



Coaching Agreement

This document constitutes a contract ("Coaching Agreement") between Frankie Doiron (herein referred to as "Coach") and the undersigned, (herein referred to as "Client"). The Client agrees to read the Coaching Agreement and raise any questions and concerns with the Coach before submitting it.

Services:

Coaching services will vary depending on the Client's needs and desired level of support. Coaching may consist of individual, couple or group tele-coaching sessions. The cost and duration of the coaching services vary. The Client decides on the service package that best meets their needs.

Success requires the Client's commitment to taking responsibility for the process and the outcomes that result from it. Client is required to be open and honest about his or her issues and needs, keep agreements and stay committed to the goals identified by the Client. The Coach's role is to employ her expertise as a mentor, taskmaster, motivator and sounding board, which will help the Client get back on track, stay focused, and be accountable for his or her progress.

Nature of Relationship:

The Client understands that the coaching relationship is not psychotherapy, psychological counselling, or any type of therapy; nor is it a substitute for these services. In the event the Client feels the need for professional counselling or therapy, it is the responsibility of the Client to seek a licensed professional who can provide these services. If the Coach believes that such services will be valuable to the Client, the Coach will recommend them.

Confidentiality:

The Coach protects the confidentiality of the communications with her Client. The Coach will not voluntarily divulge that she is in a coaching relationship with the Client without the Client's written permission, unless required to do so by a court order. There are some situations in which the Coach is legally obligated to breach the Client's confidentiality in order to protect others from harm, including; (1) if the Coach has information that indicates a child or elderly or disabled person is being abused; the Coach must report this information to the appropriate agency and (2) if a Client is an imminent risk to him/herself or makes threats of imminent violence against another person; the Coach is required to take protective actions. These situations rarely occur in coaching practices, but if such a situation does occur; the Coach will make every effort to discuss with the Client before taking any action.

Many sessions are conducted in teleconference groups. The Client agrees to maintain the confidentiality of all information communicated to him or her by other coaching clients and by the Coach. The Coach also understands that progress is often enhanced when clients discuss their coaching relationship with trusted colleagues and friends. Clients may have these discussions, but are expected not to share any information that would allow others in the group to be identified.

Both Coach and Client understand that it is impossible to protect the confidentiality of information, which is transmitted electronically or by cell phone. This is particularly true of E-mail and information stored on computers connected to the internet (unless you use encryption and other forms of security protection).

Feedback:

If, at any time, the Client feels that his or her needs are not being met or is not getting what they want out of the coaching, Client will advise the Coach so that we can discuss the Client's needs and adjust the coaching program, as needed. We will continue to work on the goals that the Client defines until the Client wishes to cease the arrangement. Cancellation of services may require a recalculation of fees paid to date based on the services package that the Client purchased.

Mutual Nondisclosure:

The Coach and Client mutually recognize that they may discuss future plans, business affairs, customer lists, financial information, job information, goals, personal information, and other private information. The Coach will not voluntarily communicate the Client's information to a third party. In order to honour and protect the Coach's intellectual property, the Client likewise agrees not to disclose or communicate information about the Coach's practice, materials, or methods to any third parties. The Client also agrees NOT to provide any tele-class bridge numbers to anyone not enrolled in the Coach's courses or programs. The Client also agrees not to disclose any passwords for access to course materials to anyone not enrolled in the Coach's courses or programs.

Session Time:

Coaching is scheduled at the mutual convenience of the Coach and the Client. The day and time for the next call will be scheduled at the close of each coaching session.

Call Procedure:

The Client will call the Coach at the prearranged time and telephone number as scheduled, and pays the telephone charges for the call. For group coaching calls and classes, the Coach will pay for the teleconference line; and the Client will pay for their call into the conference line. The Coach uses a US based Bridge service for all group tele-calls and encourages Clients to source a discounted long distance service when accessing the tele-classes.

Cancellations:

Cancellations of coaching sessions must be made 24 hours in advance. There will be no refund or credit for cancellations made less than 24 hours prior to a scheduled session. The Coach will make all reasonable efforts to reschedule sessions that are cancelled in a timely manner.

Payment Procedure:

The Coach is paid in advance of each individual or series of coaching calls. The first coaching session will begin after this Agreement is signed and faxed/mailed or electronically sent to the Coach, and the first payment is received by credit/debit card (Visa, MC, Amex), PayPal or personal cheque. Services must be paid in advance, or they cannot be provided. Any changes to this procedure must be mutually agreed upon in writing.

Termination: Either party may end the coaching relationship by providing the other party with a one week written notice, which may be transmitted by email or fax. Termination of program courses must follow the guidelines established for that program. This information was provided at the time of registration.

Dispute Resolution

Any controversy or claim arising out of or relating to this Agreement, or the breach of this Agreement, shall be settled by arbitration, by an arbitrator who resides in Ontario, which will occur via telephone, by an arbitrator that both parties mutually agree upon. The costs of the arbitration shall be shared equally between the parties.

Please refer to the following schedule of [Fees and Enrolment](#).

I, the undersigned Agree to the terms and conditions as specified in this Agreement, dated at _____(City of residence), on _____(Date):

Type Client Name

Fax Executed Agreement to: (905) 453-7451

Client Signature