

# Ethics & Accountability Commitment

*Aaron Mandelbaum | AEM Strategies*

**My commitment is to do no harm, to leave people and businesses better than when I found them, and to be open for feedback, coaching, and accountability in all my endeavors.**

## My Ethical Declaration and Commitment

### Integrity in All Communications

**I commit to:**

- **Move with an aligned intention fueled by my best efforts**
- **Say what I'll do, and then do just as I said I would**
- **Honestly reflect my training, certifications, education, experience, and expertise in all my marketing and communications**
- **Admit any miscommunication, wrongdoing, lack of presence or clarity, and to take accountability and responsibility for all actions I can**
- **Clearly communicate the scope of what I can and am willing to offer in all relationships**

### Marketing & Representation Ethics

**I represent my work honestly and avoid misleading claims:**

- **I do not make guarantees about specific outcomes or results**
- **Testimonials are used only with explicit written consent**
- **I do not disparage other practitioners or engage in unethical competitive practices**
- **My marketing reflects the reality of my practice without exaggeration**

### Explicit and Informed Consent

- **All agreements, intentions, and instructions are clearly stated and mutually understood before proceeding**
- **Consent can be withdrawn at any time without penalty by any party**
- **Questions and clarification are always available. I work to ensure clear communication before moving forward in any interaction**
- **Power dynamics are openly acknowledged and managed with care**

### Confidentiality & Privacy

**I protect client information:**

- **All client and session notes are kept strictly confidential and for my eyes only**

- I am not subject to mandatory reporting laws; however, I take the wellbeing of clients and those around them seriously and will always encourage appropriate professional support when safety concerns arise
- Clients are informed upfront about the scope of confidentiality in our work together
- I never share client stories, examples, or testimonials without explicit written permission

## Professional Boundaries

I maintain clear professional boundaries to protect the integrity of our work together:

- No sexual or romantic involvement with current clients under any circumstances
- If any connection is leaning toward becoming a romantic or sexual relationship, it will be discussed with my team of advisors before any action is taken (never before a 9-month pause in professional work)
- Professional relationships remain focused on the client's growth and wellbeing
- I do not exploit my position for personal, financial, or sexual gain

## Scope of Practice & Competency

My work is grounded in genuine training and lived experience. I am committed to representing myself accurately—no inflating credentials, no overpromising outcomes.

When a client's needs fall outside what I am equipped to address—whether that involves a mental health crisis, trauma requiring clinical care, or a medical concern—I will say so clearly and help connect them with a qualified professional. I actively pursue ongoing learning, seek guidance from peers and mentors on complex situations, and hold myself to what I actually know rather than what might sound impressive.

## Financial Transparency & Ethics

I commit to complete transparency in all financial matters:

- For one-on-one coaching services, I provide a complimentary consultation followed by a written outline and proposal detailing the scope of work, investment required, and terms of engagement. Clients receive this proposal in writing before making any financial commitment, ensuring full transparency and informed consent.
- For workshops and events, all pricing is clearly stated on the event registration page with no hidden fees or surprise costs
- Workshops are typically hosted, promoted, and managed by a local “organizer.” Their compensation is typically 50% of net revenue (money earned after costs). If after the workshop they feel they deserve less, they say so and we choose what is right. This information is open to the public per request
- Payment terms and policies are disclosed upfront and in writing
- Existing clients are notified before any price increases
- I do not pressure clients into additional services or upsell inappropriately

**Referral Disclosure:** If I refer you to other practitioners or services, I will disclose if a referral fee is available to me. I strive to offer multiple options so that you can make your own informed

choice, rather than steering you toward a single option that would pay me. Any referral compensation I receive is nominal.

## **Refund and Cancellation Policies**

### **One-on-One Coaching Services:**

Payment is due for services rendered. All sales are final and non-refundable. If you arrive late to a session, the time does not extend and full payment remains due.

### **Bodywork Sessions:**

For bodywork appointments cancelled within 24 hours of the scheduled start time, you may be charged for any travel or venue rental fees I have already incurred.

### **Workshops, Seminars & Events:**

Each event has its own refund and cancellation policy, which is posted on the event registration page. Policies vary depending on the venue and other event-specific factors. Please review the policy for each individual event before purchasing. Tickets are not available at the door. Advance purchase is required.

