



Connected
Coaching

Client Information

Welcome to **Connected Coaching**. I am glad that you have chosen to seek support from this counselling/coaching service. The process of counselling/coaching can be new and challenging for some people, which is why I like to view the process as a relationship between the counsellor/coach and the client. This relationship focuses on a complete approach to the person, which connects the mental, emotional, physical, and spiritual needs of the person. The counsellor/coach-client relationship is also one that is foundationally one of trust, rights, and responsibilities.

Relationship

The counsellor/coach-client relationship is a professional relationship, which is based upon trust. Though trust is something that is built, it is important that in this professional relationship, trust and the issues of confidentiality remain central in the establishing of this new relationship.

This approach to counselling is based upon an initial assessment, working with you to establish goals concerning the presenting issue, and working with you to reach those goals.

The counsellor/coach-client relationship can end when you believe that you have reached and maintained your goals, and are no longer benefiting from the sessions; however, you do have the right to end counselling at any time and will be responsible for the services received. If you choose to end the counselling/coaching process, as your counsellor/coach, I reserve the right to help you through this termination process and discuss the possible outcomes.

Risks

Counselling/Coaching involves risks. Through the process of change, many factors pertaining to the presenting issue may bring up sensitive and emotional material. Although many people have experienced beneficial support through the counsellor-client relationship, there are no guarantees. The effectiveness of counselling/coaching is based on internal and external factors. Factors such as how long the issue has been a problem, social support systems, motivation, and the process of change.

Rights

The counsellor/coach-client relationship is a professional relationship, which is based upon rights. The rights that you have as a client include confidentiality, referral information, and informed consent. For matters concerning this area, please ask for your copy of ***Client Rights in Psychotherapy and Counselling***.

Confidentiality

The information shared in the counsellor/coach -client relationship is based upon your right to confidentiality. This means that under the normal circumstances of counselling, the information you share is withheld from all other sources. Where the issue of confidentiality is waived includes the following circumstances:

When there is reason to suspect the risk of harm to self or someone else.

When there is reason to suspect abuse (child, elderly person, or vulnerable adult), which includes mental, emotional, physical, or sexual. As a professional people helper, I have the **legal duty** to report incidences immediately.

When there is reason to suspect a possibility of a crime to be committed.

When there is a subpoena or a court order, or when there is a malpractice suit initiated by a client against the counsellor.



Referrals

As a client, you have the right to ask for a referral. The counsellor/coach may also initiate a referral if the competence level is outside of their current qualification. When the counsellor initiates a referral, the counsellor/coach is obligated not to abandon the client, but to assist the client until other arrangements are resolved.

Informed Consent

As a client, you have the right to be informed about the counselling/coaching process. Throughout the process of counselling/coaching there may be times when asked for your permission to request information or send information to a third party. Please feel free to ask me any questions that you have concerns about and I will do my best in assisting you.

Responsibilities

The counsellor/coach -client relationship is a professional relationship, which is based upon responsibility. Both the professional responsibilities of the counsellor and the responsibilities of the client work together in the counsellor/coach -client relationship.

Client Responsibilities

Commitment and Involvement

As a client, your commitment and involvement in the counsellor/coach -client relationship involves an agreement to work on the issues between sessions, and participation within the session. *Openness, honesty, and commitment to change* are important components of the counselling/coaching process. In couple and family counselling, secrets held between individuals are counterproductive and will not be conspired with. The exception to this rule would be information shared in individual counselling received before couple/family counselling was initiated or after it concluded or in situations where protection from harm is an issue.

Sessions and Appointments

The counselling/coaching session is a scheduled hour appointment, which generally is between 50-55 minutes. As a client, you are encouraged to attend all scheduled appointments on time. If you wish to cancel an appointment, please do so within a 24-hour period before your scheduled appointment, failing to do so assumes that you or a third party is financially responsible for that scheduled appointment. Occasionally it is understood that an emergency may arise such as a sudden illness or death in the family that may require cancellation with less than 24 hours notice. As for counselling that is *pro bono* (free) you have up to 6 sessions that are covered. From the 7th session on it requires payment.

Fees and Payment

Here at Connected Coaching we use a sliding scale of 8%.

The sliding scale principle works like this: Family weekly income multiplied by 8% is equal to the hourly rate. \$ _____ X 8% = \$ _____/hourly session.



Weekly Income	Multiplied by 8%	Hourly Fee
\$300	8%	\$25
\$400	8%	\$30
\$500	8%	\$40
\$600	8%	\$48
\$700	8%	\$55
\$800	8%	\$65
\$900	8%	\$70
\$1000	8%	\$80
\$1200+	8%	\$90

Fees must be paid on the third session and thereafter by cash or cheque and may be made out to *Brandon Melanson*. Bank charges for NSF cheques will be the responsibility of the client. As a client, you will be notified if I choose to pursue a collection agency or pursue legal measures for payments not rendered.

Counsellor Boundaries

The counsellor/coach -client relationship is a professional relationship. Contact and calls outside of this context is discouraged. The days and hours that I am available are Tuesday through Friday 9am-9pm, where I can be reached at 613-388-2518. After hours messages are handled via confidential voice messages. If you require emergency attention, please go to your local hospital emergency room. Or in the case of a crisis and you live in the Lennox and Addington County please call the 24/7 Crisis Service: 1.800.267.7877 or 613.354.7388.

Counsellor/Coach Responsibilities

Ethical Standards

As a student member for the American Association of Marriage and Family Therapists, I adhere to the ***Code of Ethics of the American Association of Marriage and Family Therapists***. If you felt in some way that there has been an ethical violation, please file a complaint with the Ethics Committee of the American Association for Marriage and Family Therapy. The first step is to verify if the counsellor/coach is a member of AAMFT. You can do this by calling our main number (703-838-9808) and asking the receptionist or by speaking with someone in the Ethics Department. You may also send an E-mail to Ethics@aamft.org.

Counsellor/Coach-Client Relationship

My role as a counsellor/coach is to assist you through the process of change as well as through the therapeutic plan. I will gather information during our sessions and we will construct together a plan that incorporates goals and methods to reach the established plan. As long as counselling/coaching is beneficial to the client, we will continue the process. My responsibility as counsellor/coach is to serve the client and not my own interests. I am also aware of the potential risks and will inform the client of any changes that may arise concerning procedures in my particular field.

Client Records

Clinical notes are the property of **Connected Coaching**. They will be secure and confidential for a period of ten years following our last session together. After which time, this material will be securely destroyed in a professional manner. As a client, you have the right to review your file. Upon this request, a photocopying Fee (\$0.10 per page) is charged.

