Service Agreement

Nurse Leader Launch

Provider: Summit & Sage Wellness, LLC, d/b/a The Nurse Speak®

1. The Program

The Nurse Leader Launch is a one-to-one coaching program for nurse leaders and nurse educators. This agreement is between Summit & Sage Wellness, LLC, d/b/a The Nurse Speak® ("The Nurse Speak") and the person enrolling ("Client").

2. What Is Included

- **12 one-to-one coaching sessions** of 60 minutes each, held on Zoom
- Messaging support between sessions
- Written lessons, templates and tools in a private client portal
- A personalized **First-Year Leadership Playbook**
- Coaching on the AADPIE framework and support building one working asset for the Client's role
- Complimentary access to **Leading Safely** for Clients who work in long-term care

Lessons and resources are released over time and may be updated or added to.

3. Program Length

The program runs for four months from the first session. All 12 sessions must be used within four months of the first session. Unused sessions expire after that date.

4. Fees and Payment

The program fee is the price shown at checkout at the time of enrollment. The full program fee is due at enrollment, regardless of the Client's use of or access to sessions, materials, messaging or resources. The Nurse Speak does not offer an in-house payment plan at this time.

5. Third-Party Financing

If the Client pays through Klarna or Afterpay, The Nurse Speak treats the fee as paid in full. The Client's repayment is owed to that provider.

6. Employer-Sponsored Enrollment

An employer may pay the program fee by invoice at the price in effect at enrollment. Coaching conversations remain confidential from the employer unless the Client agrees otherwise.

7. No Refunds

All fees are non-refundable.

8. Scheduling

The Client may reschedule a session with at least 24 hours of notice. A session missed or canceled with less notice may be forfeited.

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9. No Guaranteed Outcome

> **The Nurse Speak does not guarantee any particular result,** including a promotion, a pay increase, a regulatory result or an employment outcome.

10. Coaching Only

This program is coaching and education. It is not legal, human resources, regulatory or clinical advice. The Client remains responsible for following the Client's employer's policies and all applicable laws, regulations and standards.

11. Privacy

The Client agrees not to share protected health information or any information that identifies a resident, patient, student or staff member in sessions, messages, forms or attachments.

12. Materials

Program materials belong to The Nurse Speak and are for the Client's own use. They may not be copied, resold or shared without written permission. The Client owns the working asset the Client creates, subject to the Client's employer's policies.

ACCEPTANCE

By checking the agreement box at checkout and completing payment, the Client confirms that the Client has read, understands and agrees to this Service Agreement, including the no-refund policy.

Damion K. Jenkins, MSN
The Nurse Speak®

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