



## COUNSELLING IN BRISTOL

– WITH JAKE VOELCKER –

### CLIENT AGREEMENT

#### Confidentiality

Everything that you discuss with me is confidential. Confidentiality will only be broken if there is concern about your safety or the safety of someone else, or I am instructed to do so by a Court of Law. I will always endeavour to speak to you about this first.

I will always ensure that sessions are conducted in a confidential setting, and if we work online I will use video calling software that uses a secure connection to further protect your privacy. However, please note that I cannot be held responsible for any breaches caused by failures in this technology.

I discuss my clinical work with a supervisor. This is to ensure that I am offering you the best service possible. These conversations are bound by confidentiality and you will only be referred to by your first name.

I normally write brief notes at the end of each session. These are anonymised and stored securely on a password protected file within my therapy management software. These notes are for my use only and help me to keep track of everything we discuss. In line with industry standards, these notes must be retained for up to 7 years after your therapy comes to an end, after which they will be permanently deleted.

You have the right to view these notes at any time. To make this request please contact me directly, or discuss it with me in one of your sessions.

All confidential information is held in accordance with the GDPR 2018 using the secure and encrypted Kiku system (please also see their Privacy Policy for more information at [www.wearekiku.com/privacy-notices](http://www.wearekiku.com/privacy-notices)).

My full Terms & Conditions and Privacy Policy can be found on [www.counsellinginbristol.uk](http://www.counsellinginbristol.uk). Please see the Privacy Policy for more details about how data is used and stored, as well as your rights under the GDPR.

#### Appointments

All appointments last for 50 minutes and we will usually meet on a weekly basis unless otherwise agreed. Please note that sessions cannot be extended beyond the agreed time.

If we are working online or on the phone please choose a quiet and private location, and ensure that you log in on time to make full use of the appointment. Should either you or I experience any technical difficulties, I will endeavour to switch to an alternative session format (e.g. another video calling platform, telephone, or alternative phone line) so the session can continue with minimal disruption.

Outside of your agreed therapy sessions, it is usually not possible for you to have any contact with me. If you think you may need extra support, please discuss this with me so that we can explore other sources of help and assistance.

#### Payment

I will send you a link to make a card payment online for your sessions. Alternatively I can arrange for you to make BACS payments if you prefer. Please ensure that you make payment at least 48 hours before the start of the session. **In the absence of payment your session may be cancelled.**

Payments will show up on your account statement in the name of my service provider "We Are Kiku".

### **Making changes to your appointments**

If you need to cancel or rearrange an appointment, please call or text [07454 662291](tel:07454662291) or email [jake@counsellinginbristol.uk](mailto:jake@counsellinginbristol.uk) to let me know.

I ask that you give at least **48 hours notice** of any changes to be eligible for a refund. This gives me the opportunity to reallocate the time to someone else.

The **full session fee** will be charged for cancelled sessions where 48 hours notice has not been given, and for non-attended sessions where no prior notice has been given.

### **Illness**

If you have a cold, flu, Covid or similar, but you would still like to go ahead with your session, please consider requesting a video or phone session instead so that I can avoid becoming ill and passing it on to other clients, some of whom may be vulnerable. Likewise, if I am slightly unwell but still able to work I will offer you the option of meeting online to avoid the risk of you catching anything from me.

### **Breaks in Therapy**

For counselling to be effective, regular and consistent attendance is essential. It is also important that you and I are both aware of any planned breaks so that we can prepare. I will endeavour to give you at least 4 weeks' notice of any holidays and I ask that you try to do the same.

### **Duration**

I offer both short- and long-term therapy and you can choose how long you would like to continue. Normally we will discuss this at the outset, but it can be difficult to predict so at first we can simply work in an open-ended way. Usually I recommend a discussion around the 6th session to review progress, and we can also continue to review as the therapy goes on. When the time comes to end your therapy, I recommend planning this at least 2 or 3 sessions in advance to give us a chance to prepare, summarise, and draw the therapy to a conclusion.

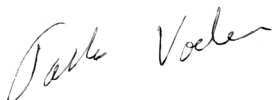
### **Raising Concerns**

Should you have any problems with the service that you receive, please let me know. If possible, let me know during your session and we can discuss the issue. If this is not possible, please contact me by phone or email.

If this does not resolve the issue, I am registered with the BACP (British Association for Counselling and Psychotherapy) with registration number 414599, see [www.bacp.co.uk/therapists/414599/](http://www.bacp.co.uk/therapists/414599/)

You can view my full Terms & Conditions on my website [www.counsellinginbristol.uk/terms-conditions/](http://www.counsellinginbristol.uk/terms-conditions/)

I hope that your time with me will be a really positive experience and I look forward to working with you.



Jake Voelcker FdA MBACP