

Jessica Chasnoff, Psy.D.

Personal Coaching Services

3900 E. Timrod // Tucson, AZ 85711

**PERSONAL COACHING CLIENT SERVICES AGREEMENT**  
**effective January 1, 2013**

*I am pleased that you have selected me as your personal coach. This document is designed to ensure that you understand the nature of our professional relationship.*

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This document constitutes a contract between us. Please review it carefully. If while reading it, you have any questions, or require clarification before signing, please contact me via telephone at 520-221-5771 or via email at Jessica@DeepestPresence.com, so I may answer your questions.

The personal coaching services provided are offered in office, or via telephone/Skype. In our coaching sessions, we will agree together upon issues you wish to work, and goals you wish to set for yourself. While coaching generally offers clients many benefits, there are no guarantees in how you will experience it for yourself. It is important that you openly discuss any dissatisfaction or concerns so that we can make the necessary adjustments in meeting your goals.

The focus of personal coaching is creation and implementation of strategies to reach client-identified goals of enhanced performance and personal satisfaction. Personal coaching may address specific personal projects, life balance, job performance and satisfaction, or general conditions in the client's life, business, or profession. Coaching utilizes personal strategic planning, values of clarification, brainstorming, motivational counseling, and other counseling techniques. You are likely to be given "homework" assignments as part of our work together, and you will get out of our work as much as you are willing to put into it.

Personal coaching does not diagnose or treat mental health disorders. Coaching is not reimbursable through health insurance policies, as psychotherapy often is. Though I am a licensed psychologist as well as a personal coach, in our work together, should we determine that psychotherapy would be a wise choice for your continued growth, I will be referring you to another mental health professional for those services, as our relationship involves only personal coaching.

**APPOINTMENTS, HOURS AND LOCATION**

Individual sessions are approximately 50 minutes, and can be scheduled by contacting me at 520-221-5771, or via email at Jessica@DeepestPresence.com. The location of my office is 3900 E. Timrod, Tucson, AZ 85711. On my website, [www.DeepestPresence.com](http://www.DeepestPresence.com) is a Google map with directions.

**CANCELLATION POLICY**

In the event that you are unable to keep an appointment, you must notify me **24 hours in advance** (unless there is a reasonable emergency). If I do not receive such notice, **you will be responsible for paying the full fee that we have agreed upon for coaching sessions**. Forgetting or missing an appointment or call is not an emergency. If you need to cancel or reschedule our appointment you can call me at **520-221-5771**. Also, please remember to leave your phone numbers with every message so that I can get back to you even if I am not in the office, as I may not have your contact numbers with me.

## **URGENT ACCESS and TELEPHONE CALLS**

If there is an urgent need to be in touch with me between sessions, I can be reached by phone at **520-221-5771**. If contact of more than 15 minutes is necessary, you will be charged at my usual hourly rate. In very rare circumstances, I will conduct a crisis coaching session by telephone. If you would like me to give an example of when this might be appropriate, please ask me.

If you are unable to reach me when you feel the need for some urgent help, or if you are having a life threatening emergency, please call **911**, go to your local **Emergency Room**, or call the **24-hour Crisis Line for Arizona clients: (800) 796-6762 or Washington clients: (800) 584-3578**.

## **CONFIDENTIALITY**

I keep confidential client records for all coaching clients. In specific situations, I am required to disclose information without your consent or authorization to authorities. This includes, but is not limited to situations in which a client appears to be at risk to himself or others, if child abuse or neglect is suspected, or if I or your records are subpoenaed for a legal case. These situations are quite unusual in coaching situations, and if it does arise I will make every effort to discuss it with you prior to taking the protective action.

It is impossible to protect the confidentiality of information that is transmitted electronically. This is particularly true of e-mail and information stored on computers. As part of this new client packet, you have been given an E-Communications Disclosure form to read and sign, which outlines the potential limits of confidentiality through electronic communication.

## **FINANCIAL TERMS**

My full hourly fee for coaching services is \$160/session, though we may have agreed to a reduced fee prior to commencing our work together. Fees for coaching telephone/Skype sessions are to be made through PayPal prior to each session. Face to face sessions may either be paid through PayPal in advance or in person (via check, cash, MC/Visa) at the time of our session. A receipt for your records will be offered in either case.

I reserve the right to collect any unpaid balance and may use a collection agency or take legal action to secure payment, as authorized by state or federal law, and the collections action will become a part of your credit record.

**YOUR SIGNATURE BELOW INDICATES THAT YOU HAVE READ THIS AGREEMENT AND AGREE TO ITS TERMS. IT ALSO SERVES AS AN ACKNOWLEDGEMENT THAT YOU HAVE THE OPTION TO TERMINATE YOUR PERSONAL COACHING RELATIONSHIP WITH ME AT ANY TIME.**

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*By signing below, I attest that I have read, understood, and agreed to these policies, and have been offered my own copy of this disclosure.*

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Client's Signature

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Jessica Chasnoff's Signature

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Date

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Date