



Life Enhancement Strategies (LES) policies and procedures:

Online Appointments, Technology, and Crisis Plan

The benefits of online Individualized Strategic Life Coaching (ISLC) include convenience and accessibility. Flexible scheduling accommodates clients' busy lives and allows for appointments before work, after work, or during breaks. In addition, it allows for greater accessibility to services for clients with limited mobility or with lack of transportation.

With all technology, there are also limitations. Technology may occasionally fail before or during our ISLC session. These problems may be related to internet connectivity, difficulties with hardware, software, equipment, and/or services supplied by a 3rd party. Any problems with internet availability or connectivity are outside the control of the coach, so LES can make no guarantee that services will be available or work as expected. If something occurs to prevent or disrupt any scheduled appointment due to technical complications and the session cannot be completed, the coach will contact you to reschedule your session.

If, for any reason, we are unable to connect and you are in an immediate crisis or a potentially life-threatening situation, get immediate emergency assistance by calling 911 or 988.

Privacy and Confidentiality

I AGREE TO TAKE FULL RESPONSIBILITY FOR THE SECURITY OF ANY COMMUNICATIONS ON MY OWN COMPUTER AND IN MY OWN PHYSICAL LOCATION.

I understand I am solely responsible for maintaining the strict confidentiality of the link provided, and I will not allow another person to access the services. I also understand that I am responsible for using this technology in a secure and private location so that others cannot hear my conversation. I understand that there will be no recording of any of the online sessions and that all information disclosed within sessions and the written records pertaining to those sessions are confidential. The information may not be revealed to anyone without my written permission, except where disclosure is required by law.

I understand that I am not allowed to do any recording, screenshots, etc. of any kind, of any session, and doing so is grounds for termination of the client-practitioner relationship.

Fee Structure and Attendance

Individual sessions typically run between 15-55 minutes long. Our fees vary depending upon the length of your scheduled session (all fees are posted on the website). If you cannot keep an appointment, please let LES know at least 24 hours in advance. Without this advance notice, you will be responsible for a NO SHOW fee (50% of your scheduled session fee). Sessions cancelled at least 24 hours ahead of time can be rescheduled for no charge. Please contact LES by email to reschedule.

Having a clear head is essential in maximizing your participation in LET and/or ISLC. Consuming alcohol or using other chemicals immediately prior to your appointment is not allowed. Being impaired for a session may result in termination of service. In addition, your consistency with attendance is crucial to reaching your goals. Two consecutive missed LET or ISLC appointments without first reaching out to LES or attempting to reschedule may result in immediate termination and the cancellation of future appointments.

If ISLC sessions have been terminated because of inattendance but you wish to continue, the decision to reopen your coaching sessions will be at the discretion of LES. If it is reopened, you may be placed on a waiting list. This is standard practice with most agencies and private practice offices. If you have questions, please contact LES to discuss.