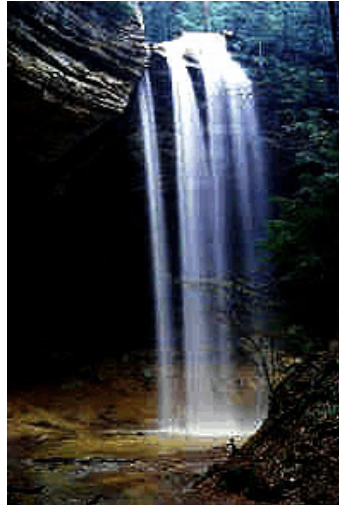


## Client Handbook



Dr. David M. Oliver  
7223 Ashmoore Avenue NW  
North Canton, Ohio 44720-8848  
Telephone: (330) 497-8109  
Fax: (330) 497-8109  
Email: davidmoliver@att.net  
Web: [www.livingh2oministries.com](http://www.livingh2oministries.com)



# Living Water, LLC

To better serve you, I am providing the following information. I hope this will answer most questions you may have regarding my services and other procedures. Please feel free to ask any additional questions.

## Background of Living Water, LLC and Dr. David Oliver

Living Water, LLC supports pastors, business leaders, individuals, couples and teams within the church and business community to be more effective in leadership and to experience renewal. Dr. Oliver will help you to realize your full, God-given potential and turn your ideas into action, and your dreams into realities, using the professional skills of Christian Leadership Coaching and Spiritual Direction.

Spiritual renewal of churches and organizations seldom occurs apart from the renewal of leaders. My passion is to equip leaders for personal, professional, and spiritual effectiveness so that renewal becomes a reality.

**Christian Leadership Coaching** provides strengths-based guidance for those who wish to increase their leadership effectiveness and maximize their potential for the glory of God. Coaching is about giving support, inspiring, challenging, modeling trust and integrity, facilitating growth and change, and partnering for greater faithfulness. The goal of coaching is the development of the person being coached. Coaching is encouraging, respectful, and focused on positive movement. Christian leadership coaching draws on the spring of faith, and one's relationship with God, to accomplish these powerful goals. I am a certified Christian Leadership Coach with Valwood in North Carolina. He has additional coach training with the CoachNet, an organization founded by Bob Logan.

**Spiritual Direction** helps position people for insight and receptivity to the processes which God is using to make them more like Jesus Christ. Areas of strength are identified and celebrated. Using a variety of spiritual exercises, individuals are assisted to experience Christ's healing presence and unconditional love in places where growth is blocked, emotional wounds hinder, and wholeness is not yet experienced. Utilizing Scripture, and the faith resources developed throughout the church's history, those under Direction are provided real transformation through the healing presence and power of the living, Triune God.

My core competencies are in personality types, spiritual gifts discovery, marriage and family issues, premarital and wedding preparation, team building, congregational renewal, and leadership development. I am certified to administer and interpret the Myers Briggs Type Indicator, and the Taylor Johnson Temperament Analysis.

**I grew up in a pastoral family and have been a pastor for nearly thirty years.** Educated at Syracuse University and Duke University Divinity School, I earned a Doctor of Ministry in Spiritual Formation from Asbury Theological Seminary. I have authored three books: *Experiments in Prayer: Personality Influenced Prayer Styles*; *Gifts We Bring to Honor the King* and *Songs for A Savior*. I am a certified Christian Leadership Coach with Valwood in North Carolina and have additional coach specific training with CoachNet, an organization founded by Dr. Bob Logan, a well-known church growth consultant and coach trainer.



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# *Living Water, LLC*

My prayerful intent is to be a Christ-centered, Biblically- grounded, Spirit-anointed leader. **I have experienced the desert as well as the delight of ministry and know how to help people cope with the challenges of serving God.**

## **Fees and Payments for Services**

Please call me, (330) 497-8109, to discuss session fees and a payment schedule. Cash or checks are accepted. All checks are payable to *Dr. David M. Oliver* and should be mailed to 7223 Ashmoore Avenue NW, North Canton, OH 44720.

How persons pay for services is negotiated at the first session. At this time, credit cards cannot be accepted although a PayPal payment option is available with a small surcharge.

Payment for services is frequently accomplished by using continuing education funds, discretionary funds, getting support from elder boards, or your employer. Key leaders with financial means have considered it the privilege to come alongside some pastors to financially under gird their coaching and spiritual direction.

Sessions that extend beyond the normal 50 minute time are negotiable. Please ask about the fee structure for extended sessions.

Where on-sight coaching or spiritual direction is sought, compensation will include the above fee together with transportation and travel time paid at an hourly rate. In the case of distances above 1.5 hours driving time, food and/or housing expenses will be part of the billing.

Retreats for individuals, teams, and churches are \$400 for any portion of a calendar day up to eight hours plus expenses.

If checks are returned for any reason, the payer will be charged any bank fees assessed to Living Water, LLC plus a \$25 processing fee.

## **Missed Appointments**

As a courtesy, I ask you to respect our appointment times. Please give 24 hour notice if you need to change an appointment. I will do the same for you if I have a scheduling change. You may leave a message at (330) 497-8109. If you wish, please indicate in general what other times are good for you.

A “broken appointment fee” will be assessed for all appointments that are not kept or cancelled with less than 24 hours notice. This fee is \$20.00 and is payable at your next visit. This fee is to offset the hour of lost wages.

## **Testing and Assessment Fees**

The use of psychological and other inventories can be a valuable resource and are an important part of Spiritual Direction and Christian Leadership Coaching.



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Testing and assessments often requires a considerable amount of time beyond that spend in the administration of these tests. The scoring of tests and report preparation is a time consuming process. Living Water, LLC's policy is that time spent outside the session which is related to you will result in additional billing.

I will do my best to explain the fees for reports, tests, and consultations prior to performing them. If you have questions regarding fees, please feel free to ask. I will be glad to discuss any charges.

## Telephone Sessions

**Telephone sessions are initiated by the client.** Phone sessions with clients, or on their behalf, outside of regular appointment times, are billed at a rate of \$25 for up to the first 15 minutes. Thereafter, a rate of \$20 per 15 minute will be applied and is payable at the end of the call, unless other arrangements are made.

In the case of regular Coaching or Spiritual Direction by phone or internet, the agreed upon fee is due at the completion of each session, unless other arrangements are made.

## Contacting Me

I am not always immediately available by telephone such as when I am with other clients. On my answering machine, please leave your name, number and any information you wish to share. I will make every effort to return your call the same day, with the exception of weekends and holidays. Please leave a time that you will be available to answer my call and the best number(s) to reach you.

If you feel that you cannot wait for me to return your call, you should follow the emergency procedures stated below.

## Emergencies

In case of emergencies, please call (330) 497-8109. Please leave the day and time of your call and the nature of your emergency. If I cannot be reached, and you cannot wait for a return call, please call the Stark County, Ohio Crisis Center Hot Line: (330) 452-6000 or 911. Other resources available to you may include your pastor, counselor, family physician, or the emergency room at the hospital.

## Release of Information

Living Water, LLC puts forth a good faith effort to only release the minimum amount of information necessary to meet the need of the requesting party.

The Release of Information Form you are asked to sign will be effective on the date this



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# Living Water, LLC

document is signed and witnessed. This authorization shall be valid until rescinded in writing or replaced by one of a later date. This consent may be revoked upon written request. A photocopy of this authorization shall be considered as effective and valid as the original.

## Limitations of Confidentiality

I will obtain agreement from my clients before releasing their names as clients or references, or any other client identifying information.

I will obtain agreement from the person being coached before releasing information to another person compensating me.

I will respect the confidentiality of my client's information, except as otherwise authorized by my client, or as required by law. The legal limitations of confidentiality are listed below.

Child Abuse: If, in my professional capacity, I know or suspect that a child under 18 years of age or a mentally retarded, developmentally disabled, or physically impaired child under 21 years of age, has suffered, or faces a threat of suffering, any physical or mental wound, injury, disability, or condition of nature that reasonably indicates abuse or neglect, we are required by law to immediately report that knowledge or suspicion to the Ohio Public Services Agency, or a municipal or county peace officer.

