

Client Agreement

This document explains the main terms of our working agreement. Please read it through carefully and sign it to confirm that you understand and accept the terms as described.

About sessions

Sessions Length and Fees

I offer half-hour and hour appointments. I charge £79 per hour and £40 for half-hour appointments. Discounts are available for blocks of 4 and 6 sessions, and full details are available on my website.

<http://louiseheywoodcounselling.co.uk/index.php/book-online/>

Fees are reviewed annually, effective from 1st April, and a minimum of 6 weeks' notice will be given for any changes to fees. Special offers or discounts may be offered from time to time and are subject to availability. Any discounts or promotional offers can be withdrawn at any time.

Payments Details

Payments are made by card or PayPal when booking sessions online. For sessions arranged between us, please make payment via bank transfer the day before our appointment or cash is acceptable on the day for face to face sessions. Payments via bank transfer are payable to:

Louise Heywood

Sort Code 40-47-60

Account Number 30751634

Cancellation Policy

You will receive email reminders of appointments at 1 week and at 2 days before our sessions. You can reschedule our appointment online until 24 hours before the start time, but I welcome as much notice as possible so I can offer the time to someone on a waiting list. Other than in exceptional circumstances, the full fee remains payable if a session is cancelled within 24 hours of the session date.

I suffer with autoimmune diseases which can from time to time cause significant pain, fatigue or changes to my vision. My condition is generally well managed, but I may need to reschedule or cancel appointments if I am unwell or need to attend medical appointments. I will give as much notice as I can of this but like any illness, this could be short notice.

Couples and Poly Groups

Sometimes it can be useful during couples/poly therapy for me to see each person individually. I will always balance individual sessions so that no person receives disproportionately more sessions without explicit agreement from all parties.

Sessions for more than 2 clients will be held online.

Preparation for sessions

Sessions are strictly talking therapy, and no physical examinations or touch will form part of sessions.

Please ensure that:

- You are not impaired by alcohol or non-prescription drugs during a therapy session;
- You are, and remain, fully dressed throughout the session;
- While I welcome anger in sessions, violent or abusive behaviour of any nature is unacceptable and will not be tolerated;
- You don't attend face-to-face appointments if you are unwell; we can look to move to an online appointment, reschedule or skip an appointment.

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- For online sessions,
 - You are in a private room where you won't be interrupted;
 - You have adequate internet connection to support the remote session
 - You do not record, livestream or screenshot our sessions
 - If our internet connection drops during a Zoom session, I will call you on the number you provide and revert to a telephone session.

Contact Between Sessions

Other than by prior agreement, I will not take calls with you between booked appointments. You are welcome to text, WhatsApp or email me on the contact details provided but please note that I cannot always be available or responsive to text messages between sessions. I will endeavour to reply when I can. But for that reason, I cannot be a point of contact if you, or someone else, is in crisis.

If our agreement is for couple or multi-partner group therapy, appointment reminders will be sent by the booking system to the partner who made the bookings. Any other correspondence should be copied to all partners, and I reserve the right to copy my response to all partners if you have forgotten to include everyone.

If you feel extremely distressed between sessions please contact emergency services or there are many helplines staffed by trained people ready to listen. They won't judge you, and could help you make sense of what you're feeling.

- Samaritans. To talk about anything that is upsetting you, you can contact Samaritans 24 hours a day, 365 days a year. You can call 116 123 (free from any phone), email jo@samaritans.org
- text SHOUT to 85258
- Papyrus HOPELINEUK. If you're under 35 and struggling with suicidal feelings, or concerned about a young person who might be struggling, you can call 0800 068 4141 (weekdays 10am-10pm, weekends 2pm-10pm and bank holidays 2pm-10pm), email pat@papyrus-uk.org or text 07786 209 697.

If you feel like you might attempt suicide, or may have seriously harmed yourself, you need urgent medical help. Please call 999 or go straight to A&E.

Confidentiality

I will only break confidentiality when required by law when I may need to make limited disclosure of the content of our work to a third party. This includes terrorism, if you give me specific information about drug trafficking, proceeds of crime or money laundering, or if the police require information about the driver of a vehicle at the time of an offence. Wherever possible, and if it is considered appropriate, you will be informed of this in advance.

If you are threatening your life or the life of another I will not automatically break confidentiality, but we will discuss whether you would like me to inform anyone on your behalf.

Please be advised that I will not provide a court report or present as a witness on your behalf at any court case relating to our work together.

