

ONLINE WORKING AGREEMENT

In accordance with the ethical working practices under the guidance of the National Counselling Society (NCS), this online working agreement will highlight confidentiality, supervision and the use of the computers and mobile devices for an online (remote) therapeutic session. This agreement is an addition to the Terms and Conditions and Contract of Services.

Please read through this agreement carefully. This agreement is in addition to the full service terms and agreements set out by Patchouli Therapy.

Confidentiality with Online Therapy Sessions

The content of therapy sessions is private and confidential. This agreement highlights that online therapy sessions are remote sessions over the internet protocol, and/or WIFI system. This agreement explains that there are security risks to working online through the social media platform applications to communicate. The risks include hacking, phishing interceptions, viruses and corruption of data through the transference of data communication and that confidentiality may be breached or stolen.

There are risks also to using social media platform such as Zoom, Team, Skype for online therapeutic sessions and that technology is not 100% secured. Although, the content of discussion within the online therapy is kept strictly confidential. The only two instances where confidential are breach; in supervision or if I believe that you are a danger to yourself or others. In the case of supervision, it is necessary to anonymously discuss my clinical practices within the confidentiality of a supervisor as part of ethical working practices. In another instance, it is a duty of care placed under the ethical and legal practise to ensure safety for yourself and others. Safety of another also includes children and acts of terrorism.

Online Therapy Session Boundaries

The allocated date and time are agreed before the online therapy session, through email, telephone or SMS communications. We will also mutually decide on the application (Zoom, Team, Skype, Telephone) to use for online therapy sessions.

The preferential device (e.g., a computer/laptop, mobile phone, landline phone) that you will use to connect to the online therapy session is entirely at your discretion. If the internet connection is interrupted due to the connectivity problems, and if the reconnection/dial-up takes longer than ten minutes, please have your phone/mobile to hand, in case of loss of connection.

Sessions length and fees are as per listing and/or as prior agreement if a sliding scale is verified. Further details of the terms of Appointments & Cancellations (section 2); About the Session (section 5); Notice to Ending of Therapy (section 6) applied. See full service agreement for details.

I will initiate the meeting schedule in Zoom or Team, and I will send over the meeting request via email.

I will be available at the appointment time on Skype waiting for your call.

You are responsible for joining the meeting on time. Please ensure that you have a good internet connection. If you are running late, please send a quick email/SMS/voicemail to indicate that you will be late. The late policy and cancellation applied, and you will be responsible for paying for the online therapy session, see full service agreement for details.

It is also your responsibility to have your online therapy session in a private location, where you will not be disturbed, distracted, interrupted or overheard, for confidentiality.

It is your responsibility to connect to the online therapy session fully dressed, and preferably not in bed or using the amenities.

You are responsible for your present state, and you may not arrive under the influence of alcohol, drugs or any substances. I have the right to cancel the online therapy session, and you will be charged for the appointment.

You may not record or forward our session to any third party unless we have a mutual agreement.



Payment for Online Therapy Sessions

You are responsible for paying for the online therapy session on time as part of the purchase of services, as stipulated in the Supply of Goods and Services Act 1982. The fee indicates that you agreed to purchase the **online therapy session**. The exchange of goods/services and the payment is part of the business transaction forming a part of a boundary.

Fee for an online therapy session should be made **prior to the session**, either at the time of booking or when I confirm the appointment in the diary. When the appointment is confirmed in writing and the meeting scheduled, you are responsible for paying the fee.

If payment is not received 24 hours prior to the appointment date/time, your session may be cancelled. This is an addition to the full service terms and agreements (under section 2 and 4).

I will provide details of the bank transfer or Paypal details, upon confirmation of booking and appointment schedule.

Agreement to Online Working

I understand that it is the therapist's role to provide online therapeutic services so that I might feel better or improve my functioning.

By signing this agreement, I agree to the consent of the online therapeutic services offered by the therapist at Patchouli Therapy. I understand that this agreement is for the confidentiality of treatment as detailed within the above terms and conditions. I understand my rights and responsibilities, as mentioned above.

Signed:- _____

Date:- _____