

Soumaya Williams Coaching LLC
Yourpostbreakup LLC
Trauma Recovery Coach Policies and Procedures

Effective Date: September 12, 2023

Thank you for taking the first steps towards your trauma recovery. I know this is a difficult time for you and together we will work towards a more joyful and positive outlook on life, relationships, and more importantly yourself. The first and most important thing to keep in mind as we begin this journey together is that you are not defective and not to blame. You are having a normal reaction/response to an abnormal event or situation.

The purpose of Trauma recovery coaching is to help you seek answers within yourself and to delve deeper into the events and trauma you have endured with the goal of establishing an equilibrium within your nervous system which will be experienced as more self-regulation, self-compassion, and self-care. My role as your trauma-informed coach is to provide you with a safe environment and help you plant your trauma recovery seeds with the goal of seeing you blossom into a more integrated and resilient version of yourself.

As we start this journey together, I want to lay out some of the expectations, roles, and responsibilities. During our coaching together:

- I will not diagnose, pathologize, or prescribe any form of medication or healing practice to you.
- I will only refer you to practitioners that I have vetted or who have been vetted by the IAOTRC ([International Association of Trauma Recovery Coaching](#)).
- I will request your permission to ask you very personal questions.
- I will sometimes ask you to elaborate on certain subjects that may be difficult or hard to talk about.
- I will not stop you from crying or from expressing anger so long as it is expressed in a nonviolent and nonabusive way towards yourself and/or others.
- I may suggest or invite you to visit certain natural settings in the area where you live as a way to aid your recovery process by spending time in nature.
- I may suggest you get massages or partake in some form of physical activity if we both establish that may be beneficial towards your recovery and well-being.
- Every 90 days, we will conduct an "Activities of Daily Living" questionnaire for assessment purposes.
- Zoom is not HIPPA compliant. I store client records securely and I'm the only person with access.
- Anything you say to me/my records/any paperwork provided by you, your doctors, is kept confidential. Confidentiality is only broken if I feel you are in danger of harming yourself

or another person, you report abuse to someone, or I receive a legal subpoena to release records.

- As a Certified Trauma Recovery Coach, I act as a Mandated Reporter, as outlined by the IAOTRC. This means that if I become aware of a minor, disabled, or elderly person currently being harmed, I am mandated to report the abuse to the appropriate governing agency.

What you can expect from me:

- To always be on time.
- To be present, centered, grounded, and self-regulated during each and every meeting.
- To meet you where you are in your recovery journey. I will not try to speed up your recovery process as this may be counter productive. It is important that I respect your pace.
- I will be knowledgeable about trauma-informed coaching and share any advances made within the trauma informed practices that may help your recovery process.
- I will always make sure that you are regulated before leaving our sessions.
- I will provide a safe and non judgmental space for you to work on your trauma recovery journey.

What is expected of you:

- Please arrive at your sessions on time, open, and willing to work on your recovery journey.
- Communicate when you feel triggered during an appointment.
- Put your cell phone on Do Not Disturb if using it for our session or silence it and put it away so we can fully focus on you.
- Sessions should take place in a distraction-free, private, and confidential setting on both ends. (No third parties present)
- Feel free to let me know if you need something from me in our work together.
- Remember our relationship is a safe space with no judgment from me.
- To disclose all other therapeutic work, you are doing.

Payment and refund policies:

Payment is due prior to each session. Funds are due prior to booking and confirming your appointment. Sessions will be held in Zoom or googlemeets. I will wait online for 10 minutes and if you don't turn up, or communicate, I will consider this a missed session. If you need to reschedule, you have up until 24

hours before your appointment to reschedule with no consequences. You must email: soumayawilliams@gmail.com no less than 24 hours before your scheduled appointment in order to reschedule and not be charged for a missed session. If less than 24 hours' notice is given, this is considered a no-show/cancellation and the payment will be applied to the missed session. Two missed sessions with no communication, or rescheduling twice in a row, will be grounds for terminating our agreement.

Refunds and Cancellations: You are free to cancel our coaching agreement or leave a session, retreat, or workshop at any time and for any reason; however, your investment will not be refunded. The reason for this is that there can be quitting zones in the process, and these are typically times when the transformation is just about to occur. At these times, it's in your best interest to stay the course, communicate your immediate needs and work through whatever is coming up for you in a way that feels good and right to you.

Support and Communication Outside of Sessions:

You are welcome to email me outside of session, up to once a day, if needed. I may not be able to respond to each email, yet I will read them and be up to speed before our next session.

Alcohol and Drugs:

Please don't show up to any session under the influence of drugs or alcohol. It's practically impossible to have a session worthy of our time when you're in an unnatural altered state. If you are struggling with substance use issues, I encourage you to bring that to session and let's work to get you the support you may need. If you repeatedly show up to sessions under the influence, and fail to acknowledge you're impaired when asked, this may result in ending our professional relationship and terminating any and all agreements.

Dispute Resolution and Liability Waiver:

In the event a disagreement arises from the terms of this agreement, both Coach and Client agree to arbitration, to occur via telephone. The parties agree to be bound by the decisions of the mutually selected arbitrator whose fees will be split equally between both parties. Client is responsible for managing their own physical, mental, and emotional well-being and implementing decisions and actions. The Client agrees the Coach is not and will not be liable for any actions or inaction, or for any direct or indirect result of services provided by the Coach. Client understands Coaching isn't therapy and does not substitute for therapy, when needed. Coaching does not prevent, cure, or treat any mental disorders or medical disease. The Client understands Coaching is not to be used as a substitute for professional advice by legal, mental, medical, or other qualified professionals and will seek independent professional guidance for such matters.

Conduct, Grievance and Complaint Procedure I am required to let you know that I am a Certified Trauma Recovery Coach credentialed by The International Association of Trauma Recovery Coaching. As a Certified Trauma Recovery Coach, I am bound to uphold the Association's Code of Ethics. If at any time you feel I have failed to abide by the Association's Code of Ethics or wronged, you in another way you are welcome to contact our Dr. Judith Belton, the Chairperson of the Professional Standards Committee at Grievance@iaotrc.com. The Committee Chairperson will send you a grievance form to complete and submit, as well as let you know the process that will take place after she receives your grievance. All reports and grievance actions are held confidential by the Professional Standards Committee.

IAOTRC's Escalation Protocol:

As a Coach, I have limitations in the work I do and there are some situations I don't have the expertise to help you with. If you are in a place that's considered a safety risk-you are suicidal, significantly self harming, in the midst of active addiction-The Association mandates that I help you find a competent practitioner to help you deal with the issue. We can still work together if the other professional is willing to work together and is addressing the safety issue at hand. This is called our Escalated Care Protocol. If at any time you disclose that you are engaging in self-destructive behavior (self-harming behavior requiring medical intervention, consumption of illegal drugs or drugs not prescribed for you, drinking alcohol to the point of inebriation and any other behavior that threatens your health and wellbeing) more than twice in one week or if you are having passive suicidal thinking, I am required to follow our Escalated Care Protocol, which includes:

The completion of Crisis Management Plan with you. We will review your escalated care, medical and psychological resources made available through your insurance, your family and community, your church and other support systems.

From there, together, we will create a plan for contacting those medical and psychological resources – describing who will call, when will they call, what do they need to ask for. A time will be set, no later than 48 hours from the time this protocol is triggered, when I will check in with you to see how you are and if you have obtained escalated care. You do not have to stop seeing me if you are working with a professional that is qualified to address what is causing the lack of safety, and they must consent to co-occurring treatment.

By placing my initials here, I am affirming that I understand and commit to abide by The International Association of Trauma Recovery Coaching's Escalated Care Protocol.

Initials: _____

Crisis Response Information:

If a crisis occurs outside of our session: If you are experiencing suicidal ideation, suicidal plans, extreme emotional distress, immediately call the National Suicide Prevention Lifeline at 1-800-273-8255; 1-888-628- 9454 (Spanish); and 1-800-799-4889 (TTY) (Hours: Available 24 hours. Languages: English, Spanish.) They can also be reached at <https://suicidepreventionlifeline.org/best-practices/>. Callers to 1-800-SUICIDE are now being routed through the National Suicide Prevention Lifeline's Network, the same network that responds to 800-273-TALK callers in crisis. If you live in the US and are in crisis, you can access RAINN'S Crisis Line by calling 1-(800)-656-4673 and they also have an online chat feature. Crisis Text Line: Text 741741 to speak to a compassionate, trained crisis counselor, a volunteer who has been trained to help with problem solving and will address the caller's situation. If a drug overdose is suspected, or if it's an emergency, immediately call 911. If you or someone close to you needs help for a substance use disorder, talk to your doctor or call SAMHSA's National Helpline at 1-800-662-HELP.

By placing my initials here, I am affirming that I understand and commit to abide by The International Association of Trauma Recovery Coaching's Crisis Response Protocol.

Initials: _____

We show our mutual acceptance, agreement and understanding of these policies and procedures by signing below:

Client's Name: _____ Coach's Name: _____

Client's Signature: _____ Coach's Signature: _____

Date: _____ Date: _____