

Courtney Cohen, LCSW, LLC

Therapy and Coaching

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PRACTICE POLICIES & INFORMED CONSENT

Welcome to my practice! This document contains important information about my professional services and business policies and how they may affect you. Please read it carefully and make note of any questions you want to discuss with me. Once you sign this document, it will become a binding agreement between us and also provides your consent for us to begin coaching.

With enough knowledge, and without being forced, I enter myself into service with Courtney Cohen. I will keep Courtney fully up to date about any changes in my feelings, thoughts, and behaviors related to our work together. I expect us to work together on any difficulties that occur, and to work them out in my long-term best interest.

Our coaching relationship is strictly voluntary. At any time during our work together, you have the right to decide to terminate the relationship. Please discuss any feelings of wanting to terminate, so that we can process what may be lacking in the relationship, and so that I can assist you in finding the support that you are looking for.

CONFIDENTIALITY

Everything you say and share is strictly confidential. However, as a licensed mental health professional, there are some exceptions to the rule of confidentiality. I am required by law to report threats of harm to another or oneself, child or elder abuse, or animal abuse, by court order or per your signed release.

I may need to communicate to you by phone, email or other means. Please indicate your preference and inform me if you do not wish to be contacted at a particular time or place, or by a particular means. Please also indicate if a message may be left for you. If you have any questions or concerns about confidentiality, please discuss them immediately as they arise.

COACHING SERVICES

First appointments are consultations where we will discuss why you are seeking coaching and how we both envision our work together. We can, however, change the focus of our work any time based on your needs. If you have questions about how I work or how I will work with you, please let me know and I will be happy to discuss them whenever they arise.

At the end of our first appointment, we will either set up regular appointments for coaching, or refer you to the appropriate professional if we agree that coaching is not the right fit for your current needs.

Coaching can be a powerful intervention that has been shown to be very effective in multiple cases. It does, however, bring both benefits and risks. Benefits include having an impartial person available to support you in working towards creating a happier, more balanced life; feeling you have a place to go where you can express yourself and know you are respected and

safe; reduced overall distress; improved relationships; improved understanding of yourself; and enhanced problem-solving skills. Benefits of coaching occur more reliably with consistent attendance.

Risks include possible experiences of having uncomfortable feelings such as sadness, anger, guilt, frustration, loneliness and helplessness; and at times, increased turmoil as you work through difficult issues. These feelings may be magnified when we first begin working on a particular issue.

Coaching is a team effort where we both engage in working together towards deeper understanding of how to achieve your goals. Your honest feedback about what is working for you throughout our relationship and what doesn't feel quite right is encouraged and welcome at all times.

I would also like to note that coaching is not psychotherapy. Although the services are provided by a licensed clinical social worker, the services will not be clinical in nature. Please be aware of this distinction while we are working together.

The information and suggestions provided throughout the coaching relationship is offered for general information and educational purposes only. It is not offered as and does not constitute medical advice and should not be treated as such. In no way are any of the materials presented meant to be a substitute for medical, nutritional or professional care or attention by a qualified practitioner (MD, RD, Mental Health Professional for example), nor should they be construed or used as such.

You should not act or rely upon any of the resources or information available/provided without seeking the advice of a physician or other healthcare provider. You are responsible for consulting with your own health professional on any matters discussed through any correspondence between yourself and your coach.

SESSIONS

Most commonly I schedule one 60 minute session per week at a mutually agreed-upon time. If need be, we may decide to meet more or less frequently, or for a different amount of time. Please note that the 60 minute session is set aside for you and you alone.

FEES AND PAYMENT

The fee for coaching is \$150 per session. 6 week packages are also available if you are interested. Payment in full is made at the first session unless other arrangements have been agreed upon. Additional fees and payment agreements can be discussed as well.

CANCELLATION POLICY

You may be reluctant to attend your coaching sessions sometimes; this is a normal part of the process. If you feel ambivalent, I encourage you to come anyway, if only so you can tell me about your reluctance. Important, helpful work can be done when I understand how you are feeling about coming.

When you need to cancel an appointment, please provide me with 48 hours notice. Your session time is set aside for you alone, and it is unusual that I would be able to fill your time in

less than 48 hours. If we are able to reschedule for the same week, you will not be charged for the missed session.

If you do not cancel with 48 hours notice and we do not reschedule the session, you will be charged the full fee of \$150 for the missed session.

CONTACT

Telephone calls

You can call me at the following number: 267-918-1754, any time of the day or night. However, I am often not immediately available by phone. I do monitor my voicemail frequently and I will make every effort to return your call within 24 hours, with the exception of weekends and holidays. If your call is urgent, let me know that in your message and I will do my best to call you as soon as possible. If you cannot reach me and you feel that you cannot wait for me to return your call, please leave me a message and then call your physician or the local hospital and ask for the psychiatrist on call. In an emergency, please call 911 for immediate response.

