

This policy outlines how we communicate between coaching sessions.

It is meant to keep our work focused, sustainable, and effective. Please read it carefully and reach out if anything is unclear before signing.

You can submit this form electronically (by typing your signature) or print it and sign by hand. Both methods have the same legal effect.

## Purpose of Between-Session Communication

Brief communication between sessions is welcome for the following purposes:

- Quick clarifying questions about a strategy we discussed.
- Logistical needs such as scheduling, rescheduling, or cancellations.
- Short check-ins related to a specific action item.

Between-session messaging is not for ongoing coaching, full problem-solving, or topics that require a session to discuss meaningfully.

## Communication Methods

Approved channels for non-urgent communication:

- Email is preferred for written follow-up, scheduling, and resource sharing.
- Text is acceptable for short, time-sensitive scheduling questions only.

Please do not use social media, voicemail, or unmonitored channels for coaching matters.

## Response Times

Business hours are Monday through Friday, 9:00 AM to 5:00 PM (excluding holidays).

I aim to respond to messages within 24 to 48 business hours.

Messages sent in the evenings, on weekends, or on holidays will be returned during the next business day window.

Immediate or same-day responses are not guaranteed at any time.

## When Between-Session Communication Is Not Appropriate

Please save the following for our scheduled sessions:

- Urgent or pressing concerns that need real-time support.
- Crisis situations or safety concerns.
- Long, multi-part questions, or back-and-forth coaching conversations.
- Topics that involve clinical or mental health needs.

If you find yourself wanting to write a long message, that is usually a sign the topic deserves a session.

## Emergencies and Crisis Care

I am not available for emergencies or crisis situations. Please do not wait to hear from me if you or your child are in crisis.

- Call 911 or go to the nearest emergency room.
- Call or text 988 to reach the Suicide and Crisis Lifeline.

- Contact your county's mobile crisis team or your established mental health provider.

This policy is non-negotiable. If a message indicates a safety concern, I will direct you to emergency resources rather than continue the conversation by text or email.

## Frequency and Reasonable Use

A few short messages per week between sessions is reasonable. Multiple messages per day, lengthy threads, or daily check-ins are not part of the coaching scope and may be redirected to a session.

If you are noticing a need for more frequent contact than this policy allows, that is useful information. Let's discuss it together so we can decide on the right level of support.

## Coaching Versus Therapy

Communication between coaching sessions does not constitute therapy. I am not providing diagnosis, treatment, or clinical care through email or text.

If clinical concerns come up that fall outside the scope of coaching, I will recommend therapy or a referral. Therapy is a separate service with separate intake, consent, and documentation.

## Respectful and Professional Use

Communication should remain respectful and on-topic. If a message is not appropriate for our coaching relationship, I may decline to respond and bring the topic to our next session.

## My Right to Set Limits

To keep our work sustainable, I may:

- Delay a response when needed.
- Redirect a question to our next scheduled session.
- Adjust or add to this policy if patterns of use require it.

Any change to this policy will be communicated to you in writing.

## Sign and Submit

*Sign this form by typing your name, your email, your relationship to the client, today's date, and checking the agreement box below. Under the federal E-SIGN Act and Minnesota's Uniform Electronic Transactions Act (UETA), your typed name has the same legal effect as a handwritten signature when provided with the intent to sign. To sign on paper instead, print this form and complete the same fields by hand.*

Your full name (typed signature)

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Your email

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Relationship to client

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Date

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I am providing my electronic signature on this form. By checking this box and clicking Submit, I agree my typed name above has the same legal effect as a handwritten signature, I intend to be bound by the terms of this document, and I have had the opportunity to print this document for my records.