorders as defined by the American Psychiatric Association. The client understands that coaching is not a substitute for counseling, psychotherapy, psychoanalysis, mental health care or substance abuse treatment. If a client is currently in therapy or under the care of a mental health professional, the client will consult with the mental health care provider regarding the advisability and/or decision of working with a coach.

Where a client requires emergency mental health assistance or assistance outside of my skillset, coaching appointments will be ceased immediately and I will provide a referral where possible.

Honesty is essential during the appointments in order for clients to maximize their coaching experience. Positive feelings may be a natural result of an appointment, but the primary focus is on creating actionable strategies for achieving specific goals in one's work or personal life. Coaching results are not guaranteed. The client enters into the coaching with the full understanding that they are responsible for creating their own results.

## CONTACTING ME

I am often not immediately available by telephone. I do not answer my phone when I am with clients or otherwise unavailable. At these times, you may leave a message on my confidential voice mail and your call will be returned as soon as possible, but it may take a day or two for non-urgent matters. Lengthy telephone calls will be subject to regular appointment consultations and may be pro-rated and billed at my standard rate for professional service.

If, for any number of unseen reasons, you do not hear from me or I am unable to reach you, and you feel you cannot wait for a return call or if you feel unable to keep yourself safe, 1) go to your Local Hospital Emergency Room, or 2) call 911 and ask to speak to the mental health worker on call. I will make every attempt to inform you in advance of planned absences from my practice.

E-mail support is available to those who subscribe to the inclusive Package.

Your signature below indicates that you have read this Notice of Policies and agree to their terms.

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(Name of Client — please print)

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(Signature)

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(Date)