



## Vibrancy Talking Therapies Working Agreement

We hold your basic details (name, address, date of birth) and following your telephone assessment basic notes. We would like to hold additional information about our work with you. This may include brief details of sessions (case notes) and assessments. We need your consent to do this.

Vibrancy will keep you posted on any up-coming events, deals or referral schemes via email and text message but if you wish to not have any contact from us please let us know.

Facebook, Instagram, Linked in and all social media; Please do not invite your counsellor on their personal accounts to join you on any social media. They are not permitted to do so under their strict Codes of Ethics, and refusal can cause offense where none is intended.

Under the Management of Health and Safety at Work Regulations 1999, the minimum I must do surrounding *home visit therapy sessions*:

- identify what could cause injury or illness in your business (hazards)
- decide how likely it is that someone could be harmed and how seriously (the risk)
- take action to eliminate the hazard, or if this isn't possible, control the risk
- When I arrive at the premises I will complete this risk assessment of the space planned for therapy and if not appropriate I will not be able to complete therapy sessions.

To assist us in working effectively with you, Vibrancy Talking Therapies keeps confidential records about all clients. These records are kept securely. The records held by Vibrancy are subject to the General Data Protection Regulations 2018, which gives clients the right to access personal data held about them. At Vibrancy, unless stated by the client the case notes will be destroyed following the end of working together.

Counselling is a confidential process and we do not reveal your personal data or the content of your sessions to a third party without your express permission. All counsellors are aware of their responsibility for confidentiality and the sanctions that exist for breaking the guidelines. However, there are some situations, which are exceptions to the general rules of confidentiality.

These include:

- If we think there is a serious risk of harm to yourself and/or others.
- Where there is a legal requirement to disclose information. This could be for example because it has been ordered by a court, Safeguarding or because the law requires, for example under the Terrorism Act 2000 or the Drug Trafficking Offences Act 1986, for information to be passed on without consent. In the first and second of these cases, we would attempt to talk this through with you beforehand if possible.



Vibrancy Talking Therapies are governed by The British Association of Counselling & Psychotherapists (BACP) which assures that we work under an ethical framework. If you wish to read about this further, please feel free to visit their website [www.BACP.co.uk](http://www.BACP.co.uk).

Vibrancy Talking Therapies holds a 24 hours' notice cancellation policy. This policy is put in place to allow sufficient time for cancelled sessions to be offered to other clients who are waiting for sessions. Sadly, if an appointment is not attended and late cancellation is made, you will be charged full price for your session, please discuss with your counsellor regarding this.

We do ask when possible counselling sessions are paid for prior to session start or in 'block booking' which we can offer discounted rates for. We can accept BACS payments as well as cash.

COVID19 – Please ask your therapist for latest updates

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**I agree that a Vibrancy therapist has explained the contents of this agreement with me and I understand its content.**

**\*\*Signature/agreement to terms above can be provided via email\*\***