



DAMION K. JENKINS, MSN, RN · NURSE EDUCATION & CAREER COACHING

Service Agreement

Nursing Career Coaching Program

Provider: The Nurse Speak

1. What You Are Enrolling In

The Nursing Career Coaching Program is an individualized coaching engagement delivered directly by Damion K. Jenkins. Your enrollment includes fifteen scheduled one-to-one sessions:

- One **2-hour self-discovery session** and career alignment assessment
- Twelve **1-hour individual coaching sessions**
- One **1-hour resume and cover letter session**
- One **1-hour wrap-up session**

Your twelve coaching sessions are yours to pace. Use them weekly when you are in an intensive stretch — an active job search, an interview cycle, a decision with a deadline — and space them out when you are consolidating. We decide the rhythm together.

Also included:

- **The skills-building module library** — self-paced recorded training on conflict resolution, clinical judgment, interviewing, negotiation, communication, delegation, responding to workplace bullying, and leadership development
- Direct email and Voxer access to Damion
- Schedulable 15-minute support calls
- Career navigation and networking resources

2. No Guarantee of Outcomes

This program does not guarantee employment, a job offer, a promotion, a raise, licensure, or any other specific career outcome.

No coach can guarantee a hiring decision made by someone else. What you get is preparation, strategy, and honest feedback. What you do with it, and how an employer responds, is outside anyone's control.

3. What This Program Is Not

Coaching is distinct from several things it can resemble. To be clear about what you are buying:

- **This is not therapy or mental health treatment.** Career transitions are stressful and burnout is real, but coaching does not diagnose or treat any condition. If you are struggling with your mental health, please work with a licensed mental health professional. You can do both.
- **This is not legal or human resources advice.** We may discuss workplace conflict, bullying, contracts, or compensation. Those conversations are strategy, not legal counsel. For a legal question about your employment, consult an attorney.
- **This is not recruiting or job placement.** We do not place candidates, submit you to employers, or receive any fee from an employer who hires you.
- **This is not nursing care.** Working together does not create a nurse-patient or provider-patient relationship.

You remain responsible for your own professional decisions, your license, and your compliance with your employer’s policies and your state’s nurse practice act.

4. Your Participation Requirements

This program works when you work it. You are expected to:

- Attend your scheduled sessions
- Complete the assessment and any agreed assignments between sessions
- Come prepared with what you want to work on
- Be honest about your situation — coaching cannot help with what you hide
- Keep communication open, particularly when progress stalls

5. Confidentiality

What you discuss in coaching stays between us. We will not share the content of your sessions, your assessment results, your resume, or your employment situation with anyone, and we will not identify you as a client without your permission.

The limits: we may disclose information where the law requires it, and we may use general, de-identified observations about common career challenges in teaching and content — never in any form that could identify you.

Coaching conversations are not legally privileged in the way communications with an attorney are. Keep that in mind when discussing an active legal or disciplinary matter.

6. Payment and Refunds

The program investment is \$2,497 when paid in full at the time of enrollment.

Payment plans are available. A plan carries a one-time setup fee and a higher total program price than paying in full:

Pay in full	\$2,497
3-pay	\$100 setup fee, then \$875 per month for 3 months — \$2,725 total
6-pay	\$100 setup fee, then \$449 per month for 6 months — \$2,794 total

If you are on a payment plan:

- Your first payment must clear before your first session
- Your final payment must clear before your final session
- A failed or missed payment pauses scheduling until it is resolved. This is not a penalty — sessions simply resume once the account is current.

No refunds will be issued for this program or for any session, used or unused. If you are on a payment plan, the full balance remains due regardless of how many sessions you use.

7. Scheduling and Missed Sessions

Sessions are scheduled by mutual agreement. If something comes up and you need to reschedule, communicate with me as early as you can and we will find another time.

Missed appointments without professional communication will result in the loss of that scheduled session, drawn against your fifteen included sessions.

Your fifteen sessions must be used within **twelve months** of enrollment unless otherwise agreed in writing.

8. Between-Session Support

Email, Voxer messages, and 15-minute support calls are included and do not draw against your fifteen sessions. These are for quick questions, a gut check before an interview, or a problem that cannot wait until your next session.

Expect a response within two business days. Between-session support is not a substitute for a session, and a question that needs real working time will be scheduled as one.

9. Communication and Consent

You will communicate with Damion via phone, email, text, Voxer, or video chat if you have any questions or need help.

You give permission to receive emails, texts, calls, promotions, or advertisements from Damion and The Nurse Speak. We will **not** share your information with others. You may opt out of marketing communications at any time; service-related communications will continue for the duration of your engagement.

10. Intellectual Property

All information, content, materials, assessments, recorded modules, format, layout, logo, videos, and processes used in this program are protected by copyright law and may not be redistributed, copied, recorded, shared, or sold by anyone without the written consent of Damion Jenkins or his appointee. Your enrollment grants you a personal, non-transferable license to use these materials for your own career development only.

The resume, cover letter, and career plan created with you are **yours** to use however you wish.

11. Ready to Work

You are ready to get to work and build a nursing career you own.

ACCEPTANCE

By checking the agreement box at checkout and completing payment, you confirm that you have read this Service Agreement in full and agree to its terms — including that no employment or career outcome is guaranteed, that your enrollment is non-refundable regardless of sessions used, and that coaching is not therapy, legal advice, human resources advice, or job placement.

Damion K. Jenkins, MSN, RN

The Nurse Speak