## **Substance Use Policy**

I have not used recreational drugs or alcohol since 1997. I will not use any mood- or mind-altering plant medicines or substances while we work together in any capacity. I arrive clear-headed and fully present for all professional engagements.

If prescription medication affects my capacity, I will notify clients and reschedule if necessary.

## **Digital Boundaries & Technology**

I maintain professional boundaries in digital spaces:

- I maintain clear policies around social media connections with clients
- Professional communication channels are distinct from personal ones
- Video session standards include consent for recording and privacy protections
- I will never use client data (including meeting notes and session notes) in AI tools of any kind

## **Gifts, Bartering & Dual Relationships**

I navigate complex relational dynamics with care:

- Small tokens of appreciation are acceptable; expensive gifts are declined
- Bartering arrangements are clearly documented with mutual agreement on value
- Social relationships with clients are approached cautiously and with explicit discussion of boundaries
- I do not lend or borrow money from clients

- **Business partnerships with clients are only entered after termination of the coaching relationship and with clear agreements**

## Ethical Termination & Referral

**I end professional relationships responsibly:**

- **Adequate notice is provided before terminating a relationship**
- **I do not abandon clients during crises**
- **Referrals to other practitioners are provided when appropriate**
- **Final sessions include proper closure and transition planning**

## My Accountability Systems

**To ensure I honor these commitments, I have established the following accountability structures:**

### Personal Accountability Practices

- **Ongoing self-reflection and integrity check-ins**
- **Monthly review of commitments made vs. commitments kept**
- **Regular engagement with my own mentors and colleagues**
- **Ongoing personal growth work and shadow integration**

### Peer Accountability & Community Support

- **I am actively engaged with international circles of practitioners, facilitators, and coaches**
- **Regular consultation with peer practitioners for complex cases**
- **Membership in professional communities focused on ethical practice**
- **I have been an active member of a weekly men's accountability and support group since 2006**

### Preemptive Accountability

**If you feel you cannot approach me directly, you are welcome to contact my colleague Briana Cribeyer. Briana is a trusted professional colleague and is not in a romantic or sexual relationship with me. She is available to receive your concerns confidentially at <https://www.brianacribeyer.com/>**

### Ongoing Feedback Systems

- **Post-event and post-coaching feedback forms provided to all participants**

- Anonymous feedback is available via <https://anonymousemail.me/> Send to [aemandelbaum@mac.com](mailto:aemandelbaum@mac.com)

## How to Hold Me Accountable

If you have concerns about my conduct or believe I have violated any of these commitments, you have multiple avenues to address this:

### Direct Communication

I welcome direct feedback. You can reach me at:

- Email: [Aaron@aemstrategies.com](mailto:Aaron@aemstrategies.com)
- Website: [aaronmandelbaum.com](http://aaronmandelbaum.com)

### Preemptive Accountability Contact

Briana Cribeyer is available if you feel you cannot come to me directly:

- Website: <https://www.brianacribeyer.com/>

### Anonymous Feedback

- Anonymous feedback emails available via <https://anonymousemail.me/>

### Consequences for Violations

I accept that violations of this ethics statement may result in:

- Public documentation of the concern
- Required accountability work, training, or repair process
- Referral to legal authorities when applicable

### Living Document

This accountability statement is a living document. As I grow, learn, and my practice evolves, I commit to updating this statement to reflect my ongoing commitment to ethical practice. All updates will be dated and previous versions will remain available for transparency.

I commit to reviewing this statement annually and making any necessary revisions to ensure it accurately reflects my current practice and evolving understanding of ethical conduct.

## My Promise to You

**This statement represents more than policies—it represents my sacred commitment to show up with integrity, honor your trust, and create a safe container for your growth and transformation.**

**I will not always be perfect. I will make mistakes. But I promise to own those mistakes, repair harm when it occurs, and continuously work toward being worthy of the trust you place in me.**

**Thank you for holding me accountable. Your willingness to call me forward when I fall short is a gift that makes me a better practitioner and a better human.**

**Aaron Mandelbaum**

*Last updated: March 2026*