



UBC Coach and Client Agreement Form

UBC Coaching Services provides UBC Coaches and UBC Clients with an Agreement (“Agreement”) that highlights the nature of the coach/client relationship, confidentiality, professionalism and the applicable standards of behavior and responsibilities of both the Coach and Client.

It is understood that by agreeing to work together in a coaching partnership and engagement, the client and coach have confirmed to the terms and conditions of this agreement by the beginning of their coaching contract.

PROFESSIONAL COACHING

UBC Coaching Services describes coaching as *‘a partnership that supports goal setting and accountability, by surfacing new awareness and insights. Coaching is an inquiry-based process with the coach acting as a thinking partner, through the demonstration of active listening and curiosity.’* It is not counselling or therapy. All UBC Coaches bring their own articulation of coaching and will help shape the coaching partnership with the client to ensure shared understanding and co-creation of the partnership.

CONFIDENTIALITY

Whether the Coach is a UBC employee (“Internal Coach”) or an external certified coach who is self-employed or employed by an organization other than UBC (“External Coach”), Client confidentiality is essential. UBC Coaches agree to maintain the ethics and standards of behavior established by the governing body of the International Coaching Federation (“ICF”) (Coachingfederation.org/ethics). The Client can be assured of complete confidentiality throughout their coaching engagement. Nothing is shared by the Coach outside the Coach-Client relationship without the Client’s permission or as required by applicable provincial laws and UBC policies. If the Client elects to share their coaching experience with others, that is their prerogative.

All notes taken by the Coach will be kept in a secure place and be offered to the Client at the close of the coaching relationship, or shredded in accordance with applicable privacy legislation.

During the coaching relationship, the Client may share future plans, business dealings, and other proprietary information with their Coach. The Coach will not at any time, either directly or indirectly, use any such information for their own benefit. UBC Coaches will not give out the name of any Client as a reference without that Client’s consent.

Note: The coaching relationship is confidential; however, it is not privileged. As such, a Coach’s records regarding a Client can be subpoenaed or otherwise required to be produced under applicable provincial laws, UBC Policy or Freedom of Information and Protection of Privacy Act requests.

NATURE OF COACHING PARTNERSHIP

The Client understands that the coaching relationship is not, and is in no way to be construed as, psychological counselling or any type of psychotherapy. Coaching sessions are not a replacement for existing supervisory or management processes. All human rights, disciplinary or other legal issues must be handled within the University's established policies and procedures and will not be discussed during coaching sessions.

The Client understands that they are responsible for creating their own decisions and results. The Client agrees not to hold the Coach liable for any actions or results arising either directly or indirectly out of the coaching relationship, including any adverse situation created as a result of a specific referral or suggestion given by the Coach.

COACHING ENGAGEMENT

The initial coaching term is typically six (6) sessions over a three-to-six-month period, after which the Client and the Coach will conduct a review and determine a course of action in regards to on-going coaching or closure of the coaching engagement or 'contract' as defined by UBC Coaching Services.

LOGISTICS

Coaching can occur either on the phone, zoom, virtually or person depending on the location of the coach and client. The client and coach determine who will initiate the call or set up a virtual connection or book a space.

COACHING CANCELLATION POLICY

It is expected that the Client will be on time for all coaching appointments. If the Client is unable to attend a scheduled session, they are expected to provide at least 12 hours' notice to their Coach. In the event that the client is late to a session that has not been cancelled, the UBC Coach will remain available for the first 15 minutes of the scheduled session after which time the client will be considered a "No-Show" and the session ended.

In the case that the client does not communicate (via email or phone) with their UBC Coach to cancel their coaching session 12 hours in advance of the scheduled session, the UBC Coach will determine if the late cancellation/no-show was an emergency situation that was unexpected and unavoidable or if the coaching agreement needs to be reviewed with the number of coaching sessions reduced or adjusted based on the client's communication and commitment.

The Client may cancel a coaching engagement at any time by giving written notice. For UBC staff and faculty, there is no charge for the coaching engagement matched through the UBC Coaching Portal.

AGREEMENT

It is understood that when a client and coach accept to work in a coaching partnership that they have individually and collectively reviewed and accepted the terms and conditions of this Agreement.