



COACHING RESPONSIBILITIES AGREEMENT AND CONFIDENTIALITY POLICY

Maintaining the integrity of relationships is a fundamental guiding principle for Elation coaches and facilitators. Below are a few agreements we make with you to honor our relationship and enable the best outcomes for you as a participant.

Confidentiality - Individuals

Elation personnel hold information about client organizations and participants in confidence. Elation coaches and facilitators consult with other members of the Elation delivery team to further the purposes of the engagement, always with the best interests of the participants in mind. Coaches and facilitators discuss patterns and trends observed throughout the engagement. These high-level discussions do not contain confidential information nor do they ever compromise the anonymity of an individual. All Elation coaches and facilitators treat any such conversations with the utmost professionalism and respect.

Only under specific, limited circumstances will confidential information be disclosed to anyone. These circumstances include, but are not limited to the following:

- If we are ordered by a court to disclose certain confidential information.
- If we learn of spousal, elder or child abuse.
- If the employee discloses information suggesting imminent harm to himself/herself or others.
- If, in a coach/facilitator's judgment, failure to disclose confidential information will result in material harm to the client organization. If that is the case, the disclosure will be limited to the extent necessary to avoid or minimize the harm to the organization.

In these situations, the person whose confidential information is being disclosed will be informed in advance and given the option to be involved in the disclosure.

Note: When Elation provides services to employees of an organization under a contractual agreement with the organization, Elation's client is the organization, not the individual





employee. However, to best serve the interests of the organization during its engagement with Elation, Elation coaches and facilitators must maintain trusting relationships with employee participants. As a result, observing confidentiality is essential.

Confidentiality - Organizations

Elation and its employees respect the confidential information of the organizations it serves. Unless ordered by a court, Elation will not disclose to third parties any information that an employee of an organization discloses to us in confidence.

Limitations of Coaching/ Facilitating

Elation front-line personnel are trained coaches and facilitators, not therapists or counselors. Elation personnel seek to help individuals gain clarity about and make progress towards their life goals, and gain the freedom of personal responsibility. Elation is not responsible for the actions individuals in its programs take or fail to take. While Elation coaches and facilitators may suggest, or be interpreted as suggesting, that individuals undertake or desist from certain actions, it is the individuals who are responsible for the consequences of their actions.