Text Messages

Texts are not a confidential form of communication. However, in the event that logistical issues arise [cancellations, running late, or confirmation of appointment], please feel free to use my phone number to alert me to these changes. I check my text messages frequently throughout the day, and I will make every effort to return your text within 24 hours. If the matter is urgent, I ask that you not use text messaging to convey the message, but rather leave me a voicemail detailing your issue. I will use text message discriminately, which means that if I feel that texting is being used in an unhealthy manner we will discuss other ways to make contact during the time between sessions.

Emails

Emails are not a confidential form of communication. However, I do offer email support as an extension of coaching services. If email support is needed, this service will be discussed during our weekly session. I encourage you to use email as a support to our weekly sessions, not in lieu of our weekly sessions. I will use emails discriminately, which means that if I feel that emails are being used in an unhealthy manner we will discuss other ways to make contact during the time between sessions.

SOCIAL MEDIA

FACEBOOK AND INSTAGRAM PAGE I keep a Facebook and Instagram Page for my private practice. However, all of the information shared on this page is available on my website. You are welcome to view my Facebook Page and “like” it but please be mindful of how it may compromise your confidentiality. Yes, you can limit what will appear on your profile but Facebook is notorious for making changes & it can be complicated to figure out.

****FRIENDING ****As a general rule, I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the lines of our professional relationship.

****FOLLOWING ****I publish a blog on my website and I share psychology & other motivational posts on Twitter, Facebook & Instagram. Please know I have no expectation that you, as a client will want to follow my social media accounts. However, if you choose to do so & I've recognized you by your social media handle, we may briefly discuss it and its potential impact on our working relationship. Please know my primary concern is your privacy. My second concern is how it may blur lines in our professional relationship. Again, I trust that you will make the best decision for yourself & our work together. Just know I will not follow up back. This is one of my best practices as a therapist. If there are things from your online life that you wish to share with me, please bring them into our sessions where we can view and explore them together.

****INTERACTING ****Please do not use messaging on Social Networking sites such as Twitter, Facebook, or LinkedIn to contact me. These sites are not secure and I may not read these messages in a timely fashion. This includes Wall postings, @replies, or other means of engaging with me in public online. Engaging with me this way could compromise your confidentiality. It may also create the possibility that these exchanges become a part of your legal medical record and will need to be documented and archived in your notes.

****USE OF SEARCH ENGINES ****It is NOT a regular part of my practice to search for clients on Google or Facebook or other search engines. Extremely rare exceptions *may *be made during times of crisis. If I have a reason to suspect that you are in danger and you have not been in touch with me via our usual means (coming to appointments, phone, or email) there *might *be an instance in which using a search engine becomes necessary as part of ensuring your safety. If it were to occur, I will fully discuss it with you and notate it in your file.

ONLINE COACHING

By engaging in an online video coaching relationship, you agree to make your best effort to find a quiet, private place where you can conduct your sessions. It is your responsibility to ensure that family members, friends, roommate, etc are out of ear shot, in effort to keep your information confidential.

Please understand that online coaching is technical in nature and that there may be problems with internet connectivity, which is the fault of neither the client or the therapist. Internet availability may be limited or disrupted by things such as server maintenance, upgrades or other problems (software malfunctions, internet viruses, hardware malfunctions). These problems are beyond the control your coach, If something like this does occur, you agree to continue your session by phone if at all possible. If that is not possible, any scheduled appointment will be rescheduled at no additional cost to you.

DECLARATION

By clicking below, I declare that I am currently free of suicidal thoughts. I have provided my coach with a valid emergency contact and authorize her to contact this person to ensure my safety, should I experience a mental health crisis. I understand that if I suffer a mental health emergency, my coach will assist me in finding mental health treatment to address my needs. We will discuss if the coaching relationship will continue to supplement the support of this provider.

If I live within the state of New Jersey or Pennsylvania, I may choose to receive psychotherapeutic services from Courtney Cohen, LCSW and will discuss this with Courtney if a higher level of support is required.

ACKNOWLEDGEMENT

By clicking below, client acknowledges that he/she has reviewed and fully understands the terms and conditions of this Agreement. Client has discussed such terms and conditions with Courtney Cohen and has had any questions with regard to its terms and conditions answered to Client's satisfaction. Client agrees to abide by the terms and conditions of this Agreement and consents to participate in Coaching with Courtney. Moreover, Client agrees to hold Courtney Cohen free and harmless from any claims, demands, or suits for damages from any injury or complications whatsoever. Client acknowledge that it is his/her choice to participate in coaching. Client acknowledges that the outcome of Coaching depends upon his/her personal investment in the process. Client has familiarized herself with the fees and charges for services provided by Courtney Cohen, understands and agrees that the coaching services rendered will be charged to client directly and not to any third-party payer. Client acknowledges responsibility for payment of these services.

Agreed upon fee for service: \$150 per session.

Client
signature _____