

Jeannie Ingram, M.A., L.P.C.  
Counseling, Coaching, Consulting  
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## COACHING POLICIES AND PROCEDURES

### **Welcome.**

I am absolutely convinced that each of us has the innate power to create and live the life we dream of living. As your personal coach, I will be with you at every step to provide focus, structure, and support so that you WILL achieve your personal and/or career goals.

**Understanding:** Coaching is NOT psychotherapy, nor a substitute for psychotherapy. It does not deal with the same issues and is not covered (nor should it be) by any health insurance policies. There are many invaluable interventions for clinical depression, substance abuse, and other significant psychological difficulties but personal coaching is not among them. Individuals experiencing these kinds of problems should seek help from qualified, professional psychotherapists. Coaching is designed to give focus, structure, and support to achieving life and career goals. By signing this agreement, you understand that, although I am trained in psychotherapy, I do not practice psychotherapy with my coaching clients. If issues arise that are best dealt with in a therapeutic context, I will make a referral to an appropriately trained professional.

**Confidentiality:** Although not a therapeutic relationship, our discussions and any related material are between us. I will not discuss anything we have talked about nor release any information to anyone without your informed, written consent or unless I am required to do so by law. Exceptions to confidentiality include information about intent to seriously harm an individual, child abuse, and elder abuse. Coaching records may be able to be subpoenaed. Some means of wireless communication (e.g., 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. Nevertheless, 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 incurred 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 404.444.1058 at our appointed time (online sessions and communication by email can also be arranged). If I will be at any other number, I will notify you in advance and give you another number to reach me. If you get my voice mail at my regular number, please hang up, and call again in about two minutes.

Don't hesitate to call me if you have something that can't wait and need for me to get back to you quickly. I am a very devout - at least twice a day -- email checker (including by laptop on the

road). Email me at [ingram.jeannie@gmail.com](mailto:ingram.jeannie@gmail.com).

**Call Arrangement:** Our agreement includes one call per week for approximately one-half hour or a similar time commitment by email. I prefer to set a regular schedule in that it will help you to focus your attention on our work together.

On the "Client Intake" form, you will have an opportunity to list the days and times that work well for you. We'll find a regular time that is convenient for both of us. If a holiday falls on our regular session day, we'll move our appointment to a day before or after (this will be by mutual agreement).

We'll work around illness or emergencies, but please understand that missed sessions can't be made up. If you do need to reschedule an appointment (and it is not because of an emergency or sudden illness), I would appreciate 24-hours notice and I will do the same for you.

**Extra Time:** I do not bill for any extra time that you need from me. You may want my advice, have a problem, or can't wait to share a success between our regularly scheduled sessions. Please don't hesitate to call or email me under any of these circumstances. Call me and if you leave a voice mail, clearly state if you want a call back from me. By entering into a personal coaching relationship with me, you understand that I am on your side and want very much to be helpful to you. I'll always be there for you.

**Fees:** 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 \$150 each. Payment is due prior to our first session. The Client Intake Form notes that we 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've given me permission to use this method for your fee payment. Late payments aren't cool, unless we've made prior arrangements.

Date: \_\_\_\_\_ Client Signature: \_\_\_\_\_

I agree to the following terms of involvement (please check one):

- Month-to-Month Agreement
- 3-Month Agreement
- 6-Month Agreement

Sincerely,  
Jeannie Ingram

PLEASE SIGN, DATE, AND RETURN THIS FORM TO ME BY MAIL OR E-MAIL.