The LightHouse Therapist - REMOTE COUNSELLING CONTRACT

Agreement between:

Client:

Therapist: Lynette Hill BSc (Hons) MBACP (Reg)

Sessions are 50 minutes, by prior arrangement.

Working remotely means we need to consider certain aspects of this way of working. These include:

* Are you in a space that feels private and confidential?
* Video sessions - If we experience a technical difficulty and we lose connection - we will agree together how we will manage this (ensuring that you can connect with me when it’s safe and/or appropriate to do so). We will attempt to resolve the technical issue together, continue the session over the phone, or arrange to continue at another time and/or date. If I can’t reach you during the technical breakdown, with your permission, I will contact you in a way we both agree upon to make alternative arrangements.
* Telephone sessions - If we get cut off during our phone session, we will agree together how we will manage this.  If there is a technical or signal issue but I don’t hear from you shortly after disconnection, I will assume there may be a privacy issue meaning you are unable to continue talking at this time and with your permission, I will contact you to make alternative arrangements.

*Please note I am unable to communicate via Social media platforms, with the exception of my business website or Facebook page.*

THE SESSION

I will provide a copy of this contract. Please let me know if there’s anything you don’t understand before signing to agree to proceed.

Session fees are £40 per 50 minute. Please ensure payment is made a minimum 24 hours before each agreed session so that the counselling booking can be confirmed.

**Account details are as follows:**

Bank Details: HSBC Bank plc

Name of Account: Lynette J Hill

Sort Code 40-34-27

Account Number 94902971

CONTACT

We will agree on how I may contact you.

I can be contacted via email, phone or text.

*Please note that I read emails and messages between the hours of 9am and 6pm Mon – Friday. I won’t see any messages or contact outside of these hours.*

I am unable to provide emergency or crisis support outside of our sessions. If you are in need of immediate support, please contact an appropriate support service.

We can discuss which options may be most beneficial for you.

MISSED OR CANCELLED SESSIONS

Less than 24-hour notice of cancellation will incur the full session charge of £40.

CONFIDENTIALITY

Everything discussed in our sessions is in the strictest of confidence, except where the law requires that I disclose information. I maintain confidentiality in accordance with the British Association of Counselling and Psychotherapy (BACP) Ethical Framework for Good practice ([www.bacp.co.uk](http://www.bacp.co.uk)).

SUPERVISION

I have monthly supervision whereby I discuss my client work in order to ensure that I am practicing safely, ethically and providing you with the best possible service.  Everything discussed in supervision sessions is confidential, except where there is explicit consent to share information, or where there is a responsibility to disclose information in accordance with the law and/or professional guidance.

Supervision is carried out within strict professional boundaries.  Any client information will be recorded anonymously therefore no individual client information can be identified from this.

All client information and data is held in accordance with GDPR 2018.

EXCEPTIONS TO BREAKING CONFIDENTIALITY

There are certain exceptional circumstances in which myself or my supervisor may be under a legal or ethical duty to disclose information to other parties. This is to ensure your safety, the safety of others and to comply with legislation and professional / legal guidance.  These include the following:

1. Terrorism Act 2000:

2. Drug Trafficking Act 1994:

3. When necessary to uphold Child Protection Laws / Safeguarding

4. Human Trafficking

5. Money Laundering

Other statutory obligations:

• When instructed by a court of law to disclose information (following written request and following appropriate process)

• When I or a supervisor has good grounds for believing that a person may cause serious harm to themselves or others

• Disclosure of serious criminal activity or knowledge of serious criminal activity

If you have any concerns about our working relationship, I encourage you to talk to me in the first instance however, if you feel unable to do this, then please contact the BACP for advice / guidance.

COMPLAINTS

Should you wish to make a complaint about the service you have received from me please contact the BACP at [www.bacp.co.uk](http://www.bacp.co.uk)

Signed: (electronically and via email)

Therapist:

Date:

Client:

Date: