



Policies & Procedures

Kim Miller Trauma Recovery Coaching, LLC

Welcome to Kim Miller Trauma Coaching, LLC. It is an honor to be part of your journey. In this document you will find an outline of my process, disclosures, expectations and policies.

My Coaching Process:

If we are working together on your personal recovery journey, it is important that you know that I don't think anything is wrong with or broken about you. As a survivor of trauma I believe you are having a normal reaction to an abnormal circumstance. I also 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 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. I don't want to lead you astray in any way, rather, I want to empower you to follow your true path.

My role in your journey is to be a source of knowledge, encouragement, validation, and, especially, support when you feel overwhelmed and/or lost. Our relationship is one of peers. I'm not an authority figure and will not treat you as someone



who has less power than I do.

If I do or say anything that triggers you, please let me know so I can repair it and make sure it does not happen again. Sometimes with trauma, shame can be triggered unintentionally. It is never my goal to harm you in any way.

Please initial here that you have read Coaching Process_____

Disclosures:

Coaching may result in changes in your relationships as well as healthy changes in the types of relationships you form.

Zoom is not HIPPA compliant and, therefore I cannot guarantee, with 100% certainty, that information shared through Zoom will be safe from a data breach. However, I do keep all client records secured in ways that anyone other than myself does not have access to them. Anything that you say to me, my notes or any paperwork provided by you or your physician, mental health professional or legal representative (current or past) will be kept confidential.

The only time I will break that confidentiality is if I feel you are in danger of harming yourself or another person, if you report abuse to someone (see the next paragraph about my being a



Mandatory Reporter) or if I receive a legal subpoena to release your records. As a Certified Trauma Recovery Coach™, I act as a Mandatory Reporter, as outlined by The International Association of Trauma Recovery Coaching. This means that if I become aware that a minor, disabled person or elderly person is currently being abused I am mandated to report the abuse to the appropriate governing agency.

There are some situations I do not have the expertise to help you with. If you are in a place where there are risks to your safety – you are suicidal, significantly self-harming, in the midst of an active addiction – the Association mandates that I help you find someone who is competent to deal with that particular issue. You do not have to stop seeing me, but we must bring in another professional who has the expertise with whatever safety issue is at hand to help you with those issues. This is called our Escalated Care Protocol. I can provide you with additional details if you have questions about this process.

What you can expect from me:

- to be on time for appointments and during our sessions to be 100% focused on our time together
- to be knowledgeable about trauma and up to date on the latest research about trauma



- to be your peer and guide through our time together. I know trauma but you know yourself. I will honor that you can guide your recovery. I will bring tools and strategies to our work so that you feel confident knowing you are “on the right path”

My expectations of you:

- Please come to sessions willing to work on your recovery journey
- Please dedicate your focus during our coaching time on our work for the entirety of our session
- Please let me know if you feel triggered during a session
- Please let me know if there is something you need from me for our work together
- Please be as open and honest with me. This will enable our work to be as beneficial as possible.

Our relationship is a safe place where you will receive no judgment from me.



Please initial here that you have read Disclosures_____

Policies & Procedures Payment/Cancellations:

When you schedule a session through my portal, payment can be made via credit card at that time. If you would like to pay via another method (such as Venmo) please contact me directly before booking. When you book through my calendar, a Zoom link will be sent directly to your email to be used for our appointment together. Payment is expected prior to each session. If I do not receive payment 24 hours in advance, I unfortunately will need to cancel the appointment. Cancellations need to be made 24 hours in advance in order to receive full credit for the next session. If you require a refund, credit card fees will be deducted from that payment. If you fail to show up to our appointment without any prior notice, there is no refund. If you repeatedly fail to show up or cancel, that could result in termination of our relationship.

Please initial here that you have read Policies & Procedures_____



Crisis Response:

If you find yourself in crisis due to safety issues such as suicidal ideation, significant self-harming or violence within a relationship you may reach me via email at kim@kimmillertraumacoaching.com.

Please keep in mind I do not check my email a lot on weekends.

If you are in crisis and I do not respond in a timely manner, please reach out to your physician or health insurance crisis hotline. You can also access RAINN's Crisis Line (1-800-656-4673). The National Suicide Hotline is available at 1-800-273-8255.

Communication outside of sessions:

You may email me outside of session whenever you like and as often as you like. I regret that I am not able to respond to every email you may send. However, I will read all of them before our next session.

Alcohol & Drugs:

Please do not be under the influence of drugs or alcohol during our coaching sessions. It is difficult, if not impossible, to have a



session worth the devotion of either of our time when you are under the influence. If you are struggling with any substance abuse issues I welcome you to let me know so we can talk about it and work to get you any help that you might need.

Bringing a third person into sessions:

Please do not bring anyone to a coaching session (spouse, parent, friend) without first discussing it with me. We need to discuss your confidentiality and goals before a third party is brought into a coaching session.

Cell phone usage:

Please turn your cell phone off or leave it in another room during coaching sessions, unless you are using your phone to hold the session.

Grievance Procedure:

I am required to let you know that I am a Certified Trauma Recovery Coach™ credentialed by The International Association of Trauma Recovery Coaching. As a Certified Trauma Recovery Coach™ I am bound to uphold the Association's Code of Ethics (<https://certifiedtraumarecoverycoaching.com/iaotrc-standards>).



If at any time you feel I have failed to abide by the Association’s Code of Ethics or wronged you in another way you are welcome to contact Dr. Judith “Jai” Belton, CTCRC-S at Grievance@iaotrc.com, who is the Chairperson of our Professional Standards Committee. She will send you a grievance form to complete and submit, as well as let you know the process that will take place after they receive your grievance. All reports and grievance actions are held confidential by the Professional Standards Committee.

Client Signature _____