Student Counselling Contract: Virtual Sessions

This contract applies to all CCC Counselling Clients.
Any breach of this, or the service user contract, may result in sessions being terminated.

The Counsellor for these sessions is a Student on placement at the Chrysalis Centre for Change (CCC). They have completed sufficient training and have obtained the necessary skills in order to work with clients in a professional organisation. They are a Student Member of the British Association of Counselling and Psychotherapy (BACP) and operate within the Association's Code of Ethics and Practice which can be accessed via the BACP website at bacp.co.uk. Whilst counselling is generally recognised as beneficial, this may not be so in every case.

Confidentiality

Counsellors take notes as part of the professional requirements for the BACP. These notes along with anything discussed in your sessions will be kept in the strictest of confidence in accordance with the Data Protection Act 1998. There are however certain circumstances in which confidentiality cannot be maintained including:

- Where a client gives written consent for the confidence to be broken
- Where the counsellor is compelled by a court of law
- Where the counsellor genuinely believes that there is a risk of serious harm or injury to the client and/or third parties this includes any likely act of terrorism, any issues arising concerning child protection, money laundering.
- Where the counsellor deems it necessary to discuss any issue with their supervisor. In these circumstances the counsellor will take all reasonable steps to protect the anonymity of client
- Records will be stored securely for 3 years in line with BACP Guidance, after which time they will be disposed of appropriately. Also, in the interest of confidentiality, a counsellor will not acknowledge a client when off the premises, unless the client chooses to approach the counsellor. Under no circumstances will the counsellor discuss matters of confidentiality if approached while off the premises.

Sessions

1. Clients will initially be offered 8 sessions, each lasting 60 minutes.
2. Sessions will take place at the same time on the same day unless otherwise specified.
3. The counsellor will not engage with the client outside of the agreed session times.
4. As a Charity we are reliant on funding and donations. We charge a minimum of £1 per session to help support our services, and we would be very grateful for any further donations where possible. This can be paid in cash where possible or alternatively via PayPal at www.chrysaliscentreforchange.co.uk and clicking on the "Donate with Paypal" button. You do not need a PayPal account.
5. Professional ethics discourage the giving, receiving or exchanging of gifts during the therapy relationship, as such it is our Policy that counsellors do not give any gifts to clients and that only small inexpensive tokens of gratitude may be accepted at the end of the therapeutic relationship, such as thankyou cards. Refusal of gifts is not a rejection of gratitude but simply an adherence to the guidelines of professional ethics as set out by the BACP to ensure appropriate boundaries and a professional relationship is maintained throughout.
6. Remote counselling sessions taking place by Zoom will have a unique meeting number and password, which will be sent to the client in advance of the first session. The counsellor will log on at the arranged appointment time and wait 15 minutes. If the client hasn't logged on after 5 minutes, where possible, the counsellor will call the client's mobile in case there are technical problems. If there is no answer a message will be left asking the client to contact CCC office number to discuss future appointments.
7. In the case of counselling sessions taking place over the phone, the counsellor will call the client at the arranged appointment time. If there is no answer, they will try again after 5 minutes, and then one final time after 10 minutes. Where possible, a message will be left to contact the CCC office to discuss future appointments.

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Chrysalis Centre *for* Change
Supporting Empowering Inspiring

Cancellation Policy

1. Should the client cancel a session, 24 hours' notice is required and in the case of a single cancellation the session will be rebooked. If a client cancels in under 24 hours this appointment will be forfeited.
2. Due to demand, sessions will be discontinued immediately if a client cancels on 2 occasions for any reason.
3. Sessions will be discontinued immediately if a client does not attend without informing us beforehand.
4. Clients arriving/logging on 15 minutes or more after their due time will not be seen and the appointment will be rebooked for the following week. If two appointments have to be cancelled for this reason, sessions will be discontinued, and the client will be offered the option of being put back on the waiting list.
5. The counsellor will do all on their part to ensure that the client is inconvenienced as little as possible through missed, changed or delayed appointments and will give a minimum of 24 hours' notice of any cancelled sessions wherever possible. Counsellors will inform clients during the pre-counselling session of any pre-booked time off and clients will not lose this session.

As the counsellor of these sessions I agree that the client has confirmed that they have read, understood and agree to abide by this contract.

Date:	
Print Name:	
Signature:	