

# DBT Phone Coaching Contract

**Rational for phone coaching:** Not all DBT treatment can be done within the context of individual and group sessions. Sometimes, it is necessary for you to call for phone coaching, especially in situations when your urges to engage in target behaviors are very high.

**Reasons for phone coaching:**

- Practice changing ineffective ways of asking for help
- Generalize DBT skills to everyday life

**Goals of phone coaching:**

- Decreasing target behaviors
- Increasing generalization of behavioral skills
- Reinforcing successful skill use

**What to expect from phone coaching calls:**

- Calls are brief, generally five to fifteen minutes
- The skills coach on the line will be following the DBT Phone Coaching Behavior Contingencies, which you should review with your individual skills trainer.
- After a brief description of the current situation, the skills trainer will discuss skills that have been tried and review other skills that might help.
- Phone coaching calls are not meant for analyzing or solving a crisis. They are to assist you in getting through the situation without making it worse (engaging in a target behavior), so that analyzing and solving can be done in the next skill building session.
- It is recommended that you fill out the Phone Coaching Worksheet before or during the call to maximize your ability to benefit from coaching. Your DBT skills manual and diary card are also helpful resources.
- To assist in generalizing skills, you are encouraged to call for a brief check-in when there is no distressing situation.

**24-Hour Rule: Following self-harming behaviors, you are not allowed to call for phone coaching, or to contact your individual skill builder in other ways, for a 24-hour period.**

- You can and should attend scheduled appointments, even during these 24 hours.
- If you do call during the 24-hour period following self-harming behaviors, and you will be reminded of the rule and the call will end. You will then behavior chain around that with your skills trainer in your next scheduled session.
- You are expected to call for phone coaching before you engage in ineffective or self-harming behaviors. Calling after engaging in life threatening or tissue damaging behaviors is not appropriate. The skills trainer can only be helpful before you use these

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behaviors because, in essence, afterwards you have already found a solution to your distress by engaging in the ineffective behaviors.

## Staff Coverage:

- Phone Coaching is available on weekdays and weekends from 4:30 pm until 10:00 pm, 7 days per week. One of Trilogy's DBT skill trainers will be on call for all phone coaching services.
- The on-call DBT skills trainer may not always answer the phone. You can expect to receive a call back within 30 minutes.
- The on-call phone coach will only answer or return missed calls from registered DBT program client phone numbers. It is the client's responsibility to provide any phone number updates to the DBT registry.
- DBT phone coaches will not be listening to voicemails or responding to text messages.
- The on-call phone coach will be following the DBT Phone Coaching Behavior Contingencies.
- The on-call phone coach will be coordinating treatment with your individual skill trainer.
- The on-call phone coach will respect the 24-Hour rule about self-harming behaviors.
- Speak with your individual skill trainer and understand boundaries around how to connect with him or her regarding any needs that you have outside of Phone Coaching hours, weekdays from 8:00 am to 4:30.

*I have read and understand Trilogy's policies and procedures for telephone coaching.*

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Client Name (please print)

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date