Chand Counselling – Online Working Agreement

The following is information about how I work. Please let me know if there is anything that does not make sense or that you are not comfortable with; or if you need this information in a different format.

Confidentiality
What you share with me I treat as confidential. Confidentiality includes my supervisor; every counsellor/psychotherapist working to UK Ethical Codes has a supervisor. This is to make sure we're all working as well as we can be.

The only time I may need to break confidentiality is if I'm concerned about harm to yourself or to someone else. I would talk to you about this first though, if at all possible.

I request that we use Zoom for sessions to be confident our exchanges are confidential. I also ask that you find a private physical space from which to have our sessions (but not from bed etc.!). Finally, please note that I do not permit recording of sessions.

Data Protection
I'm registered with the ICO (Information Commissioner's Office) and work in line with General Data Protection Regulation (GDPR) – UK data protection law.

The data I need to store for us to work together are your contact details (requested at the end of this document) and any emails between us. This is so that I may communicate with you regarding appointments, invoicing, or in an emergency. I don't share this data with anyone else; and I keep this information for 7 years after therapy ends. In the event of something happening whereby I am physically unable to contact you myself, my nominated contact would access your telephone number/email to let you know.

Medical Conditions
I'm interested in any physical or mental health diagnoses you'd like me to know about prior to meeting. For example, diabetes, depression, epilepsy, etc.

I ask about physical health in case of any urgent needs during a session. With regard to mental health history/diagnoses, I ask in case this gives a fuller picture of you, and hence how you might best be helped. None of this information is shared with anyone else; and it would be stored for 7 years after our last contact.

Code of Ethics
I work to the Ethical Framework (2026) set out by the British Association for Counselling and Psychotherapy; there is a link to this on my website.

Length of Sessions
Sessions are 50 minutes. Usually, we will meet on a weekly or fortnightly basis at a regular time.

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Duration of Therapy
There is no obligation from my point of view to work together for any set period of time. I trust that you know best how involved how much you want to work on at this time and how involved that might be. If not ongoing, some people start with six sessions before reviewing. My hope/expectation is that we say goodbye with some notice, not abruptly. This is for several reasons, including that endings are often an important part of the therapeutic work.

Cancellations and Re-arranging
If, on the odd occasion, you ask to re-arrange rather than cancel with less than 7 days' notice I'd do my best to accommodate in the same week. If I'm unable to, the fee stands.

If it was me that asked to cancel or re-arrange (this would only be in an emergency), I'd also try to give you 7 days' notice. If it's not possible for me to give this notice and we are unable to rearrange in the same week, you'd be entitled to a session without charge.

Communication
I'd prefer that we generally use email/phone and reserve texts for any urgent practical issues on the day of a session. I don't use WhatsApp with clients.

Device
If possible, please use a screen larger than a phone for this kind of conversation; and keep it on a flat surface (rather than hand-held) so I don't get dizzy..

Payments
Your fee will be agreed between us (varies sometimes if concessions are needed).
I kindly request that payment – by online transfer - is received within 24 hours of the session. I invoice on a monthly basis; I am not expecting payment for the month in one transfer.

Social Media
I don't accept friend or contact requests from current or former therapy clients on social networking sites (Facebook, LinkedIn, etc). Any questions about this, please ask me. For supervisees the boundaries can sometimes be different.

I will assume we are working to this agreement from our first contact unless we agree otherwise.

Warmly,
Rakhi