



Sanctuary of Peace and Healing Counselling Service

Counselling Contract

Please read the following Contract and terms carefully, discussing any concerns or enquiries with your Counsellor should any arise. Please print out or download a copy of the Contract in case you need to refer to it again.

We encourage you to take all the steps you can to become empowered in your own healing process. You are ultimately responsible for your own wellbeing. We ask you to bear this in mind during your time with us. Additionally, to ensure we are clear about the terms and boundaries of our work together, we have prepared the following points for us to agree:

1. The Sanctuary of Peace and Healing Counselling Service offers a contracted service for **up to 8 counselling sessions per client**. We will contract for an initial 8 sessions after which you and your counsellor will review your work to check progress and to determine whether further counselling is required.
2. Each counselling session will be arranged on a weekly basis, and wherever possible it will be held on the same day and at the same time each week as shown in your first appointment confirmation letter. Each session will last for 50 minutes. We aim to send text reminders the day before. If you arrive late for the appointment, the finish time will still remain the same.
3. Your relationship with the counsellor will remain professional, with all sessions taking place by appointment only.
4. Social Media policy. Counsellors and clients are unable to follow each other on social media. The client does not have permission to disclose publicly the relationship with the counsellor or any of the sessions content unless they have either obtained permission from the counsellor or you have taken steps to protect the identity of the counsellor.
5. Our work together will be respectful and equal in terms of responsibility and respect for each other. For the counselling sessions to be effective, regular attendance is important. Please be aware that where you are unable to attend any of your appointments, **non-attendance will be counted** as part of the sessions offered. Should you need to cancel or re-arrange an appointment, please email sanam.iqbal@themonastery.co.uk (coordinator) at least **48 HOURS** prior to the appointment. This service is in high demand, and we require this time to reallocate this appointment to somebody else in need. We ask that you respectfully consider the impact of a late cancellation or non-attendance on our service and notify us with as much notice as possible.

Only in emergency circumstances will the Sanctuary cancel appointments. Should you or your counsellor need to cancel a scheduled appointment, we agree to give each other **24 hrs notice** wherever possible. To cancel or re-arrange an appointment, please email sanam.iqbal@themonastery.co.uk (**Coordinator**). Please note - where a session is cancelled by

the Sanctuary or your counsellor this session will not be deducted from the up to 8 sessions offered.

6. Symptom measure forms will sometimes be completed at the start and of each counselling session. The purpose of these is to enable you and your counsellor to review your progress and to help identify where your work needs to focus to support your needs. The recorded outcome measure of these forms will be documented anonymously as part of the Sanctuary's evaluation of outcomes to measure our own progress and to use within reports for funding bid applications.
7. If it becomes apparent that the counsellor's training is not a good fit for your needs, or if you need support in between sessions or we cannot offer you sufficient sessions, the counsellor may suggest to you that you explore referral options together in order to support you in finding suitable help.
8. Your counsellor will discuss the therapy completion / endings with you in advance of the last session so that any future requirements / possible signposting can be arranged in advance.
9. Your counsellor will end your session if anything threatens you or your Counsellor's safety for example, the session is no longer meeting privacy policy agreement.
10. Your Counsellor will have the right to end your session where any alcohol or non prescribed substance has been taken by yourself prior to the session if this is likely to prevent a beneficial counselling session.
11. All contact with the counsellor outside of sessions should relate to the arrangements of sessions only unless your counsellor has specified otherwise (see social media policy).
12. The Sanctuary of Peace and Healing and its support team and counsellors are not in any way responsible for your wellbeing outside of the arranged sessions. If you feel unwell or need emergency help, please telephone your local hospital services or your GP for assistance.
13. If at any time either you or your counsellor feels that it would be more appropriate for you to work with either a different counsellor or to take advice from an external agency, you can discuss this and together, explore the options available.
14. Where at any time you feel uncomfortable with your counselling arrangement or the counselling service in general, your counsellor will be happy to discuss this with you or, alternatively, you can contact sanam.igbal@themonastery.co.uk leaving your preferred contact number, whereupon the Coordinator will contact you.
15. The Sanctuary is a CIC organization staffed by volunteers. There will be no charge for your counselling sessions, unless this has been discussed prior to the start of your counselling sessions.

Confidentiality

Discussions between you and your counsellor are essentially private. Your counsellor may share your progress with their supervisor for support and clarification but will where possible maintain confidentiality. The only time a counsellor could breach confidence is when exceptional circumstances arise. Exceptional circumstances which may require your counsellor to break confidentiality include; if there is a legal requirement, or where there is a risk of harm to either yourself or to someone else or concerns around the safeguarding of children under The Children Act 1989 and the Protection of Children Act 2004. Please note in relation to Safeguarding, the term "child" refers to anyone under the age of 18 years.

The Sanctuary of Peace and Healing works within the guidelines and Ethical Framework for Good Practice as laid down by the British Association for Counselling and Psychotherapy (BACP). The Sanctuary counsellors belong to one or more professional organisations. On request, your counsellor will be happy to signpost, or provide you with a copy of the Ethical Framework. If you have any issues relating to counselling, confidentiality and disclosures, please let your counsellor know.

Where it is deemed necessary to break confidentiality, wherever possible, your counsellor will discuss the situation with you first.

Supervision / Note Keeping

Your counsellor will make brief notes to record the work done during each session, these notes are used in Supervision. These notes will not have your name on them, nor any other identifiable information. The Counsellors are required to summarize the form of the counselling session (not the content) so that we may keep a very brief note of your attendance and whether any action has been required regarding your safety or for signposting records. You may request access to such notes by giving at least two weeks' notice in writing. Your counsellors Supervisor supports their work and also maintains confidentiality in line with the Sanctuary of Peace and Healing privacy policy.

Basic notes may be shared with another professional involved with your care only if you are referred to another professional for help; however, we would discuss this with you first.

Data Protection

The Sanctuary of Peace and Healing is a Data Controller and complies with the Data Protection Act 2018, and General Data Protection Regulation (GDPR). Our legal basis for collecting, processing and storing your information include to provide a contracted service; to comply with the law; to serve the legitimate interests of the organization and our partners.

Your records will be limited to counselling process and any next steps information and kept on a secure data base on our Acuity Scheduling diary system. This software is security protected and can only be accessed by one member of our administration team and our practice manager. You may have access to notes by giving your counsellor or a Sanctuary representative at least two weeks' notice.

- The Sanctuary of Peace and Healing will archive or securely dispose of your records in line with the Sanctuary of Peace and Healing's retention policies.
- If you have any comments, compliments or complaints about the way we handle your information, please speak with your counsellor or send an email to: sanam.iqbal@themonastery.co.uk and mark it: For the attention of Sanam Iqbal (coordinator)

In signing this document, I am confirming that I have read, understood and agreed to the above terms upon which the counselling service is offered.

Signed Date