

# Client Contract

This contract applies to all Chrysalis Centre for Change (CCC) Clients. Once registered at CCC **you agree to adhere to the requirements in this contract when accessing ALL CCC services, or on CCC premises for any reason.** Any breach of these rules may result in being asked to leave the services permanently or for a set period of time. Any suspension from services will require a reassessment before being allowed to return. CCC team members reserve the right to end a session, face-to-face or virtual, if there is any aggressive or inappropriate behaviour, or the contract is broken in any way. If you have any concerns, speak to a member of staff. Staff will always act in the best interests and safety of all concerned.

## Zero Tolerance

The following will not be tolerated at CCC:

- Violent, aggressive or intimidating behaviour. This includes the use of offensive language.
- Sexist, racist, homophobic and other offensive language and behaviours.
- Inappropriate sexual or lewd comments or advances, including the use of flirtatious language or behaviour.
- Verbal, psychological or emotional bullying, including asking people to lend you money or buy you things.
- Referring to or sharing any inappropriate images or content.

## Confidentiality

- Confidentiality is of the utmost priority at CCC and any breaches of confidentiality are treated with the utmost seriousness, particularly as revealing someone's personal details can have dangerous consequences and **may even result in legal action.**
- All clients have the right to attend confidentially so under no circumstances will names and personal details be shared outside of CCC nor outside the confines of a group. This includes telling others that someone else attends CCC. For this reason, staff and volunteers don't acknowledge clients outside CCC unless they are approached first.
- Never share information from other groups, even if you think the person would not mind.
- No photographs can be taken at CCC without express permission from the Management. Any photographs taken will not be shared outside CCC nor on any social media sites or any other public space. Any photographs taken by CCC will not be used without written permission from the subjects.
- Everything said within CCC during sessions (virtual or face-to-face) **must** remain completely confidential within the confines of the law.
- CCC is bound by the law and professional ethics therefore if a disclosure is made relating to the child protection act, violence towards self or another person, knowledge of crime or terrorism this disclosure cannot and will not remain confidential and will be dealt with appropriately. If it is necessary for us to break confidentiality it will be for protection purposes only, and full support will be given.

**In addition to the above, when attending any virtual (video or phone) session, you agree to:**

- Only participate in sessions if you are able to be alone throughout the entire session. The room you are in needs to be as quiet as possible with no interruptions, especially from children or pets.
- Ensure there are no personal photos or effects that can identify you or another person on show.
- **Never** divulge or pass on a meeting code or password to any other person including other clients.
- **Never** record, take screenshots or photographs of any sessions.
- When accessing a virtual service, please ensure the device you are using is fully charged and ensure to the best of your knowledge that no other calls will interrupt the session.
- If you are disconnected during a session you agree to email or text CCC as soon as possible and check your emails / texts for correspondence from CCC.
- If you have a phone or video appointment, and do not answer/attend, another attempt will be made five minutes later, if this call is not answered the session will be treated as a DNA (did not attend) and other sessions will not automatically be re-booked.

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## Respect

- Speak to everyone at **CCC** with respect at all times.
- Respect others' time by arriving punctually and staying for the entire session, where possible. Most CCC team members give their time specifically for sessions, and missed appointments cost the charity in time and money, so it's really important to give as much notice as possible if you need to cancel or rearrange. Refer to individual counselling contracts for rules around cancellations.
- **Never** use drugs, alcohol or tobacco on **CCC** premises or at any time during virtual sessions.
- Keep phones away and on silent during any session. If you have a valid reason for keeping it on display or off silent, please notify the group/staff at the start and if you need to take a call, leave the session to do so.
- Respect other people's personal space, and always ask before giving a hug. Not everyone is comfortable with hugging, so it isn't personal if someone declines to hug you.
- Respect others' time to speak, so although feedback is important, never interrupt when someone is speaking
- Respect the opinion of others even if you don't agree with them.
- Display respect and tolerance for people's beliefs (including religious, political and cultural) and each person's right to their individuality.
- Not judge others as we don't know what it's like to walk in someone else's shoes.
- Respect the **CCC** ethos to support, empower and inspire others to make better choices, manage life during/after difficult or abusive experiences, and look for ways to make positive and lasting changes.
- Welcome and encourage emotions, feelings and tears and allow everyone the space to freely express them. Although there can be a temptation to rescue, hug or comfort someone in distress, only an individual can decide and tell us what they need. This includes tissues, because offering someone a tissue can be interpreted as wanting them to stop crying, so each person will be allowed to make use of tissues in their own time.
- Respect that the effects of traumatic experiences, including abuse often have a significant effect on all aspects of life, so group members are able to discuss general difficulties, new situations, and fears around new relationships, as this is all part of personal development following trauma and abuse.
- Respect that everyone at **CCC** is there because of one or many challenging, often deeply traumatic experiences, so it's not always appropriate to share lots of details in a group as this can be triggering for others, you can however, speak to staff about 1-2-1 support to talk about specific details around traumatic incidents.
- Respect that you do not need to know all the details of someone else's story.

## Personal responsibility

- Everyone **MUST** sign in and out of the building in accordance with Fire Regulations.
- Personal items are left at the responsibility of the individual.
- Respect the environment by disposing appropriately of ALL litter.
- You are responsible for keeping **CCC** up to date with current contact details. Appointments and course invites are all sent by text or email, not letter, to reduce our environmental footprint. If messages are undelivered, your name will be removed from our waiting lists.
- As a charity, we rely entirely on external funding and donations, so we do ask for minimum donations for our services. You are responsible for making us aware if you are experiencing financial difficulties or are unable to pay the minimum donation. Charges are explained at the time of booking onto each service.
- If you choose to befriend other clients outside of **CCC**, whether in person or via social media groups, you understand that **CCC** cannot take responsibility for these external groups or relationships. If you set up or join a group, please take care to clarify the purpose and establish some ground rules and boundaries.
- It is our policy to discharge clients who haven't engaged with our services for a period of 3 months. Your personal recovery depends largely on your own input and willingness to find and implement solutions to your problems, so we ask all clients to attend one or more of our weekly groups whilst they wait for counselling or courses to start (unless personal circumstances prevent you) to improve your chances of recovery and to ensure that you aren't discharged from services before your counselling / courses start.