

**OCCUPATIONAL HEALTH COUNSELLING & SUPPORT SERVICE (OHCASS)**

**Counselling Agreement**

This is a written agreement with OHCASS within NHS Greater Glasgow & Clyde. It is also a reminder of arrangements for the duration of counselling. Please sign below and this will be retained in your electronic file.

**Appointments**

**Remote sessions –** If your appointment is via telephone or attend anywhere then please ensure that you are somewhere you will not be disturbed and feel comfortable to talk openly. This could be at home, in a private space in work or in the car or while out walking. You counsellor will contact you at the appointment time. If sessions are via attend anywhere you will be provided with a link to sign into the OH virtual waiting room. Full joining instructions will be sent to you.

**Attending in person -** Every time you arrive for your counselling appointment please let reception know you are here and which counsellor you have come to see. Sessions will last approximately 45-50 minutes and will usually be at the same time every week or fortnight. The same counsellor will see you for each session.

**Cancellations, Non Attendances & DNA’s**

Please cancel an appointment at least 24 hours in advance or if your appointment falls on a Monday by 9.15am on the day of the appointment. Please use 0141 201 0600 Option 1.

Non attendance or missing your appointment without contacting Occupational Health at least an hour before your appointment time, will be recorded as a Did Not Attend (DNA)

One DNA’s or two cancellations at any time in your period of counselling will be taken as an indication that counselling is not suitable for you at this present time, your counselling sessions will end. You are welcome to return for counselling at a future date. If you choose to do this you will be required to attend a further assessment prior to being placed on the counselling waiting list.

A cancellation or a non attendance is included in your number of allocated sessions.

If you know you will need a break for several weeks in your counselling, please talk to your counsellor so that arrangements can be made for you.

If your counsellor cancels an appointment your appointment will be rescheduled and not counted as a missed appointment.

**Confidentiality**

All counsellors working within Occupational Health are bound by the NHS Code of Confidentiality and also abide by the British Association of Counselling and Psychotherapy (BACP) and British Association of Behavioural and Cognitive Psychotherapies (BABCP) Code of Conduct.

All counsellors will explain in the first session there are exceptions to the confidentiality agreement. For example, if you or others are at risk or if you are involved in any illegal activity the counsellor has a duty of care to disclose. In such cases the counsellor will discuss with you what will happen.

**Records**

All contact details and appointment details and a summary of each session will be recorded and kept securely electronically in accordance with NHS policies and GDPR (General Data Protection Regulations).

**Making Contact**

Whilst we would always wish to respect any concerns you might have about how contact is made with you, it is essential we have up to date contact information i.e address, and contact number.

**Complaints**

If you would like to make a formal complaints please ask for a copy of the NHS Complaints Procedure.

**Please sign below to indicate that you agree and understand the agreement.**

**Client Name: Date:**

**Client Signature:**

**Counsellors Name:**

**Counsellors Signature:**