

## Chand Counselling – Online Working Agreement

The following is information about how I work. Please let me know if there is anything that does not make sense or that you are not comfortable with.

### **Confidentiality**

What you share with me I treat as confidential. Confidentiality includes my supervisor (another experienced therapist); every counsellor/psychotherapist working to UK Ethical Codes has a supervisor. This is to make sure we're all working as well as we can be.

The only time I may need to break confidentiality is if I'm concerned about harm to yourself or to someone else. I would talk to you about this first though, if at all possible.

I request that we use Skype for our communication, as the channels will be encrypted and we may be sure of our exchanges being confidential. To further support you to feel free to share what you want, I also ask that you find a private physical space from which to have our sessions (but not from bed etc.!).

### **Code of Ethics**

I work to the Ethical Framework (2016) set out by the British Association for Counselling and Psychotherapy. There is a copy on my website; I'd be happy to show you one too.

### **Length of Sessions**

Sessions are 50 minutes. Usually we will meet on a weekly basis at a regular time. (supervision sessions for other therapists tend to be fortnightly).

### **Duration of Work Together**

There is no obligation from my point of view to work together for any set period of time. If not ongoing, some people start with six sessions before reviewing.

Regarding endings, my hope is that you give me some notice and that we say goodbye in a session (rather than email).

### **Cancellations and Re-arranging**

I kindly ask for 7 days' notice for cancellations. This is so that I may offer the time to someone else. It is difficult to make another booking with less notice so the fee stands if I am given less than 7 days. In extenuating circumstances, I'm willing to negotiate this.

If on the odd occasion you ask to re-arrange rather than cancel with less than 7 days' notice I'd do my best to accommodate in the same week. If I'm unable to, the fee stands.

If it was me that asked to cancel or re-arrange (this would only be in an emergency), I'd also try to give you 7 days' notice. If it's not possible for me to give this notice and we are unable to rearrange in the same week, you'd be entitled to a session without charge.

# Chand Counselling – Online Working Agreement

## Technical Problems

During a session, in the event that we have technical problems and are unable to re-connect within ten minutes then I ask that we re-arrange the session by telephone or text message.

## Payments

Your fee will be agreed between us (varies sometimes if concessions are needed).

I kindly request that payment - via Transferwise – is received 24 hours after the session if not before. I invoice on a monthly basis; I am not necessarily expecting payment for the month in one transfer.

## Contact details

Please could you provide the following information.

Full name:

Address:

Telephone number (including country code):

Next of kin (only for emergency):

Next of kin contact number (including country code):

.....

*I will assume we are working to this agreement from our first contact unless we discuss/ agree otherwise.*

*Warmly,  
Rakhi*