



SOSRC Advocacy and ISVA Agreement

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

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 ISVAs attend supervision, talking through client work with the supervisor. These meetings ensure ISVAs are providing a good service for clients and like ISVA 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.

Cancelled or Missed Appointments

It is important for the continuity and momentum of the work that you and your ISVA agree to commit to sessions arranged. Wherever possible you and your ISVA 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 3 occasions within a short period of time this will impact the support delivery. SOSRC Office: **01702 667590**

Adjustments

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



Your ISVA Sessions

Please don't turn up early for your appointment. (No waiting room available)

Sessions will be 50-60 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 ISVA may be unable to engage with you if you come to the session under the influence of alcohol or recreational drugs or if you are not in a confidential space (online/telephone session). If the ISVA suspects this is the case, they may end that session and will rearrange the session.

Telephone/Online Sessions

Even though you may not be coming to SOSRC Centre, 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 session, connection is lost, the ISVA will try to reach you again as soon as the connection is reestablished. 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.