

Kathryn Webb Therapy



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Online therapy policy 2026-2027

Therapist Name: Kathryn Webb

Role: Independent Counsellor, therapist and advisory teacher

Location: United Kingdom (with in person and online services)

Purpose of This Policy

This policy outlines the ethical framework and practical considerations for online therapy and social media contact. It aligns with the British Association for Counselling and Psychotherapy (BACP) Ethical Framework (2025) and current UK guidelines for safe and professional online practice.

Online Therapy Delivery

- Therapy is offered via secure, encrypted platforms such as Zoom or Whatsapp.
- Clients must confirm their location at the start of each online session, and who is in the vicinity for safeguarding and emergency purposes.
- A backup plan (e.g. Whatsapp videocall or telephone call) will be agreed upon in case of technical issues.

Confidentiality & Online Safety

- Sessions are conducted in private, quiet spaces free from interruptions to ensure confidentiality on both ends.
- Clients are encouraged to do the same and use headphones where appropriate.
- No session is recorded by either party without explicit consent.

Social Media Boundaries

- I do not accept friend or follow requests from clients on personal social media accounts.
- Clients may follow any professional accounts I maintain, but I do not engage in therapeutic dialogue via social media.
- Comments and messages on social media will not be used for therapeutic communication or emergencies.

Email & Messaging

- Email is used for administrative purposes only (e.g. appointment scheduling, it is not a line of therapy).

- Therapeutic content should not be shared via email or text due to confidentiality risks.
- Response time for non-urgent emails is typically 24 - 48 hours on working days.

Emergencies

- Online therapy is not suitable for crisis situations.
- In an emergency, clients should contact emergency services, their GP, or a mental health crisis line.
- If it is felt that a crisis is occurring during a session calls to the relevant services will be undertaken.

Online Conduct & Ethical Standards

- I uphold the same ethical standards online as in face-to-face practice.
- I will not engage in dual relationships (e.g. client as online friend or collaborator).
- I regularly review and update online practice protocols in line with evolving guidance.

I offer online therapy in a secure, respectful way, just like in-person sessions. I don't connect with clients personally on social media, but you're welcome to follow my professional updates. I'm here for you during our sessions - not through DMs or comments - and your privacy always comes first.

Review Date: April 2026

Next Review Due: April 2027

For questions about this policy or online working, please contact me directly.