



HART STRONG ENTERPRISE POLICY

Purpose:

This document contains important information about my professional services. In it, I formally explain the Hart Strong Policy of practice to ensure a mutual understanding and expectations of client-coach relationship and Trauma Recovery Coaching. Upon reading this document, please sign and return.

Trauma Recovery Services:

Trauma recovery coaching is not therapy. As your coach I will contribute to each session my knowledge, expertise, life experience and education in a fashion that is client led. This means as the client, you are empowered to discuss your goals and needs and as your coach I will help guide you through your healing journey at your own pace within your boundaries and safety needs.

Communication:

When scheduling an appointment and paying for service, you will receive access to a tool called Thryv. There you can access all documents we cover as part of intake. If you are purchasing a specific course of interest, the learning materials will also be shared along with any notes you may want to review after our session. Through this app, you will also have access to message me directly should you need to. I will respond to messages within 24-48 business hours.

Disclosures:

- As your trauma recovery coach, I am legally required to report any active abuse.
- Ethically, if I feel I am not equipped to provide you with the care and services that you deserve, we will discuss other options and resources that are right for you.
- All sessions will be held via Zoom. I will supply the link via Thryv and if for any reason I need to record I will request permission prior to starting. Zoom is not HIPPA compliant.
- As you attend sessions and begin to work through trauma, it is possible that you may identify areas in your life where you want to make changes or create boundaries for your mental health. This increases potential of changing existing or creating new relationships with others around you.
- Third party members aren't permitted as part of our session, as I'm not a certified group coach and my focus is on you as my client. If at anytime you wish to bring a partner with you, I can explain my role as your coach and informative information about trauma recovery and generalities, but I cannot provide any coaching practice.

Expectations:

What you can expect from me:



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- In every client-coach relationship, I hold a very high standard for trust and validation. Your feelings and every part of you are welcome, and you can trust that what is shared will never be treated with judgment, shame, or shared outside of our sessions.
- I will always be on time for each session and 100 percent focused on you and your desired goals.
- Education is an essential part of healing. I will always share education and offer up-to-date resources specific to your needs.

What I expect of my clients:

- Please come to each session with an open mind and ready to actively work on your healing and recovery.
- If something is triggering to you, please let me know. It is common and it is okay. We can work through it together.
- If you have any needs specific to your recovery, please share those needs with me.

Standard Procedures:

- Appointments will begin and end within the scheduled time. This rule applies even if clients appear late.
- Payments – all payments are made online through my website, in advance of the session. If you are not able to attend without notice, I cannot provide a refund. I will offer a free reschedule without charge once per client.
- If you need to cancel, I will provide a full refund with a 48-hour notice. If you are not able to attend without 48-hour notice, I cannot provide a refund. I will offer a free reschedule, if it comes up within that 48 hour window, without charge once per client.

Drugs and Alcohol:

No client is permitted to be under the influence of drugs or alcohol during active sessions. This doesn't apply to prescription medications. If use is suspected we will have to end our session. If you are a recovering addict and relapse I will still meet with you, but only if you are not under the influence.

Client Crisis Protocol:

A crisis can be defined as intrusive suicidal thoughts, self-harm, or becoming violent with others around you. If at any point you are having suicidal thoughts, the urge to harm yourself or others around you, you can email me at anytime at heather@hartstrong.net. I am not always available to respond immediately, in the event you need urgent care you can contact the suicide and crisis hotline by dialing 988. If you are in a life threatening situation please call 911 immediately.



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Escalated Care Protocol:

In the event you are having suicidal thoughts or ideation, active drug use, or demonstrate an immediate safety risk (intentionally engaging in unsafe behavior) I am required to follow our Escalated Care Protocol, which includes:

- Creating and executing crisis management plan
- Document and contact medical and psychological resources available through your insurance
- Discuss plans for community and support system outreach

Due to my limitations as a coach, should this protocol be initiated we can continue services, but only under the condition that you are receiving treatment for above listed conditions by a qualified professional.

Violations:

First offense violation will result in a verbal acknowledgement of the policy breach. A second offense will result in termination of client-coach relationship.

Mandatory Reporting:

As a Certified Trauma Recovery Coach I act as a mandatory reporter. If I suspect abuse or any case of active abuse is disclosed, I am required by law to report claims and any proof of abuse or neglect.

Client Reporting:

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 part of my certification 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 you can contact the association by sending an email to Grievance@iaotrc.com. All reports and grievance actions are held confidential by the Professional Standard's Committee.

I have fully read and agree to the Hart Strong Enterprise Policy and Procedures.