

### Text therapy contract:

- Sessions will need to be booked in advanced, a 1hr time slot will be mutually agreed.
- Please be ready on time for your session, if you run late please let me know at your earliest convenience. Your session may still be able to go ahead or it may have to be rescheduled due to other appointments.
- Please ensure payments are made 24hrs in advance via BACS to the details below.
  - Name: Simranjit Chera
  - Account no: 65203700
  - Sort code: 09-01-28
  - Bank: Santander
- If you cannot attend your session, please ensure your cancellation is made with at least 24hrs notice. Any cancellations made with less than 24hrs notices will be fully charged £18 and another session will need to be booked and paid for (see payment policy for more information)
- To arrange appointments and for generic enquiries, please contact me via my work phone or through my professional pages on social media, or my work email address (see social media policy for more information). Please do not discuss your therapeutic issues on my social pages.
- What is discussed in the counselling sessions will not be shared outside the counselling sessions. However, I will have to share information if you or someone else is in danger. I will always inform you when I have to do this as your safety is the most important thing. (see safeguarding policy)
- My working hours will be:
  - Mondays 5:30-6:30
  - Tuesdays 9am-12pm
  - Wednesdays: 9am-12pm
  - Thursdays: 9am-12pm
  - Fridays: 9am-12pm
  - Saturdays: 12-3pm
  - Sundays: closed
- I will be contactable via [sc\\_counselling@yahoo.com](mailto:sc_counselling@yahoo.com), my phone on 07375 852435 or my social media pages at these times. If you are in need of support outside of these hours, please get in touch with a local mental health service (see support services document) or in a life threatening emergency, contact 999 immediately or attend local A&E services.

- I will be open and honest with clients
- I will listen and take into account any feedback from clients
- I will also be on time for sessions, if I do run late I will give you as much notice as possible, we may be able to carry out the session or an alternative session can be arranged.
- I will notify you of any planned time off at the earliest opportunity so we can discuss session arrangements
- If I cannot attend a session, I will always give you sufficient notice, at least 24 hours before the session starts. (see payment policy for late cancellations on my behalf)
- Your data will be kept securely in line with the GDPR and data protection guidelines. All documents are digital and will be password protected.
- Text conversations will be kept on my phone, for record keeping purposes and to help you reflect on things discussed in previous sessions.
- I will have professional boundaries and to follow BACP guidelines at all times. See more on <https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/>
- If you are unhappy with the counselling sessions, please feel free to talk through any issues with me and we can come up with a mutually agreed solution together. If you are still unhappy after this, you can contact the BACP on 01455 883300. My register number is 383163.

Any questions or queries, please email: [sc\\_counselling@yahoo.com](mailto:sc_counselling@yahoo.com) or phone 07375 852435

Simi Chera

S.Chera