



## **COUNSELLING CONTRACT**

*Please sign this form to show you understand the commitment you are making to your counselling. Keep a copy for yourself and return a copy to your counsellor after your first session.*

### **Zoom**

- I have access to Zoom facilities on my computer or phone, with a camera and microphone. I understand that Zoom can be accessed via my internet browser or is free to download.
- I understand that before each counselling session my counsellor will email me a link for our appointment. I will click on this link a few minutes before the session start time. At the time my appointment is due to start, my counsellor will invite me to join and my counselling session will begin.
- I understand that if I am late to the session, my counsellor will stay online for 15 minutes to allow for any eventualities. If I do not make contact within this time the session will be considered missed and will count towards my total number of sessions.
- I understand The Green House will not be recording my sessions and will have the option for me to record sessions disabled.
- If my counsellor's internet connection drops during a zoom call, the Zoom room will remain open for 5 minutes and I can wait for my counsellor to return. If my counsellor hasn't returned within 5 minutes the zoom room will automatically close. If this happens, I need to re-click on the meeting link and the counsellor will return as soon as possible. If the counsellor is unable to return due to technical difficulties, they will contact me via email or phone (whichever has been previously agreed with me).

### **Online Security Considerations**

- I understand that when working online or on the phone, nothing can be guaranteed to be 100% secure. The Green House will endeavour to enable as much security as they can, keeping in line with their data protection and GDPR policies.

### **Sessions**

- I understand that as a client of 'The Green House', I am committing to attend counselling on a weekly basis. I appreciate that missed or delayed sessions interrupt this weekly counselling process.
- If I miss two sessions in a row, without contacting The Green House/my Counsellor, then I understand that my counselling will be deemed to have ended.
- Sessions will last for 50 minutes and, as much as possible, I need to ensure I am available on time and are ready to leave at the end of my session.
- I have been offered 24 sessions, including this session.
- If I do not wish to have all the sessions that are on offer, and want to finish counselling sooner, then I will give my counsellor at least four weeks' notice of finishing, so that we have time to end the process properly.
- However, if I occasionally need to cancel a session unexpectedly (e.g. illness) then I will notify The Green House via email/text on email [info@The-Green-house.org.uk](mailto:info@The-Green-house.org.uk) or text **07378905183** in order to cancel my appointment.
- I understand that if I cannot attend an appointment then it will be counted as one of the total number of sessions I have been offered.

### **Confidentiality**

- I understand I need to be in a safe and confidential space for my counselling
- I understand that all material remains confidential between 'me' and 'The Green House' unless I indicate that there is a risk of harm to myself or others or my counsellor is required to disclose by law. Under any of these circumstances, I understand that my counsellor will attempt to communicate with me first, before taking appropriate action.
- I understand that my counsellor is required to have a supervisor, and will discuss me in this situation, keeping my identity confidential. *(All professional counsellors receive regular supervision from an experienced counsellor. All supervisors are bound by a code of ethics regarding confidentiality).*

### **Complaints and Counsellor Qualifications**

- If I have any complaints about my counsellor, then in the first instance will raise them directly with my counsellor (either written or verbally). If the matter is not resolved satisfactorily then I can express my concern to the Adult Services Clinical Lead at The Green House (written or verbally). As an Organisational Member of the British Association for Counselling and Psychotherapy (BACP), The Green House adheres to The Professional Conduct Procedure. If I feel that my complaint has not been satisfactorily responded to, then a formal complaint can be made to BACP.

- All Therapists at The Green House are registered with a national regulatory body. This means that their skills and practice have been independently assessed to guarantee that they meet national requirements. If I need information regarding a counsellor's qualifications or regularity body membership, then i can contact the Adult Service Clinical Lead.

**Holidays**

- I understand that I can book up to a **maximum of 3 planned holidays**, which will not be counted as part of the total, if I agree them below as part of signing this contract.

**I have the following dates that I am not available (e.g. due to holidays)**

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I will have weekly counselling on \_\_\_\_\_ (day) at \_\_\_\_\_ am/pm, starting on \_\_\_\_\_ (date) and potentially ending on \_\_\_\_\_ (date).

<b>Client name</b>	
<b>Client signature</b>	
<b>Counsellor name</b>	
<b>Counsellor signature</b>	
<b>Date contract signed</b>	