

Counselling Agreement

This is a mutual agreement between Anna Kurzatowska-Bailey, the counsellor and the client prior to the commencement of counselling. I work in adherence to the British Association for Counselling and Psychotherapy (BACP) Ethical Framework which can be viewed at www.bacp.co.uk

Contact Details

You may contact me via telephone or email. If I am unable to answer, please leave a message, email or send a text and I will get back to you as soon as possible.

Client Information

Client Name: Date of Birth:.....

Address:.....
.....Post Code:.....

Contact Number:.....Email:.....

Permission to:

Call: Yes / No Leave message: Yes / No Text: Yes / No Email: Yes / No

GP Name:.....Practice:.....

Health Problems (Including allergies or current medication)

.....

Emergency Contact

Name:.....

Relationship:.....

Contact Number:.....

I understand that Anna Kurzatowska-Bailey will not contact my GP or emergency contact without my permission, unless there is a risk to me, the client.

Confidentiality

Everything we discuss during sessions will be kept confidential, however there are some limitations which will require confidentiality to be broken. These limitations include issues regarding serious risk of harm to yourself or others or child protection concerns, I would aim to discuss this with you further however I may need to take this to a third party. Additionally, if you disclose drug trafficking, money laundering or terrorism, this will be reported.

Brief notes of our sessions will be kept as per standard practice, however these will be anonymised and secured in accordance with the BACP Ethical Framework and GDPR 2018.

Supervision

I am ethically obliged to attend supervision with a trained supervisor to maintain fitness to practice and ensure effective counselling provision. All details discussed will remain anonymous in accordance with the BACP Ethical Framework.

Sessions

Each session will last 50 minutes, and need to be booked in advance at an agreed time, either face to face, via telephone or online. Any sessions that begin late will still finish at the agreed time.

All fees are to be paid 48 hours in advance of sessions unless otherwise agreed. Bank details are; Bank: **Mettle**, Name: **Peterborough Therapy** sort code: **04-03-33** account number: **33697339**

Cancellations

I understand there are times where you may need to cancel a session, in this instance we require 48 hours' notice or in exceptional circumstances 24 hours. I will also endeavour to offer 48 hours' notice should I not be able to attend an arranged session. If you do not attend a session and do not give notice the full cost of the session may be charged.

Boundaries

To protect and maintain safe boundaries, we agree the only contact in between sessions will be in relation to checking, rearranging or cancelling the next session. If contact is made, I will not respond outside of session times queries to maintain safe boundaries. If support is required, please seek support from crisis numbers provided below. If this is repeatedly ignored, we will discuss the reasons why and it maybe that a different type of support is required (see referrals).

Referrals and Review

A review will take place every 6 sessions, however, can be negotiated if needed. This is to review how your sessions are going and check suitability. There may be occasions where we feel an alternative therapy may be more beneficial to you the client. Any referrals will be fully discussed beforehand.

How it works:

Telephone: We agree a set time for the telephone appointment. I will telephone your preferred contact number.

In the event there is no response to the call, I will retry for up to three times within a ten minute period before recording a 'Did Not Attend' and cancellation charges will apply. I will text/email to confirm this in writing depending on your communication preference.

Please ensure you have a sufficient battery charge in your phone to last the duration of the session and able to receive a good signal to avoid any interruption to communication.

Webcam sessions: We agree on a set day and time to 'meet' on-line via secure platform provides a high level of end-to-end encryption.

Online counselling sessions may be weekly or further apart depending on your requirements.

Online Considerations: I suggest you use a private password protected computer and private e-mail address for our therapeutic exchanges.

Virus and spyware definitions are regularly updated on my computer – I please ask that you carry out similar safety precautions on your own computer.

I recommend you use a private and quiet space in which to carry out your telephone/online counselling which will feel safer for you to explore any difficult issues.

Unforeseen Circumstances: In the event of technical difficulties and being unable to connect to the server, I will send you a brief text message by mobile phone or telephone you (only if this is your



preferred method of communication) to let you know and we can make an arrangement to retry or make an alternative appointment.

Similarly, if you experience any technical difficulties, please get in touch as soon as possible to let me know.

If you feel you are in crisis and need urgent support, please contact one of the following services:

NHS HELPLINE – 111 option 2 (medical support and advice) available 7 days a week, 24 h

LOCAL A&E DEPARTMENT

POLICE – 101 (reporting a crime, non-emergency) 999 (emergency) available 7 days a week

SAMARITANS – 116 123 (A 24hr support service)

SHOUT – Text "SHOUT" to 85258 (offering a SHOUT crisis text line – alternatively, text "YM" if you're under 19)

If you or somebody else are in immediate danger, you should contact 999

Signed:.....(Client) Print name:.....

Date:.....

Signed: *Anna Kurzatowska-Bailey* Print name: Anna Kurzatowska-Bailey Date: