

Barbara M. Brown LPC, LMFT

10150 Rogers Drive, Nassawadox VA 23413

757.442.3310 (voice) - 757.442.9099 (fax)

Life Coaching Client Policies

Welcome!

I am looking forward to becoming your personal coach. I firmly believe that you can reach any goal you set, as long as you are willing to work hard to achieve it. I intend to help you do just that. My job is to work right beside you and support you in the process.

Coaching not therapy

Although I am a Licensed Psychotherapist, I do not practice psychotherapy with my coaching clients. ***Coaching is not covered by insurance whereas psychotherapy is.*** Coaching is focused on achieving goals while therapy is also focused on healing. If issues arise in the coaching process that are best addressed in therapy, I can make a referral to a trained professional to deal with that piece of your work.

Confidentiality

Our conversations will be completely confidential unless I have your written permission or if I am required to do so by law. The exceptions to confidentiality are intent to seriously harm an individual (including yourself), child abuse and elder abuse. Coaching records may be able to be subpoenaed. Wireless telephones and email may not be secure from eavesdropping, so if you agree to their use, you are indicating your agreement to utilize a communication medium that may not be entirely confidential.

Indemnity

Although there are no guarantees on the outcomes from coaching, most people report significant progress on their goals. Each party agrees to indemnify, defend, and hold harmless the other party, and its agents, officers, and employees from and against any and all liability, expense, including defense costs and legal fees occurred in connection with claims for damages of any nature whatsoever including but not limited to, bodily injury, death, personal injury, financial or business losses, or property damage arising from such party's performance or failure to perform in obligations hereunder.

Call Procedure

Please call me at 757-442-3310 at our appointed time (online or email sessions can also be arranged). If I am going to be at another number, I will notify you in advance and give you that number to reach me. If you reach my voicemail, please leave a short message and then wait two minutes and call back.

If you need to change an appointment time, I would appreciate 24 hours notice or the time will be counted as one of your sessions. I will also give you 24 hours notice if I need to change our time.

Fees

The standard arrangement for coaching is a half hour of telephone contact each week. However, I am flexible and some clients prefer to talk for one hour every other week or spread sessions over a longer period in order to achieve certain goals. The fee per month is \$400 with a month by month arrangement; \$300 per month for a 3 month commitment (\$900); and \$200 per month for a 6 month commitment (\$1200).

Full payment in advance for the 3 and 6 month commitments is required. Individual sessions with no commitment are \$100 each. Payment is due prior to our first session. *The Client intake Form* notes that I accept personal checks as well as Visa, Master Card, and American Express charges. Monthly renewals are payable on the same day that we begin for additional months. At the conclusion of our agreed time commitment, you may renew if you desire. No charges will be made to your credit card unless we have discussed it and you have given me permission to use this method for your fee payment. Late payments are not allowed unless we have made prior arrangements. I am sorry, but there are no refunds once our agreement has been executed.

Client Signature: _____ **Date:** _____