 Hilton Coaching & Consulting

 Where YOU Matter

 Lisa@hiltoncoachingconsulting.com

**POLICIES AND PROCEDURES**

**How I Work:**

I believe that you have within you the knowledge you need about how to move forward from your trauma and build the life you love to live. I will help you to find that information inside of you. I won’t tell you what to do or how to proceed on your journey because I believe you will know how to move forward with the right support. Also, what might have been right for me might not be right for you. And I don’t want to lead you astray in any way. Rather, I want to empower you to follow your true path.

I connect with client in the here and now as a peer mentor, working through current life challenges with a trauma-trained lens. I establish and maintain a safe space for self discovery, self-healing and self-reconnection through education, compassion, and validation, thus supporting client to feel seen, heard, validated, and empowered. Sometimes I utilize visualization techniques that are similar to Inner Child or IFS inner parts work. (Internal Family Systems)

Your healing journey is important to me, and I want to create a space where you feel completely seen and heard without any pressure to move faster than you’re ready. I would love to know how any session impacted you and what you might need moving forward so that our sessions feel safe and attuned to where you are. I am committed to ongoing development of my professional skills. I do not diagnose, nor do I prescribe or give advice on medications – these are outside my professional scope.

I recognize the diversity in backgrounds and trauma histories of clients. I maintain cultural humility and will adapt my approach accordingly. I refrain from any form of discrimination or harassment.

I work with survivors of childhood trauma: physical, sexual, emotional abuse and neglect, and developmental trauma. I also support those who’ve been abused by siblings or experienced religious and or spiritual trauma.

**Coach’s Responsibilities:**

To establish an environment that is safe physically and psychologically and hold that space in a kind and non-judgemental manner.

You can expect me to be on time and give you 100% of my focus and support and work so that you can feel confident in your healing journey and that you’re on the right path. I do take written notes.

You can expect me to be your peer mentor and guide through our time together. You know yourself best. I will honor that you can guide your recovery.

**Client’s Responsibilities:**

Please arrive on time, willing to work on your recovery journey with your focus on our work for the entire session*. Have in mind what your intent or goal is for your session – what do you wish to accomplish.* Coaching is a proactive to trauma recovery.

If, at any time, you feel triggered during a session please inform me.

Please let me know if there is something you need from me while working together that will help you meet your recovery goals.

Please come sober. Presenting while under the influence will result in a rescheduling this appt. and you will be charged for the missed session.

**Safety Protocol**

If during any session a client’s safety becomes a concern, the following will be implemented:

1. Review Client’s Safety Plan
2. Safety Risk Assessment taken
3. Review Client’s Crisis Management Plan
4. Implement Escalation response If/when applicable

Cell phone usage – please mute or turn phone off during entire session.

Communication outside of our sessions –Client may text (250.218.9364) or leave a message – please note that my response will not be immediate. Therefore, please connect with your alternate support[s] for extra support, look for in-person groups or ones you can join on social media platforms or other online support groups. If in crisis, please call 988 if you are in Canada or the USA.

**Payment and Booking Sessions**

The cost of individual sessions and the booking links are found on my website [here](https://hiltoncoachingconsulting.com/services/) or (hiltoncoachingconsulting.com/services)

Payments for sessions are processed through my website.

**Cancellation/Rescheduling. Please do so at least 48 hours before appointment. If not, you, the client will be charged for the missed session. If an emergency has arisen, please email me directly and explain.**

**Policy Violation Protocol:**

1st violation – verbal warning

2nd violation – written warning

3rd violation – written warning reminding if there is another violation the coaching will be terminated

4th violation – written letter of termination of coaching

**As a Practitioner certified by the Global Trauma Institute, I attest to:**

1. Being committed to creating a safe, supportive, and empowering environment for all participants
2. Prioritizing the physical, emotional, and psychological safety of my clients, thereby creating a trusting environment where they feel comfortable sharing their experiences
3. Encouraging participants autonomy, fostering self-awareness and personal growth through collaborate decision-making
4. Be trustworthy through transparency by maintaining clear and consistent communication, ensuring confidentiality and ethical integrity in all interactions
5. Respectfully acknowledge the diverse backgrounds, identities, and experiences of my participants, approaching each session with cultural humility.
6. Provide choice and collaboration by honouring each client’s autonomy in the coaching process and working collaboratively to meet their goals.

**CONFIDENTIALITY**

As your Trauma Care Professional , I respect and am subject to Canada’s FOIPPA’s laws. Therefore, I will not share the work of any client, client records or any client information to anyone without written consent from client or a court ordered subpoena.

As required by law (mandatory reporter) I will report current and/or ongoing abuse to minors, the disabled and or elderly to the MCFD or the RCMP.

Please be aware that coaching sessions conducted via online video [Zoom, WhatsApp, Google/G-mail, FB Messenger, FaceTime, etc] your complete privacy cannot be 100% guaranteed.

All physical client files will be kept under lock and key for one (1) year after last session. After which, they will be shredded.

**Advocacy Work**

I work with the survivor and will confer with client and offer whatever support they may need if going forward with legal proceedings, speaking to an agency, organization, or with family. I wish to reaffirm their voice and choice and will provide information to them and/or for them, offer my presence and support as long as needed, will educate others on what happened to them upon their request. It is important that any trauma survivor knows and feels they are not alone.

**Grievances:**

I am required to let you know that I am a Certified Trauma Care Professional credentialed by Global Trauma Institute (GTI). As certified Iam bound to uphold GTI’s [Code of Ethics](https://docs.google.com/document/d/1X63TO5_rweoewmu6bxDLAUGulHJAsvhvGngpEZ8EYYk/edit) and [Professional Standards](https://docs.google.com/document/d/1QiJwZbq6BnebUkplYuqezpERmcbN3UrNYoSdIJ2Wix0/edit).

If at any time you wish to report an ethical  violation, you may do so by contacting Dr. Jai Belton, one of the founders of GTI and The chairperson of the GTI’s Professional Standards Committee, drjbelton@globaltraumainstitute.com.