

WELCOME

PLEASE READ THE FOLLOWING

Please Sign and Date page 8

We will go over this Policy and Procedures in your first visit.

Thank You

Welcome to Rebuilding Courage, LLC, a Trauma Recovery Coaching Service
Notice to Clients (2021)

Policy and Procedures

Established in 2021, Rebuilding Courage is a private company providing trauma coaching services to adult individuals.

As a certified trauma recovery coach, and multi-trauma survivor, I am honored to help create new positive experiences while you walk on your path and your healing journey.

Coaching is a relationship-based process that involves working together in an atmosphere of mutual trust and respect. I offer professional, yet personal services with a strong belief in ethics and confidentiality. The decision to reach out for help is very courageous and difficult, and I recognize that it is people's strengths that brings them to pursue healthy healing pathways. I also recognize not everyone can benefit from individualized coaching.

There is no cookie cutter process or protocol to healing trauma, as trauma is individualized. As your recovery coach we will walk down a path together that is unique to you, and will allow you to flourish with new understandings and outlooks.

It is my commitment to you to create a safe, non-judgmental environment where we can explore your trauma freely, your victories, and your goals that will lead you to a healthy, fulfilled life that may have once felt unattainable.

Should you choose me as your Trauma Coach you will want to become familiar with my policies, process, and disclosures.

Process:

The trauma coaching services offered include an initial intake, along with assessments and evaluations throughout the coaching process. Information taken will include demographics, identification of the problem(s), and planned method of payment. The intake process also includes the review and signing of informed consent regarding coaching, and the collection and organizing of initial information through beginning appointments.

An understanding of the client's problem or situation will be developed through an initial assessment before coaching proceeds.

As your Trauma Coach I will support, encourage, and engage you in your recovery. We will explore and discover the life you love and want by discussing strategies and triumphs that you encounter while on your path.

We will take steps along your healing journey where you will realize there is nothing wrong or broken about you. I will offer a safe place for you to release the hurt, fear, and pain your trauma has caused you. I offer you a safe space to be exactly who you are, and where you are meant to be.

In our sessions we will focus on your life challenges. You know how to direct your life and what you need that is best for you. I am here to support, uplift, validate, and empower you to celebrate your strengths and victories, and give growth to meet those challenges. We will explore what happened, look for the wisdom and teachings that they offered, and create solutions to help overcome them to empower your next steps as you work through this journey.

We will explore creative solutions that you might not have thought of, then hone your ability to see and feel what is right for you.

We will bring back the lost essence that makes you, you. I will walk alongside you as you find the power, joy, self-choices, and self-love to break the hard-wired patterns from the trauma you have sustained.

I will stay beside you as you apply these tools to your relationships and will provide support as you make changes that are based on your needs.

Evaluations:

At times formal evaluations will be completed. These evaluations will be helpful in determining if your coaching is helpful and beneficial for you. We can always make changes to keep you safe and in a forward direction while you are going through your healing process.

Disclaimer:

Your safety is, and always will be, my top priority. Our coaching relationship will be built on safety and trust. I agree to be your guide and encourage you, to support you, and walk beside you as you strive to identify and achieve your personal goals.

I am a trauma recovery coach; therefore, I cannot diagnose medical or psychological conditions or disabilities as I am not trained to do so. I also do not have the necessary license(s) to prescribe medications.

If any issues come up during our time together that should require medical care or care from a licensed physician or therapist, it is my expectation that you will give those needs your attention by contacting the appropriate professional. I reserve the right to advise you to take those steps if you are considering or engaging in self-harm, experiencing emotional distress, or having suicidal thoughts.

Coaching may result in life-changing transformations. As you develop new understandings of yourself, your approach to relationships may change, including the relationships that you currently have. You will receive validation and support that will benefit your growth from me. When new boundaries are set and we learn to advocate for ourselves, not everyone will be in agreement and support those changes. People close to you, family, friends, and loved ones, may need to adjust to a “new you.” This is a process of your healing, and one that will give you great personal strength.

I will stay beside you as you apply these tools to your relationships and will provide support as you make changes that are best based on your needs.

Confidentiality:

Video/Zoom protocol:

There will be sessions where coaching will be performed online conducted through the Zoom or Microsoft Teams video platforms. I will not allow video recorded sessions unless you request it. This will need to be discussed and agreed upon by both myself and yourself before the beginning of the session.

