

Your counselling

Please turn off your mobile phone or switch it to silent when you are in the Centre.

Counselling sessions last for 50 minutes and the cost varies according to your financial circumstances. Your counsellor is fully qualified, and you will see the same counsellor at every session for as long as you both feel it is helpful.

The goal of counselling is to provide a safe, non-judgemental place in which to explore, reflect upon, and understand the difficulties you are experiencing, and find a more constructive and satisfactory way of dealing with them.

If you can't keep an appointment for any reason, please let us know. If you are paying, a charge will be made if less than 24 hours' notice is given. If you are accessing our subsidised sessions all missed appointments will count as one of your free sessions. If you miss 2 appointments in a row and we can't contact you, we will assume that you do not want to continue with your counselling right now.

We will not be able to continue a counselling session if you are under the influence of drugs or alcohol. In such cases the counsellor will end the session and re book for the following week.

Confidentiality and standards

Your information is confidential within our service. However, there are limits to this:

- If we believe your safety or that of someone else is at risk, we have a duty to take this further (for example by speaking to your GP). Whenever possible, we would discuss this with you first. We have a legal obligation to disclose money laundering, drug trafficking and terrorism immediately.
- All counsellors receive confidential supervision, and use this to get support for their work.

We take the details of your GP and an emergency contact. By signing this contract you agree to us contacting them should the need arise.

Should you by chance see someone from CFC outside of your sessions, it is your decision whether to greet them or not.

Our counselling service is accredited by the British Association for Counselling & Psychotherapy (BACP). We abide by their *Ethical Framework for the Counselling Professions*. You can find out more at www.bacp.co.uk. If you have a problem with our service, please tell us. Our complaints policy gives more help - see www.thecfc.org.uk/complaints.

Your data

Information about you is held securely. Names and contact details are held separately to counselling notes. Records are securely destroyed after 7 years.

We only use your personal information (e.g. your email address or the experiences you talk about) to help us provide your counselling. Our funders do want to know if we are helping people and we provide them with anonymised data (e.g. questionnaire scores and improvement rates).

Your counsellor may ask for your signed permission to securely record sessions or write an anonymised case study. Your counselling will not be affected if you choose to say no.

If you need a letter or report for a solicitor, GP or tribunal etc., please speak to CFC reception (telephone 0161 941 7754) who will inform the Clinical Services Manager.

Agreement

From time to time we may need to contact you about your appointment. Is it ok to use the number(s) we were given initially?

Yes No Is there another number you would prefer to use?

I have read and understood this information and commit to counselling as above.

Client signature: Client name (print):

Counsellor signature: Counsellor name (print):

Date: