

In-Person and Online Counselling Contract



This contract is between **Emilie Watson (the Counsellor) of The Calm Place**

And: (write full name)

Of: (add your address)

Email: (add your email address)

Phone: (add your phone number)

THERAPEUTIC AGREEMENT

Please read the information below carefully as this sets out the boundaries to our therapeutic work together. If there is anything you are unsure of or do not understand, you will have an opportunity to ask any questions at the assessment and any future sessions.

After reading, please sign and date the document. We recommend you keep a copy for your own records. **Please be aware that your counselling cannot start until I have received your signed contract.**

In-person counselling sessions can be conducted in the confidential office at The Calm Place or in your home. If sessions are in your home, it is your responsibility to ensure your space enables you to speak freely without being disturbed.

Online counselling offers benefits and challenges and is not suitable for some people. This will be decided between the counsellor and client during the initial assessment.

Online privacy

Your online counselling sessions will be conducted live via an internet link. When working online it is important to maintain security through reasonable measures. It is your responsibility to secure your computer against unauthorised viewing by third parties. The Calm Place uses Zoom, Teams or WhatsApp for sessions online and although it is unlikely, please be aware that governments have national security programs which can eavesdrop on internet traffic including live sessions.

Your personal welfare and safety

It is important to give yourself a bit of time and space before and after each session. You may like to have to hand a glass of water, tissues and a pen and paper to make personal notes. This will be provided for you during in-person sessions. Sessions cannot take place if you are under the influence of alcohol or non-prescription drugs.

If you live with a medical condition that may require emergency support e.g. allergy to insect bites, food allergy, epilepsy, diabetes, you will need to inform me as a precaution; if you become incapacitated during the session due to a medical emergency, I will need to contact the emergency service on your behalf.

If the session is online, you are not obliged to tell me of your current location, however in the event of an emergency, I may not be able to get specific services to aid you.

Emergency contacts

The Calm Place does not operate a crisis or emergency service. If you feel you are in crisis or are in danger of harming yourself then it is imperative you contact the emergency services, your GP or the Samaritans on 116 123. You can also go to your nearest Accident and Emergency (A&E) department.

Confidentiality

Confidentiality is fundamental in establishing trust between the client and counsellor. However, there are times when I may be required to break confidentiality; it is important that you are aware of the boundaries of counselling.

Confidentiality may be broken in certain circumstances.

- The counsellor has serious concerns that there is a risk to your safety or the safety of another person.
- If appropriate, the counsellor may contact a person's GP or other relevant professional if they have serious concerns for your safety or the safety of someone else. The counsellor will aim to discuss any action with you first to seek and gain your co-operation.
- In such circumstances, your counsellor has a duty of care to raise that concern with appropriate professionals to support you further. We will always explore this with you first.

There are some circumstances where the law requires that I breach the confidentiality agreement to:

1. Prevent a death.
 2. Safeguard children or vulnerable persons when abuse is suspected.
 3. Prevent or assist in the detection of a crime.
 4. To honour the request of HM Courts.
- I have regular supervision with a senior therapist and need to discuss my work with them. This ensures I am doing my job correctly and am keeping you safe. These supervision sessions are confidential. I may use your first name when talking with them but will not disclose any information that would enable you to be identified.
 - I will keep brief relevant notes. Notes are stored on a secure computer in an online vault which has dual-factor identification. After counselling finishes, your notes and any other personal details I hold about you are archived and kept for 3 months. After this period they will be erased. You have the right to access your records and how to do this will be fully explained if you should wish to do this.
 - If you hope to use counselling in support of legal action or a compensation claim, please be aware that I am not able to provide any form of diagnosis or feedback that speculates on your behaviour or future behaviour.

Session information

I offer all clients a free initial session to see if counselling with me is right for you. You can then have as many sessions as you wish.

Fee information

Each appointment is 1 hour long and costs £50 with some concessions available - please ask.

Cancellation policy

- 24 hrs notice is required for cancellations, otherwise the missed session **will be chargeable**
- To cancel your appointment please contact **me directly on 07708 753737** or alternatively email **emilie@thecalmlplace.co.uk**.
- I will give you as much notice as possible regarding any annual leave or absence. If I fall ill on the day of your session, I will make every effort to contact you as soon as possible. You will not be charged and can either rearrange the session or request a refund if you have already paid.

Aggressive/abusive behaviour

If you, the client displays aggressive, inappropriate or abusive behavior during a session, I reserve the right to close the session immediately and to cancel all future sessions.

Counsellor information

- I am fully qualified and have a First-Class Honours Degree in Counselling and Therapeutic Practice from the University of South Wales. I am a member of the BACP, am insured with Holistic Insurance, am DBS checked and registered with the ICO (see privacy notice).
- I will not answer calls or emails outside of working hours. If you need immediate support, call your GP or go to the nearest A&E department.
- You are welcome to follow me on social media although I am not able to follow/friend you back due to ethical reasons.

GDPR (General Data Protection Regulation)

- As I have an agreement or contract with you to provide a specific service, for example a counselling, the lawful basis on which I collect, and process data is 'contract'. This means that I am processing data to fulfil - or determine if I can fulfil - my obligations to you under the agreement.
- I will only use personal and special category data to provide and evaluate the services I provide. I will not pass on the data I have about you to anyone else without your express permission except in exceptional circumstances, the lawful basis of which is 'vital interests'. Examples of these circumstances might include information that suggests you might be a danger to yourself or someone else, or information about a child at risk of harm or neglect.
- You can read the full Privacy Notice on the website:
www.thecalmlplace.co.uk

I have read and understood the information provided above.	
Client Name	

Client Signature	
Date	

PLEASE COMPLETE AND RETURN TO:
emilie@thecalmplice.co.uk

Updated 31 August 2024