

COACHING AGREEMENT TERMS AND CONDITIONS

This agreement outlines the terms and conditions of your agreement to participate as a Client in the Defence Team Coaching Program with an intention to establish clarity and mutual understanding between the parties on the terms and conditions.

Terms

Within this document the terms “Coach”, “Client” and “Sponsor” are referenced:

- “Coach” refers to the Coach.
- “Client” refers to the recipient of coaching services.
- “Sponsor” of the Client refers to the person and organization sponsoring an individual to the program.

ICF Ethical Standards

Throughout this developmental coaching program, the Coach will comply with the International Coach Federation (ICF) code of ethics, and the ICF code of ethics is considered part of the coaching agreement. The ICF code of ethics provides the ethical foundation for the conduct of the coaching program in unison with the Defence Ethics Program. In particular with respect to the ICF Code of Ethics, this contract highlights the following ethical principles that all ICF Coaches respect:

As an ICF Professional, I:

“Explain and ensure that, prior to or at the initial meeting, my coaching Client(s) and Sponsor(s) understand the nature and potential value of coaching, the nature and limits of confidentiality, financial agreements, and any other terms of the coaching agreement.”

“Maintain the strictest levels of confidentiality with all parties as agreed upon. I am aware of and agree to comply with all applicable laws that pertain to personal data and communications.”

“Maintain, store and dispose of any records, including electronic files and communications, created during my professional interactions in a manner that promotes confidentiality, security and privacy and complies with any applicable laws and agreements”

“Respect all parties’ right to terminate the coaching relationship at any point for any reason during the coaching process subject to the provisions of the agreement.”

The complete list of ICF Code of Ethics can be found at [ICF Code of Ethics - International Coaching Federation](#).

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Official Languages

Coaches are selected to provide professional coaching services in the Official Language chosen by the Client. Both written and verbal communications will occur in the Official Language of the Client's choice.

Duration and Termination

As the coaching program is bound by the financial allocation of funds within the current FY, all coaching programs must be completed by **30 April 2023**. **Exceptions can be made on a case by case basis upon approval of DTCP**. Please note that it is the client's responsibility to make the time available within their schedules, to fit in 8 coaching sessions and their EQi2.0 coaching debrief. If clients are finding it difficult to schedule sessions with their Coach, they are to contact DTCP. Please note that sessions should be spread out throughout the given time period as much as possible. Leaving sessions to the last 6 weeks of the program is not advisable and in many cases not possible for the Coach who has a number of clients to serve. It is recommended that Coaches and Clients establish session dates for their entire program at the commencement of their sessions.

Scheduling

The Client and Coach will meet every 2 weeks, but some sessions may be held a maximum of 3 weeks apart. The timing and logistics for coaching sessions are to be scheduled collaboratively by Client and Coach. Clients are asked to give, if possible, 24 hours' notice to the Coach if they need to cancel. The onus is on the Client and Coach to reschedule cancellations promptly so that the 8 coaching sessions can be completed prior to 30 April 2023. Clients who are "no shows" of two or more sessions and do not follow-up with an explanation of their absence along with an agreed upon new established meeting date, may be removed from the coaching program. If the client receives news of unplanned operational requirements dictating their absence from the program for a period of four or more weeks, the client is to inform the Coach and inform the DTCP. All efforts may be made for the client to rejoin another coaching cohort in the near future.

Mandatory Evaluation

The Client and Coach commit to providing feedback via a formal evaluation process, prior to commencing coaching sessions, midway through the program and after it has reached completion.

All feedback will be confidential unless the client agrees to releasing anonymity within the final report (i.e. testimonials).

Confidentiality

As stated above, confidentiality between the Coach and Client is considered fundamental to building and sustaining a trusting relationship and is recognized as fundamental in this agreement.

All discussions, documentation, and correspondence are treated as confidential by both Coach and Client. Both parties commit to maintain the strictest level of confidentiality with all Client information up to the point where release is required by law. The conditions under which release of

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confidential information would be required by law, include illegal activity, a valid court order or subpoena; or the imminent or likely risk of harm and/or danger to self or to others.

In the unlikely event in which the supervisor of the client may request feedback on how the client is progressing in their program, due to confidentiality, this cannot take place unless the Client agrees to their Sponsor. If the Client agrees, the Coach and the Client must agree on what will be shared and the details will be provided in a three-way meeting (with the Client, Coach and Supervisor).

Virtual Meetings

The Client and Coach are mutually responsible to reach agreement on the schedule and manner in which coaching sessions will be conducted. With the current precautions for Covid-19 and safety being paramount, all coaching sessions will be held virtually until further notice. In this light, coaching can be conducted by:

- 1) Via MS Teams;
- 2) Via Zoom;
- 3) Via telephone (most flexible option).

Both the Client and the Coach agree to communicate clearly and address openly any issues, or questions that arise for the duration of the coaching program. If any concerns arise upon behalf of the Client that cannot be responded to by their Coach, they are welcome to contact DTCP.

Coach Solicitation

Coaches work in Casual/Part-time contracts for National Defence during the client's coaching programs. Although the Coaches may have their own private coaching businesses, Coaches are not authorized to solicit Defence Team members for private business purposes; before, during or after the Coaching Program.

Yes, I agree with the above Terms and Conditions.

Client Name

Signature

Christopher Lawrence

Coach

Signature

