



RISE

COUNSELLING & PSYCHOTHERAPY

Terms of Agreement

Thank you for making contact with RISE Counselling & Psychotherapy. We hope that these general terms of engagement will help to clarify questions you may have about using our service.

Attendance During The COVID19 Pandemic

Counselling as a social care activity promoting mental health is considered an essential service during the pandemic and the restrictions introduced by the government following public health advice. We have implemented all measures recommended under that same advice concerning hygiene, infection control and social distancing, going the extra mile in erecting safety screens in all therapy rooms. That said, it is your own responsibility to ensure that attending face to face is safe for you and if not, to consider engaging with us either online or over the phone. Please note that regardless of your vaccination status, all of our infection prevention policies continue to apply including social distancing and the use of face coverings throughout your visit. ***PLEASE DO NOT ATTEND WHERE YOU ARE EXPERIENCING SYMPTOMS OF COVID 19, ARE A CLOSE CONTACT, HAVE BEEN ASKED TO SELF ISOLATE OR TO QUARANTINE HAVING RETURNED FROM ABROAD.***

Initial Assessment and Information Gathering

During your initial consultation, some basic details will be taken by our counsellors. This is in order to assess your needs and to refer you to a professional within RISE who we feel is best skilled to meet these needs. In certain cases such as if you are currently being prescribed psychoactive medication, we may need to liaise with your general practitioner or other medical professionals if you are currently attending a mental health inpatient or outpatient service. This is to ensure that it is safe for you to initiate counselling at this time. Signing this document will be treated as consent under General Data Protection Regulation for your counsellor to liaise with these individuals if necessary.

Missed Appointments & Short Notice Cancellation Fee

In general, appointments will be on a weekly basis at a fixed time. To get the full benefit from counselling, it is important that you attend regularly. We ask that if it is necessary for you to cancel an appointment that you inform your counsellor at least 24 hours before your session. ***If adequate notice is not received, you will be charged your session fee for the missed session. We appreciate you may miss a session or two due to holidays or other arrangements, however following three consecutive and unscheduled cancellations it will not be possible to guarantee space at the allocated time and day you had been attending.***

Insurance Cover

We cannot confirm whether or not your insurer will cover you for counselling and psychotherapy sessions with us. Our therapists are members of various professional member organisations, and you will need to confirm up front with your insurer that these meet their requirements if you are thinking of claiming back costs associated with therapy. Generally insurance cannot be claimed where the therapist you are attending is pre-accredited or a student.

Continuity of Service Provision

Your counsellor has made provisions for storage of case notes and continuity of service provision in the event of incapacitation or death.

Queries & Complaints

Our goal is to provide you with the best possible service. If, after a few sessions you feel the therapeutic relationship is not working or if you have any complaints, we ask that you first bring these to the attention of your counsellor. If having spoken to your counsellor and you still have some concerns or if you feel you cannot bring up your complaint with him/her you may contact the centre manager on 0892484028. In addition, all counsellors and psychotherapists at RISE Counselling and Psychotherapy are either accredited or working towards accreditation with a relevant professional organisation such as IACP or IAHIP. You may also raise your complaint with the relevant organisation to which your counsellor is affiliated.

Limits of Confidentiality and Data Protection

Confidentiality is of primary concern to us, so to help maintain confidentiality we will use a pseudonym or initials only on documentation we hold. Your counsellor will keep confidential session notes while you are attending the centre and you have a right to access a copy of these should you so wish. You also have the right to request amendments or deletion of information held about you under the General Data Protection Regulations (revised May 2018). However, it is our policy to retain a copy of client information and case notes for 6 years after your relationship with your RISE counsellor ends. The legal basis for this is twofold; firstly it is directed by our insurers and secondly it would also be referred to in the event of any complaints or disputes that may arise, legal or otherwise as our record of the client relationship. You may request a copy of any information pertaining to you that is held on file within RISE and we will respond to requests within 40 calendar days as per the legislation. You can view our data privacy statement at www.risecounselling.ie/downloads. There are some exceptional circumstances, where we may have to break confidentiality such as where there is a serious risk of harm to yourself or others, especially a child. Breaking confidentiality may entail us contacting the Gardai, your doctor or medical physician or your next of kin depending on the circumstances and risks that are identified. Under the Children's First Bill 2012 and Withholding of Information on Offences against Children and Vulnerable Persons 2012, your counsellor at RISE Counselling & Psychotherapy has a statutory obligation to report a concern of child abuse to the HSE. Your counsellor/psychotherapist at Rise is obliged to attend mandatory clinical supervision in which support and guidance is provided for their clinical caseload. Within this process no identifying information is given and pseudonyms are used to ensure confidentiality.

Note: RISE Counselling & Psychotherapy does not provide reports for court purposes or to resolve medical or legal disputes.

I, _____ have read this document and understand its contents, and agree to attend RISE Counselling & Psychotherapy for counselling services/ give consent for my child to attend RISE Counselling & Psychotherapy for counselling services.

Signed: _____ Date: _____

Parent/Guardian Signature giving consent for minors: _____

Parent/Guardian Signature giving consent for minors: _____

Counsellor Signature: _____

Note: Parents of minors (under 18) must be present in the centre at the beginning and end of their children's therapy sessions.