



Welcome to D- LAB Coaching

This document outlines our understanding and agreement (the "Agreement"). Please read it carefully and feel free to raise any questions or concerns before signing.

Description of Services

The services provided by D- LAB Coaching will include tele-coaching/ virtual coaching and will be tailored to your specific needs and goals inside my scope of coaching. A 20-minute free consultation will be conducted to gather valuable information to ensure D- LAB Coaching is a good fit for you as the client and for me as the coach. If you decide to purchase a coaching package, a further assessment will be given to guide and focus our coaching relationship based on your needs. This assessment will help us understand your needs for support, behaviors, challenges, explore new possibilities and goals, and establish a baseline of information about you, the client.

Fees

All fees are due in advance of services. Fees are non-refundable once a session or package has been purchased. Coaching sessions do not expire; however, if a client chooses to discontinue coaching, any unused sessions remain available for future scheduling but will not be refunded or converted to cash value. The various package rates or individual sessions set forth and chosen by the client, in agreement with the coach, will be paid in full before each coaching package or session. The fees also reflect any professional time spent outside of coaching sessions—including, but not limited to, between-session phone calls or email exchanges, reviewing session recordings if necessary and agreed upon with the

client, report writing, reviewing documents, and any meetings that may occur outside my home office.

Fees are below. Place an X next to the option you are purchasing.

_____ Package 1. Includes your first 4 initial sessions. They do not expire, but to create consistency and momentum, I recommend using your 4 sessions in one month from purchase, but not required. Each session is 55 minutes. \$425

_____ Sessions. After your first 4 initial sessions, you can purchase individual sessions if you choose or another package. Each session is 55 minutes. Individual sessions: \$110

_____ Package 2. Some clients will want to continue coaching for as long as they wish and have more to unpack and need even more support. If you want an additional package of 4, and even more in the future, you will receive a 5% discount off the initial package price. Each session is 55 minutes. \$403.77

Cancellations

I understand that life happens in the spur of the moment. Have every intention of being committed to coaching and being committed to yourself and your needs. You must provide at least 24 hours' notice to cancel or reschedule a session. Sessions canceled with less than 24 hours' notice will be charged in full. Exceptions for emergencies may be granted at the Coach's sole discretion.

Scope of Practice. Seeking additional support

While our coaching sessions will focus on building your mental fitness and navigating the challenges of divorce, it's essential to recognize when additional support may be necessary.

If you require legal advice, this falls outside the scope of our coaching work. However, we can explore resources or referrals to ensure you have access to qualified legal support of your choosing. It's important to have the right experts in your corner. This also encompasses other professional advice such as and not limited to financial and medical advice. But I'm here to help you identify and connect with those resources as part of your journey toward a healthier, more empowered future.

Understanding the Difference between Coaching and Psychotherapy

Psychotherapy is a healthcare service that focuses on diagnosing and treating mental health conditions and emotional difficulties. It's often reimbursable through health insurance policies because it's considered a medical service. Cash pay is also acceptable for therapy services. In psychotherapy, the goal is to explore and heal underlying psychological issues, which often involves diving into biopsychosocial life experiences and possible trauma.

Coaching is not psychotherapy, counseling, mental health treatment or a healthcare service and is not typically covered by health insurance. Coaching focuses on personal development, goal setting, building strategies to overcome current challenges, and taking action by focusing on the future. While both psychotherapy and coaching can overlap with growth in knowledge of behavior, motivation, and a variety of therapeutic strategies and techniques, there still lies a difference in the responsibility of the provider and the focus of the client. In the role of the coach, if at any point we identify the need for a more in-depth exploration of emotional or psychological issues, or if a mental health condition arises that requires treatment, we can discuss this additional support you may want to consider. It's unethical for me to deliver both coaching and therapy services to a client. If we have established a coaching and client relationship, I can refer you to another mental health professional. In full transparency of my credentials in psychology with a Masters in Clinical Counseling. I am an APCC, which is an associate professional clinical counselor and can deliver therapy to California residents only under the current license of my supervisor. Coaching is not bound by borders.

Understanding these distinctions ensures that you receive the most appropriate and effective support for your needs.

The Client-Coach Relationship

The relationship between a coach and a client is intentionally designed to be different from that of a therapist and client. In coaching, we work together to set the agenda, and the success of our work together largely depends on your willingness to take risks, try new approaches, and actively engage in the process.

This relationship is built with an honest and straightforward approach. You can count on me to be candid and challenging, but empathetic to your needs. This may include asking powerful questions and employing techniques that may push you out of your comfort zone to move you forward. Your role includes evaluating your

progress and communicating openly with me. If at any point you feel that coaching is not working as you had hoped, you must inform me right away so we can take steps to address any concerns and adjust our approach. This is not a one-size-fits-all approach, we may need to pivot and make necessary adjustments. The length a person may need or want to be coached is also a personal decision, but an understanding that consistency and time is necessary to reach goals and solve issues.

