

Online Counselling Agreement

Before the beginning of our work together it is necessary for us to have a working agreement, so that we both know what is required of us.

Please carefully read the following information to find out what's involved.

Counselling with me

My name is Hazel Hill and I am a qualified registered (045039) Counsellor and an Accredited Member of the British Association for Counselling and Psychotherapy (BACP). I work to BACP's ['Ethical Framework for Counsellors'](#) and hold professional indemnity insurance. I hold a DBS certificate.

Online Counselling

I hold an online certificate in counselling and experienced to hold online counselling sessions. During lockdown, all my sessions will be via video link (Zoom, WhatsApp or facetime) or telephone. When I am able to return to my room, I will give you 48 hours' notice and you can choose whether to remain online or to return to [face to face counselling in Netheredge](#).

Not all types of issues can be resolved through online counselling and I will advise you if I consider that online or telephone counselling would not be the most suitable means of support I will endeavour to assist you in a referral to a suitable alternative source of support in the area you live in.

Confidentiality

All my counselling work is confidential. The only time that I may break confidentiality is:

- if you are at serious risk of causing harm to yourself or others
- child abuse is disclosed
- you share information about proposed act of terrorism
- when I am compelled to do so by law.

If any of the above situations occurred, I will discuss with you beforehand on how I will disclose this information. If at any point during our counselling arrangement I felt that you were in need of emergency support, I may ask for your consent to contact your GP.

Neither of us must communicate the content of emails or video calls to a third party, which includes not putting anything we do together on any social media or blog. Please refer to my [social media policy](#).

Counsellors are ethically required to have supervision and I may discuss your case but your identity will never be revealed.

Session

Counselling sessions last for 50 minutes. Fees are per session not per hour. I will call you at the agreed time and date. Sessions are normally weekly but may be fortnightly or at other intervals by agreement – often weekly is best at the beginning as we are getting to know each other and gaining some understanding of the issues.

Fees and Payments

Individual video sessions are £60 and couple counselling is £70. £5 extra per session for evening appointments.

You are asked to pay to confirm your booking. Payment may be made electronically either by PayPal (through my website www.inyourcommunity.org.uk) or direct bank transfer. (Bank Account in my name, 30-93-17, A/c No: 02476828. Please use your first name as a reference and let me know by email or text that you have made the payment. All subsequent sessions need to be paid 48 hours in advance.

Security

Please ensure that you secure your computer and emails against unauthorised viewing by third parties. It is recommended that you only use a private computer and not a work or public computer. Ensure you are in a quiet, comfortable space where no-one can disturb or hear you. Please ensure you keep your anti-viral protection up-to-date and I will undertake to do the same.

Technology breakdown arrangements

Should you experience a technical breakdown which prevents you from video talking as agreed, please contact me by mobile (07814 363855) so that we can discuss how to re-arrange our counselling session. I also undertake to contact you by telephone should I experience a technical breakdown.

Personal crisis procedures

I cannot provide an emergency service for clients. If you find yourself in a major crisis and were considering serious self-harm it would be vital to get immediate help. This could include contacting your GP, or going to your nearest accident and emergency department (A & E). You could also call the Samaritans on 08457 909090 or visit their website www.samaritans.org

Cancellation Policy

Please give as much notice as possible for cancellations/postponement (text 07814 363855). A cancellation fee of your normal payment will be charged for sessions cancelled with less than 48 hour's notice. Rearranged appointments with more than 48 hours notice will not attract a cancellation fee. Other cancellations will be charged at 50% of your normal payment.

What next?

- If you are happy to proceed with online counselling on this basis, please confirm in an email that you have read and agreed to this contract and completing the process of data form.
- We will arrange a mutual time and date, and I will ask you to pay for your first session. Please note, if payment has not been made your session will be cancelled.
- We can then continue working together for as many sessions as you find helpful.