The counselling team within MYMY are counsellors who are BACP accredited or who are actively working towards accreditation, having completed or being in the process of completing professional training courses.

All counsellors are bound by and comply with the BACP code of ethics and practice of his/her regulatory body which respect the rights, autonomy and choices of individuals.

1. **Confidentiality**

Counselling provides a safe space for you to talk and those conversations stay between you and the counsellor. The counsellor may need to talk to another professional in the following circumstances:

* + - You disclose that you have committed or know about a serious criminal act
    - You disclose that you are going to harm either yourself or another person
    - To comply with Safeguarding Legislation (i.e. where you disclose information regarding the safety of a child or adult at risk).
    - If you are involved in a court case, the court may instruct MyMy to release information about your counselling/therapy and the agency has to comply. We will attempt to inform you beforehand if this has to happen.

**In the situations above we as an agency may have to inform a relevant support agency e.g.: your GP; social services or the local PSNI.**

1. **Releasing information**

If another service asks for information about your counselling, we will ask for your permission in writing before sending it. You can see any report that we write before we send it.

You can withdraw your permission at any time.

1. **Supervision**

To maintain professional standards and best practice the counsellor/therapist will talk about his/her work in clinical supervision (including art/worksheets produced); this is done in an anonymous way to maintain client confidentiality.

1. **Records**

We keep written records of your contact details and counselling/therapy sessions. These are maintained in a confidential and secure manner by your counsellor in a locked file and in compliance with GDPR. The head of the service may also need (in exceptional circumstances) to access client files for management and quality assurance purposes. You can ask to read your counselling records at any time. We would ask that if you wish to do this that you put your request in writing to the Counselling Manager and we will respond to this within 30 days.

The file belongs to MYMY and records are legally retained for a period of up to 3 years after your counselling is completed, after which time they are destroyed. Anyone under the age of 18 your file is retained until you are 25 years of age.

1. **Complaints**

If you are not happy with your counselling, it is your right to make a complaint. MYMY’s process for raising a complaint; in the first instance we would encourage you to seek to resolve this with the counsellor/therapist concerned. If this does not help, please inform the Counselling Manager in writing as soon as possible after the incident giving cause for complaint. The counselling manager would then go through the complaints procedure with you.

1. **Ongoing Counselling**

Once you begin your counselling sessions your counsellor will explain the counselling relationship and try to answer any questions you might have. The sessions will be at the same time, same day on a weekly basis and will last 50 minutes. You as the client remain responsible at all times for your actions and you are free to leave/terminate your counselling contract at any time. We can offer you **6** counselling sessions. Further sessions may be offered if required.

1. **Cancellations**

Your appointment time is kept for you, if you are unable to attend, please contact the office as soon as possible on **028 437 27549 (at least 24 hours)** as it still costs the organisation.For counselling to be effective, you need to attend regularly. If you do not attend or have 2 cancellations, you will not be offered any further appointments.

1. **Donations**

MYMY do not receive any core government funding but rely on annual fundraising. We would appreciate if you could contribute towards your counselling sessions. We ask that you make a donation that is affordable and manageable. If this is not possible, this will not affect your counselling.

**GP NAME........................................................................ Tel Number:...............................................**

**Practice/ Surgery Address:..........................................................................................................................**

**Key Contact Name.......................................................... Contact Number:............................................**

**Relationship to the client...........................................................................................................................**

**Are you happy to work with a trainee counsellor? Yes No**

**Signed (Client)................................................................. Date.........................................................**

**Signed (Counsellor)........................................................... Date.........................................................**