



Counselling Agreement Video Conferencing

This is an agreement between Tanya Penn, the Counsellor &

Name:

Address:

Phone:

Email:

GP Name & Surgery:

Permission to Contact: Y/N

Appointments

Counselling sessions will last for 50 minutes, and will take place on

_____ (day of the week) at _____ (time).

Video conferencing session can be via Skype or Zoom. You will need access to skype or Zoom facilities on your computer, both are free to download and setup up. Instructions can be provided. For your privacy video conferencing is encrypted. We will send you our skype contact details or a invitation to a Zoom meeting, depending on which software we decide to use. You will need to ready to connect 5 minutes before the start of our agreed time for sessions. We will contact you at the start of each session, if you are late attending the session, we will stay online for 15 minutes to allow for any eventualities. If you do not make contact within this time, then the session will be considered missed and will be cancelled. You will be charged for this. If you are late attending your session, we will still end on the original time for the session.

Your session times are important, and this is your "space". Being prepared is an important part of therapy. Ensuring that you are comfortable, having a safe and private space to work from is important and having a pen and paper for you to make notes etc can be useful. You may wish to have some water and tissues to hand.

It is also important to be able to give yourself a bit of time and space after each session. Counselling uses energy and can bring up a host of emotions. Ensuring you have some time after a session is healthy self-care.

Technical Difficulties

If technical difficulties are experienced, for example computer or internet breakdown we will undertake to contact each other via text (SMS) message so that an alternative session can be made.

Payment

It is agreed that the sum of £_____ will be paid for each counselling session of 50 minutes duration. Fees are payable on the day or within 24 hours of appointments and can be made by cash, cheque or card. Cheques should be payable to T.Penn. Receipts are available on request.

It is agreed that a minimum of 48 hours' notice of cancellation should be given. If less than 48 hours notice is given then a standard charge of £20.00 will be made, if an appointment is missed or less than 24 hours' notice is given, the full amount for the session will be payable in order cover expenses incurred.

Length of Counselling

The length of counselling will be agreed between us and will be reviewed on a six-eight weekly basis. You can terminate counselling at any time although a minimum of two session notice is preferred in order to terminate counselling appropriately and safely. The termination of counselling **does not** release the counsellor from the terms of confidentiality contained in this agreement

Confidentiality

All sessions are confidential between the Counsellor and the Counsellee, however, the content of the sessions may be discussed in confidence by the Counsellor in Clinical Supervision, using a code or pseudonym, no identifying information will be shared.

Confidentiality may be broken in instances where the Counsellor is legally obliged to do so:

- Prevention of Terrorism act
- Child protection act
- Drug trafficking act
- Where serious harm to yourself or another person is likely

Where possible, this will be discussed with you prior to any action being taken.

Information

The Counsellee agrees that he/she has been informed of the Counsellor's policy of keeping records and storage of personal data in accordance with GDPR guidelines.

Facebook, Twitter, Linked in and all social media

Please do not invite your counsellor to join you on any social media. They are not permitted to do so under their strict Codes of Ethics, and refusal can cause offense where none is intended.

Ethics and Professional Practice

I abide by the British Association of Counselling and Psychotherapy Ethical Framework for Good Practice in Counselling and Psychotherapy. Any complaints about counselling should first be discussed with the Counsellor, and if this is unsatisfactory, in writing to BACP at BACP House, Unit 15, St. John's Business Park, Lutterworth, LE17 4HB, or email to professionalconduct@bacp.co.uk

Computer Privacy, Safety and Data Protection

When working online it is important to maintain security through reasonable measures to ensure confidentiality and safe working procedures.

Firewall and Antivirus – these can be installed to protect your software and hardware from third parties or viruses. McAfee and Norton antivirus protection are available.

Password Protection – If you have a personal computer, ensuring you have a password gives you extra security so that others do not gain access to your documents and information you have stored. If you have access to a shared computer then it is important you have your own personal password that other people do not have access to. Saving information to your own password protected key/ dongle gives you added security.

Agreement Signed by:

Counsellor: _____

Counseee: _____

Date: ____/____/____