

WonderBaby Nurse Coaching Client Agreement

What I Offer

As your perinatal coach, I provide:

- **Health education** on all matters related to pregnancy, birth, postpartum recovery, infant development, and caregiving.
 - **Interview-based health monitoring** through client-facilitated observation of mother and baby, with attention to healthy growth and development of the child, and holistic parental well-being
 - **Mental health support** through a compassionate, judgment-free space. I use active listening, reflective questions, screening tools, and referrals—but I do not offer therapy or diagnosis.
 - **Resource navigation** to help connect you with community and clinical support.
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What I Do Not Offer

I am not a doctor, midwife, or therapist. I do not provide medical treatment, crisis care, labor support, or psychological counseling. Any information I share is educational in nature and should not replace advice from your licensed healthcare provider. While my experience as a Registered Nurse informs my work, I am functioning as a Health Coach in this role.

Session Structure

Live sessions over Zoom: Sessions are typically 60 minutes over Zoom and tailored to your current needs. You're welcome to book sessions at your own pace. With your consent, I may use secure AI tools to help summarize sessions for convenient reference of content covered in sessions. You're welcome to include a partner, co-parent, or support person in sessions. By doing so, you consent to their presence.

Loop Coaching is available as an alternative or supplement to live sessions. Loop Coaching uses asynchronous video messages exchanged through the Marco Polo app. You're welcome to share updates, reflections, or questions at your own pace, and I'll reply within business hours. When you send me your first message on Marco Polo, you "start the clock" for

a one-hour Loop Coaching session. Typically, messages sent before noon (Eastern Time) will receive a reply the same business day; messages sent after noon will be answered by noon the following business day. This format works best for clients who prefer flexibility and deeper reflection without needing to be on the clock. I will keep track of our time spent talking on Marco Polo (both yours and mine), rounding to the nearest whole minute. One “session” equals one hour of total time on Marco Polo. Once a Loop Coaching session is started, it must be completed (ie: one hour of total time spent on Marco Polo) within seven days.

Medical Disclaimer

Please consult your healthcare provider before acting on anything we discuss. I am not available for emergencies. If you're in crisis, call your provider or 911.

Mental Health Screenings

I may offer self-assessments to support reflection. These are not diagnostic; a high score does not equal a diagnosis. If results raise concern, I'll suggest speaking with a licensed provider. Following through is your responsibility.

Communication

Email is best for brief follow-up questions, updates or scheduling questions. I aim to reply within 24 hours on weekdays. Texts may only be used for last minute scheduling updates (“I’ll be there in five minutes”). I do not monitor messages during evenings or weekends. If something’s too big for email, I may suggest that we discuss it in-session.

Confidentiality & Privacy

While this is not a HIPAA-covered business, I take confidentiality seriously and follow best practices. Information you share is stored securely in Google Workspace and never shared without your written consent, unless required by law. You may request your records or ask to have them deleted at any time.

Privacy & Data Use

I collect only what's needed to support your care: name, contact info, session notes, screening responses, and intake forms. Records are stored securely using encrypted platforms and retained for five years. I never sell or share your information for marketing purposes.

Note: Marco Polo is not a HIPAA-compliant platform, but it IS encrypted. By choosing Loop Coaching, you agree to communicate via this medium and accept its privacy limitations. You may opt out of Loop Coaching at any time.

Scheduling & Payment

Sessions are prepaid. You may purchase single sessions or discounted packages through my website. I do not have access to your payment data. Once your payment is complete and you've submitted your intake form, I will reach out within 24 hours to schedule your first session.

Package credits don't expire, but using them within 6 months is recommended.

Cancellations & Refunds

If you need to cancel and reschedule a session, please make every effort to give me at least 12 hours' notice.

- I understand that unexpected things come up—especially in the early parenting season—so you may cancel or reschedule with less than 12 hours' notice up to two times without any fee.
- If late cancellations or reschedules happen more than twice, a \$35 fee will apply for each additional occurrence.
- No-shows will be charged a \$60 fee.
- Single sessions are non-refundable.
- Multi-session packages are refundable within 60 days, minus any used sessions charged at the regular rate.

Either of us may end the coaching relationship at any time.

Liability Waiver

By participating in WonderBaby Nurse Coaching, you agree:

- You understand the scope and limitations of my services.
- You take full responsibility for your health and parenting decisions.
- You hold me harmless from any liability related to your participation.

By completing the intake form, you confirm that you've read and agree to the terms of this agreement.