It is also very important to understand that coaching is a professional relationship. While it may sometimes feel like a close personal connection, it does not extend beyond the professional boundaries we establish. If these boundaries blur, the benefits gained from the coaching relationship can be compromised. By maintaining clear boundaries, we ensure that the progress you make is sustained and that our work together remains focused and effective. This does not mean that I don't care about our coaching relationship, in fact, I care deeply about your progress, as I am here to serve you and your needs.

Waiver

By engaging in coaching services, you acknowledge and agree that I may ask questions that are personal, challenging, or bring discomfort. These questions are designed to provoke thought, encourage self-reflection, and facilitate growth. You also acknowledge and agree that you are fully responsible for your physical, mental, and emotional well-being, as well as for any actions, choices, and decisions made because of our coaching sessions.

Coaching is a collaborative, educational, and goal-oriented service. You acknowledge that you are solely responsible for your decisions, actions, and results. You agree to assume all risks associated with implementing strategies discussed during coaching. To the fullest extent permitted by law, you agree that the Coach shall not be liable for any indirect, incidental, or consequential damages arising from coaching services. Your participation in coaching signifies your understanding and acceptance of these terms, and your commitment to taking responsibility for your own personal development and outcomes.

Confidentiality Policy

Coaching conversations are intended to be private and confidential. I respect your privacy and will not voluntarily disclose information shared during our coaching sessions to any third party without your written consent, except as described below.

Although coaching is not psychotherapy, counseling, or healthcare treatment, I follow professional ethical standards regarding confidentiality and take reasonable steps to safeguard your personal information. Coaching records and communications are maintained securely and accessed only as necessary to provide services.

Exceptions to Confidentiality

While confidentiality is a priority, there are limited circumstances in which disclosure may be required or permitted by law or necessary to protect safety. These include:

1. **Mandatory Reporting:** If I have reasonable cause to believe that a child, elderly person, or disabled individual is being abused or neglected, I am required to report this to the appropriate State agency.
2. **Imminent Risk:** If I determine that you are at imminent risk of harming yourself, or if you make threats of imminent violence toward another person, I must take protective actions, which may include notifying law enforcement or potential victims.
3. **Preventing Criminal Activity:** If I become aware that you are planning to commit a criminal or fraudulent act, I am obligated to take steps to prevent it.
4. **Legal Compliance:** I may also be required to disclose information in response to a valid court order. If such a situation arises, I will make every effort to discuss it with you before taking any action.

While these situations are rare in a coaching context, you must be aware of these exceptions. My goal is to ensure your safety and the safety of others while fully respecting your confidentiality.

Security of Communication

As you may be aware, certain methods of communication, such as wireless telephones and email, are not entirely secure and may be vulnerable to eavesdropping or unauthorized access. Despite our best efforts, it is impossible to guarantee absolute protection of confidential information in all circumstances, particularly when using computers connected to the internet.

In my home office, I take proactive measures to safeguard your information. This includes using encryption and other security protections to prevent unauthorized access. However, you acknowledge that I cannot be held responsible for any loss of confidentiality that may occur due to wireless communication or computer hacking beyond my control.

By participating in coaching, you acknowledge and accept the inherent risks associated with electronic communications, including the possibility of unauthorized access. You agree that the Coach is not responsible for breaches of confidentiality caused by factors outside the Coach's reasonable control, such as third-party technology failures, service provider vulnerabilities, or cyberattacks.

Termination of Agreement

Either party may terminate this Agreement at any time. To do so, the initiating party must provide notice to the other party, either by phone or email. Upon termination, any outstanding balances remain due. Unused prepaid sessions remain subject to the no-refund policy above.

Dispute Resolution

This Agreement shall be governed by the laws of the State of California. Any controversy or claim arising out of or relating to this Agreement, including any alleged breach, shall be resolved through binding arbitration. The arbitration will be conducted via telephone, with an arbitrator mutually agreed upon by both parties. The costs of arbitration shall be shared equally between the parties.

No Guarantees

Coaching is a collaborative, educational, and goal-oriented process. Results vary by individual, and no specific outcomes, results, or achievements are promised or guaranteed. You acknowledge that your success depends primarily on your own effort, commitment, and personal circumstances.

Limitation of Liability

To the fullest extent permitted by law, the Coach shall not be liable for any indirect, incidental, consequential, special, or punitive damages arising out of or related to coaching services, including but not limited to lost income, lost opportunities, emotional distress, or personal or business losses.

In any event, the Coach's total liability for any claim arising out of or relating to this Agreement or the coaching relationship shall not exceed the total amount of fees paid by the Client under this Agreement during the six (6) months preceding the event giving rise to the claim.

Entire Agreement and Modifications

This Agreement represents the entire understanding between the Client and Coach. Any amendments, changes, or modifications to this Agreement must be in writing and signed by both parties.

By signing below, you confirm that you have reviewed this Agreement, understood its terms, and agree to abide by it.

Printed Name of Client _____

Signature of Client _____

Date _____

Signature of D-LAB Coaching _____

Date _____