



USA COUNSELLING CLIENT INFORMATION

For Private Counselling

NAME _____ ADDRESS: _____ CITY/POSTCODE: _____

PHONE: Home: _____ Work: _____ Cell: _____

Is it ok to leave a message at Home: _____? Work: _____?

MARITAL STATUS: _____ E-MAIL ADDRESS: _____

D.O.B: _____ AGE: _____

OCCUPATION: _____

EMPLOYER: _____

NATURE OF BUSINESS/POSITION: _____

ADDRESS: _____

EMERGENCY CONTACT: _____

PHONE: _____ RELATIONSHIP: _____

Where did you hear about our services? _____

Have you experienced counselling before? If so, please describe:

Are there any medical conditions you are currently seeing a doctor for? If yes, please describe: _____

METHOD OF PAYMENT: Check Cash Credit Card

Note: Payment is due at time of service or via our payment gateway at www.therapy-121.com unless otherwise agreed upon with provider.



Therapeutic Counselling Agreement

Therapy 121, An Ethical and Transparent Counselling Agreement

Agreement for Counselling Services between;

Name _____

Address _____

Home: _____ Mobile _____

Date: _____

And Therapy 121, a Counselling Service and Integrated Therapies.

Code of ethics

Counsellors are either members of a professional body and thus suitably qualified, or appropriately supervised trainees on placement. All counsellors are registered in compliance with USA Government State requirements and will work to the National Board for Certified Counselors (NBCC) code of ethics, which can be found at <http://www.nbcc.org/>. All counsellors will offer unconditional positive regard, empathy, genuineness and respect for you, your values and belief system; we welcome clients from all denominations, all faiths and none.

Confidentiality and exceptions

Respecting your confidentiality is of the utmost importance to us. However, if it is assessed that you are at risk of seriously harming yourself or others, it may be necessary to alert others, such as your GP, of our concerns.

Due consideration should be exercised before disclosing anything of a previously unreported criminal nature, as the agency may be obligated, in compliance with the law, to notify other agencies, particularly when the protection of children and



vulnerable adults, is a concern. We will always endeavor to discuss disclosure to others with you beforehand and jointly agree a way forward.

Fees

Your first assessment session is free of charge. Sessions thereafter will be charged at a rate of ___GBP/ ___USD per 50 min session. Payments will be made via Paypal before each session begins. You can book your sessions through our www.therapy-121.com payment gateway or you can book and pay session by session with your counsellor. The session will not begin until payment is made. You can also buy sessions in blocks in advance, which will reduce overall cost. The team at therapy 121 believes in affordable therapy; please speak with your counsellor if finances are an issue.

Cancellation Policy

If you are unable to keep your appointment, we would appreciate as much notice as possible (no less than 48 hours). If you fail to give us 48 hours-notice, then you will be charged for the session. You may leave a voicemail or text message on UK: +44 2081448982, US: +1 415 590 9735 or cancel via the “contact us” section of our website at www.therapy121.org. We will then contact the counsellor on your behalf.

Boundaries

No contact is permitted with your counsellor outside the therapeutic relationship of the counselling room. Physical contact is inappropriate at any time. In order to respect your privacy, the counsellor will discuss with you in the first session how you might interact if there is a chance meeting in a social setting. Occasionally counsellors may suggest tasks for you to work on between sessions. This should be seen as important and therefore not treated lightly. Counsellors' are not qualified to help or advise clients in respect of certain practical aspects of the presenting issues, such as housing, entitlement to statutory benefits, or legal advice. It is not the policy of Therapy 121 to provide reports in support of litigation.

Renegotiation

This is a working agreement aimed at providing you and your counsellor with boundaries and a structure within which to work. It is also possible to renegotiate this agreement or add other agreements in the course of the counselling contact.



Indeed, during the first session of counselling your counsellor will:

- Explain more about the process of counselling, including their specific way of working
- Reiterate confidentiality and boundaries
- Discuss timings of sessions and the importance of punctuality
- Come to an initial agreement on the number of sessions
- Highlight the procedure for cancelling an appointment – both by you and the counsellor
- Agree the procedure for resuming counselling after an unplanned interruption, for example, through illness, agree a response to a chance meeting elsewhere, and matters such as tasks you are requested to carry out between sessions.

GP/CPN/Psychiatrist and other professional health care directions

Health care directions, including the taking of prescribed medication, should be strictly adhered to by you, the client and managed by your GP/CPN/Psychiatrist or healthcare professional. Our Therapy 121 practitioners cannot see clients who do not maintain their prescribed medication regime. You should be aware that many medications do not become effective until taken for up to six weeks and any sudden discontinuation of medication can be very dangerous or, at the very least, have a very serious effect on your well-being.

Records

Standard professional procedure requires that summary notes be made by your counsellor. These notes will be held securely by the counsellor and are retained only for the duration of your therapy with Therapy 121. Your name and address will not appear on the notes; you will be identified in a manner, which affords you anonymity. The use of such notes is to refresh the counsellor's understanding of your issues between sessions. Please note: Therapy 121 does not share the counsellors notes with the client.

Complaints

If you have a concern regarding any aspect of the service, please raise it with your counsellor. Alternatively, send us an email to complaints@therapy-121.com or you may write directly to: The Founder, Therapy 121: 2865 Steeple Hill Road, White Lake, Michigan, 48383 USA. Details of the Complaints procedure are available from this address.



International Territories

NOTICE for clients who are resident in the US or Canada.

Our professional indemnity insurance covers our USA, NBCC Counsellors to work with any client no matter where in the world they reside. However, if a resident of the US or Canada makes a claim against us, this insurance coverage will only apply if the claim is heard in a American court under American or Canadian law (whichever is appropriate). It is important to state that we have never had any claim made against us either for online or in our, face-to- face work.

This means that our counseling will be a private arrangement and you will not be able to claim the cost against your medical insurance as our USA, NBCC some of our Counsellors are not licensed to work in your location.

Encryption & Computer Privacy

Keeping our work private and confidential

Therapy 121 takes confidentiality and privacy very seriously. Our practitioners do not store any sensitive information or counseling notes on their computers. We delete all client information after 12-months. Should you wish to resume counselling after a longer break, you must discuss this with your counsellor.

Your personal identity will be protected, except if your counselor feels that there is serious risk to yourself or others or if the counselor is compelled to break confidentiality by law.

In the rare event that confidentiality is broken; it will be with your agreement and prior knowledge where possible. All other parties, including your doctor will not know your identity without your permission. All of our counsellors attend weekly supervision

SKYPE Sessions

For live face to face sessions, our counselors will work with you in a private chat [room on Skype \(www.skype.com\)](https://www.skype.com) Each counselor has their unique Therapy.121 Skype address, which has a high level of encryption and we believe offers sufficient confidentiality and security for our work. However, Therapy 121 does not accept responsibility if the Skype network is compromised during the use of this service. By signing this agreement, you agree to indemnify us against a cyberattack or hack on Skype that may expose any of your private or personal information.



If you share a computer and Skype account, we strongly suggest that you open a separate Skype account for your sessions. It is important to keep the login details private.

If you share a computer or you are using a computer at work (remember your employer has the legal right to read all emails sent to or from a workplace computer email address) We suggest you open a new email address at safe- mail.net whether you are planning live sessions or emails and send and store emails away from the computer that you are using.

Freely given consent to this contract

As the entire therapeutic relationship is built on trust and openness between the client and the counsellor, a binding contract will not be effective until you have had an opportunity to read, consider and query any aspects of these terms and conditions. Only then will you be invited to sign a copy for our records.

I agree to the terms set out above and will collaborate, to the best of my ability, with my counsellor.

Client's signature: _____

PRINT Name: _____

Date: _____

On behalf of Therapy 121, I agree to work with the above-mentioned client to the best of my ability, adhering to the highest ethical guidelines of the counselling profession.

Counsellor's signature: _____

PRINT Name: _____

Date: _____