**How might counselling help at this time?**

If we have been working together, I want to be able to offer you a space to continue our sessions without interruption if this is something that you feel could benefit you. You may feel that you need emotional support regardless of what`s happening in the wider world, and maybe even more so because of what’s happening right now. The reasons that brought you to therapy in the first place may still be there and we can continue to work on them if you feel that this may help you.

If you are a new client I want to be able to offer you support too if it is just for now with what is happening in the world or for anything else you may be struggling with.

Being in isolation can bring its own emotional challenges and increase anxieties, and I want you to know that I can support you during this time.

It is normal to feel anxious about the change to working online or by phone and I’ve found that once we have our first session together that this often eases.

Should you feel that you need a top up session at any time, I am also offering single on-line sessions for the immediate future so that you can get benefit in those moments.

I will continue to be available for our sessions throughout this tricky time and if for some reason I become unwell I will give you as much notice as possible.

**What does this mean for my counselling sessions?**

You will receive the same emotional support and understanding during your sessions and although it may feel different, this is all a part of the process.

**What technology do I need?**

Sessions will be via phone or online via Zoom. Zoom is a safe secure internet platform on which we can see each other and talk in a face to face way.

I recommend when using on-line Zoom face to face sessions that you use headphones for added privacy.

May I suggest that you have a pen, colours, paper or journal available when we have your sessions so we can continue to explore your experiences creatively?

You will also need to test that your camera on your laptop or PC is working so that we can connect. I suggest that you create a FREE Zoom account so that you can easily access our sessions at the given time. You can download this here [www.zoom.us](https://l.facebook.com/l.php?u=http%3A%2F%2Fwww.zoom.us%2F%3Ffbclid%3DIwAR1zkpbmxDXRScrwCyUwebOMMghOMZGUvedZFgMTeI3eo21qtky3SRfkiuE&h=AT1sPmZfwtu-ffbIqYnLdcPMFTytE0LFx3BfVmjaErpyNifO7zytcDfzrE19OKHITa0MqQTd0sf7jLYYn6UAO7ZrjEy-2e_kTeMO5Kb0o964Epv1ORexN_E0RArfbeGxgR9kXtZDouwlAcDy6ZbbUaCepzTCuExx6O3OOoG7AuK7hKa4zYJdvSljuIWHs1T8RfyPLsS33j90NZb1bijF_fGCKX2kETbY7ITI2L5HNC1J-jLCZXdf2MBCVwwqE3_8PPyfYMlrEJp33cQsbdYufozAz2CqiI-g5hANVIcO_qFQa9hAA9ZbG8QeNSJ8RGNHkza1z-27G0ROQvj8RWrP2IQNXTbdHK4GO_tFFiLVtTZ_YRtiTtjcwVAOjk6o-NwoiF9r6f59J2SRKIqWY7ZjYBztUO-CrGBBnwYkDcnBfhRxotHRh0NWCVm0VdFlLVnqjrr2hKXrhpgEeZ3Er6yrXwblhysS2v5PZu4Ql81QVPW4JABMfXXmZAh21aJVOJ1yqcsYrQjbpz3vo_fMQRtl4r6eyDAlO9qPHnPOiUKmrn1ISQi2hpTfUqqJPHYsnGb5Ti7uATpL2WTzIj2CSlDO-kr93anK-vGbh_OLectfZPsRR_OUSgE5BoF2EINjF8qmLzyko9MHXxxVOw)

For each of our sessions, I will send you an email with a secure link to join me at the agreed time. You will always have this within 24 hours before our session is due to start.

**Will our counselling agreement change?**

Our original agreement to work together will remain the same apart from the addition of this **online agreement.** We will still adhere to our agreement in relation to terms and conditions, regarding confidentiality and safeguarding.

If we have not previously worked together I will email you a therapy agreement before sessions begin.

***You should be aware that I cannot guarantee confidentiality from your location.***  
The responsibility for this rests with yourself. For us to work together I need to know that you can create a quiet space for yourself to talk freely and without interruption. Please contact me to discuss this if you have any concerns.

Should you not wish to have phone or Zoom support from myself, we can discuss this and can put any previous sessions on hold until further notice. Please feel free to get in touch!

**How do I make payments for our sessions?**

I will send you instructions on how to make an online payment to me via bank transfer. Please note that payment will need to be made 48 hours prior to sessions.

I will continue to store your information and dispose of this in accordance with the ICO and my Professional Ethical Framework.

Please sign this agreement and return to me by email on:

**snakesandladderstcpt@gmail.com**

**Client name:**

**Signature: Date:**

**Counsellor name:**

**Signature: Date:**

*For up to date information and advice on Coronavirus (COVID-19), please see the following NHS website:* [*https://www.nhs.uk/conditions/coronavirus-covid-19/*](https://www.nhs.uk/conditions/coronavirus-covid-19/)

**Privacy and GDPR Information.**

I want to assure you that your information is kept private and confidential within a locked cabinet. I keep only the minimum information required by law and in line with my ethical framework. I keep your session notes, assessment and contact details so that I can carry out our sessions confidently and professionally. I keep all of your notes in paper form only and these are shredded after 6 years of us no longer working together. I do have some electronic details as we communicate by email and phone, however I delete these regularly so as not to have any electronic copies apart from your contact details. Should there ever be a breach of confidentiality or privacy, I will act accordingly by notifying the ICO (Information Commissions Office), who I am registered with and I will also contact you to notify you. I want to reassure you that this has never happened so far, and I am committed to respecting your privacy at all times.

*Warmest Regards  
Karen*

***Karen Bland***