

# 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 Zoom 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.!).

## **Data Protection**

I'm registered with the ICO (Information Commissioner's Office) and work in line with General Data Protection Regulation (GDPR) – UK data protection law.

The data I need to store for us to work together are your contact details (requested at the end of this document) and any emails between us. This is so that I may communicate with you regarding appointments, invoicing, or in an emergency. I don't share this data with anyone else; and I keep this information for 7 years after therapy ends.

## **Medical Conditions**

I'm interested in any physical or mental health diagnoses you'd like me to know about prior to meeting. For example, diabetes, depression, epilepsy, etc.

I ask about physical health in case of any urgent needs during a session. With regard to mental health history/diagnoses, I ask in case this gives a fuller picture of you, and hence how you might best be helped. None of this information is shared with anyone else; and it would be stored for 7 years after our last contact.

## **Code of Ethics**

I work to the Ethical Framework (2018) 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 Therapy**

There is no obligation from my point of view to work together for any set period of time. I trust that you know best how involved how much you want to work on at this time and how involved that might be. If not ongoing, some people start with six sessions before reviewing.

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

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.

## **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 – by online transfer - is received within 24 hours of the session. I invoice on a monthly basis; I am not necessarily expecting payment for the month in one transfer.

## **Personal Details**

Full name:

Address:

Telephone number (including country code):

Email address:

Emergency contact:

Emergency contact telephone number (including country code):

Medical conditions (optional):

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

*Warmly,  
Rakhi*