

Counselling contract

Client expectations:

- To arrive on time for sessions, if you do run late please let me know at the earliest opportunity. Session times will not be extended due to client delays.
- If you can't attend a session for any reason, please contact me at least 24hrs before your session and an alternative session can be arranged. Any cancellations made within less than 24hrs hours notice will still be charged at the full session cost and another session will have to be booked in and paid for.
- Please note that if 3 sessions are not attended without prior notice or insufficient notice is given this will result in your sessions being terminated.
- 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.
- 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.
- Please make payment via BACS at least 24hrs before the session. (please see payment policy)

Counsellor expectations:

- What is discussed in the counselling sessions will not be shared outside the counselling sessions. However, I will have to share information with your GP and/or emergency contact in the following circumstances.
 - You or someone else in at risk of harm
 - Illegal activity involvement
 - Safeguarding concerns.
- I will always inform you when I have to do this as your safety is the most important thing. Disclosing this information is non-negotiable. (see safeguarding policy for more information)
- My working hours will be:

Mondays 5:30pm-7pm
Tuesdays 9am-12pm
Wednesdays 9am-12pm
Thursdays 9am-12pm
Fridays 5:30pm-7pm
Saturdays- Closed
Sundays-Closed

If you are in need of support outside of these hours, please get in touch with a local mental health service or see support services document. In a life threatening emergency please contact 999 immediately or attend your local A&E.

- To provide a safe and non-judgemental service for clients to share their worries in.
- To be open and honest with clients
- To listen and take in to account any feedback from clients
- To 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 depending on following appointments 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 do my utmost best to provide at least 24 hours before the session starts. In the event of cancellation less than 24hrs and you have already paid, you can receive a full refund or the payment can cover the cost of another session. This will be the client's choice.
- Your data will be kept securely in line with the GDPR and data protection guidelines. All documents are digital and will be password protected.
- To 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/>

Any queries please contact me on sc_counselling@yahoo.com, messages on my social media pages or my work phone 07375 852435

Simi Chera

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