



POLICIES & PROCEDURES

Welcome!

I am thrilled to embark on this transformative journey with you. As your Certified Life Coach, I am committed to supporting you as you weave your unique T.A.P.E.S.T.R.Y. of personal and professional growth. Together, we will explore values, thought patterns, and strategies for sustainable change, within an equity-centered framework that honors your unique path.

Before we begin, I invite you to familiarize yourself with my approach and policies.

Please be aware of the following:

- My coaching practice does not address acute psychological disorders or addiction issues. If you're dealing with such challenges, I will assist you in finding a specialist suited to your needs.
- While I utilize secure platforms for our sessions, absolute security for digital communication cannot be guaranteed due to the nature of the internet.
- Confidentiality is paramount in our sessions. It will only be broken if there is a threat of harm to yourself or others, in cases of abuse that require mandatory reporting, or under legal compulsion.
- Payments are to be completed within 24 hours of our session. Failure to do so may interrupt our coaching schedule.
- Cancellations need to be made at least 24 hours in advance. Otherwise, the session fee will be charged.
- If a session begins more than 5 minutes late without prior notice, it will be considered missed and charged accordingly. Punctuality ensures full benefit from your session.
- In a crisis, please contact emergency services or helplines such as the National Suicide Hotline at 9-8-8.
- The best way to reach me outside of sessions is through my professional email, which you can use for scheduling or non-emergency communication.
- If you wish to include a third party in a session, please discuss it with me first.
- Please be sober and present for our sessions to ensure the most productive environment.
- Keep cell phone distractions to a minimum, unless it is your means of connection for our session.

A2Z COACHING

500 Westover Drive #13665 ~ Sanford, NC 27330
Voicemail: 336.497.1447 ~ Email: laura@a2z-coach.com

Grievance Procedure

As a Certified Life Coach, I am dedicated to upholding the highest standards of my profession. If you have concerns about my coaching practice or ethics, I encourage you to discuss them with me directly. Should you need to take further action, I will provide you with the appropriate contact information for the professional standards committee of my certifying institution.

Please acknowledge your understanding of these policies and procedures by signing and returning this document before our first session. (Sign below)

Sincerely,



Laura L. Zielke
A2Z Coaching

Equity-Centered Practice Commitment

As an advocate for equity and justice, I recognize the importance of continuous learning and action to promote inclusivity. My commitment is to provide a respectful and supportive coaching environment for all clients, and to actively work against systemic and structural inequalities.



Acknowledgment of Policies and Procedures

I, _____ (Client's Full Name), acknowledge that I have read, understood, and agree to adhere to the Policies and Procedures as outlined by Laura L. Zielke at A2Z Coaching. I understand that these policies are in place to ensure a productive and professional coaching relationship. I am aware of the commitments regarding session attendance, payment, cancellation, confidentiality, communication, and the equity-centered practice commitment made by Laura Zielke. I agree to engage in the coaching process under these terms, and I am committed to participating fully and responsibly in the journey we undertake together.

By signing below, I consent to these terms and agree to be bound by them throughout my coaching engagement with A2Z Coaching.

Client's Signature: _____ Date: _____



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