



Derby Women's Centre

Telephone counselling contract Derby Women's Centre April 2020.

This contract does not replace our original agreement that we signed at the start of face to face counselling. As we need to find a different way of working, we need to clarify this before we make the transition to phone work.

Ethical and Professional Practice

I will adhere to all the new ethical guidelines from my professional body. I hold indemnity insurance to cover me for telephone counselling.

Duration of Sessions

Our sessions will last for 50 minutes. As we are unable to collect the usual £5 contribution, it would be good if you could put this aside each week and bring it to the centre when normal life resumes.

Cancellations

I will make an agreed appointment time with you, so please be available to answer when I call. In order to ensure that I am adhering to agency protocols, my number will appear as "private" on your phone. At the end of each session, we will agree our next appointment time.

If you are unable to keep our agreed appointment for any reason, please email:

kaths@derbywomenscentre.co.uk

As the centre office is not currently staffed, telephone answer machine messages will not reach any of us. I would therefore ask, that where possible, 24 hours notice of cancellation is given. If you do not answer when I call at our agreed time, I will make one further attempt to call you straight away. If you do not answer, I will not make any further contact. You will need to email the above administrator should you wish to make another appointment.

Confidentiality

Your confidentiality remains the utmost priority for me and Derby Women's Centre. Whilst I will be conducting these sessions from my home, the following measures will be in place:

I will contact you from a private room that cannot be interrupted or overheard by anyone else. Your contact details will be kept under your agency reference number to preserve your anonymity. I will use a secure locked cabinet to temporarily store these details and any notes I may need to make following our sessions. Your information will be kept under the same General Data Protection Regulations as when accessed at Derby Women's Centre.



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Your environment

You will need to think about your own environment. Privacy and safety are guaranteed at the centre and are just as important now. Although it may be hard, please try and ensure that you are in a room where you can't be heard, as you may feel less able to talk and benefit from our call if you are worrying about others hearing or interrupting you.

General information

Telephone counselling sessions will be different from our usual face to face work. It is currently the best option that we can put in place to hold the thread while we wait for normal life to resume.

Things to consider:

- It may feel different or awkward initially.
- You may feel more anxious that you can't see me and worry that I will "miss" you during our conversation.
- It may feel very remote at a time when everyone is keeping their distance.
- You may find it hard to manage difficult emotions that arise.
- Phone reception may be a problem, as might finding a private space.

Privacy Notice GDPR Regulations 2018.

All these considerations remain as within Derby Women's Centre. I will continue to adhere to their internal requirements also.

I agree to the above addition to Derby Women's Centre Counselling Contract

Client name:

Signature:

Counsellor name:

Signature:

Date:

