

## **Counselling Agreement**

This agreement sets out the framework for the service I offer and confirms our agreed way of working together.

### **Confidentiality and Limits of Confidentiality**

Everything we discuss remains confidential unless:

- You show intent to seriously harm yourself or someone else
- You tell me something that leads me to believe that you are being harmed, or that a child/vulnerable adult is being harmed or is at serious risk of being harmed
- You disclose that you have committed, or intend to commit, a serious crime such as money laundering, drug trafficking or an act of terrorism
- Notes are requested by court proceedings

Should any of these situations arise, I will discuss any concerns I have with you, whenever possible, and agree a subsequent plan of action to deal with the situation. If I am concerned for your safety/wellbeing, I may ask you to seek crisis support and will offer you support to do this. If you are unable or unwilling to seek help and I do not feel you are safe, I may need to seek help on your behalf.

### **Sessions**

All counselling sessions last 50 mins and cost £55. Payment must be made at least 24 hours in advance of each session to my bank account: **Mrs Catherine S Telford | 30:98:71 | 01502898**

**Face-to-face sessions:** We will meet in my therapy studio.

**Online sessions:** We will meet using the video platform Zoom. If the online connection fails, I will phone you to discuss a solution. Neither you nor I will record or capture images of the sessions. To ensure complete confidentiality it is essential that your location is quiet, private and that we won't be interrupted by other people or technology.

Please switch off or silence notifications and incoming calls.

Your device must be in a fixed position rather than your hand or lap.

**Telephone sessions:** I will call you at the agreed time from my phone (07869 348529).

To ensure complete confidentiality it is essential that your location is quiet, private and that we won't be interrupted by other people or technology. Please switch off or silence notifications and incoming calls.

If the phone connection fails, I will email you to discuss a solution.

## **Cancellations**

Should you need to cancel any session, please give a minimum of 48 hours notice. If less than 48 hours notice is given, the cancelled session fee is payable in full.

Sessions must start promptly at the agreed time as the end time cannot be extended.

Sessions not commenced within 15 minutes of the agreed start time will be cancelled.

Sessions will be cancelled if you are, or appear to be, under the influence of alcohol or non-prescription drugs. Sessions will be ended if you become threatening or violent.

The session fee will still be payable in full in any of these circumstances.

Further sessions cannot be booked if fees are outstanding.

Any contact between sessions should be limited to administration purposes only and not used as an extension of therapeutic work discussed in sessions. If we were to meet by chance in public, I would not acknowledge you unless you first acknowledge me in order to respect your privacy and protect your confidentiality.

We will regularly review our work together to ensure that you are getting all that you need from counselling.

You may end counselling at any time. If no booking or contact has been made for seven days I will assume you have chosen to end counselling. If necessary I may end our work together and will if appropriate, offer a referral.

## **Type of counselling**

I work in a 'Person-Centred' or 'Client-Led' way. This means that counselling is offered to meet your individual needs and you choose what we discuss in each session. I work with you to understand your unique experiences and help you process and make sense of your responses. I do not tell you what to do but encourage you to gain autonomy, recognise choice and identify possible changes you may feel able to make.

## **Standards of service**

As a registered member of the BACP (British Association for Counselling and Psychotherapy), I adhere to the Ethical Framework for the Counselling Professions (2018) to ensure good practice and accountability. Should you have any concerns about our work, please discuss this with me, or directly with the BACP. I comply with the UK GDPR (General Data Protection Regulation) under the DPA (Data Protection Act) (2018) and am registered with the ICO (Information Commissioner's Office).