



HART STRONG ENTERPRISE POLICY

Purpose:

This document outlines the policies and procedures governing services provided by Hart Strong Enterprise and/or Aligned Within Coaching. It is designed to ensure clear expectations, promote mutual understanding, and define the scope of the client-coach relationship within Trauma Recovery Coaching. Please review this document carefully. Your signature indicates acknowledgment and agreement.

Trauma Recovery Coaching Services:

Trauma Recovery Coaching is not therapy. As your coach, I will draw upon my professional training, education, and lived experience to support your healing journey. Sessions are client-led, empowering you to explore your goals, needs, and growth areas at your own pace, within your personal boundaries and sense of safety.

Communication:

All clients will have access to direct communication with me via the Voxer app after booking and payment. Learning materials and post-session notes may also be provided through this platform. I will respond to messages within 24–48 business hours.

Important Disclosures:

- I am legally obligated to report any active abuse.
 - If I determine that your needs exceed my scope of practice, I will provide referrals to appropriate resources.
 - All sessions are conducted virtually via Zoom. Links will be sent through Thryv. If recording is necessary, your consent will be requested in advance. Please note Zoom is not HIPAA-compliant.
 - Healing may lead to personal shifts, including changes in relationships and boundaries.
 - Sessions are intended for individual coaching only. Third parties (e.g., partners) may not attend. Educational information may be shared with loved ones upon request, but I do not offer joint or couples coaching.
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Expectations:

As your coach, I commit to:

- ✓ Providing a safe, judgment-free environment where all parts of you are welcome.
- ✓ Maintaining confidentiality, with exceptions as required by law.
- ✓ Being punctual, present, and focused on your goals.
- ✓ Offering trauma-informed education and current resources tailored to your healing.

As my client, I ask that you:

- ✓ Attend sessions with an open mind and willingness to engage in your healing process.
- ✓ Communicate openly about triggers, boundaries, or specific needs.
- ✓ Notify me if you require accommodations to support your well-being.

Standard Procedures:

- Sessions will begin and end as scheduled. Late arrivals will not extend session time.
- Payment is required in advance via my website.
- Cancellations made with 48 hours' notice are eligible for a full refund.
- Cancellations within 48 hours are non-refundable; however, a one-time courtesy reschedule will be offered per client.
- No-shows without notice are non-refundable.

Drugs and Alcohol Policy:

Clients may not attend sessions under the influence of drugs or alcohol, excluding prescribed medications. If impairment is suspected, the session will end immediately. Clients in recovery are welcome to continue services, provided they are sober during sessions.



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Client Crisis Protocol:

If you experience suicidal thoughts, self-harm urges, or thoughts of harming others, please email me at heather@hartstrong.net. I will respond as promptly as possible; however, I am not an emergency service. For immediate support:

- Call the 988 Suicide & Crisis Lifeline
- Dial 911 for life-threatening emergencies
- The National Domestic Violence hotline phone number is: 800-799-7233 should you need help escaping a relationship safely.

Escalated Care Protocol:

If you disclose active suicidal ideation, relapse into substance use, or behaviors that pose a safety risk, I am required to:

- ✓ Collaborate with you on a crisis management plan
- ✓ Document concerns and connect you to appropriate medical or mental health resources
- ✓ Discuss activating support from your personal network

Continued coaching is contingent upon active engagement with qualified mental health or medical professionals.

Violations of Policy:

- First offense: Verbal acknowledgment and review of the policy
- Second offense: Termination of the client-coach relationship

Mandatory Reporting:

As a Certified Trauma Recovery Coach™, I am a **mandatory reporter**. If I suspect or am made aware of active abuse or neglect, I am legally required to report it to the appropriate authorities.

****This does not include past instances of abuse****



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Professional Standards & Grievance Procedure:

I am certified by the International Association of Trauma Recovery Coaching (IAOTRC) and bound by their Code of Ethics. If you believe I have breached these ethical standards, you may file a confidential report with IAOTRC by emailing: grievance@iaotrc.com.

Acknowledgment:

I have read, understand, and agree to the Hart Strong Enterprise Policies and Procedures.

Client Name: _____

Client Signature: _____

Date: _____