

# Confidentiality and our Client Agreement

## Your Counsellor:

Your counsellor will explain about their level of training and any implications for your work together. They will offer information about the type of counselling they offer. They work to the BACP's (British Association of Counsellors and Psychotherapists) Ethical Framework for Good Practise. A copy is available from the office or from [www.BACP.org.uk](http://www.BACP.org.uk).

## Confidentiality:

Your counsellor will work hard to ensure the highest levels of confidentiality. They will not normally share information about you without your consent. They will explain to you about the professional requirement to be supervised. In addition they have a legal/professional requirement to pass on certain information:

- Involvement in drug trafficking
- Failure to report a road traffic accident
- Child Protection issues
- If they believe there is a risk of serious harm to you or another

Your counsellor will give you as much notice as possible if they need to take any time off. Should **YOU** need to cancel it would help us to know 24 hours in advance, as the majority of our counsellors work voluntarily and will call at the Centre specifically for their sessions. Giving us adequate notice, means that they may not have an unnecessary journey to the Linden Centre. If you miss a session and fail to notify us, we will make contact with you by letter to see if you still wish to continue with counselling. If you miss two consecutive sessions without explanation, we may need to offer your place to someone else.

Your counsellor may wish to review this agreement at any time should they have good reason to believe that you are under the influence of recreational drugs or alcohol.

You may wish to discuss if you are taking any medication, which may be relevant to the counselling process.

## Notes/Records:

Your counsellor may keep some notes about the work that you do together and will not show them to anyone else and are confidential to you and your counsellor. We also keep records to help the smooth running

of the service. These include your contact details, dates of sessions and information you gave us before you started counselling. The counsellor and their administrators may access these records.

Notes and record are stored separately in secure places and destroyed twenty years after counselling has ended.

You have the right to see any notes or records relating to you.

**Client Agreement:**

You will be asked to sign an agreement with your counsellor to confirm that you are aware of the boundaries within the counselling sessions. This agreement will cover specific points, which your counsellor will explain to you. The points include:

- ✚ I understand that all data that identifies me is kept separate from our session notes. I agree to this data being held. I also agree to personal data being held providing it is relevant to our work.
- ✚ I understand I can access this data by giving four working days notice in writing to the Linden Centre Team Leader.
- ✚ I understand the level of confidentiality offered to me.
- ✚ I am not undergoing any other form of therapy and agree to tell my counsellor if this changes.
- ✚ I understand that if I am not happy with the work we are doing I can discuss this with my counsellor or obtain a copy of the complaints procedure from the office.
- ✚ I understand all the information supplied to me about the terms on which counselling is offered and I agree to abide by these.
- ✚ My signature gives permission for my counsellor to contact appropriate agencies should he or she believe there is a risk of serious harm to another person or myself.

You will be given a blank copy of the agreement in your initial appointment, so that you will have plenty of time to read the details before your first counselling session.

**For group members.**

It is essential that all group participants agree on a formal basis, to respect each others confidentiality. i.e. other members issues are not to be discussed outside the group setting. Other contracting issues may be agreed on commencement of the groups in order to protect group

members and promote trust, empathy and respect amongst group members. This will enhance the effectiveness and the therapeutic value of the group.

You will be asked to sign a copy of this agreement once you begin working in the adult group.