



DR. DAVID M. OLIVER

EXPERIENCE EMPOWERMENT

“Out of the believer's heart shall flow rivers of living water.”

John 7:38

Client Information

Purpose

To better serve you, Living Water LLC is providing the following information. Dr. Oliver hopes this will answer many questions you have regarding his services and other procedures. Please feel free to address additional questions to him.

Background about Living Water LLC and Dr. David Oliver

If you would like to experience empowerment in your relationships, work, faith or family, Living Water LLC exists for that purpose. We want to help you maximize your strengths, gifts, calling, and potential. To do this we use Transformational Leadership Coaching, Christ-centered Spiritual Direction, Inner Healing, and Freedom Encounter Deliverance. Dr. David Oliver takes a multi-disciplinary approach that combines Scripture, theology, counseling and brain science. He meets globally with clients by phone, video conferencing, and in person.

Dr. Oliver grew up in a pastoral family and has been ordained since 1979. Educated at Syracuse University, Duke University Divinity School, and Asbury Theological Seminary, he earned a Doctor of Ministry in Spiritual Formation. His dissertation focused on the relationship between the Myers Briggs Type Indicator and preferences for prayer. He served churches in Ohio for nearly thirty years before founding Living Water LLC in 2008. As an adjunct professor he developed and taught graduate level courses at Malone University and Ashland Theological Seminary. He is a mentor coach with Freedom Encounters, Inc. and has earned two certifications in Christian leadership coaching.

Dr. Oliver's expertise includes personality types, spiritual gifts discovery, inner healing prayer, deliverance ministry, team building, congregational renewal, leadership development, congregational renewal, and strengthening marriages and families. He is certified to administer and interpret the Myers Briggs Type Indicator and Prepare/Enrich marriage resources.

Dr. Oliver's publications are available as e-books on his web site: **Two Advent/Christmas resources:** *Songs for a Savior* and *Gifts We Bring to Honor the King*. **Two prayer resources:** *Learning to Pray the Scriptures*; and *Growing in Prayer: Personality Influenced Prayer Styles*. He has co-authored **two renewal curricula:** *Becoming Like Jesus: Experiencing Transforming Community and Spiritual Formation through Small Groups* and *Into the Deep: A Life Changing Journey*. These last two are for use as classes, online seminars, or retreats.

Contact him directly for more information about these materials. His web site is:

<http://www.livingh2ministries.com>.

Kingdom renewal does not occur apart from the renewal of leaders. Dr. Oliver's passion is to help leaders to experience fresh empowerment in their personal and professional life. The following descriptions give an overview of the primary tools he uses.

Transformational 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. Transformational Leadership Coaching draws on the wellspring of faith and one's relationship with God to accomplish these powerful goals. Dr. Oliver received his training from Coach Approach Ministries and CoachNet.

Spiritual Direction helps position people for insight and receptivity to the processes which God is using to make them more like Christ. Areas of strength are identified and celebrated. Using a variety of spiritual exercises, individuals are assisted to experience Christ's presence, joy, and peace. Utilizing Scripture, and the faith resources developed throughout the church's history, those under Direction experience real transformation through the power of the Triune God.

Inner Healing addresses relational issues, hurts, and traumas of the past that impact life in the present. People are positioned in the healing presence of the Lord Jesus Christ to experience his unconditional love in places where growth is blocked, emotional wounds hinder, and wholeness is not fully experienced. Wounds, lies, disturbing emotions and dysfunctional behaviors are processed through experiential encounters with the Lord resulting in significant healing and hope.

Keynote Speaking offers the opportunity for churches, conferences, and groups to be informed and engaged around topics that equip leaders to be more authentic and effective. Dr. Oliver has done significant work in spiritual formation, spiritual disciplines, gifts enhancement, and the connection between spirituality and the relational brain. He is an experienced pastor, professor, and mentor. He is known for his authenticity as a speaker who addresses matters of the head and heart with depth and genuineness.

Freedom Encounter Deliverance offers key insights into how and why Christians experience demonization, which is defined as some measure of partial, inner, direct influence by the demonic realm. Using this comprehensive method of deliverance, individuals, their children and grandchildren, are set free from demonization. Furthermore, participants learn about their spiritual gifts and God's call on their lives. Integrative prayer is provided for dissociated parts resulting from traumas, and prayer is offered for physical healing. People are equipped to maintain the freedom they receive. Both pre-work and follow-up is part of this significant process. Dr. Oliver is a Mentor Coach with Freedom Encounter. Please contact him to learn more about this process.

Appointments

Unless otherwise arranged, face to face sessions will be held at Church of the Lakes United Methodist, 5944 Fulton Drive NW, Canton, OH 44718. For phone conversations, the client initiates the call: (330) 497-8109. If you prefer, we can talk and/or use Zoom video conferencing to meet. Dr. Oliver will set up the Zoom call using your email contact information.

As a courtesy, Dr. Oliver asks you to respect appointment times and call or arrive promptly. Please make appointment times a priority in your preparation and schedule. In this way, you will maximize the benefit of this opportunity.

When on-sight Coaching or Spiritual Direction is sought, i.e., Dr. Oliver comes to your setting, compensation will include the regular 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, classes, and seminars for individuals, teams, businesses or churches can be arranged by calling Dr. Oliver at (330) 497-8109.

Fees, Billing and Insurance

Payments to Living Water LLC are due at the end of each session. We prefer a check, cash, or Zelle payment if it's available through your bank. Use of PayPal or credit card will include a 4% convenience fee.

If appointments are not in person, checks should be made out to *Living Water LLC* and mailed to 7223 Ashmoore Avenue NW, North Canton, OH 44720. If checks are returned unpayable, the payer will be charged any bank fees assessed to Living Water plus a \$40 processing fee.

Most insurance companies cannot be billed for these services.

Sessions that extend beyond the normal 60-minute time will be charged on the basis of the minutes accrued using the hourly rate.

Ways to Pay for Living Water Services

Paying for the services of Living Water LLC should be thought of as an investment in improving your skills and effectiveness. Although not covered by most conventional insurance contracts, leaders commonly use the following resources to fund this important investment:

- Continuing Education Funds
- Discretionary Funds
- Contingency Funds
- Support from Elder Boards
- Grants for Professional Development
- Denominational Scholarship Funds
- Employee Assistance Plans
- Scholarships specifically provided for your support by your organization
- Persons with financial means have considered it a privilege to come alongside leaders to financially underwrite the services of Living Water LLC. In the event a donor wishes to provide this assistance, please have them contact Dr. Oliver for more information.

Missed Appointments

As a courtesy, please respect your appointment time. Please give 24-hour notice if you need to change an appointment. Dr. Oliver will do the same for you if he has 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.

If you are seeking to contact Dr. Oliver on the day of your appointment, please call (440) 396-8377. This number is only to be used for changes on the day of your appointment.

At designated appointment times, Dr. Oliver will wait on you for ten minutes and then move on, considering that you have missed the session.

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 \$40.00 and is payable by credit card.

Testing and Assessment Fees

The use of psychological assessments and other inventories can be a valuable resource. Testing and assessments often require considerable time beyond that spent in the administration of these instruments. The scoring of tests and report preparation are examples of this. The policy of Living Water LLC is that all time spent outside the session related to using these instruments will be billed at the hourly rate.

Dr. Oliver will explain the fees for reports, tests, and consultations prior to performing them. If you have questions regarding fees, please feel free to ask.

Telephone Sessions

The client initiates telephone sessions. Phone sessions with clients or on their behalf, outside of regular appointment times, are billed at a rate of \$40 for the first 15 minutes. Thereafter, a 15-minute increment of \$38 will be billed.

Contacting Dr. Oliver

Dr. Oliver is not always immediately available by telephone. On his answering machine (330) 497-8109, please leave your name, number and any information you wish to share. He 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 his call and the best number(s) to reach you.

If you feel that you cannot wait for him 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 Dr. Oliver 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.

If information is to be shared about the client, a Release of Information Form must be signed and will be in effect on the date the 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

Dr. Oliver will obtain agreement from his clients before releasing their names as clients or any other client identifying information.

He will obtain agreement from a client before releasing information to another person compensating him for the appointment.

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

Child Abuse: If, in his professional capacity, Dr. Oliver knows or suspects 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, he is 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 he has 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, Dr. Oliver is 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 Dr. Oliver 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 Dr. Oliver believes that you pose a clear and substantial risk of imminent serious harm to yourself or another person, he 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 an explicit threat of inflicting imminent and serious physical harm or causing the death of one or more clearly identifiable victims, and Dr. Oliver believes you have the intent and ability to carry out the threat, then he is 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).

Client's Rights and Responsibilities

Your Rights as a Client

1. Be informed of the qualifications of the professional assisting you: education, experience, and 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 Dr. Oliver know as soon as possible if you cannot keep an appointment.
2. Pay your fees at the time of your appointment unless you request an email invoice.
3. Help plan your goals.
4. Follow through with agreed upon goals.
5. Keep Dr. Oliver informed of your progress towards meeting your goals.
6. Terminate your professional relationship with Dr. Oliver before entering into an arrangement with another individual for a similar purpose.

If You Are Dissatisfied with the Services Provided by Living Water LLC

Remember that the care of a professional who meets the needs of one person may be wrong for another. If you are dissatisfied with Dr. Oliver's services, please do the following in the order they are listed:

1. Express your concern directly to him. If he says anything that upsets you or doesn't seem right, please bring it to his attention. Honesty and trust are critical for all relationships to grow. Dr. Oliver values creating a safe and open place for you to come with confidence. The professional work he does is not considered therapy or psychological counseling. If you have questions, please bring it to his attention immediately.
2. Terminate the professional relationship if the situation remains unresolved.

Living Water LLC Rights

1. Living Water LLC and Dr. Oliver reserve the right to change the fees and terms of this document and to make new provisions. Clients will be provided with a revised notice at the next appointment or by other means if so requested.
2. Living Water LLC and Dr. Oliver reserve the right to make referrals of those clients whom they believe can be better served by other professionals.
3. Living Water LLC and Dr. Oliver reserve the right to change appointment times as necessary and will make every effort to telephone or email clients 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 Dr. Oliver's guide. This code may be viewed by following the link: <https://coachingfederation.org/ethics/code-of-ethics>

Accountability

Dr. Oliver has a network of professional relationships with coaches, spiritual directors and counselors with whom he can be in conversation when issues arise which he believes merit further consultation. The

confidentiality of clients is respected. Essential information is shared anonymously to protect confidentiality unless a release of information is obtained.

Acknowledgement of Understanding

Having received and read this information, please sign and date the following Acknowledgment of Understanding form (page down) and present it to Dr. Oliver or scan and email it to him.



DR. DAVID M. OLIVER

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Acknowledgment of Understanding

Client Name: _____

The topics below are covered in the Client Information document you are receiving. Please take your time to read this important material. We invite you to ask any questions about this information now or in the future.

Topics

- Purpose
- Background about Living Water LLC and Dr. David Oliver
 - Transformation Leadership Coaching
 - Spiritual Direction
 - Inner Healing
 - Freedom Encounter Deliverance
- Appointments
- Fees, Billing and Insurance
- Ways to Pay for Living Water Services
- Missed Appointments
- Testing and Assessment Fees
- Telephone Sessions
- Contacting Dr. Oliver
- Emergencies
- Release of Information
- Limitations of Confidentiality
- Client's Rights and Responsibilities
- Living Water LLC Rights
- Code of Ethics for Living Water LLC
- Accountability
- Acknowledgment of Understanding

I hereby acknowledge that my signature below declares I have received and read the information in the Client Information document regarding each of the issues listed above and further understand my rights and responsibilities outlined therein.

Organization/Client/Parent/Guardian Signature

Date

Witness' Signature (if client is not an adult)

Date