

Suzanne Brown Resources, PLLC
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Coaching Agreement

Welcome! This document outlines your rights as a client or participant and what you can expect from coaching. Please read this carefully and feel free to ask any questions you may have.

Coaching Expectations

The foundation of effective coaching is based on a relationship of trust, openness, safety, and respect. I understand coaching is a joint endeavor. The feedback I provide my coach about what is helpful and not helpful is essential. Throughout coaching, but particularly in the initial sessions, we will assess the pace and style that will most likely meet my individual, team, and/or organizational needs.

I understand coaching is a cooperative effort between Suzanne and myself. I have been informed that coaching will at times involve discussing challenges or obstacles that may be distressing and that this process is intended to help me, the team, and/or the organization (if applicable). I may experience changes in my relationships or temporary distress in myself or the team system. I will also likely experience moments of greater personal awareness, insight, growth, connection, and celebration.

Many people find meeting on a regular weekly basis, especially in the early stages of our work, gives a sense of consistency to the process. Coaching can be intensive and frequent, occasional and supportive, short or long term, and a place to return for further work down the road. I/We can consult with Suzanne about frequency of sessions but understand I/we are ultimately in charge of how often we meet. I understand Suzanne typically requests weekly sessions for the first month in order to build rapport and to feel the effects of coaching.

Coaching has been shown to have significant benefits, but it is important my actions outside of coaching mirror the intentions I set in session. I understand there are no guarantees the coaching process will work for me and if needed, my coach will provide me with alternative referrals. Either Suzanne or I/we can choose to end coaching at any time. This decision is best accomplished with mutual consultation. Likewise, it can be quite useful to have a closure session for completion.

Confidentiality

I understand the work we do together is private. I can share with whomever I wish, but Suzanne will not discuss our work with anyone without written permission from me and/or the organization unless one of the following exceptions were to occur.

Exceptions to confidentiality:

- Suzanne will consult with colleagues, without revealing my or the organization's identity, when she believes it would be helpful.
- In the case of team coaching, if Suzanne believes information discussed individually is essential to the team, she will consult with me/us about ways to bring the information to the team session.
- Suzanne is a mandatory reporter due to her Licensed Clinical Social Worker credential, so when child, elder, or animal abuse is suspected involving myself or others, she will report to the appropriate authorities.
- Suzanne may have to take protective action when she believes there is intent to commit suicide or

threats to do physical harm to myself or others.

- If ordered by a judge to disclose information about my coaching, Suzanne will have to obey the order.
- While it is her legal responsibility to disclose information in any of the above situations, it is Suzanne's desire and ethical responsibility to help me through stressful times such as these.

Fees and Payment

The fee for the initial coaching session (60 minutes) is \$185, a 45-minute individual coaching session is \$165, and a team coaching session involving two or more people is \$185 per 60 minutes. Team sessions with four or more participants will be scheduled with a two hour minimum.. Payment in full is required at the start of each session (fee for service model). If the fee is ever a barrier for me, I'm encouraged to discuss this with Suzanne to see if other arrangements can be made. If my organization is paying for my coaching, I or a representative from the organization can discuss billing options. I understand Suzanne's fee may change with 30 days written notice to me/the organization. Returned checks for insufficient funds will incur a \$30 fee.

If an appointment is missed (no-show) or canceled with less than 24 hours notice (late cancellation), I/we will be required to pay for the missed session in full. If I/we no-show or late-cancel on three or more sessions, Suzanne will discuss this with me/the team and may discontinue services.

If I/we need to join a session later than the stated start time, Suzanne will be notified ahead of time. Suzanne and I/the team can agree on when the session will start. Unless a late start was previously agreed upon, Suzanne will end a session and mark it as a no-show if I/we do not arrive within 15 minutes of the scheduled start time. If the session can be rescheduled during the same calendar week, I/we will not assess a no-show/late cancellation fee and will only pay for the cost of the session attended. Rescheduling during the same week is not guaranteed and is subject to availability. If I/we miss or late cancel three or more sessions, Suzanne will discuss this with me/us and may discontinue services.

The "Email and Phone-calls" section below, outlines additional fees.

Email and Phone-calls

- Emails can be an efficient way to provide Suzanne with information between sessions. Please be aware her response will be reserved for the next time I/we meet with her in person.
- I and/or any member of the team is free to leave a message on Suzanne's confidential voicemail at any time, day or night. Suzanne checks for voicemail during her regular business hours. She will do her best to return calls within 48 hours if a response is needed prior to the next session. Suzanne may choose to reserve her response for the next time I/we meet in person. Phone consultations exceeding 10 minutes per week will be billed at \$45 per minimum of 15 minute increments.
- Texting is not an effective way to communicate through Suzanne's work phone number.

My Rights

- I have the right to considerate, safe, and respectful service without discrimination as to race, ethnicity, national origin, gender, sexual orientation, age, religion, size, ability, or source of payment.
 - I have the right to be safe from sexual harassment or sexual contact.
 - I have the right to ask questions, make decisions about what's best for me, or disagree with Suzanne at any time.
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I authorize Suzanne Brown to provide coaching services or agree to participate in coaching services authorized by my organization and team lead. It has been my choice to request or participate in coaching services from Suzanne. I/the organization may terminate our work together at any time.

Participant Signature

Date

Participant Name (printed)

Organization Name (if applicable)

Coach Signature

Date