

The Agreement is between the Towards Tranquility Therapist and yourself

Therapists will not contact you outside of our session times unless it is for Admin reasons or if there is concern for yours or someone else’s safety. Working hours are mentioned on the website booking area. Please contact within these times and the therapist will aim to get back to you within 24 hrs during the working week and if contacting on a weekend the therapist will aim to contact you by the following Monday evening unless on annual leave.

**Privacy Statement**

Therapists take all necessary steps to ensure working in a GDPR complaint way. In undertaking counselling, you will be providing certain personal data. In so doing it is important that you are aware of and agree to the following:

• Notes are free of identifying information, stored in a locked filing cabinet and are shredded inline with my insurers policy once counselling has ended.

• Written case notes made for sessions are limited in nature and contain mostly themes.

• This contract and other documentation that includes personal data are kept secure and in a separate location from notes which are stored digitally and encrypted.

• Your data will be held for the required period of time as stated by my insurer which is usually around 7 years.

**Supervision:**aspects of our work can be discussed with a clinical supervisor once a month to ensure the therapist is working ethically and in your best interest. Only your first name will be used. Supervisors are also bound by confidentiality.

Therapists have a Clinical Will which means that my colleague working with me in Towards Tranquility will in an emergency have access to your details to make you aware of me being unable to attend sessions or support around untimely ending of sessions. My colleague is also bound by strict confidentiality rules and will act appropriately with your personal information / data.

**Confidentiality:**You can expect that everything we talk about will be kept confidential except where there are safeguarding concerns or where you or someone else is at risk from significant harm. There are some legal limits to confidentiality, e.g. Prevention of Terrorism, Drug Trafficking Acts and In a court of law, a counsellor can be required to answer questions about a client. Wherever possible I would look to talk to you first. If I were concerned for yours or someone else’s safety I may need to share information with someone else such as the police, social services, GP or Crisis Services.

The therapeutic work being undertaken is being done so under the laws and ethical guidelines of the United Kingdom.

• Therapist will work within the NCPS Ethical Framework (available upon request) including regular supervision (refer to relevant body)

• Regularly review therapeutic work and working relationship

• In the unlikely event your therapist needs to cancel a session, an alternative appointment will be made available as soon as possible.

**Please ensure**

• To attend punctually to sessions as we are unable to extend the allocated session time. Please also ensure you are appropriately dressed e.g. not in night ware if sessions are virtual and that you are comfortable with the area’s shown of your space/home through the video camera.

• To give a minimum of 48 hours notice when cancelling/changing an appointment (or the full fee £55 for virtual sessions and £65 for face to face sessions becomes payable)

• To pay a minimum of 48 hours in advance of counselling/therapy session beginning. No session will take place if payment has not been made and received before the agreed session time starts.

• Communicating with your Therapist outside agreed counselling sessions is to be limited to making, changing or cancelling an appointment unless by prior arrangement.

• To make sure that the environment where you are having your session if via video or telephone is confidential. This means that you will not be overheard or observed by anyone in the household. You could use headphones to help with ensuring privacy.

• To agree to provide personal information needed by emergency or support services should your Therapist have serious concerns about risk to yourself (client) or others and these services need to be contacted. (Wherever possible this would be done with your consent and knowledge).

• To discuss with your therapist when you feel you are ready to end therapy

• To let your Therapist know if you are in or are considering entering another therapeutic relationship.

• To not contact Therapist through methods such as Social Media to discuss or disclose information around our sessions or ask questions which would relate to our sessions etc.

• To not take substances before or during the counselling session, if mental capacity is felt to be impaired you will be informed the session will either not go ahead and payment will still be required for the session or the session will be ended early and payment will still be required.

• To discuss with your Therapist where you feel able to do so any concerns or complaints ahead of taking it further as it is an important part of the therapeutic process to try and move through difficult points. Should this not be possible you can contact NCPS the governing bodies I am a member of.

Thank you for taking the time to read through this agreement, it is long but important for you to know where you stand, what will happen and how you are protected.