



Therapeutic contract – Terms & Conditions

This contract aims to inform you of the work we are going to start together, our rules and agreements. By attending sessions, you agree to the terms of this contract.

During the work, if any part of this contract is not clear to you, you can contact me to clarify, or we can discuss this during the session.

The service

1. The service will be provided in accordance with these terms and conditions. Adjustments and updates may occur as necessary to comply with the law and necessary health and safety standards.
2. Before the first session, I will send you a registration form. Please complete and return the form a minimum of 24 hours in advance of the first appointment. The form will support the therapeutic process and provide necessary information.
3. Assessments, initial consultations and sessions may take place online via Zoom (see section on Online Therapy), phone call, or in person. I adhere to the code of ethics, guidelines and regulations of the *Health and Care Professions Council (HCPC)* and the *British Association of Art Therapists (BAAT)*. I am self-employed and this contract is with me alone and not with the above-mentioned institution or communication platform.

Fees and Payment

4. Individual sessions are 50 minutes long, and generally once a week. The current consultation fee is **£75.00** (either online or face to face). Initial assessments are 90 minutes long and are **£100**. Rates might increase yearly, and you will be informed in advance of increases to the standard rate. Please note: A concession rate may be applied at the therapist's discretion based on individual circumstances.
5. An invoice will be sent via your preferred form of contact to the person responsible for covering fees. Payments are to be made via bank transfer.
6. Fees will need to be paid in advance. To secure a weekly slot, the payment should be made on a monthly basis. Payment for the monthly invoice is due 72 hours before the first appointment in the upcoming month. Alternatively, payment can be made in advance of each individual appointment, and no later than 24 hours before the day of the session.



Cancellation Policy

7. If unable to attend a session, please inform me in advance (including holidays and other scheduled appointments). Cancellations should be made with a minimum of 48 hours' notice, without which the full session fee will be charged. You may request an alternative slot during the week, but this would depend on availability.
8. If you are late for a session, kindly inform me when possible. Nonetheless, once a session is scheduled, I will wait for you at our scheduled space until the end of your allocated time slot.
9. If, for circumstances beyond my reasonable control, I need to cancel a session, we will try to find an alternative time for your session. If this is not possible, I will fully refund the fee for this specific session.

Communication

10. You may contact me in between sessions if you need to reschedule the sessions, or need additional support that cannot wait until our next session.
11. During my working hours (Monday to Friday, 10h to 18h), I will reply to emails received on **taline.contact@gmail.com**. Please note that, while I cannot guarantee an immediate response, I will make every effort to respond to you within the same day. Outside these hours, I will get back to you as soon as possible.
12. In case of emergencies, or if at risk to self or others/from others please see the section below.

Confidentiality

13. During emergencies and if a person is at risk of harming themselves or others or at risk to be harmed by others then please make sure to attend your local A&E department where they can be assessed by a mental health team. If risk is low then make a GP appointment. Please inform me if this happens so I can update the risk management plan and contact appropriate agencies and/or professionals when relevant.
14. Our sessions are confidential. This means that I will not discuss with others what you bring to the sessions. Nonetheless, if your or someone else's life is in danger, or there are child protection concerns, I may need to disclose information with relevant authorities. Unless it is not possible, this information will be discussed with you beforehand. This includes, but is not limited to:



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- a. In the event, you pose a serious risk to yourself or others
 - b. Involvement in illegal activities, including acts or plans of terrorism
 - c. Any concerns regarding child protection, and where a young person may be at risk of harm or neglect.
15. To maintain the confidentiality of our sessions, no form of recording is permitted. This means I will not record our sessions via audio or video, and you are likewise expected to refrain from doing so.
16. At your request, information on your attendance to therapy can be shared with others and a brief summary of presenting difficulties will be outlined. You may request a copy of this correspondence.
17. I comply with the UK's Data Protection Act, meaning that the data I collect on you, including any notes I may take, is stored appropriately and for an allocated period of three years. I require personal information to understand your needs and to provide you with the best possible care. I may use anonymised information for record-keeping and to improve the service.
18. My commitment to continuous professional development includes regularly attending supervision. During these sessions, I may discuss personal information to enhance the care I provide. However, I will not disclose any identifying details to ensure confidentiality.
19. In case of emergencies during a session, I will contact the relevant emergency services, or the next of kin stated in the registration form, as appropriate.
20. I will securely store all images created during our sessions in password-protected online storage. Individuals are free to request the disposal of their images at any point during therapy. Upon concluding therapy, we will discuss the disposition of the images created. If agreed upon, any remaining images will be safely destroyed after discharge.
21. After each art psychotherapy session, I will create concise case notes to reflect on the session and monitor my work. These notes are securely stored in a password-protected online location and are disposed of after discharge.

Online Therapy Guidelines

22. Online appointments will be conducted through Zoom at <https://zoom.us/>. A password-protected meeting invitation will be sent prior to the appointment. To ensure promptness, please download and register with Zoom before the scheduled session time. Zoom's services are free to use for the clients. Please be aware that while I currently utilize Zoom, I reserve the right to switch to another platform based on updated information.



23. Online sessions will only be able to start if you have a confidential space for our sessions with minimum interruptions. This means a room where you are alone, and the door can be closed if in a shared household. Also, the use of headphones is encouraged.
24. Clients should ensure their setting is comfortable. This will be discussed during the initial consultation.
25. A good broadband connection where interruptions can be avoided is important. Kindly inform me at the beginning of the session if the usual location changes, or if you have any difficulties connecting.
26. Images created during sessions must be securely stored and kept confidential for the duration of therapy. In online therapy, these images should be stored by the client in a designated folder or box to facilitate reference and access during sessions when appropriate. Please send digital copies of the images to me via email, Google Drive, or a secure Dropbox folder for record-keeping purposes. If you opt to use WhatsApp, please ensure the images are deleted for everybody after I upload them to a secure cloud. Additionally, storing images serves as a backup in case of misplacement or loss, or if clients wish to physically dispose of them while retaining a record.

Ending of Therapy and Referrals

27. Generally, I work with open-ended sessions, meaning that individuals may choose to end therapy whenever they wish. Alternatively, the work may draw to a natural ending. In either case, **it is important to have a closing session(s) as this is an integral part of the therapeutic process**. As such, if either party wishes to end therapy, a 2-week notice would be required.
28. At times it may be necessary for me to refer individuals or families to another health care professional. This could be for a number of reasons, and unless it is not possible, will be discussed with you beforehand.

As the client or legal guardian, I have read and agree to the contents of these terms and conditions:

Signed _____

Print Name _____

Date _____

Signed by client? YES

..... NO. Client name.....