

## THErapy CENTRE SERVICES

### CONTRACT

Therapy Centre Services (TCS) is a BACP Organisational Member (00275721) and works in accordance with the *Ethical Framework with the British Association for Counselling and Psychotherapy (BACP)* and offers unlimited sessions for all clients accessing the service.

To comply with data protection and GDPR personal data kept about you is stored electronically on an internal client management system which is encrypted and only accessed by your Counsellor and authorised TCS Managers.

#### Accessing the Service

Your referral has been received either directly from yourself, or through your GP or another external organisation e.g. by your Employer or 3<sup>rd</sup> party organisation. The TCS Management team have allocated you to a Counsellor / Counsellor in Training who has been suitably matched as competent to work with your presenting issue, and who will provide you with regular sessions.

#### Your Counsellor

All Counsellors on the team are assessed as having appropriate qualifications and level of competence to practice. Therapy Centre Services is supported by a team of Qualified Counsellors and Counsellors in Training. All Counsellors are suitably assessed and supervised. This will be discussed and agreed at your initial assessment and should you not wish to work with your assigned Counsellor, alternative Counsellors will be discussed and offered to you for your consideration.

#### Counselling Sessions

The counselling sessions are 50 minutes and you can agree weekly sessions with your counsellor. If you require fortnightly sessions please discuss this directly with your counsellor. Please also refer to our information leaflet (available on our website) to ensure you are able to get the most out of your counselling with TCS.

#### Online / Telephone Counselling

Due to the Covid-19 outbreak, Therapy Centre Services are providing all sessions through Skype (telephone sessions) or Zoom (online sessions).

Zoom is a way for you to see your counsellor face-to-face from your computer whilst engaging in therapy. We ask you to download Zoom onto a personal phone, computer or device from [www.zoom.us](http://www.zoom.us) and set up an account using your own email and login details.

A few minutes prior to each session you will receive an email invitation to join the appointment with your Counsellor.

If technical difficulties are experienced, for example computer or internet breakdown we will contact you via (SMS) message so that we can resolve any technical issues and resume the session or provide an alternative session date and time.

Therapy Centre Services takes reasonable steps to ensure adequate levels of security for the services we provide, and are vigilant in avoiding new threats to security as they arise in a rapidly changing field of practice and technology. We request that you consider your own security on your devices, and use personal computers or devices rather than shared or devices on external networks

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.

For therapeutic communication, we recommend you use a personal computer with restricted access. We ask that you determine who might have access to your computer and electronic information from your location, which might include supervisors, co-workers, family members, and friends.

We ask you to consider being in a quiet ‘confidential’ space for the duration of your session, we are not able to complete sessions if you are in a public or open space, i.e. coffee shops, trains, buses or other public areas, or where there are other people who may be able to overhear your session. It is useful to turn off any other devices, where you may receive text messages, emails or other distractions during the session time.

It is also important to be able to give yourself a bit of time and space after each session. Therapy uses energy and can bring up a host of emotions. Ensuring you have some time after a session is healthy self-care. Try to make sure you do not have to rush off to resume what you were doing before the session, for an appointment or pick up the children straight away, having a cup of tea or a glass of water and doing something pleasurable for 5 – 10 mins can help.

## **Confidentiality**

The relationship between you as the client, and TCS is based on the values of trust and confidentiality, therefore TCS will not disclose any information about you to any third party unless requested in writing to the Therapy Centre Service Director, and with your permission.

### **Exceptions to Confidentiality**

In the rare event that confidentiality cannot be maintained, it may be necessary to breach confidentiality, in line with the TCS At Risk policy. The following provides a guideline to the circumstances where this may occur;

1. If you give information which leads the Counsellor or TCS to believe that you or someone else is at risk of serious harm, then after careful consideration, the Counsellor or TCS may take steps to minimise such action. Any such action would be discussed with you first, if possible, and any actions agreed.
2. Exceptional circumstances may arise where the Counsellor / TCS will be legally required to disclose information, for example when ordered to do so by the court or where we have a statutory obligation to disclose information to the authorities concerning knowledge of acts of terrorism, drug trafficking, child abuse, or any other legal requirements.
3. All Counsellors receive regular supervision of their work in accordance with BACP guidelines and other professional bodies. This means they receive guidance from a supervisor who is a qualified Counsellor / Supervisor with whom they may discuss their clients confidentially. Every effort is made to maintain your anonymity and your name will not be disclosed unless there is a risk potential.
4. If contact with your GP or other relevant person or agency is needed, the Counsellor will ask your permission and will discuss this with you in advance wherever possible. Your counsellor may request your GP details at the initial session.

### Booking Appointments

At the end of each session you can agree with your counsellor a suitable date and time for your next appointment. Your counsellor will notify the office who will then request payment from you to confirm this next appointment date and time. Payment is required within 24 hours of receiving the payment text to book and confirm each next session.

Should you wish to contact us directly between sessions please phone or text 07895 796857 or you can email [appointments@therapycentreservices.com](mailto:appointments@therapycentreservices.com) . Contact or communication between sessions should not be made directly with your Counsellor.

### Cancellation Policy

We have a strict 24-hour cancellation policy, and if you cannot attend your scheduled appointment you must contact the TCS team on the above contact number or email address so the appointment can be rescheduled.

**If you cannot attend your appointment and fail to contact TCS less than 24 hours before your planned session, this missed session will not be refunded.**

If 24 hour's notice is provided we will rearrange the appointment date and time and the payment for the session will be carried over to the new appointment.

Your Counsellor/Support Provider will answer any questions or queries you have at your first appointment.

## Complaints

We hope you that you will feel comfortable enough to raise any concerns about your sessions directly with your Counsellor. However if you feel unable to do so, please email [complaints@therapycentreservices.com](mailto:complaints@therapycentreservices.com) where a Senior member of the TCS team will address the complaint directly with you.

**By agreeing to work with your Counsellor you are agreeing to this contract.**

## COVID19 – addendum to Contract

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