



## *Willow & Thyme Therapy*

### **Agreement**

#### **Ethics and Equity**

I am an accredited member of the National Counselling and Psychotherapy Society (NCPS) and abide by their [Code of Ethical Practice](#).

The National Counselling and Psychotherapy Society holds an Accredited Register that has been accredited by the Professional Standards Authority. The Accredited Register programme was set up by the Government to improve standards and safety for the benefit of the public. As a member of the NCPS, I am committed to continuing professional development, maintaining high professional standards, and the code of ethics in order to enhance safety and deliver a better service.

Our intersecting identities impact the ways in which we interact with the world around us; the therapeutic space is no different. A conscious awareness of the impact identity may have on your experience underpins my practice. Identity may include, but is not limited to the following: religion, nationality, gender, sexual orientation, marital status, age, disability, politics, and socioeconomic status. I am committed to continually developing an anti-racist and LGBTQIA+ affirming practice.

#### **Confidentiality and Record Keeping**

Information gathered concerning your identity, personal details, and/or the content of our work throughout the duration of this agreement will not be shared with any third party.

Confidentiality is limited by the following legal and ethical exceptions: (1) the presence of risk of harm to yourself or others, in this instance we will aim discuss the risk and create a safety plan first if it is safe and possible to do so; (2) drug trafficking, (3) money laundering, (4) and terrorism are offences for which I cannot give any notice of my report, as that in itself would be an offence; (5) and safeguarding children and/or vulnerable adults. I may also be required to breach confidentiality by subpoena.

Supervision is one of the practices through which therapists monitor and develop their skills. My supervisor is also accredited by the NCPS and committed to confidentiality. There are times when aspects of our sessions will be brought to supervision; no identifying information will be shared.

I keep brief notes of key points relating to our sessions. Sessions are not to be recorded in any way by the therapist or the client without prior agreement. Your name will be associated with your payment record. Any information stored electronically is double password protected. Both paper records and electronic devices are securely stored when not in use.

#### **Commitment**

An effective therapeutic relationship is a commitment for both the client and the therapist.

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*My commitment:* to be available at the mutually agreed time and place, to start and end the session on time, to offer a confidential and nonjudgmental space, to maintain professional boundaries, to honour your autonomy, to work within the NCPS ethical framework, to regularly review the therapeutic work and relationship with you, and to offer an alternative appointment in the unlikely event of a cancellation on my end.

*Your commitment:* to attend sessions at the mutually agreed time and place, to provide at least 48 hours notice when requesting a change or cancellation, to pay for the session in full according to the payment options outlined in the 'Fees' section of the Therapy Agreement, to provide GP contact details and a personal contact in the event of an emergency, and to discuss with the therapist when you are ready to end the therapeutic relationship.

## Outside Contact

Due to the nature of therapy, time-limited sessions help to create a dedicated, safe container to explore emotional experiences. Communication outside of session will be limited to making, changing, or cancelling appointments, excepting prior agreements. I am available by phone Monday - Friday 10 am to 6 pm, when not in session. I aim to return phone calls, text messages, and emails within 48 hours; if you contact me on Friday, I aim to respond on Monday.

If we see each other in a public setting, I will respect your privacy and not approach you. Please note that if we do see each other outside of our agreed session time, I may still be providing therapeutic services or attending to personal obligations.

## Social Media

In the digital age, professional boundaries can be complicated. In an effort to develop a clear, mutually supportive digital space, I propose that we agree to the following:

- I will not search your details anywhere online, including via social media. What you choose to bring to session is the only information I expect to receive. If I see a relevant piece of art, poetry, or other writing on social media, I will ask you if you would like to receive it and, if so, send it via email.
- If you come across my personal social media profiles, including LinkedIn, please do not add me as a friend or connection. Social media connections present the risk for a breach in confidentiality and professional boundaries. If you'd like to send something from a social media platform via e-mail or text message, please discuss this with me first.
- I do have a professional social media presence on Instagram as @wt.therapy, which you are welcome to view, as it is a public profile. However, please carefully consider the risks involved in following this profile.

## Fees and Payment Options

You have the option to add sessions, reduce session frequency, or end the therapeutic relationship altogether. If we decide to work together, we will discuss in further detail which way of working you'd like to try.

Online, walk & talk, and office based sessions are charged at a rate of **£60 for 60 minutes**.



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**Payment for services is due 48 hours before the session.** In some circumstances, I can accommodate sending a monthly invoice which will be payable within two weeks of receipt. I do offer a limited number of reduced rate sessions. These rates will be confirmed via email and revisited periodically to support the reciprocal nature of the service.

I am able to accept payment by card, cash, cheque, or via bank transfer:

Business Account  
Willow & Thyme Therapy  
Sort Code: 04-00-04  
Account Number: 29438543

## **Cancellations**

I kindly ask that you notify me of any cancellations 48 hours before our scheduled session; otherwise you will still need to pay for any sessions missed. However, I will prioritise rescheduling the session with you at a mutually supportive time.

If an office based session is rescheduled with less than 48 hours notice, a £10 fee will be assessed.

## **Late Arrivals**

If possible, please contact me as soon as you know you will be late so that we can decide the best course of action. If I do not hear from you, I will attempt to contact you within 15 minutes of our scheduled session. After 30 minutes, the session will be considered a cancellation and subject to the cancellation policy outlined above.

## **Ending**

It is your right to discontinue services at any time. It is also worth mentioning that co-creating a planned ending can help bring the work to a natural close.

## **Complaints**

If you find that the therapy and therapeutic relationship are not meeting your expectations, please speak with me directly, if you are able. Your concerns will be received and considered without judgement, providing us both the opportunity to ensure the quality of the service provided.

The National Counselling and Psychotherapy Society also have a complaint's procedure for their members, which can be found here: <https://nationalcounsellingsociety.org/have-a-concern>.



## Privacy Information

Willow & Thyme Therapy is the trading name of Shauna New, who is registered with the Information Commissioners Office (ICO), reference number ZB350306. Shauna New is committed to complying with the terms of General Data Protection Regulations (GDPR) 2018 and ensuring responsible and secure processing of your data. Shauna New has a legitimate interest in processing personal data to provide therapy services and is insured with Holistic Insurance.

### Protecting Your Information

From the initial point of contact, I collect personal information about you relevant for providing therapy services. This information includes: contact details, availability, payment details, emergency contact information, and other relevant personal information. Your data is used only to provide you information relating to services or to provide the service itself. Your data will not be shared with third parties without your knowledge and permission unless there is a legal or ethical requirement, as stated in the Therapy Agreement. I will take all reasonable precautions to prevent the loss, misuse or alteration of any data you provide. All electronically held data is password protected and kept in a secure location alongside any paper records.

### GDPR

Under GDPR you have certain rights. In relation to Willow & Thyme Therapy these rights may include, but are not limited to:

- To request to see your notes
- To have your records amended (i.e. change of name and address)
- To request the erasure of your data, barring any exclusions

### Exclusions:

- In the case of therapy records, insurance companies and ethical bodies require records to be available for a period of time following the conclusion of the therapeutic relationship.
- Records will be held for a period of 7 years and then destroyed.
- In the case of clients under the age of 18, records will be kept for 7 years following their 18th birthday and then will be destroyed.

To request access to your information or if you have any concerns about the use of your data, please contact Shauna New at [shaunanew@wttherapy.co.uk](mailto:shaunanew@wttherapy.co.uk). I will endeavour to resolve any concerns you have. If for any reason I cannot resolve the issues you may choose to contact the ICO directly.



# Willow & Thyme Therapy

## Emergency Contact Information

Full Name: \_\_\_\_\_

Relationship to you: \_\_\_\_\_

Telephone: \_\_\_\_\_

## Agreement

*I have read the Therapy Agreement, Privacy Information, Online Agreement, Walk & Talk Agreement, and provided emergency contact information. I have discussed any questions with my therapist and will bring further questions forward should they arise. I understand and consent to the services outlined. I will review the therapeutic work with my therapist regularly and understand that I can terminate services at any time by contacting my therapist.*

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

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# Willow & Thyme Therapy

## Online Agreement

### What is Online Therapy?

Online therapy is a way for you to experience counselling and psychotherapy using technology like video chat, email, or instant messaging. I offer online therapy via the practice management platform isosconnect. At this time, I offer video chat or audio only sessions. Video chat will allow us to see and hear each other, while audio sessions will resemble a telephone call with better quality of sound. While there is a chat function on isosconnect, this will only be used to check in with you in the unlikely event that I am running behind schedule. Sessions are not to be recorded by without prior agreement between us.

When we agree to work online, I provide information on how to use isosconnect on your computer or mobile device. We will then meet on isosconnect at the arranged time and date. Being able to see each other is reminiscent of face-to-face counselling, but with the convenience of remote therapy. Through audio you hear tone of voice and the content described; by video you see non-verbal communication, like facial expressions. Whether we meet via video chat or audio only, the choice is yours and you can change your mind anytime.

### Practical Considerations

There are benefits and drawbacks to different ways of working. There is no one right way, just the way that works for you. I have listed a few ideas to consider in your decision making process.

*Benefits:* therapy in your preferred location, encrypted software to protect confidentiality, privacy, ease of scheduling around your existing commitments, flexibility to turn off the video function

*Questions to consider:* comfort level with technology, would you prefer another way of working, access to a computer or mobile device, access to an internet connection, access to a private space, possibly of interruptions, translation of non-verbal cues through a screen, possibility of screen fatigue if you use a computer for work

### Emergency Support

Online counselling is not sufficient support if you feel you are in crisis. Signs of crisis may be thoughts and feelings about suicide, or harm to yourself or another. In this case, please consider contacting your local accident and emergency department at your nearest hospital and ask to speak to someone from the crisis team. The line for Gloucestershire Crisis Team is 0800 169 0398. If you feel you need immediate assistance you may consider contacting the Samaritans, they are available by telephone on 116 123 or by email on [jo@samaritans.org](mailto:jo@samaritans.org)

*Please sign below to confirm you have read and understood the Online Agreement.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



# Willow & Thyme Therapy

## Walk & Talk Agreement

### What is Ecotherapy?

Ecopsychology studies the relationship between the natural environment and the human mind. Ecotherapy describes a group of practices that draw from ecopsychology and other fields of study. Walk and talk therapy is a form of ecotherapy. A walk and talk session is similar to therapy in a traditional setting, but the office is outside and brings elements of the natural world into our internal worlds.

Walk and talk therapy can help improve physical health, reduce isolation and anxiety, and is a form of bilateral stimulation. Taking the therapy session outside provides an opportunity to intentionally connect to the world around you. Although walk and talk sessions are typically characterised by movement, we will move at your pace and can find a seat anytime.

### Practical Considerations

There are benefits and drawbacks to different ways of working. There is no one right way, just the way that works for you. I have listed a few ideas to consider in your decision making process: physical health needs, allergies, the nature of what you're bringing to therapy, transportation, the presence of animals, changing terrain, and access to weather appropriate clothing.

Weather conditions may change over the course of a session and we will agree together how to proceed. However, if weather conditions that pose a greater risk to safety develop, I will contact you prior to the session to offer an online appointment or to reschedule.

While I take reasonable precautions to mitigate risk, we will each be responsible for our own physical health and wellbeing. If you feel unwell or uncomfortable at any point during the session, please let me know. I will carry a mobile phone with me to use in the event of an emergency. Every route I use is open for public access; I assess the risks of each walk and talk route regularly. I aim to keep the routes I use accessible via public transportation. If you'd like to try a new route that I have not assessed, please let me know and we can discuss a plan to move forward.

### Privacy

The nature of walk and talk therapy increases the risk of seeing other people during session. We will share responsibility in recognising when we may be overheard and making appropriate adjustments. We will agree in advance how we will deal with encountering members of the public as well as people we may know. The routes we walk are public and can be used by anyone. I may see other clients in these spaces and may visit these spaces in my personal life.

*In signing, you agree to alert me of anything that would impact your ability to experience walk and talk therapy safely, as well as ways I can support you. Please sign below to confirm you have read and understood the Walk & Talk Agreement.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

