

Please take some time to read this client information, which I hope provides you with information that will allow you to get the most out of your time with me. If you have any questions, please feel free to contact me or raise them during our appointment. PLEASE NOTE:

- IT IS IMPORTANT THAT YOU FOLLOW THE ADVICE GIVEN BELOW THAT RELATES TO KEEPING SAFE ONLINE
- IT IS IMPORTANT THAT THE INFORMATION YOU SUPPLY IS CORRECT AND UP TO DATE

Where therapist and client conduct sessions via a screen e.g., Phone, PC, laptop, or tablet, have much in common with face-to-face support, there are some obvious differences. I conduct my online therapy on Zoom. There is plenty of information available on this form of support and you are encouraged to research it in making your decision.

As with any other form of support there are pros and cons to online therapy. Most people quickly forget the telephone or screen, but if working in these ways does present initial difficulties for you then please stick with it. Let me know if you are struggling as there's a good chance, we can both adapt. If your preference is really for face-to-face therapy but find that online support is your only option, then my suggestion is to give it a try. Give me feedback about your concerns so I can work hard to address them. If we are unable to make it work for you then I'll do my very best to support, you in finding support elsewhere with the proviso that this might not be possible.

There may be occasions when online technology lets us down. I will do my best to resolve any issues that are down to me, but please note: I am not experienced in I.T. and it may be that we need to rearrange an appointment. If this happens then I will contact, you via text or email.

Accreditation & Registration I am an Accredited Counsellor with the British Association for Counselling and Psychotherapy UK (BACP) and an EMDR Europe Accredited Practitioner with the EMDR Association UK and Ireland. Codes of ethics: I adhere to the BACP Ethics for Counselling and Psychotherapy. I have full professional indemnity insurance. Full details available on request.

Training I hold a degree BA (Hons) in counselling; as well as EMDR part 1 (basic), 2 (intermediate) and 3 (advanced) and 4, I also hold a 2-year certificate in drug and alcohol counselling. I am always engaging in Continued Professional Development to ensure that my counselling and EMDR knowledge and practice remain up to date.

Experience I started my counselling work in 1998 and in addition to working in private practice, have worked in the Employee Assistance Industry and Charity Sector. I have provided short-term, long-term, and time-limited counselling and EMDR. This has given me experience of working with a wide range of people and issues. I have experience delivering my services face-to-face, by telephone and online.

My Approach My top priority as a therapist is to make a positive difference in your life. I do not believe I can fix you, I'm no god or guru, but I believe you can fix you and it's my job to help you to find your inner qualities and strengths. If you ever feel like our work together isn't making a difference, please don't hesitate to give me feedback so I can adjust my approach or techniques to better meet your needs.

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I will then make every effort to adapt my approach to try to better meet your needs. However, if I feel that I am unable to meet your needs I reserve the right to end our therapy. In the highly unlikely situation that you become unhappy with me, or an aspect of my work please do try to tell me so I can address your concerns. However, I understand that you might not want to do this, and you are welcome to make a complaint or raise concerns with my professional body. Details can be found at: <https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member>.

Supervision I have regular supervision. Good professional practice requires that the regular supervision of client work is undertaken and can be seen as a form of quality control and a way of ensuring that therapeutic standards are maintained. My supervisor is an experienced Counsellor and is an EMDR Consultant.

Confidentiality The trust between client and therapist is crucial to the success of the therapeutic process. I treat all information disclosed as confidential and in-line with my professional standards and obligations. Any details I share with my supervisor are also treated confidentially. You can access the notes I make of our sessions on request. The notes I keep of our work are brief and fact-based.

Where online therapy is concerned the issue of confidentiality is different in some respects because of how it is delivered. I use ZOOM for my online therapy sessions. ZOOM is an encrypted service, which means that only you and I are party to our conversations. When our appointments end, they end. No record of them remains. While ZOOM does allow for sessions to be recorded, I do not allow this to protect myself as a practitioner. I appreciate that some people will want to record their sessions because it is helpful for them, so if this is important to you then I am not the right therapist for you. You are also encouraged to think about whether the environment you will be in when we meet online is confidential and safe. I take every step to ensure the details of our work together remain confidential. Similarly, you are strongly encouraged to do the same e.g. to avoid placing details of our work on any form of social media. I reserve the right to end our work together if you post defamatory or untrue information about me on any form of media.

Confidentiality may only be broken if as your therapist I feel there are issues of immediate risk. This includes you being a risk to yourself and/or at risk from others. It includes whether you are a risk to other people in either personal or professional capacities. It also includes information that you make me party to that is illegal or criminal in nature. It is my practice whenever possible to inform clients first should confidentiality need to be breached, however, in certain circumstances I do not need to have your consent. In addition, confidentiality can only be offered within accepted legal boundaries of the United Kingdom (see attached sheet for further details). For more information contact my membership body, BACP.

If you are at risk in any way then it is important that you have access to local support in the event of an emergency, especially if this occurs during one of our appointments. In this regard, you should have an arrangement to receive support from a family member, friend, medical practitioner, etc., if the need arises.

