

Online and Telephone Guidelines

Counsellor responsibilities

- To be available at the agreed time
- To start and end the call on time
- To offer a quiet, appropriate and undisturbed space (*as I work remotely from my home office, there may be unavoidable occasions that the doorbell rings/dog barks etc. However, I work in an office alone and will continue to be able to offer a private and confidential setting*)
- To not record or have others sit in upon the therapeutic sessions without explicit consent from both Client and counsellor.
- To maintain safe, professional boundaries
- To regard all contact and information as confidential unless there is reasonable doubt concerning actual safety of the client or others
- To encourage client autonomy
- To work within the BACP Ethical Framework (as per link above) including regular supervision.
- To review therapeutic work and relationship regularly
- In the unlikely event of the therapist cancelling, an alternative appointment offered ASAP

Client responsibilities

- To attend punctually - If you arrive late unfortunately, I will not be able to extend the session, as this will affect my other appointments
- To be in a quiet, appropriate and undisturbed space where Client and Counsellor confidentiality can be maintained when having sessions online or over the telephone.
- To not record or have others sit in upon the therapeutic sessions without explicit consent from both Client and counsellor.
- To give a minimum of 48 hours notice when cancelling/changing an appointment (the full fee becomes payable)
- To pay 1 session in advance then £50 per session at the time of booking the next appointment
- Communicating with the therapist outside agreed counselling sessions to be limited to making, changing or cancelling an appointment unless by prior arrangement.
- To agree to give permission to contact GP if the therapist has serious concerns about risk to self (client) or others
- To discuss with the therapist when you feel you are ready to end therapy
- To let the therapist know if you are in or are considering entering another therapeutic relationship.