

Counselling Agreement

I offer a response to those in need of counselling regardless of faith, race, age, gender, disability or sexuality. I work within the Ethical Frameworks the British Association of Counselling and Psychotherapy (BACP) and the United Kingdom Council for Psychotherapy (UKCP) and I am a registered member of them both.

Confidentiality

1. The information divulged by you during the counselling process will be treated as confidential, however:
 - a. I receive supervision on a regular basis with an external supervisor. An external supervisor would need to know some details in order to advise and support me, and such information will only be discussed without identifying you as the client. They are under strict rules of confidentiality themselves, such as those outlined by the BACP UKCP of which they will be a member
 - b. Written notes of the counselling sessions will be made by me usually after each session, and used as an aide memoire. These notes are kept in a file with a code on it instead of your full name. I will not write your full name in the notes. However, although your full name is not on your notes, your personal details, such as your first name and possible last name initial, is entered into my diary, and full name in my email address book, computer etc.

Exceptions to confidentiality

2. There are some circumstances when I may need to break confidentiality:
 - a. If you disclose information that causes me to believe there is a risk of *serious* harm to any child, adult or the public, it is highly likely I would need to breach confidentiality. If this were the case, I would always discuss it with you first, providing it was legal and ethical to do so, and would support you through this process.
 - b. If I consider that you are intending to take your own life, then I would discuss with you the need for you to inform your GP whilst I am present if possible. In some cases, I may need to take advice from my supervisor where there are serious concerns about your safety, and as a result may contact your GP or other emergency services without your consent. You will always be informed, wherever possible, that I intend to do this.
 - c. It is a legal requirement upon me to disclose information on activities of money laundering, or acts of terrorism. If you make such a disclosure, I will tell the police without informing you that I am going to do so.

- d. I may have been issued a subpoena by the courts in which case information would have to be released.
- e. You, the client, may request that your information is shared. Such requests should be discussed with me and a signed agreement will be drawn up authorizing the release of the information and releasing me of responsibility for confidentiality.

In short, I am likely to break confidentiality if you were actually going to seriously harm another person or yourself. I would, in most cases inform you that I intend to do so and would support you in whatever follows. If you need clarification, or are unsure, then we need to discuss this in session before you disclose information that might be damaging to you.

Payments and the cancellation policy

There are financial issues for me regarding cancellations. For example, my time has been reserved for you (so I am no longer available to earn money from supply teaching or spend that time with my family), and/or others were refused your time slot. I may turn away new clients because I am full and so on. Therefore, I ask that you to give at *least* 48 hours' notice of a cancellation. With less than 48 hours' notice, I may ask you to pay part or the entire fee. Allowances are of course made for Covid-19 reasons (such as having to self-isolate). Refunds are given should you book an appointment and give 48 hours' notice to cancel. Generally Saturdays and Sundays are not included in the 48 hours (i.e. 6pm notice on a Friday night for an appointment on Monday at 6pm would be regarded as 24 hours' notice).

Payments are made in advance, usually a week before, as you book the next appointment. I accept Debit/Credit card, bank transfer (BACs) or cash. This can be done in the counselling room via a Card Reader or on my website via a Payment Gateway. If you are using the Payment Gateway on my website, please pay within 24hrs of booking the appointment. The payment gateway can be found on my website or there is a direct link here;

<https://www.johnhartlandtherapy.com/?product=counselling-session>

Other services I use such as Harley Therapy have their own booking and payment gateway set up on their own platforms (and there is no reduced price for the first session through them).

I also charge for letters for Insurance Companies, Personal Independence Payment (PIPs) and the like.

Complaints

In the event of any difficulties arising during the period of your counselling, please contact me in the first instance and if you are still not satisfied you need to contact BACP or UKCP complaints

Sessions are 50 minutes