

Athletes/Coaches/Public Figures:

Due to the nature of our work, consistency is important, especially in the beginning. We also understand the intense nature of your schedule and if necessary, or preferred due to training/travel schedule, have some availability to travel on site to your location(s), or home for an additional fee. While we strive to maintain the utmost level of confidentiality, it is no secret what our job entails. Should unexpectedly cross paths in public, it is up to you to engage in conversation, unless/until a norm is established. Verbal commitment or request for a practitioner to attend practices or games, waives this policy, however, discussing sensitive or confidential information may be limited by the practitioner depending on the setting. Since a large part of our work deals with optimizing performance and professional goals, most clients are comfortable sharing our connection with others as a positive. What we work on is between us and only you are authorized to discuss within confidentiality parameters. **I do not give comments to media, scouts, agents, attorneys, spouses or any third party without your expressed written consent and release.** Even *with* such consent, we will discuss specifically what you may wish to disclose prior to any official statement/comment being made. In addition to accepting only a limited number of clients for increased focus and attention, what sets our work apart is extensive professional training to work with clinical issues such as anxiety, depression, relationship issues, family matters, family planning, couples counseling or other life stressors/issues. It is our first priority to protect your best interest, and that commitment and focus distinguishes Catch23 from many firms.

Informed Consent

Kaci Allen and Catch23 Performance, LLC are committed to offering the highest quality, professional counseling/coaching services. T.E.A.M. Varsity is a coaching group available to Athletes only. This does not constitute a counseling arrangement or individual coaching agreement. Sessions missed will be available via recording when permitted, and any access to Member Only pages should be kept confidential including content, login and passwords. Members who are minors, agree that by joining, it is with the knowledge and consent of a parent or legal guardian and financial contracts are binding. Your full participation is expected to get the most out of your experience. If you have questions, or need help understanding content, one of our members will do our best to answer any questions or address any concerns and ask that you address those with us directly and privately. This group is the first and only of its kind to be offered at this rate, in this capacity with the knowledge and experience of our professional and volunteer staff. We are offering T.E.A.M. membership at a greatly reduced rate to make mental training/coaching more available to young competitive athletes. We reserve the right to change the pricing structure, offer specials, scholarships or sponsorships at any time when available. You agree to the rate at which you sign up and are not eligible to transfer to a special rate unless you opt in for the full annual option. Referrals are always welcomed and encouraged, and we will consider comping a membership for a client who refers more than 10 new members.

By joining the T.E.A.M. you agree and commit to keeping information from within this group, included, but not limited to the identity of other participants, T.E.A.M. members, staff, exercises, content, emails, text messages, zoom calls, recordings, videos, worksheets, material, stories, examples, testimonials, guest speakers, fees, group/individual discussions, recruiting information, financials, fee or payment arrangements, and any other information gained from participation in this group, completely and totally confidential. Failure to do so may

result in immediate removal from the group and legal prosecution for infringement and applicable damages, including attorney fees, collection or loss wages/memberships. Any disparaging comments, slander, or otherwise negative comments will result in removal and collection for damages and any other incurred loss. There are no refunds and cancellations must be made a minimum of 30 days prior to first day of the month of the next billing cycle. If you need to pause your membership for any reason, please contact a staff member immediately for available options. We want to work with you as best we can to make this a helpful experience.

This is not counseling and therefore not eligible for insurance reimbursement. Any disputed or returned charges will result in a \$50 fee in addition to the agreed upon monthly amount. Deposits, or pre-payments for workshops, groups, intensives, programs, individual, family sessions or other services are non-refundable and non-transferable. This is not meant to be punitive, but we base much of our planning on caseload and client need and limit the number of spaces we offer to provide the most focused, individualized treatment possible. When we reserve your spot, we do not offer your spot to other clients and often turn others away. When we have to spend time providing paperwork and your signed paperwork to our legal department, it takes away considerable time we have reserved to offer help to athletes and their families.

Confidentiality

While this is **not a counseling group**, many confidentiality parameters remain in place. In the case of an emergency where a staff member believes a member is at risk of hurting themselves or another person, staff may breach confidentiality to protect the well-being of the client and will maintain a duty to warn and protect to the best of our ability. Tennessee law requires that child abuse or abuse of a vulnerable adult in any form be reported to the Department of Human Services or other authorities.

Catch23 Performance staff and outside consulting colleagues may share necessary and pertinent information with one another, when it is necessary for group engagement, involvement, growth or promotion. When sharing stories, we do our best to alter the name and demographics of the participant.

Persons sometimes prefer to communicate questions or appointment changes via text messaging or email. Ability to do this will vary by coach. It is important for the client to understand that email and text are not a secure mode of communication. The correspondence is at risk of being intercepted, can be monitored by third party providers, stored on a device and later read by others, and human error could result in someone else receiving the email other than the intended person. If the client chooses to correspond with via text messaging or email, you knowingly assume such risk and messages/emails may be printed off and kept in the client's file. We prefer communication be done through the most secure method available.

Professional Individual Counseling Services

We are available for individual counseling/coaching services by appointment only. Services for Coaching clients may extend to both in office and on location i.e., in-home, practice/games, or on field and during travel. You may reach my office at 615-517-6900 to leave a voicemail, or via email at kaci@kaciallen.com If you have an emergency, call 911. You may obtain assistance after hours by calling the Crisis Help Line at 615-244-7444, or

by going to your nearest emergency room. For a crisis with minors, you may call the mobile crisis line at 866-791-9222. I will be unable to respond to texts and emails in a timely manner, therefore do not text or email me if you are in a crisis, feeling suicidal, overwhelmed, or unsafe. Please call the crisis line or go to your nearest emergency room in these instances and have your practitioner called.

For counseling, when working with minors, if the parents of the minor are in a legal separation or are divorced, a copy of the full, most recent, parenting plan must be provided at the intake appointment. If the parents of the minor have legal joint custody, I must have the signature of both parents before I will meet with the minor for any counseling sessions. This does not apply to a coaching arrangement.

I/we are not certified Custody Evaluators or Expert Witness, as defined by the legal system. I do not testify in court unless required by a court order at which time you will be responsible for my out of office fee at a minimum of \$350 per hour with a minimum of four hours. Any additional hours will be billed at \$350 per hour. Mileage will be billed at \$.56 per mile to and from the location. Deposition fees will be billed at \$350 per hour with a minimum of two hours, plus \$.56 per mile to and from the location. Any attorney fees or additional costs incurred by the counselor/coach will be the responsibility of the client.

You have a right to your clinical records. Record requests must be made in writing with an original, not copied, signature. Catch23 Performance reserves the right to provide actual documents, or a summary of documents at their discretion. Fees for copying the record are \$20 for 0-20 pages and \$.35 per page for each page copied after the initial 20-page limit, plus the cost of mailing. If a summary is *requested* and provided, this will be done at \$20 per page, plus postage.

Benefits and Risks of Counseling

Persons contemplating counseling should realize they might make significant changes in their lives. People often modify their emotions, attitudes, and behaviors and it may feel worse at times, or be uncomfortable. Practitioners may challenge clients but will never force a client to do anything they are not comfortable with. They may also make changes in their marriages or significant relationships, such as with parents, friends, children, relatives etc. While we/I assist clients in effecting change, we/I cannot guarantee specific outcomes. Clients are ultimately responsible for their own growth.

e-Counseling/Coaching and tele-consulting

Some practitioners offer virtual appointments. This may be in the form of counseling, coaching or consulting and may take place via video conferencing or telephone sessions depending on provider and client availability. Since consistency is key, it is often an excellent alternative when being physically present isn't an option, to engage in continued growth. Please consult with your provider on the availability/risks/rewards for this service.