

Creative Stress Busting **Policies and Procedures**

COACHING:

"Coaching concentrates on where clients are now and what they are willing to do to get where they want to be in the future,"

The ICF Code of Ethics

Although not certified by them, I subscribe to the Code of Ethics put forth by the International Coach Federation (<http://www.coachfederation.org/ICF/>).

I am here to guide you and to provide feedback for you on your journey. I am not here to do the work for you nor to judge you. Nor will I tell you what you should do. You will be expected to do your own work through your own self-discovery and set your own pace of growth..

I will, however, sometimes ask tough questions, and will always ask you to make commitments to yourself (no to me) that you will need to followup on in order to get any benefit from our sessions.

As we are only human and come from varying backgrounds and experiences, misunderstandings in communication can occur. If ever I say or ask anything you feel uncomfortable with, or find inappropriate, please let me know immediately so that I may clarify or adjust my approach. I will certainly do the same for you.

Also, anything you and I discuss is confidential, and any personal information I request is strictly to help me help you. I will never lease or sell my mailing lists or client information to anyone.

I do have a new client questionnaire that I will ask you to fill out before our first session, and will occasionally ask you for more information to use as benchmarks to progress along the way. I make every effort to safely file all information and secure my client's privacy.

PAYMENT:

Payment for one hour sessions, hour and half session, and monthly or weekly package sessions must be paid in advance unless arrangements have be made otherwise. Shorter follow-up sessions must be paid within two weeks of service or further services will be put on hold.

No guarantees are made as to how well, how quickly, or even if ever, our work together will help you to achieve your objective. Should you decide these sessions are not for you, and have paid in advance, you will receive back the unused portion of your payment within the cancellation guidelines set below.

SCHEDULING AND CANCELLATIONS:

Since I am in the business of helping you deal with stress, it is not my wish to add to the stress you already encounter in your day-to-day experience. Therefor, I will work to find an convenient working arrangement with you that fits your needs and the demands on your time.

As a general rule, it is recommended that a weekly meeting of one hour for the first two to four

weeks of coaching be scheduled with shorter follow-up sessions weekly, biweekly or bimonthly after that. Less frequent sessions should be scheduled for one hour each.

Because not everyone has their clocks synchronized, I try to schedule my calls to allow 5 minutes between calls, thus you may have an appointment for 5, 10 or 15 minutes after the hour.

At the appropriate time of our session, you will call me on the number given when the appointment is made. I will make all efforts to be available at the exact time of our call.

Please be prompt so as not to run into another person's time. I will have to cut sessions short if you are late and I find I have another appointment holding. Arrangements can be made to pickup your session at another time if this should happen. I sincerely wish for you to get the maximum benefit from these sessions and will do all I can to help you achieve your goals.

I have a policy that cancellations must be made 24 hours prior to a scheduled appointment. Occasionally things come up and emergencies arise that make keeping our promises to ourselves and others impossible. If I find that a scheduled appointment does not work for me, I promise you that I will call within 24 hours to reschedule, and I ask the same courtesy from you.

Cancellations made less than an 24 hours before one hour preceding the appointment must be rescheduled within the following three weeks or will be billed at 50% the scheduled session fee.

Cancellations not made one hour before, or missed appointments, will be billed 70% the scheduled session fee.

If, however, an emergency comes up, please call me as soon as possible—hopefully before the scheduled call time—and amends can be made.

REFERRALS:

I always appreciate referrals from my clients as I consider this the highest form of trust and appreciation one can show. If you know of someone who might benefit from my services, I'd be grateful for the word-of-mouth advertising you can provide by referring me to them.

Also, if referral mentions you sent them my way, I will provide you with a complimentary 30 minute session or the like value off on a longer session.

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