

**Working Agreement**

The Working Agreement is a mutual agreement between counsellor and client that explains the rights and responsibilities of both parties. It is an important part of the counselling process that keeps both parties safe by establishing the parameters of the counselling relationship, to help avoid misunderstandings and miscommunications. By booking an appointment with me, you automatically agree to the following terms and conditions set out below:

**Counselling Aims and Objectives**

The aim of counselling is to give you, the client, a safe, non-judgmental space to discuss anything that has been worrying you. It is not my place to give you answers, but I am here to explore your situation and thoughts with you, to help you find your own answers. You will set your own objectives, and we will regularly review if you feel your sessions are providing the support you need.

Many clients find it useful to come once a week. My flexible booking system allows you to choose an appointment time that is convenient for you and can be booked out as a regular slot months in advance.

**Sessions**

Sessions last 55 minutes and it is expected that the session will begin at the agreed time. Any session that begins after this time due to late client arrival cannot be extended beyond the agreed finish time. If you do not arrive or call within 15 minutes of the agreed appointment, this will be considered a cancellation. I will not be available for the remainder of the session and the full fee will be charged.

**Sessions in Person**

Venue to be confirmed. Should you arrive early, you may take a seat in the waiting room, and I will come to find you at the start of your appointment time.

**Covid Safe**

If you feel unwell before a session, or find out that you have been in contact with someone who is infectious, please let me know, and we can continue online. If you find out after a session that you have tested positive for Covid, please let me know as soon as you can.

**Sessions Online**

Some clients prefer to work online, and other sessions that are intended to be face to face may need to be moved online. Where possible, and safe to do so, I will try to accommodate the preference of the client. I use Zoom as this appears to be the most secure. Please be aware that no platform is 100% secure, so by agreeing to online sessions, you do so at your own risk. Instructions on how the session will be run are provided in your confirmation email at time of booking. If you have problems connecting on the day, whether before or during the session, please email, text, or WhatsApp me. I ask that where possible, clients wear headphones, as this is better for privacy, and helps reduce feedback from the speaker. It is also better if you can make sure that your phone, tablet, or computer is free standing, so that the picture is not constantly moving, and that you are in close proximity to the microphone. Disturbances occasionally happen when you are in an environment outside of the therapy room, so a little bit of flexibility is available, should you need to answer the door for a delivery, or sort out an interruption from family or pets.

**Contact Between Sessions**

Clients may contact me during working hours (see below), but only to postpone/rearrange appointments. You can leave a message on my answerphone or message me via text, WhatsApp, or email. I aim to respond within 48 hours. Please do not contact me outside of these hours.

Opening Hours: Monday- Friday 8:30AM - 5PM

**Emergencies**

In case of an emergency please speak to a member of your support network, GP, or dial 111.

During office hours, Mind can be reached on 0300 123 3393, or by texting 86463. Rethink’s

National Advice Service is on 0300 5000 927.

For out of hours, The Samaritans can be reached on

116 123, or you can use the “Shout” crisis text line by texting SHOUT to 85258.

**In Public**

If I see you in public, I will not be the first to acknowledge you as some clients do not wish their friends or family to know that they are in therapy. However, if you stop me to say hi, I will be more than happy to say hello, but not to discuss any matters that have been discussed during therapy.

**Social Media**

You are more than welcome to follow my Instagram business page at however please do not add any of my personal social media accounts, as I will not be able to accept your request.

**Data Protection and Privacy Policy**

I am on the public register of data controllers and adhere to the Data Protection Act, 1998 which you can read about here: [www.legislation.gov.uk/ukpga/1998/29/contents](http://www.legislation.gov.uk/ukpga/1998/29/contents).

My privacy policy can be accessed in full on my website: [www.e;ephantinthebloom.co.uk](http://www.e;ephantinthebloom.co.uk) .

The only client contact information I store is an email address and telephone number. These are necessary to cancel or amend appointments, and are stored on the booking system, which meets the necessary privacy guidelines. I also keep very basic notes as an aide-mémoire. This information is stored in keeping with the BACP’s requirements for confidentiality, and is safely destroyed when a client is no longer working with me.

**Supervision**

In accordance with the BACP Code of Ethics, I attend regular supervision, which is an important part of my own self-care, and to help provide you with the best possible service. My supervisor is an accredited member of the BACP and is therefore bound by the same standards for confidentiality as I am. All discussion of my work with clients in supervision is carried out respectfully and with the utmost concern for your privacy. No identifying information is given.

**Confidentiality**

Confidentiality may be broken in the following exceptional circumstances:

• Where there is immediate risk of serious harm to you or a third party, particularly a child.

• Where statutory law requires me to inform the relevant authorities, such as terrorist activities,

drug trafficking, or abuse of a child or vulnerable adult.

**Complaints Procedure**

If you are unhappy with any aspect of your therapy then I would ask that if you feel able to, that you raise it with me first, so that I can do my best to address your concerns. However, if you feel that you can’t talk to me, or that my work is in any way unethical, you can contact my accrediting body,

the BACP, who will guide you through a complaint’s procedure. <http://www.bacp.co.uk/crs/contact.php> .

**Signposting On**

Sometimes it is necessary for me to refer clients on to other professionals. When this is the case I will discuss it with you first, so that you understand my reason for referring you on and will try to recommend some appropriate contacts who can help meet your needs.

**Cancellations**

The full session fee will be charged unless I am given 24 hours’ notice of a cancellation. If you are unable to make it at the last minute due to an emergency, please let me know at your earliest opportunity, and I will do my best to reschedule the appointment at no extra cost.

**Session Fees**

• Individual £60 per 55 minute session.

• Trainee Counsellors £50 per 55 minute session.

Fees are reviewed regularly and may be subject to change. Clients will always be given at least a month’s notice before any changes.

**Method of Payment**

Payment is to be made at time of booking, by credit or debit card.

Working Hours

Monday- Friday: 08:30-5PM & Bank holidays: Closed