

CANCELLATION & NON ATTENDANCE

Clients are asked to inform Hope Park Counselling Centre as soon as possible if they are not able to attend a session, preferably with more than 24 hours notice. If clients do not attend, or cancel with less than 24 hours they are expected to make their usual contribution for that session. The session also counts as one of their 12 contracted sessions, except in exceptional circumstances.

If clients cancel or do not attend a session they will be contacted and offered a new appointment.

In general, if clients cancel or do not attend two consecutive appointments their contracted sessions will end. Exceptions to this may be made at the discretion of the Practice Development Manager.

If a counsellor needs to cancel a session their client will be given as much notice as possible. Clients will not pay for these sessions which will not count as one of the 12 contracted sessions.

If clients conclude counselling before the agreed number of sessions have been reached and without negotiating the ending, Hope Park Counselling Centre will contact the client to ascertain if they wish to continue counselling.



How to contact us

Phone us on: **0131 650 6696**

If there is no-one available to take your call there is an answer machine for messages.

Or email us at: **counselling@hopepark.org.uk**

More detailed information can be found on our website **www.hopepark.org.uk**



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HopePark

counselling centre

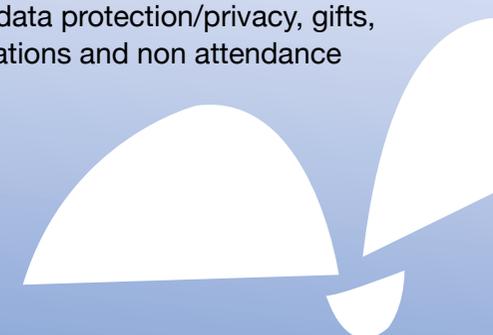
Individual and couple counselling
for adults in Edinburgh

Confidentiality, Professional Ethics,
Counsellor Supervision,
Research, Data Protection/Privacy,
Gifts, Cancellations and Non Attendance

This leaflet outlines Hope Park Counselling Centre's policies on confidentiality, professional ethics, counsellor supervision, research, data protection/privacy, gifts, cancellations and non attendance

www.hopepark.org.uk

counselling@hopepark.org.uk 0131 650 6696



CONFIDENTIALITY



Hope Park Counselling Centre offers a confidential relationship between counsellor and client. Information on client attendance, contact details and other information from the initial appointment and counselling sessions is held electronically on a database.

Personal client information is not passed onto anyone outside the service except where:

- A counsellor has the consent of the client to disclose the information
- A counsellor would be liable to civil or criminal court procedure if the information was not disclosed
- A counsellor believes the client and/or others are in serious danger

In these circumstances the minimum amount of information is passed on, in discussion with the Practice Development Manager.

The counsellor will normally encourage the client to share information to a relevant person or agency. If there is no indication that this has happened, or is likely to happen, or if the crisis or danger is sufficiently acute, the counsellor may pass on the information without the prior knowledge of the client.

PROFESSIONAL ETHICS

All counsellors working at Hope Park Counselling Centre do so within the ethical frameworks of **COSCA** (Counselling and Psychotherapy in Scotland) (www.cosca.org.uk) and **BACP** (British Association for Counselling and Psychotherapy) (www.bacp.co.uk). These frameworks are available on the websites above.

COUNSELLOR SUPERVISION

All counsellors have regular supervision with an external supervisor, to reflect on their work with clients. In these discussions counselling sessions may be discussed and the identity of the client is kept confidential.

RESEARCH

Research may be carried out at Hope Park by students or staff of University of Edinburgh, including:

- Diploma of counselling students using their practice for training purposes
- Masters/Doctoral/post Doctoral Counselling and Psychotherapy students using client material or Hope Park Counselling Centre for particular aspects of their research
- Counselling and Psychotherapy staff members using client material for aspects of their research

All research is carried out within Counselling and Psychotherapy's ethical framework. All research projects are approved by Counselling and Psychotherapy's Ethics Committee.

DATA PROTECTION/PRIVACY

Hope Park Counselling Centre gathers and holds information about clients in electronic format on a database at Hope Park. All information is kept securely and confidentially within Hope Park and information may not be taken away from the premises. Paper copies of information are shredded.

Under the Data Protection Act, clients have a right of access to all of their notes. If notes contain references to other individuals these may not be available to the client, as protection is also granted to third parties. If the client wishes to see their file they should ask their counsellor, giving one week's notice.

GIFTS

Hope Park Counselling Centre and counsellors are not able to accept gifts from clients.

