

FAMILY COACHING AGREEMENT (2026)

Session Format & Fee

Family coaching sessions are conducted through a secure online platform or, if requested, by telephone.

Each session is 50 minutes. The standard individual session fee is \$330.00. An initial deposit of \$100.00 is required at the time of scheduling and is applied toward the session fee or, if selected, the optional three-session prepaid package described below.

Nature of Relationship

Dr. Bernstein's family coaching services focus on helping family members strengthen their relationship skills, improve relationships with one another—including parents, children, teens, and adult children—and develop practical strategies that foster healthier communication, appropriate responsibility and independence, and more positive family interactions.

Areas of focus may include:

- Modifying family interaction approaches and responses to reduce conflict and emotional overreactions
- Setting and maintaining healthy, sustainable boundaries
- Distinguishing healthy support from rescuing or enabling
- Increasing collaborative communication, responsibility, and respect
- Improving communication and reducing recurring power struggles
- Responding more effectively to anger, blame, demands, withdrawal, or emotional reactivity
- Encouraging age-appropriate responsibility, resilience, problem-solving, and independence
- Helping family members better manage their own thoughts, emotions, worry, guilt, frustration, and reactions
- Navigating financial support, dependency, and expectations when these concerns arise with adult children
- Addressing co-parenting, blended-family, and other challenging family dynamics

Family coaching is educational and consultative in nature. It is intended to provide guidance, practical strategies, and support. It is not psychotherapy, psychological counseling, psychological treatment, or a substitute for mental health care.

As part of this coaching relationship, Dr. Bernstein does not diagnose mental health conditions, provide psychotherapy or psychological treatment, prescribe treatment plans, or prepare documentation for schools, courts, employers, disability determinations, or other legal or administrative proceedings.

If the Client believes they or a family member would benefit from mental health treatment, they are responsible for seeking services from an appropriately licensed mental health professional. If concerns arise that fall outside the scope of family coaching, Dr. Bernstein may recommend that the Client seek assistance from an appropriate licensed professional.

There is no predetermined number of coaching sessions and no expectation that the Client continue coaching for any particular period of time. Some Clients choose a single consultation, while others choose additional sessions as circumstances evolve or new challenges arise.

Confidentiality

Dr. Bernstein treats all coaching communications as confidential and respects the privacy of every client.

Because family coaching is not psychotherapy or a healthcare service, these coaching services are generally not subject to the Health Insurance Portability and Accountability Act (HIPAA), and the legal protections that apply to psychotherapy may not apply to coaching.

Nevertheless, except as required by law, Dr. Bernstein will not disclose information shared during coaching without the Client's permission.

The Client remains responsible for all decisions and actions taken as a result of coaching discussions.

All information shared during family coaching sessions will be treated as confidential and is not intended to be shared with anyone outside of my practice. The Coach agrees to respect and protect the privacy of the family members involved, with the following exceptions due to ethical and legal reasons:

1. If the Coach is legally required to report any suspicion of abuse, neglect, or harm to a child, elderly person, or vulnerable adult, confidentiality may be broken to protect you, a family member, or someone else.
2. If the Coach is subpoenaed by a court or other legal body to provide information, the Coach is legally required to comply with that subpoena.
3. If there is an immediate risk of harm to any individual, including self-harm or harm to others, confidentiality may be broken and steps may be taken that involve loss of confidentiality.

This coaching relationship, as well as all information (documented or verbal) that the Client shares with the Coach as part of this relationship, is bound by the principles of confidentiality. However, please be aware that the Coach-Client relationship is not considered a legally confidential relationship (like the medical and legal professions), and thus communications are not subject to the protection of any legally recognized privilege. The Coach agrees not to disclose any information pertaining to the Client without the Client's written consent. The Coach will not disclose the Client's name as a reference without the Client's consent.

Insurance

Insurance cannot be accepted for family coaching because these services do not meet medical necessity criteria and are not psychotherapy, psychological counseling, or psychological treatment.

Financial Arrangement & Payment Options

Standard Individual Session

Venmo

Per session:	\$330.00
Deposit at booking:	\$100.00
Balance due before session:	\$230.00

Credit Card or PayPal

Per session (includes \$10.00 processing fee):	\$340.00
Deposit at booking:	\$100.00
Balance due before session:	\$240.00

Checks

- Must arrive before the scheduled session date.
- Invoices for paid fees are available upon request.

Optional Three-Session Prepaid Package

Clients who prefer to prepay for several sessions may choose an optional three-session family coaching package.

The package fee is \$930.00 for three 50-minute sessions (\$310.00 per session) when paid by Venmo or check.

For payment by credit card or PayPal, the package fee is \$940.00, which includes the \$10.00 processing fee.

A \$100.00 deposit is required when initially scheduling the package and is applied toward the package fee. The remaining balance is due before the first session in the package.

The three-session package is simply an optional discounted payment arrangement. It is not a recommendation or requirement regarding the number of coaching sessions a Client should have.

Purchasing a package does not create an obligation to complete all three sessions or to continue coaching after the package has been completed.

Clients are always welcome to begin with a single session and decide afterward whether they would like additional coaching. If a Client purchases a three-session package after completing an individual session, the package applies to future sessions. A previously completed individual session is not retroactively converted to the package rate.

After completing a package, Clients may schedule individual sessions at the regular individual-session rate or purchase another three-session package, if offered. There is no predetermined number of coaching sessions.

All three sessions in a prepaid package must be used within six months of the first session in that package, unless otherwise agreed in writing.

Prepaid package sessions are intended for the Client, couple, or family for whom the package was purchased and may not be transferred to another person.

Refunds for Unused Package Sessions

The Client may discontinue coaching at any time.

If a Client purchases a three-session prepaid package and subsequently decides not to use all three sessions, the Client may request a refund of the unused portion.

Because the discounted package rate is based on purchasing three sessions, sessions already completed—or sessions charged under the late-cancellation/no-show provision below—will be recalculated at the regular individual session rate of \$330.00 per session when determining the refund.

For a \$930.00 package paid by Venmo or check:

- If one session has been used, \$330.00 will be applied to that session and \$600.00 will be refunded.

- If two sessions have been used, \$660.00 will be applied to those sessions and \$270.00 will be refunded.
- If all three sessions have been used, there is no remaining balance to refund.

Any credit card or PayPal processing fee is not included when calculating the unused coaching balance to be refunded.

Sessions

Sessions will take place at the scheduled appointment time using the agreed-upon telephone number or secure online platform.

Cancellations

Cancellations must be submitted in writing (email or text) at least 48 hours before the scheduled session.

When at least 48 hours' notice is provided, the Client may reschedule without being charged for the reserved session. For a prepaid package, that session remains available for future use, subject to the six-month package period.

Except when Dr. Bernstein determines that an exception is appropriate because of an emergency or other extenuating circumstance, a session canceled with less than 48 hours' notice or a missed appointment/no-show will be charged as a completed session.

For an individual session, the regular session fee will be due. For a prepaid package, the late-canceled or missed session will count as one of the three package sessions.

Dispute Resolution

Any dispute arising from this agreement will be resolved through binding arbitration before a mutually agreed-upon neutral arbitrator. Unless otherwise determined by the arbitrator, the parties will share the arbitration fees equally.

Acknowledgment

By signing this agreement, the Client acknowledges that these services are family coaching and consultation services and are not psychotherapy or psychological treatment.

The Client further acknowledges that they have read and understand this agreement, including the applicable fees, deposit requirements, cancellation policy, and, if selected, the optional three-session prepaid package and refund provisions, and have had the opportunity to ask questions before signing.

Client (Print Name): _____

Signature: _____

Date: _____

Please return the signed agreement before your first session.