Client Contract

Employee Wellbeing Service

The employee wellbeing service provides counselling for all staff. Counselling is a way of helping you to explore and focus on events that may have caused stressful situations from the past and in the present. This time belongs to you and your counsellor will provide a safe environment for you to discuss life changing decisions and some understanding of confusing situations. These are just some of the things you may want to explore in counselling, which are: family relationships, work related issues, retirement, health or bereavement. Counselling may help you to manage stressful situations differently and provide you with new ways of coping in times of crisis.

1. **Code of ethics and professional practice**

As Counsellors we adhere to the code of ethics of the British Association of Counselling and Psychotherapy, which requires the service to protect the identity of people who use the service.

1. **Confidentiality**

Counselling is a two way interaction between you and your counsellor and the content of the counselling sessions are confidential. This means that your counsellor will not inform anyone of the content of the sessions, or your name, except in the following instances:

* Where the client gives written consent for the release of information
* Where the counsellor is compelled to break confidentiality in a court of law.
* If your counsellor feels you are at serious risk of harming yourself or others.
* If there is a child protection, or issues in regards to vulnerable adults that needs to be shared.
* If you are disclosing about a serious crime.

1. **Supervision**

* Monthly supervision is an ethical requirement and is designed to assess the counsellor’s work and to maintain levels of good practice. The supervisor is not employed by the Leicestershire County Council.
* The counsellor will disclose information of the counselling and client relationship with a qualified counselling supervisor. Your full name will not be used and any recordings are kept in a locked metal file and destroyed after supervision.

**4. Record keeping**

For contact reasons the name of the employee and telephone number will be held by the counsellor. All notes are hand written, coded and locked in a metal file in accordance to the data protection act GPDR 2018. Written notes will be destroyed 3 months after the last session unless written consent has been documented or any breaches of confidentiality as written above in section 2.

**5. Sessions**

The counsellor will offer you 6 sessions, preferably one session per week or every two weeks. Each counselling session will last up to 50 minutes so please try to arrive on time as the counselling session will still have to end at the times allocated.

**6 Cancellations.**

If you need to cancel or rearrange an appointment, please give as much notice as possible. If you fail to attend or cancel an appointment within 72 hours then you will lose your entitlement to that session. If two appointments are missed without prior notice then your counsellor will presume that you no longer wish to attend.

**7. Contact**

If you need to contact us in between sessions to cancel or rearrange appointments you can do so between our normal working hours of 9 am to 5.30pm Monday to Friday, contact details are also provided on our wellbeing leaflet or you can email us on counsellingandwellbeing @leics.gov.uk . If we accidently meet anywhere outside of this room, I will not approach you but may acknowledge you in a brief and friendly manner, unless you express your wish not to be acknowledged.

There may be times when your counsellor will be required to deliver training in, managing stress, pressure and wellbeing. Your counsellor may also occasionally deliver presentations or talks on the wellbeing service at Leicestershire County Council events.

Again if we do happen to meet on these occasions then your counsellor will acknowledge you in a friendly manner as a part of the training group only and in response to the content of the training being delivered.

We do not attend HR, management and disciplinary meetings or internal investigations and we do not write any reports for these meetings

This is an agreement between you and your counsellor so please read this document carefully so this agreement is fully understood. Do not hesitate to raise any queries on any of the above with your counsellor if you wish for further clarification or information.

Signature: Counsellor/Psychotherapist…………………………………………………………………………………….

Print Name:………………………………………………………………………………………………………………………………..

Signature: Client………………………………………………………………………………………………………………………….

Print Name: ………………………………………………………………………………………………………………………………..