Elder and Domestic Abuse: If I have reasonable cause to believe that an elder is being abused, neglected, or exploited, or is in a condition which is the result of abuse, neglect, or exploitation, I am required by law to immediately report such a belief to the County Department of Job and Family Services.

Judicial or Administrative Proceedings: If you are involved in a court proceeding and a request is made for information about your care and treatment, such information is privileged and I will not release this information without written authorization from you, your legally-appointed representative or a court order. The privilege does not apply if you are being evaluated for a third party or where the evaluation is court ordered. You will be informed in advance if this is the case.

Serious Threat to Health or Safety: If I believe that you pose a clear and substantial risk of imminent serious harm to yourself or another person, I may disclose your relevant confidential information to the public authorities, the potential victim, other professionals, and/or your family in order to protect against such harm. If you communicate to me an explicit threat of inflicting imminent and serious physical harm or causing the death of one or more clearly identifiable victims, and I believe you have the intent and ability to carry out the threat, then I am required by law to take one or more of the following actions in a timely manner: 1) take steps to hospitalize you on an emergency basis, 2) initiate an arrangement for a second opinion risk assessment with a mental health professional, 3) communicate to a law enforcement agency, and, if feasible, to the potential victim(s), or victim's parents or guardian if a minor, all the following information: a) the nature of the threat, b) your identity, and c) the identity of the potential victim(s).



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## Client's Rights and Responsibilities

### Your Rights As A Client

1. Be informed of the qualifications of the professional assisting you: education, experience, professional qualifications.
2. Receive an explanation of services offered, your time commitments, fee scales, and billing policies prior to receipt of services.
3. Be informed of the limitations of the professional's practice to special areas of expertise (e.g. career development, ethnic groups, etc.) or age group (e.g. adolescents, older adults, etc.).
4. Have all that you say treated confidentially and be informed of any state laws placing limitations on confidentiality in the helping relationship.
5. Ask questions about the techniques and strategies and be informed of your progress.
6. Participate in setting goals and evaluating progress toward meeting them.
7. Be informed of how to contact the professional in an emergency situation.
8. Request referral for a second opinion at any time.
9. Request copies of records and reports to be used by other professionals.
10. Terminate the relationship at any time.

### Your Responsibilities As A Client

1. Set and keep appointments. Let me know as soon as possible if you cannot keep an appointment.
2. Pay your fees in accordance with the schedule you pre-established with me.
3. Help plan your goals.
4. Follow through with agreed upon goals.
5. Keep me informed of your progress towards meeting your goals.
6. Terminate your professional relationship before entering into arrangement with another individual for the similar purposes.

### If You Are Dissatisfied with the Services of Your Spiritual Director/Christian Coach

Remember that a Spiritual Director/Christian Coach who meets the needs of one person may be wrong for another. If you are dissatisfied with my services, I ask that you do the following in the order they are listed:

7. Express your concern directly to me. If I ever say anything that upsets you or doesn't feel right, please bring it to my attention. Honesty and trust are critical for our relationship to grow. I value creating a safe and open place for you to come with confidence. Our coaching/spiritual direction relationship is not therapy or psychological counseling. If there is a question about this relationship, please bring it to my attention immediately.
8. Terminate the professional relationship, if the situation remains unresolved.



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## **Living Water, LLC's Rights**

1. I reserve the right to change the terms of this notice and to make new provisions. I will provide you with a revised notice at your next appointment or by other means if so requested.
2. I reserve the right to make referrals of those clients whom I believe can be better served by other professionals.
3. I reserve the right to change appointment times as necessary and will telephone or email you if a change is necessary.

## **Code of Ethics for Living Water, LLC**

The code of ethics as outlined in the International Coach Federation web site serves as my guide. This code may be viewed by following the link: <http://www.coachfederation.org>

## **Accountability**

I have a network of professional relationships with coaches, spiritual directors and counselors with whom I can be in conversation when issues arise which I deem merit further consultation. The confidentiality of my clients is honored. Essential information is shared anonymously to protect confidentiality unless a release of information from my client is obtained.



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