

**Empathy**  
**One to one counselling**  
**Client agreement**

Before counselling begins, I would ask you please to read through this agreement between you and me, Nigel A A McFarlane trading as Empathy. This agreement is for the benefit of both of us but should you have any questions, do please ask me before signing.

**Confidentiality**

All your personal details and any notes that I may make are kept in a safe, secure place. Similarly, anything which you say to me during our sessions remains confidential. There are, however, certain exceptions to this. These are:

- I have a Supervisor, who is also bound by a code of confidentiality. While maintaining your anonymity, I may discuss something with them about you so that I can help you better.
- If you mention something which suggests that you, or another, are, or may be, a danger to yourselves or others, especially children, then I may need to disclose this to a professional agency or person.
- If you mention certain forms of criminal activity, including, but not restricted to, terrorism and drug or human trafficking, I may again need to disclose this to a professional agency or person.
- If I receive a court order, I shall disclose whatever that order requires of me.

**Your rights**

As a client of Empathy, you have certain rights.

You have the right:

- To be treated with respect and equality as a human being, regardless of your sex, age, race, beliefs, sexuality, infirmity, disability, background, education or any other reason.

- To be listened to and understood and to be fully engaged in any action plan for your treatment.
- To terminate the counselling relationship at any time.
- To make a complaint about your treatment. I would hope that this would not be necessary but, if it is, then, in the first instance, I would ask you please to discuss your complaint with me so that we might resolve it. However, if you are still not satisfied, then you may take your complaint to my Supervisor, whose details I would provide at the time.

### **Your responsibilities**

Along with rights come responsibilities.

As a client of Empathy, you are responsible for:

- Keeping appointments and arriving on time. If you need to cancel an appointment, you will do so, where possible, at least 24 hours in advance. Any appointment cancelled with less than 24 hours' notice may be subject to charge at the full rate.
- Behaving in a respectful manner towards me. Violence of any kind will not be tolerated and if you arrive for a session under the influence of alcohol or any other substance, that session will be cancelled and you will be charged at the full rate.
- Being as honest as you can about your situation so that I can help you better.
- To ask questions if you do not understand and to tell me if you disagree with me or if you feel that I have misunderstood you.

### **Sessions**

Each session will last for approximately one hour. Sessions may be paid for in advance or at the end of each session. It is impossible to say at the outset how many sessions we shall have together. However, this will largely be determined by yourself, according to how beneficial you find them. Some people feel happier after a few sessions whereas others benefit from many more – there is no right or wrong way.

**Agreement**

I \_\_\_\_\_ (*Print name*) have read the terms of this agreement and agree to abide by them for as long as I am a client of Empathy.

Signed:

Date:

Signed by Nigel A A McFarlane:

Date: