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Dear:

Welcome to Confident Living Solutions where confidence is cultivated, bonds are restored, and women and girls are empowered to thrive. I'm honored to walk alongside you on this journey of healing, growth, and self-discovery.

This packet outlines what to expect, how we'll work together, and how to get the most from your coaching experience. You've taken a courageous step forward and I'm here to support you every step of the way.

With grace and confidence,

Cheryl L. Smith

Founder & Certified Life-Youth-Parenting & Family
Coach

Confident Living Solutions

About Confident Solutions

Confident Living Solutions ("Coach") provides faith-driven, relationship-focused coaching services to help empower women, girls, and families in personal development. Our coaching services aim to assist clients in moving from uncertainty to clarity, from tension to trust, and from surviving to thriving. While our approach incorporates faith-based principles, we respect and welcome clients of all religious backgrounds.

Coaching Services Overview

- Mother-Daughter Coaching (individual & joint sessions)
- Girls Youth & Teen Confidence Coaching
- Parent Support Coaching
- Women's Confidence Coaching

Formats

- Phone, In-person, virtual, or hybrid
- Session Frequency: Weekly / Biweekly / Customized

What to expect in coaching sessions

- A safe, confidential space to explore your goals
- Faith-based support paired with practical tools
- Growth through guided conversation, reflection, and strategy
- Empowerment to make meaningful, lasting changes
- Personalized sessions based on your needs and pace

Code of Ethics

Guiding with Integrity, Compassion, and Purpose

- **Confidentiality:** All shared information will remain private unless disclosure is legally required, including but not limited to cases involving imminent harm to self or others, suspected abuse of minors or vulnerable adults, or when compelled by court order.
- **Respect & Non-Judgment:** You will be met with grace, compassion, and without judgment.
- **Faith-Based Integrity:** My coaching is rooted in biblical truth while honoring your unique faith walk.
- **Professional Boundaries:** Clear boundaries are maintained to protect our professional relationship.
- **Client-Centered Focus:** Your voice, goals, and healing guide every session.
- **Ongoing Development:** I pursue continued growth to serve you with wisdom and excellence.
- **Truth in Representation:** I am a certified life coach and do not provide medical advice, mental health treatment, or psychotherapy services. Clients understand that coaching is not a substitute for professional medical, mental health, or legal services.

Client Agreement

Client Responsibilities:

- Be present and prepared for each session
- Complete assignments or reflections as given
- Communicate openly and honestly
- Take ownership of your growth journey

Coach Responsibilities:

- Create a safe, confidential, and supportive environment
- Provide guidance, structure, and encouragement
- Stay aligned with ethical and faith-based practices
- Refer client to appropriate licensed professionals when Client's needs exceed the scope of coaching services. Client agrees to seek appropriate professional assistance for medical, mental health, financial, or legal matters as needed.

Policies

Cancellation Policy:

Sessions must be canceled or rescheduled with at least 24 hours' notice. Late cancellations or no-shows will result in full charge for the scheduled session, except in cases of documented emergencies.

Payment Policy:

All sessions must be paid in full before the session begins. Payment options include: [Bank transfer or through website) All fees are non-refundable unless otherwise stated. A valid credit card must be kept on file

Confidentiality Policy:

All sessions are private and protected, except in cases involving threats of harm or legal obligations.

Termination Policy:

Either party may terminate coaching services with written notice. Pre-paid unused sessions will be refunded within 30 days of termination, less a \$50 administrative fee. No refunds will be issued for completed or missed sessions.

Client Intake Form:

Forms are to be signed and completed prior to the first official coaching session.

Contact Communication & Guidelines

- Preferred Contact: [Phone | Email | Text]
- Response Time: Within 24 hours (Mon-Fri) Weekend communication is limited and will be addressed the next business day
- Between session support is available for brief check-ins. Longer conversations will be scheduled as sessions

Affirmation

I am worthy of healing, growth, and love. I walk in confidence, guided by faith and purpose.

Scripture:

"The fruit of that righteousness will be peace; its effect will be quietness and confidence forever." – Isaiah 32:17 (NIV)

Signature Page

Acknowledgement of Release of Liability

I have read and agree to the terms outlined in this welcome packet and understand the expectations, policies, and ethics of Confident Living Solutions. I acknowledge that coaching services are not medical, mental health, or legal services. I voluntarily agree to participate in coaching and assume all risks associated with my participation. I hereby release, waive, and hold harmless Confident Living Solutions, its employees, contractors, and agents from any claims, demands, or causes of action arising from my participation in coaching services, except where prohibited by law.

Client's Full Legal Name (Print): _____

Signature: _____

Date: _____

Signature of Legal Guardian (If Client is Under 18 or Legally Incapacitated):

Date: _____

Coach's Name and Professional Credentials: **Cheryl Smith,**
Certified Professional Coach.

Signature: *Cheryl Smith* Date: _____