To ensure good practice, counsellors' work is regularly monitored in clinical supervision, where the same rules of confidentiality apply as they do to client work. This is a professional requirement. I do not

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refer to my clients by name in supervision. Any information that a supervisor receives is also treated as confidential and is subject to the same ethical criteria as our sessions.

Your personal information

Your contact details and details of appointments are stored in my booking system (Acuity Scheduling) which syncs to my personal Hotmail account. Contact details using first names and/or initials may be stored on my smart phone. All are password protected.

I keep brief clinical notes in a password protected digital format to which only I have access. With the exception of the legal reasons set out above, I will not share any of the personal information I hold with other parties or transfer it outside of the EU. I will only use this information for the purposes of making or changing appointments, and to inform our sessions. As clients often choose to return to therapy, sometimes after extended periods, I do not routinely delete the information I store. I am happy to do so once therapy has ended if you make a request in writing.

In the event of me being incapacitated, access to my files is detailed in my Clinical Will, which is held by my supervisor, so that contact can be made with you.

From time to time I may wish to share my clinical experience by writing case studies, blogs or articles, or referring to my work during in a professional training or learning session. Your identity and specific circumstances would be sufficiently disguised to ensure anonymity.

Face-to-Face Contact Outside Sessions

Should we meet outside of your session, please be aware that I will not usually directly greet you. This is to protect both yours and my privacy and to maintain confidentiality. This is especially important if you or I are with other people. If you acknowledge me openly, then I will respond in an appropriate professional manner. I will not enquire about anything related to our work together. Should we find ourselves in a situation where we are part of the same group, either social or professional, serious consideration will be given to the complications created by this dual role relationship. Where appropriate, and possible, I will withdraw.

Social Media

Please be advised that I am not able to accept any request to connect on my personal social media accounts, as it creates confusion as to the nature of our relationship. You are welcome to follow my professional social media accounts on Facebook, Instagram and TikTok @louiseheywoodcounselling.

Specific matters relating to Sex Therapy

I'm currently working toward a Diploma in Clinical Sexology and Relationship Therapy, and while I have been approved by the course to commence working with clients, I am required to let you know that I am a sex and relationship therapist in training. During training, I will complete additional supervision to help me grow as a sex therapist and ensure that I am working safely and ethically.

Like other therapy, sex therapy is strictly talking therapy, and any exercises are to be done by the individual or partners outside of sessions.

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Resources for sex therapy

We may agree during our work together that it would be helpful for me to show you diagrams, photographs or models of sexual anatomy or sexual positions, or sex toys which can help with sexual function. I will always ask for your verbal permission in a session before using these resources.

Case studies

As part of my assessment for my Diploma in Clinical Sexology and Relationship Therapy, I am required to submit a case study. Case studies are submitted with the client's details disguised, so that their identity cannot be revealed or guessed. The writing focuses less on the client's disclosures and more on the therapist's use of their skills and understanding. Case studies are shared with my Clinical Supervisor, Course Director and an External Examiner. All of these professionals and myself are bound by the COSRT Good Therapy Code of Ethics, which includes confidentiality. If I would like to present some aspects of my work with you in this form, I will seek your written consent.

Insurance and DBS

I carry professional indemnity insurance and I am Enhanced DBS checked.

Code of Ethics

Counselling is a deeply ethical profession and all appropriately qualified counsellors are bound by the Code of Ethics of their professional body.

I am a member of

- British Association of Counselling and Psychotherapy (BACP) and their code of ethics can be found at: <https://www.bacp.co.uk/media/3103/bacp-ethical-framework-for-the-counselling-professions-2018.pdf>
- National Counselling and Psychotherapy Society (NCPS)
<https://nationalcounsellingsociety.org/assets/uploads/docs/National-Counselling-Society-Code-of-Ethics.pdf>
- Student member of the College of Sexual and Relationship Therapists (COSRT)
<http://www.cosrt.org.uk/members-and-professionals/documents/>

Complaints

Should you be dissatisfied with our work together, I would urge you in the first instance to raise the issue with me directly. I will respond to any concerns openly and immediately. If you feel that an issue is of such serious concern that you need to make a formal complaint, you would approach one of the professional bodies above, who would guide you through the complaints procedure.

I reserve the right to terminate therapy with any client who is not abiding by this agreement, or if I perceive the work with the client to be a threat to my well-being.

Client Agreement

I understand the above statements and agree to the Terms and Conditions contained within it.

Client's Name(s) (Please print)

Client's signature(s)

Date:

1.

2.

3.

4.