

Policies and Procedures

Successful relationships are based on clear policies and procedures, so please review the following. If you have any questions, please ask at our next session, or call/email me.

Fees and Payment. The base coaching fee and number of sessions per month are listed in your Agreement for Coaching Services. Payment is made in advance for each month of coaching. The first coaching session will begin once the Agreement is signed and the first payment is received. Timely payment is expected.

I typically increase my fees on an annual basis. If I raise my fees during the first six months of our relationship, your fee will remain unchanged. After the first six months, we'll discuss any new applicable increase.

Call Policy (if we are working by telephone). Call me on 410-830-0232 at our appointment time. If you get my voicemail, please hang up, wait one or two minutes, and call again – our clocks aren't always synchronized, or I may just be completing with another client.

Session Arrangement. Our arrangement includes between one to four calls per month (see Agreement). There will usually be a week off each month which allows you to integrate/work on what you're learning and advance your goals. Certain months have more than four weeks, so in these months, we may have two weeks off and resume our sessions the following month.

Extra Time:

The parties agree to engage in a 3-month Coaching Agreement through in-person, internet, and/or telephone meetings. Coach will be available to Client by e-mail and voicemail in between scheduled meetings as defined by the Coach (includes text/email support). Coach may also be available for additional time, per Client's request on a prorated basis rate of \$130 per 50 minutes and \$35 for 15 minutes (for example, reviewing documents, reading or writing reports, engaging in other Client related services outside of coaching hours).

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Cancellation and Rescheduling: The parties agree to engage in a 3-month Coaching Agreement through in-person, internet, and/or telephone meetings. Coach will be available to Client by e-mail and voicemail in between scheduled meetings as defined by the Coach (includes text/email support). Coach may also be available for additional time, per Client's request on a prorated basis rate of \$130 per 50 minutes and \$35 for 15 minutes (for example, reviewing documents, reading or writing reports, engaging in other Client related services outside of coaching hours).

Challenges. If I ever say or do anything that upsets you or that doesn't feel right, please bring it up. I promise to make it right for you and do what is necessary to have you satisfied. We will work on all things like this as a team. I value truth and expect you to tell me how to be the best coach for you.

Confidentiality: This coaching relationship, as well as all information (documented or verbal) that the Client shares with the Coach as part of this relationship, is bound by the principles of confidentiality set forth in the ICF Code of Ethics. However, please be aware that the Coach-Client relationship is not considered a legally confidential relationship (like the medical and legal professions) and thus communications are not subject to the protection of any legally recognized privilege. The Coach agrees not to disclose any information pertaining to the Client without the Client's written consent. The Coach will not disclose the Client's name as a reference without the Client's consent.

Confidential Information does not include information that: (a) was in the Coach's possession prior to its being furnished by the Client; (b) is generally known to the public or in the Client's industry; (c) is obtained by the Coach from a third party, without breach of any obligation to the Client; (d) is independently developed by the Coach without use of or reference to the Client's confidential information (e) the Coach is required by statute, lawfully issued subpoena, or by court order to disclose; (f) is disclosed to the Coach and as a result of such disclosure the Coach reasonably believes there to be an imminent or likely risk of danger or harm to the Client or others; or (g) involves illegal activity. The Client also acknowledges his or her continuing obligation to raise any confidentiality questions or concerns with the Coach in a timely manner.

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Termination: Either the Client or the Coach may terminate this Agreement at any time with 2 weeks written notice. Client agrees to compensate the Coach for all coaching services rendered through and including the effective date of termination of the coaching relationship.

Refund. If you feel, at any time, that the coaching services rendered have not equaled or surpassed the value of the fee you paid, please tell me immediately so that we can identify what I can do to meet or exceed your expectations. If you choose to terminate our coaching relationship and have paid, unused sessions remaining, a full refund of the fee for those sessions will be returned to you. However, I do not refund fees for any sessions already delivered or for scheduled sessions you missed without notifying me beforehand.

Limited Liability:

Except as expressly provided in this Agreement, the Coach makes no guarantees, representations or warranties of any kind or nature, express or implied with respect to the coaching services negotiated, agreed upon and rendered. In no event shall the Coach be liable to the Client for any indirect, consequential or special damages. Notwithstanding any damages that the Client may incur, the Coach's entire liability under this Agreement, and the Client's exclusive remedy, shall be limited to the amount actually paid by the Client to the Coach under this Agreement for all coaching services rendered through and including the termination date.

Dispute Resolution. If a dispute arises out of this Agreement that cannot be resolved by mutual consent, the Client and Coach agree to attempt to mediate in good faith for up to 30 days after notice given. If the dispute is not so resolved, and in the event of legal action, the prevailing party shall be entitled to recover attorney's fees and court costs from the other party.

Referrals. My practice is filled by referrals. If you are benefiting from our relationship, I hope you will suggest that appropriate colleagues and friends of yours speak with me.

I know many coaches and their specialties. I am happy to speak with anyone you send me, and I will introduce them to the coach I think is qualified and "right" for their needs, whether it is me or another coach.

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Easy ADHD Coaching LLC
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Impact Statement. Before or at the conclusion of the coaching relationship, I will request that you give an Impact Statement describing the value received from coaching which I can copy and use for certification, testimonial text, and/or in response to prospect inquiries.

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