

ABOUT LIFE LEARNING – CATHY WATTS

Terms and Agreement for COUNSELLING Sessions by Phone/VOIP Webcam, Audio/In Person

My Approach

Is to be non-judgemental and non-directive, to have genuine regard for you, and to support and work with you so that you can find your own way forward. I commit to providing a safe and confidential space for you to explore areas of difficulty.

Session length

Sessions will consist of 50 minutes contact time (or less if the client wants to end earlier – but the full payment will still be due).

Late, Missed or Cancelled sessions

I require 24 hours notice if you wish to cancel or rearrange your counselling session, otherwise the full cost of the session will be due. If you are late for your session, it will still finish on time. Similarly, in the unlikely event that I need to reschedule your session, I will give you at least 24 hours notice (otherwise a free session).

Number of session/Reviews

This is for you to decide as we proceed. I aim to keep the number of sessions to a minimum by working effectively with you, and to review after every 6 sessions.

Confidentiality

There are exceptional occasions when I may need to break confidentiality.

Counsellors are legally and/or ethically obliged to disclose around threats of:

1. Terrorism/Major Crime
2. Serious harm to Others or Self

I would always attempt to talk this through with you first, encouraging you to instigate any action required yourself.

Security

Mobile phones and VOIP are fairly secure, but not as much so as landlines. I make every attempt to maximise security re communications and cannot be held liable.

Technical Failure

In the event of communicating about technical failures, which may result in needing to re-schedule the session, I ask for a client phone number – landline or mobile. I would discuss privacy issues with the clients around the use of this. I will provide my UK based phone numbers for the client to inform me of any problems at their end.

Ethics

I am an accredited member of the BACP (British Association of Counsellors and Psychotherapists) and, as such, abide by their code of ethics. This sets clear guidelines prohibiting the sexual, emotional or financial abuse of clients.

Supervision

Counsellors are required to have regular supervision in order to maintain safe and competent practice and therefore may discuss sessions, in confidence, with a qualified supervisor.

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Record Keeping

Written records will be kept to a minimum and will be stored very securely. I keep client contact information, name of doctor, and brief content and dates of sessions. Anyone has the right to access their records under the Data Protection Act. I am a registered data controller – ICO Number PZ275822X.

Insurance/Legal

I am covered worldwide by indemnity and public liability insurance (but cannot provide counselling in Canada/USA due to their legal restrictions). The contract shall be construed and governed in all respects in accordance with the laws of England and Wales and any dispute or differences in relation to this agreement shall be subject to the exclusive jurisdiction of the English Courts.

Payment options

Payment can be made Online via Paypal or Bank Transfer, or by Cheque. Payments need to be made after booking the session and need to have cleared by the time of the session.

Counselling by Telephone

If counselling is by phone, I will call you so that there is no additional charge to you.

I have read this statement and understood the terms.

PRINT: (Client)

Signed: (Client)

Date (Client)

PRINT: (Counsellor)

Signed: (Counsellor)

Date: (Counsellor)