How can counselling help you? There is something about talking to someone you don't know in a professional context that works. Even though you might start talking to me about issues you have shared with people you know well, so our conversations will likely go in different, but positive directions. This is because the therapeutic relationship is different to our other relationships e.g. it is non-judgmental and because therapists possess skills, ideas and knowledge that other people understandably lack.

How can EMDR help you? This is a wonderful therapy that helps you to get to the root of your issues and process them, to bring about change in the here and now. This usually happens at a quicker rate than traditional talking therapy. EMDR is a very thorough therapy and not a quick fix. I will spend the time necessary to prepare you for EMDR, so that when it comes to processing difficult experiences, it will be an easier experience for you.

Therapeutic process I offer clients an initial consultation to give both of us the opportunity of considering whether we wish to work together. It is just as important that you feel comfortable with me as it is the other way

round. If we decide to work together, we can agree on how I can best meet your needs. Once we have started, time will be given on an ongoing basis to review your progress to ensure I continue to meet your needs, aims and objectives.

There may be times in your therapy when you believe it is not helping you. It is recommended to talk about such difficulties if they do arise and not to suddenly end your therapy. This is because ending therapy is an important part of the overall process, where we will look at any future support needs, relapse prevention work and generally to ensure that the ending feels right for you.

Like any relationship the one between therapist and client might not work for one reason or another. While I will work hard to meet your needs it might be that there is something about me and the way that I practice that does not work for you. This might be something we can work through, and I think it best to try, but if not, I will make every effort to handle an unplanned ending in a safe, considerate way. I also reserve the right to end our work if I feel I am no longer making a positive difference to you.

Contact If you need to get in touch with me in between sessions, please note that there are times when I might be unavailable. If I am not available, then please send a text or email and I will aim to contact you back within 24 hours. If you leave me a message over the weekend, I will respond to you on the first day of the working week. If I need to contact, you I will contact you by text and email.

Please note that any therapeutic work will only take place during our booked sessions. Any other contact can only be for non-therapeutic reasons e.g., cancellations or other non-therapeutic queries.

Cancellation of an appointment If you wish to cancel an appointment, please give at least 24 hours' notice. I realize that giving 24hrs notice will not always be possible and I will always take circumstances into account. If you miss an appointment, but do not give advance notice then I will contact you to see if you are ok and why you were unable to attend. Repeated missed appointments mean I will be unable to continue offering you a service.

If I should cancel your session at short notice the session fee will be waived, and another appointment arranged at the earliest opportunity. If due to an emergency I am unable to contact, you then I will arrange for someone else to contact you. This person will not be party to our work and will simply inform you that I am not able to continue our work.

Fees As discussed. Fees subject to annual review.

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Further explanation about limits to confidentiality Prevention of serious harm to the client or to others. The Department of Health offers the following guidance on what counts as serious crime. ‘Murder, manslaughter, rape, treason, kidnapping, child abuse or other cases where individuals have suffered serious harm may all warrant breaching confidentiality. Serious harm to the security of the state or to public order and crimes that involve substantial financial gain and loss will generally fall within this category.

Statutory obligations to disclose The Terrorism Act 2000 makes it a criminal offence for a person to fail to disclose, without reasonable excuse, any information which he either knows or believes might help prevent another person carrying out an act of terrorism or might help in bringing a terrorist to justice in the UK.

Court orders A court may order disclosure or order the therapist to attend court and to bring notes and records with them. Refusal to answer the questions of the court may constitute contempt of the court. Therapists may be asked to produce a report for court relating to work with a client. Consent should be obtained direct from the client wherever possible and in writing. Clients may ask to see the reports written about them, and in accordance with the legislation on Human Rights, Data Protection, Freedom of Information clients should have access to their reports in the same way as records, unless there is a cogent reason in their interest or that of the public not to do so.

Requirements to produce counselling records Family courts dealing with child protection cases have different rules of evidence from other civil and criminal courts. They may order the production of documents including personal medical reports which would otherwise have been protected from disclosure. The police acting on behalf of the Crown Prosecution Service and usually with the written consent of the client, may seek access to therapy and counselling notes. This is most likely to happen if they contain reports of allegations of rape or sexual abuse.

Child protection A ‘child’ is defined as a person under the age of eighteen. The Children Act 1989 (CA 1989) in conjunction with subsequent legislation including the Children Act 2004, places a statutory duty on health, education, and other services to co-operate with local authorities in child protection. There is a statutory duty to work together, including information sharing, in conducting initial investigations of children who may be in need or subject to abuse.

If there is a concern that a child may be at risk of serious harm and the therapist does not have consent from the child or from a person with parental responsibility for the child to make a referral, then the therapist will seek expert professional advice on child protection law and practice and may decide whether to make a referral anyway, without consent. It is my practice; whenever possible to inform the client first should confidentiality need to be breached.

Adult clients at serious risk of suicide or serious self-harm. If a client discloses this are intent on taking their own life or I deem they are at serious risk of, then my first port of call is to empower you to seek appropriate services yourself. If this is not the case, I will always seek you’re consent first before breaking confidentiality and after I have sought professional advice.