The online video conferencing is NOT HIPPA compliant, therefore I cannot guarantee with complete certainty that shared information via Zoom or Microsoft Teams will be safe from data breach. While I will do everything in my power to safeguard your information with passwords, and session notes and personal information in locked files, I will not be held liable for any breach of client information through no fault of my own, no matter how unpredictable.

In the event the internet connection is unreliable and the Zoom or Microsoft Team session is frozen or becomes disconnected, we both agree (Coach and Client) to take every effort to immediately re-establish the session. In the event an internet connection cannot be obtained, I as the Coach, will reach you (Client) via telephone where it will be decided by both parties to continue the session or to reschedule at a later time and date. However, the first priority will be to try to re-establish the present session and add any lost time to the end of the session.

Consent is mutual and non-negotiable, and agrees that you as the Client, and any other parties present, will not record Zoom or Microsoft Teams sessions or in-person sessions unless agreed to beforehand by both parties. Violation of this rule makes any current and future sessions subject to termination.

The confidential space I provide for you cannot be guaranteed if you bring someone else into your sessions. As stated, my first and foremost concern and goal is your safety and wellness. In the video/Zoom/Microsoft Teams environment, if I perceive or feel there is someone included in the session without my knowledge or consent, or if there is someone joining you in the room during the call I will check to be sure you are comfortable, safe and regulated. Anyone else in the room is a distraction, so please refrain from including other individuals in our sessions. Should you insist another person join in the session we will need to discuss this and have consent from all parties, including myself, ahead of the session time. Privacy is a major part of the safety and trust we build together.

All client records, notes, and personal information will be stored under password protection or in locked file cabinets and never shared. However, if I am subpoenaed I will, by law, comply with any legal obligations expected of me and practitioners.

Things you can expect from me:

I will be on time and attentive for our appointments. During your session, I will be 100% engaged and focused on you during our time together.

I will be knowledgeable about trauma(s) and effects and will invite you to go as deep as you are willing to go in your recovery and healing, walking beside you while you are in

the process of your healing. My intention is to support you and your recovery with respect, honor, and integrity.

I am committed to ongoing learning and staying up to date on the latest research in the trauma field.

I will attend continuing education to expand my knowledge of the different types of trauma(s).

I am committed to the role of your peer and guide during our work together. While I understand trauma, you know yourself and your experience(s) better than anyone.

I will honor your ability to guide your recovery and will bring tools and strategies to support you in creating and reaching your goals. I will be committed to recognizing when my clients would benefit from assistance outside of my scope of expertise.

I will be taking notes during our sessions. I will listen and will be attuned to you and what you may be feeling as we work through our sessions together, and will help guide you through those feelings.

I agree, and am committed, not to disclose, reveal or make use of any confidential information, either written or oral, without the written consent granted by the client. I ensure anything you say to me, any notes I have taken, any paperwork provided by you, your physician, mental health professional, or other mental health provider(s), provided to me will be kept in the strictest confidentiality, so long as I don't fear for your safety or the safety of anyone in your care.

As a Certified Trauma Recovery Coach, if I am made aware of abuse or neglect which fall under guidelines for mandatory reporting, I will ALWAYS report any such abuse to the appropriate local authorities. Types of abuse include, but are not limited to, child abuse or neglect, and/or elder abuse or neglect. I act as a mandatory reporter, as outlined by The International Association of Trauma Recovery Coaching, and committed to report such actions.

Our coaching relationship is built on safety and trust. The only time the law requires me to break confidentiality is if I feel you are in danger of harming yourself, another person, or if I receive a legal subpoena to release your records. I will contact you immediately if a legal subpoena should happen so you may take the appropriate actions.

Escalation Protocol:

There are some matters that are not in my scope of coaching practices. If you are in a place of active, significant risk, self-harm behavior with suicidal ideation, drug or alcohol addiction, then we will need to put a plan in place with people who can support you best. We will still be able to work together, but I want to make sure you have all the support your need during your recovery journey.

Crisis Prevention:

At our first session, and throughout our time working together, we will explore crisis prevention. We will identify triggers, failures, stressors, etc. We will explore

identifying warning signs such as eating more or less, irritability, sleeping more or less, and any other awareness that you feel may be important to regulate you. We can develop together actions that may help reduce or avert crisis anxiety. I am here to validate whatever emotions and feelings you may be having and we can create a plan of taking a walk, listening to music, or calling a close friend, etc to help alleviate some of the stressors you may be feeling.

National Suicide Prevention Lifeline available 24 hours daily – 1-800-273-8255

<https://suicidepreventionlifeline.org>

Client Expectations:

Please arrive to your sessions on time and willing to engage in your recovery journey, and maintain 100% focused for the entirety of the session.

Tell me if you feel triggered at any time in a session. We will be working on your timeline at your pace. I encourage you to inform me what pace is most comfortable for you.

Please let me know what is working for you, and what is not working for you to best meet your recovery goals. Let me know if there is anything you need from me to meet those goals so a plan can be developed to continue meeting your goals and expectations.

Cell phone use – please have your phone muted during our sessions so we are able to support your full presence and growth so that there are no distractions during our time together. This is your time, and it is my goal to give you my full attention and focus while we are working together with the least amount of distractions.

Late Policy, Cancellations and Termination:

Your appointments will be booked through a provided website where you will receive email and text reminders. Cancellations are requested to be made at least 24 hours in advance via text messaging or phone call at 603-793-6741. I will be happy to reschedule your session at an agreeable date and time that is convenient for both of us. If a conflict of date and time interferes with our session, I will inform you with as much notice as possible.

If at any time you are unable to follow the policy(s) and/or circumstances which create an inability for the coaching relationship to work at its safest, healthiest, and best, I reserve the right to terminate our session(s) agreement and will try to provide you with an alternate trauma coaching professional.

Please note that it is at my discretion to end our coaching relationship without advance notice. If circumstances (breach of agreement/privacy issues) or personal safety risks occur that leave me to conclude you would be better suited to work with someone else, I will provide you with an alternate trauma coaching or wellness professional.

Please come to your session ready to be present without the influence of alcohol or drugs. If you are currently taking prescribed medications you may use them as

directed by your healthcare provider during our session(s) together, but any other self-prescribed altering substances could interfere with your recovery goals. In the event of drugs and/or alcohol influence is recognized during our sessions, we will reschedule the session as soon as we are safe and able to do so. If a session is rescheduled because of alcohol or drug intoxication, the session fee is non-refundable. Once a session begins, it counts and is not eligible for a refund.

Payments:

Sessions are 60 minutes in duration unless a prior arrangement for a revised time has been made. Payment is due ahead of the session and can be made through PayPal and Venmo. Failure to pay will result in a pause in sessions until payment is up to date.

Coaching packages may become available from time to time. I will inform you when these will be available with payment details and guiding information.

Ethics and Conduct Standards:

With this document I have done my best to keep my Policies and Procedures up to date and thorough for the sake of clear expectations and transparency for all parties. Terms, guidelines, and the wording of the Policies and Procedures are subject to change as the opportunity to do so allows.

You as the client understand that I am bound by the ethics and guidelines of the International Association of Trauma Recovery Coaching (aka IAOTRC) to review, however briefly, these Policies and Procedures in our first session together.

By law as a resident of the State of New Hampshire, I am a mandatory reporter. That means that I am required by state law (**RSA 161-F, 42-57 Adult Protection Law Persons 18 years old and over, and RSA 169-C, Child Protection Act Children under 18 years old**) to immediately notify law enforcement of any knowledgeable OR suspicion of child abuse or neglect and/or elder abuse or neglect. The law also protects the identity of all mandated reporters. New Hampshire law makes no distinction between professionals and non-professionals on the issue of reporting abuse.

This Policies and Procedures is required to have a printed and signed name, date signed, and received by me before our work together can begin. The date and signature indicate that you understand that I have made the best effort to protect and clarify the Policies and Procedures of this Trauma Recovery Coaching business.

A full description of standards adhered by Rhonda Castle, as a member of the International Association of Trauma Recovery Coaching (“IAOTRC”) may be found at: <https://certifiedtraumarecoverycoaching.com/iaotrc-standards>

Grievance 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 part of my certification, I am bound to uphold the Association’s Code of Ethics (<https://certifiedtraumarecoverycoaching.com/iaotrc-standards/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 Sarah Parish, TICC, CTRC-A (SarahParishCoaching@gmail.com) who is the Chairperson of the Association's Professional Standard's Committee. She can 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 Standard's Committee.

Date:

Client: Print Name

Signature