

Adults Counselling Agreement

This is a counselling agreement between SOSRC and our clients, outlining the Terms & Conditions for counselling.

Confidentiality

Our aim at SOS Rape Crisis is that clients feel safe and secure. Content of sessions will be held confidentially within the organisation. There are three circumstances in which we would share information with someone outside of the organisation:

- **Clinical Supervision** – it is an ethical requirement that counsellors attend supervision, talking through client work with the supervisor. These meetings ensure counsellors are providing a good service for clients and like counselling sessions, are bound by confidentiality.
- **If we believe that** you or someone else is at risk of significant harm, either from you or someone else. Initially these concerns would be raised with the Manager / Deputy Manager, but the decision may be taken to share this information with external agencies. We would aim to notify you of this before it happens.
- **We may, in exceptional circumstances**, be obliged by a court of law to provide records. We do not keep session notes but do keep notes from risk assessments.

We will not disclose information about you to other agencies or third parties without your knowledge and consent apart from in exceptional circumstances.

Commitment to counselling and Cancelled or Missed Appointments

It is important for the continuity and momentum of the work that you and your counsellor agree to commit to all sessions. Wherever possible you and your counsellor will avoid cancelling sessions, though occasionally this may be unavoidable. If you need to cancel a session please call, text or email, if possible, giving more than 24 hours' notice. If this happens on more than 2 occasions within a short period of time this may impact on the number of sessions, you receive. SOSRC Office: **01702 667590**

If you miss your appointment without sufficient notice (either less than 24hours, or no notice) on two occasions, this may indicate that this is not the right time for you to access counselling. Unless there are exceptional circumstances, we will close your case. If this happens, you are free to rerefer to the service in the future.

Starting counselling

Counselling can be a demanding process. To promote wellbeing and positive outcomes, your counselling will begin by working with you to ensure you have good coping strategies as a foundation before you go on to exploring anything further.

Adjustments

We also recognise that it is impossible to 'click' with everyone. If you find you are not getting on with your counsellor, you can request to work with a different counsellor by contacting the office.

Gifts

We understand clients sometimes like to show appreciation for staff by providing gifts. SOSRC staff do not accept gifts. If you would like to discuss this further, please contact the office.

Other therapy

It is not ethical for more than one programme of therapy to run at the same time. If you are accessing counselling from somewhere else, please tell your counsellor so that you can discuss which programme you will bring to an end.

Your Counselling Sessions

- **Please don't turn up early** for your appointment.
- **If your case is under investigation**, or you are considering reporting to the Police, we will treat your counselling as Pre-Trial Therapy and ask that in order to promote the best outcome of your case, that you refrain from going into details of the crime/s committed against you.
- **Sessions will be 50 minutes long.** If you arrive late, the session will still end at the usual time. If you arrive more than 15 minutes late, the session may not go ahead.
- **Your counsellor may be unable to engage** with you if you come to the counselling session under the influence of alcohol or recreational drugs or if you are not in a confidential space. If the counsellor suspects this is the case the counsellor may end that session and will see you at your next session.

Telephone / Video Sessions Counselling Sessions

- **Even though you are not coming to SOSRC Centre** for your counselling, it is still important that you have a private space for your appointment. This will need to be a space where you can speak freely without worrying if you can be overheard. It will also need to be a place where you can avoid distractions.
- **If, during the video call / telephone counselling session**, connection is lost, the counsellor will try to reach you again as soon as the connection is re-established. If she is unable to reach you, she will send you a text to explain she will try again in five minutes time or may offer an alternative means of delivery. If she is unable to reach you in five minutes time, she will consider the session ended. She will confirm this by text and will see you/speak with you at your next session.
- **To replicate face to face sessions, the client** will initiate the session. By video this will be by joining the online counselling room. Your counsellor will give you further details. By telephone, your counsellor will wait for a text from you at the session time to let her know you are ready for your session, and she will then call you. Please tell your counsellor if this is problematic and other arrangements can be made.