

Terms of Service – Stuart Hillston

Psychotherapy; Counselling; Coaching; Mentoring; Supervision

This document sets out my terms of service when working with clients, in any capacity. When I start working with you, I will ensure you have read, understood, and accepted these terms. I will also ask you to provide some simple personal information so that I can build a client file for you and reasonably demonstrate that I know who I am working with.

If you have any questions at all about these terms, I would be very happy to discuss them with you before we work together.

- I will provide confidential services. Anything you say is completely private. I don't share information unless you give me permission to do so, or I am required to do so by law. This may be because you or another person is in danger of harm. In the event of legal disclosure, I will talk to you about who I would share information with and what will happen where possible. This is the law – I must do this.
- I have a clinical supervisor for all my services. The supervisor ensures that you are ethically and competently helped by me. To do this I will share anonymous information about our work together. No personally identifiable information about you will be revealed.
- I will offer sessions on a regular basis. The sessions are 60 minutes and take place at the same time and place for as long as we mutually agree. Within that 60 minutes, we will probably start the session with a general conversation and end with a discussion about one or more further sessions by agreeing on dates and times. You can expect the “work” to be 50 minutes. All session fees will be agreed between us in advance. Payment should be before the start of a session. I will provide an invoice before a session except where a block of sessions has been agreed upon and paid for in advance. Without payment, I cannot provide services.
- I have appropriate training, qualifications and certification combined with relevant experience for all the services I supply. I have been trained and DBS checked, to make sure that I work safely. I work within the National Counselling Society (NCS) Code of Ethics and the European Mentoring & Coaching Council (EMCC) Code of Ethics. I carry insurance appropriate to my work with Howdens Limited.
- I will let you know if I need to cancel a session. If this happens, I will give you as much advance notice as I can. This rarely happens, but could be because of travel restrictions, technology issues or illness.
- Where I am providing services online, I will ensure that I am on my own in the room I operate from and cannot be overheard by anyone.

You agree to:

- Let me know if you cannot attend your session. If you can't come to your session, please cancel it at least 24 hours beforehand. If you cancel with less than 24 hours' notice you will still be charged for the session and expected to pay.
- Arrive on time. Your session cannot be extended if you are late.
- Turn any electronic devices off or on 'mute' during the session. Speak to me if you need to keep yours on in an emergency.
- Be free from the influence of illegal drugs, psychoactive substances, or any form of alcohol. In addition, I will be unable to work with you if you show signs of aggression, hostility, or violence towards me.
- Let me store information about you. All information is stored securely. You have a right to see what I record, and you can ask at any time to see it. In general, this will be the initial information sheet and this contract only as generally I **do not** take notes during our sessions.
- Let me know if you are unable to use Zoom, my preferred online technology, or if you have an issue with the technology.
- To do the work necessary between sessions to make them effective. This will be something we discuss and can include reflecting on our conversation, keeping notes, working on a model or worksheet, or generally thinking about aspects of change.

I will check at our first session that you have read and understood these terms, and that you have accepted them I will also make sure you have the opportunity to ask questions.