



New Bucket Coaching – Client Informed Consent Form

Roles

The following is a list of roles based on the *International Coaching Federation code of ethics*.

- **Coach** – the individual who coaches the client.
- **Client** - the individual or team/group being coached.
- **Sponsor** - the entity or person(s) (including its representatives) paying for and/or arranging or defining the coaching services to be provided. For minors under the age of 18 this could be a parent or legal guardian.
- **Stakeholders** - all parties invested in the outcome of the coaching in some way.

Services Provided

The service to be provided is professional coaching; which is solely focused in the client generating their own solutions and making their own choices. Professional coaching is not therapy, mentoring, consulting nor counseling and may address specific personal projects, business successes or general conditions in the client's life or profession. Coaching is a designed alliance that helps bring out the best in the client and helps the client create the life they want to live.

Throughout the working relationship the coach will engage in direct and personal conversations. The client can count on the coach to be honest and straightforward in asking questions and making requests. The client understands that the power of the coaching relationship can only be granted by the client. If the client believes that coaching is not working as desired, the client will immediately communicate that to the coach, and both will take action to remedy the situation.

As a professionally educated IPEC (Institute for Professional Excellence in Coaching) Core Energy Coach, your coach is trained to coach anyone. The focus is on the person, not the problem. The methodology recognizes that many of our choices and blocks we put up for ourselves come from within. Coaching around those blocks, examining and challenging your thoughts, feelings and intuitions generates client-based solutions. What uniquely qualifies professional coaching is the understanding that you (client) are the expert in your own life.

New Bucket Coaching is a Canadian based business that operates where Canadian law has primacy.

Code of Ethics

All professional coaching services will follow and abide by the ICF (International Coaching Federation) code of ethics in all of its practices.

Confidentiality & Privacy

Client confidentiality for all of our communications and coaching sessions with our clients is of paramount importance to New Bucket Coaching.

New Bucket Coaching keeps confidential records of meeting times, payments, session notes, and written/verbal communications as required. These records must be retained for a minimum period of time required by Ontario and Canadian law following the date of last contact and are stored on a security encrypted server. Any paper files are kept within a locked filing cabinet. You have the right to request access to your file.



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Although New Bucket Coaching will take all reasonable steps required by Canadian law to keep your information secure, New Bucket Coaching is not liable for a breach of data protection legislation if caused by the action or inaction of the third party. New Bucket Coaching encourages the client to only use email as a means for scheduling and not for the sharing of private information.

In order to maintain your confidentiality, your professional coach will not initiate contact in any public setting. Rather, you can initiate contact outside of professional coaching based on your level of comfort.

As a professional coach there are times when the coach may engage in supervision and peer consultation and will not share any identifying client details with colleagues.

Exceptions

All client information will be kept confidential, except under the following circumstances:

- if you indicate that you are planning to do serious harm to yourself or another person;
- if you indicate that you are planning to end your own life or the life of another;
- if New Bucket Coaching client records are subpoenaed by a court of law;
- if it is required to provide your name and contact information to a regulatory body such as the Health Unit for the purposes of contact tracing (i.e., related to Covid-19);
- Should you wish New Bucket Coaching to disclose your information to a third party, a signed client consent form completed prior to the release of this information will be required.

New Bucket Coaching does not take responsibility for any breach of privacy laws caused by the client's inaction to take appropriate security measures.

Recordings of online professional coaching sessions must be agreed upon by both the professional coach and the client.

Sponsors

A sponsor of a client could be an employer, parent/legal guardian of a minor under the age of 18 or anyone who offers to pay for the services of New Bucket Coaching for a client. Confidentiality of a client who meets this criteria will be maintained in accordance with the Confidentiality and Privacy section of this Client Informed Consent Form. Any information shared by the client of a sponsor during coaching sessions will NOT be shared with the sponsor without prior consent of the client or one of the aforementioned exceptions under the Confidentiality and Privacy section is met.

Technology

Unplanned disruptions to online video coaching sessions, due to equipment or internet issues, will be substituted by telephone communication until the connection can be restored, and, if necessary, rescheduled.

Discovery Session

This is a free discovery coaching session up to 1-hour. During the session the professional coach will answer any questions you have about what professional coaching and how it can best be of service to you. Some actual coaching will be demonstrated so that the client can experience it first-hand.



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When you decide to formally continue with professional coaching, the client and professional coach will sign this client informed consent form and book the chosen schedule of professional coaching sessions.

Coaching

Coaching will commence based upon your chosen package and format of coaching sessions. Specific information is listed on the website of newbucketcoaching.ca and is subject to change as needed.

Payments

- All fees to be paid in full in advance or on the day of the chosen coaching package.
- Payment can be made by debit or credit card.

Cancelations/Refund Policy

Any cancelations for a pre-scheduled appointment must be made at least 24 hours in advance of the scheduled appointment time to be rescheduled free of charge. Except for emergency situations, as agreed upon by New Bucket Coaching, cancelling within 24 hours will be billed at the regular session rate.

Should a client choose to cancel 1 or more of the pre-paid sessions prior to 24 hours of the next scheduled session they can receive a pro-rated refund for the remaining sessions. Clients can also suspend sessions for an account credit or gift sessions to other clients if desired.

Communication

Professional coaching sessions can be conducted in-person at the business location of New Bucket Coaching, virtually using secure video conferencing software or over the phone. Options for in-person coaching at other locations can be discussed with your coach (extra fees for travel time, etc. may be required).

New Bucket Coaching will make all best efforts to respond to any communications such as emails or phone calls from the client to the professional coach within 24hrs. Unscheduled phone conversations from the client will be taken at the professional coaches discretion and availability for a maximum time of 10 minutes. Multiple 10-minute phone conversations between sessions may be billed at a 1-hour session rate. Any additional time required may be scheduled as a paid professional coaching session.

Crisis Services

Please note that we are **NOT** able to offer crisis services. For immediate assistance please attend your local hospital Emergency Department, call 911 or your local crisis line. For Kingston, Ontario residents, these are your crisis options:

- 911
- Kingston General Hospital – Emergency Department- 613-548-2333; 76 Stuart Street, Kingston, ON



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- Addiction and Mental Health Services Kingston, Frontenac, Lennox and Addington (AMHS-KFLA)-
24-hour crisis line: 613-544-4229 (Kingston/Frontenac); 24-hour crisis line: 613-354-7288
(Lennox/Addington)
- 24-hour Kids Help Phone: 1-800-668-6868

Agreement to the Provision of Services

The signatures below indicates that both the client and the sponsor(where applicable) have read and understood the contents of this form, that they have had the opportunity to ask questions and these questions have been answered by New Bucket Coaching to your satisfaction, and that you freely agree to participate in professional coaching with New Bucket Coaching in accordance with the Client Informed Consent Form.

Client Signature:

Client name: _____ Date: _____

Client signature: _____

Client Contact Details

Emergency Contact Name:	
Emergency Contact #:	
Relationship to client:	
Address:	
Phone:	

Sponsor Signature: (where applicable)

Sponsor name: _____ Date: _____

Sponsor signature: _____

Coaches Signature:

Coaches name: _____ Date: _____

Coaches signature: _____