

## Appointment Duration

Thank you for choosing Inniu Counselling. Appointments are 50-60 minutes long at a frequency to suit you. The 'therapeutic hour' is 50 minutes, and this is the duration that the fee covers. We have up to another 10 minutes (with no additional fee) to finish our conversation with the intention of the ending not feeling abrupt. We may need none, some or all of the 10 minutes.

## Appointment Location

Appointments will take place at a pre-agreed date and time, and via an agreed method. At the time of writing, methods which are covered by insurance are: Zoom, Telephone or In Person. During the current coronavirus pandemic there are restrictions on offering any In Person sessions. In the event of technical difficulties that disrupt Zoom, the appointment will be conducted via telephone.

If the client does not 'turn up' at the arranged date and time, the Counsellor will attempt to contact the client. If the client is unreachable, the Counsellor will leave a voicemail and/or send an email. The Counsellor will be available for the remainder of the scheduled appointment and the client is welcome to begin the appointment late. The appointment will end at the originally agreed time and will be charged as normal. Counsellors will always endeavour to be on time.

## Fees and Cancellation Policy

The agreed fee is payable on the via bank transfer 2 working days in advance:

Bank name: Starling

Account Name: Jan-Paul Van Dessel

Sort code: 60-83-71

Account Number: 29963769 (Please use **your name as the reference**).

Appointments cancelled less than one working day before the start time will be charged at 100%. Appointments cancelled one to two working days before the start time will be charged at 50%. Working days are considered to Monday-Friday, 9am-5pm, not including National Scottish and local Inverclyde Bank Holidays.

## Confidentiality and Safeguarding

All Counsellors adhere to the ethical guidelines of the British Association for the British Association for Counselling and Psychotherapy (BACP). Your confidentiality is taken very seriously and will only be broken if your Counsellor believes that you or another person/ other people are in danger of serious harm, if required by a court of law, or within professional supervision.



## Contacting your Counsellor

If you need to contact your Counsellor to make or amend an appointment, you are welcome to text or e-mail them. They are rarely able to answer the phone, so calling isn't advised. If you do call, there is a voicemail service and you will get a reply normally within 24 hours.

If you have any questions please don't hesitate to ask your Counsellor at this email address [inniucounselling@gmail.com](mailto:inniucounselling@gmail.com)

Appointments cancelled less than one working day before the start time will be charged at 100%. Appointments cancelled one to two working days before the start time will be charged at 50%. Working days are considered to Monday-Friday, 9am-5pm, not including National Scottish and local Inverclyde Bank Holidays.

## Issues Specific to Working Remotely

Counsellors will;

1. Understand the importance of confidentiality and ensure they have a private, confidential space where they cannot be overheard, and would only be interrupted in an emergency.
2. Understand the importance of data protection by;
  - Using technology that has been approved by our insurance providers.
  - Never recording the appointments without your express permission.
  - Use devices which are password protected.
3. Maintain up-to-date virus protection and spyware.
4. Request client details to be able to provide support needed in an emergency.

We request that Clients;

1. Ensure they have a private, confidential room where they cannot be overheard, and would only be interrupted in an emergency. This includes answering the doorbell and phone calls.
2. Use technology they trust to be secure.
3. Be ready via agreed method to meet their Counsellor at the arranged date and time.
4. Consider what they will do for the few minutes after each appointment has ended. It can be helpful to set aside some time to reflect and relax, before going about 'normal business'. Clients who are used to meeting their Counsellor in person, may experience the ending as feeling abrupt.

Your Counsellor is **Jan Van Dessel**.

=====

## Client Details

Name:

Date of Birth:

Gender you Identify by:

eMail:

Phone:

Permission to leave voicemail:

Method of Appointments: (Initially Zoom)

Home Address:

GP Name and Address:

GP Phone Number:

Details of other medical support contacts (if applicable):

Details of any relevant medical issues:

**Declaration:** I agree to terms and conditions as detailed above and I have read and agree to the data protection/privacy notice on the Inniu Counselling website  
[www.inniucounselling.com/privacy](http://www.inniucounselling.com/privacy)

**Signature:**

**Date:**

Thank you for taking time to read the agreement. There is no need to physically sign the document. I can accept an email from you to [inniucounselling.com](http://inniucounselling.com) confirming that you have read it and agree to all noted sections and the declaration. Please include in that email the personal information that appears on this final page of this agreement (page 3) under the heading 'Client Details'.

Jan Van Dessel (MBACP)  
Owner and Therapist, Inniu Counselling