



Terms and Conditions of Counselling

Appointments

Counselling is most likely to be successful if it takes place regularly. Although there are some exceptions to this, it is worth considering if you are unable to commit to regular appointments, this may not be the best time to begin counselling.

Sessions usually last for 50 minutes. Children sometimes need to leave their sessions early for a variety of reasons. If the session ends early the counsellor will notify the parent/carer, either via a text message or phone call.

The client and parent/guardian are free to end counselling at any time. However, it is helpful to have as much notice as possible. If counselling is ended unexpectedly, we recommend having one final session to review and consolidate the work done and to give the child or young person the opportunity to manage their own ending.

If you arrive late for your appointment we will finish at your usual time. Please try to contact me via email or phone to let me know you will be late.

I appreciate that there may be times when it is unavoidable to miss an appointment and will endeavour to support you to rearrange your session. If possible, please give advanced notice.

If I have to cancel an appointment, I will inform you as soon as I know and offer an alternative appointment as soon as possible.

Confidentiality

The content of all therapy sessions is confidential to the client (usually a child or young person). This means that the client is free to choose if, how, and with whom they share information about counselling. It is helpful if the parent/carer can avoid asking questions about what has happened in the sessions.

The counsellor will not usually share information about clients or about the content of counselling. There are a few exceptions to this:

- If the client and parent/carer give permission for information to be shared.
- If the counsellor believes that a child, young person, or somebody else is at risk of harm, and needs to act to reduce this risk.
- If the counsellor is legally required to share records.

If the counsellor does need to share information, they will make every reasonable effort to discuss this with you first.

Any information to be shared with parents/guardians will be discussed with the child/young person in advance, and no information will be shared without the client's consent, except in the circumstances described above.

Please read our Privacy Policy before counselling begins. This can be found on our website at <https://www.rpcf.co.uk/privacy-notice>. Alternatively, you can email nanette@rpcf.co.uk and request a copy emailing or posting to you.

Ethical Statement

I'm a Registered member of The British Association for Counselling and Psychotherapy (BACP) and bound by its Ethical Framework for Good Practice in Counselling and Psychotherapy; and may be subject to its Professional Conduct Procedure. The BACP Ethical Framework for Good Practice in Counselling and Psychotherapy is available:

<https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions>

I hold insurance to cover indemnity and liability. When requested I will share information of specialist support groups/organisations known in the area. In such cases I'm not liable for any third-party support or advice a client chooses to take or the results thereof.

Face-to-Face Contact Outside Counselling and Social Media

Should we happen to meet out of your session please be aware that I will not greet you. This is to protect your privacy and maintain confidentiality. This is especially important if you are with other people. If you acknowledge me openly, I will respond in an appropriate, professional manner.

Please be advised I am unable to accept follow/friend requests or engage in activities involving all social media platforms.

Crisis Support

Our counselling service, whether face-to-face or online, is not a crisis service and cannot provide an emergency service for clients. In the event of an emergency arising whilst we're engaged in counselling or if you were experiencing suicidal thoughts, we'd discuss the most appropriate support that you could access during this period.

If you found yourself in a major crisis and considering serious self-harm it would be vital to get immediate help. This could include contacting your GP, or your nearest accident and emergency service (A&E).