

LOVE LEARNS COUNSELLING AGREEMENT

COUNSELLING APPROACH

In a relationship of acceptance, respect and non-judgement, my hope is that we can work together through online therapy to process what you are feeling, and build in strength to face the road ahead, increasing your self-awareness and clarity on your values and vision, and what you want to change or accept. It's important that we recognise that I'm not here to give advice or as a helpline. However, I am here to talk to and to provide you with online counselling and to support you. We will be working together on finding ways to make progress and move forward towards your dreams, goals and/or ambitions.

ETHICS AND CODE OF CONDUCT

I am an integrative counsellor and member of BACP and ACC and work within their ethical framework for good practice in Counselling and Psychotherapy. A copy of the ethical framework for good practice in Counselling and Psychotherapy can be found on the BACP's website at http://www.bacp.co.uk/ethical_framework/

CONFIDENTIALITY

Everything you share with us will be treated as confidential. However, the exceptions to this would be the following:

- In accordance with the (BACP), I am required to undertake regular supervision with an appropriately qualified and experienced therapist/supervisor.

- I may be legally or ethically obliged to break confidentiality, for example where I consider your welfare or the welfare of others to be seriously at risk. Wherever possible, I will consult with you before breaching confidentiality.

Please make sure you are in a private room where you will not be overheard or interrupted during our sessions.

DATA PROTECTION

For online counselling we will be working through Protonmail (PM) which is a free, secure and encrypted electronic mail service. I have used due diligence and taken time to check that PM is GDPR compliant, and I try very hard to make this process secure, but it is your decision as a client to use PM's secure electronic mail services and to read PM terms and conditions. As required by the General Data Protection Regulation (GDPR) any hard copies of your name and contact details will be kept in a secure, locked cabinet and electronic material will be kept securely in devices which are password protected and encrypted. I will not keep data any longer than is necessary and it will be destroyed securely at the end of the recommended period of retention, usually six years after our work ends.

FEES AND CANCELLATION

Fees are due at before your first counselling session by BACS (Sort code 04-00-75 Account no 92317456 made payable to Dionne Akoto, with your own name as reference) or Payment link (please request if you require). Fees are priced on a sliding scale bases and is available on the website, lovelearnsco.com/fees. You will be informed if there are any changes to the fees a month prior to the change. If you can't make a session, you will have to inform us by email 48 hours before the session to avoid a no-show fee. Failure to make payment 48 hours before the session may result in no session.

PROCESS OF THERAPY

We will have a free 15- 20 minutes telephone consultation before our first session, this consultation is for you to understand how I work and ask all the questions you need to know about therapy and the process and if therapy with us. Each of my therapeutic session will be 50 minutes long and will be at the same time every week to be agreed in the free telephone consultation, excluding discussed breaks and holidays. After each session, I will summarise the session and may give some self-work to be completed before our next session. On occasion, we will review the process of the therapy and assess how we can improve to make the process more effective for you. If there is any misunderstanding, this can be clarified through empathic understanding, non-judgement, and unconditional positive regard. I ask that you are honest, open, and actively involved to make the most out of your sessions.

HEALTH AND SAFETY

In instances where you need to contact us between sessions, please email dionnex@protonmail.com, where we look to reply to your email within 72-hours. Emails will be responded to as time permits between sessions within normal operating hours. Love Learns is not a crisis or emergency service. If you need to speak to someone immediately, please contact your GP, NHS 24 (08454 242424) or the Samaritans (116 123).

ENDING COUNSELLING

Normally the ending of the counselling contract would be by mutual prior agreement and will draw to a timely close. However, you have the right to end your counselling at any time. I would appreciate you sending an email to inform us of you wishing to end the sessions. In the event of an email not being acknowledged by either party within 72 hours of sending it, we will agree to resend it. If I haven't heard from you after 7 days of receiving my response, I will send you a brief e-mail to help prompt you or remind you. If, however you do not respond to my email within a further 2 weeks of sending it I will assume that you feel the therapy is complete for now and that you do not wish to continue.

I understand and agree to the terms and conditions of the above contract.

Client name:

Therapist name:

Client signature:

Therapist signature:

Date:

Date: