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## **GENERAL INFORMATION FOR NEW CLIENTS**

### ***What to expect...***

Welcome to my practice; I look forward to helping you take that next step! Together, we will identify your goals, devise a treatment plan, and determine which method or group of methodologies are right for you. I will provide step by step guidance all along the way, building upon your strengths and helping you prepare for anticipated challenges. Although change can be uncomfortable, our work can also be highly rewarding and even fun, particularly when embraced with optimism and curiosity.

Coaching can be short or long-term, depending on mutually agreed upon goals and progress. The first couple of appointments focus on information collection, establishing rapport, and clarifying/operationalizing objectives. We will continuously re-evaluate and refine goals, finding alternative solutions when necessary. The initial consultation is generally one hour in length; follow up appointments or touch points (email/text correspondence) can be anywhere between 10 and 90 minutes depending on need. Sessions can be in person (at my office in Chandler or at a mutually agreed upon location), or “virtual” (phone, zoom, text, e-mail). Session length and type will be individualized to maximize accountability, motivation, and consistency.

Although coaching most often leads to positive solutions, it may not progress in an even and easy way. Psychological growth often brings up uncomfortable feelings and meet resistance. Our partnership will be most effective when you share these feelings or frustrations with me. Painful or difficult feelings are often what motivates us to achieve meaningful and effective change.

### ***Confidentiality...***

All information you provide will be held in the strictest confidence. No information about you, or our relationship, will be shared without your consent with the following exceptions: I am ethically obligated to break confidentiality if 1) there is reason to suspect that a client is a danger to self or others, or 2) if there is reason to suspect current or past child or elder abuse.

### ***Coaching with Minors...***

I generally work with children and adolescents only when they are participating voluntarily. Parents are encouraged to respect their child's right to privacy to facilitate a trusting and effective coaching relationship. Please be assured that I involve parents in my work with minors as much as possible and inform them of general goals and challenges. In addition to traditional safety protocols, parents will also be informed if I have any reason to suspect that a child or adolescent is at risk of causing irreparable harm to themselves or others.

### ***Contacting me...***

My phone is generally answered by voice mail. You are welcome to leave a detailed and confidential message and I will return your call as soon as I am able. Please leave your phone number every time you would like a call back. Alternatively, you can text or e-mail me at any time. If you do not receive a response within 36 hours, please reach out again. All coaching correspondence, regardless of method, will be charged on a pro-rated basis with a 10-minute minimum charge for each touch point.

### ***In Case of Emergency...***

If an urgent matter arises at any time, please leave a detailed message by both phone and email; I will respond as soon as I am able. Please be advised that as a positive psychologist/life coach, I do not treat psychiatric disorders or provide crisis counseling. If you need urgent medical or psychological support, please call 911 or the Banner Behavioral Health 24-hour crisis line at 602-254-4357.

### ***Cancellation and Missed Appointments...***

Once an appointment is made, I set that time aside for your use. If you are unable to keep an appointment, please let me know as soon as possible. **If you are unable to give 24 hours notice, you will be charged for the full appointment fee regardless of the reason.** In addition to protecting your appointment time, this policy also encourages the hesitant person to follow through even when feeling stuck, anxious, or discouraged.

### ***Payment and Fees...***

Payment is expected either in advance (for a discounted rate) or at the end of each service. You will receive an invoice at the end of each month, unless other arrangements are made. **Please be advised that most insurance plans do not cover life coaching.** I accept credit card (through PayPal), check, cash, or electronic transfer (venmo).

Fees for all services are based on a rate of \$225 per hour and will be charged on a pro-rated basis (with a minimum of 10 minutes per touch point). Alternatively, clients can

purchase 300 minutes in advance for a discounted price of \$1000 (savings of \$125), which can encourage greater commitment to the process!

***I have reviewed the above information and agree to participate (or have my child participate) in coaching.***

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date