

Goodwill Guidance

David Whistance
07949913737

Working Agreement

Valid from 11/07/2020.

This is offered in the spirit of building a constructive, trusting working relationship. While focussed on counselling, it also applies to autogenic therapy (AT), strengths coaching and careers guidance.

Safety, confidentiality and privacy

- If you have any questions or concerns at any time, please ask.
- If you experience difficult emotions during our work, we can discuss ways to work with them as effectively as possible to minimise unnecessary distress. If at any time what we work on is 'too much' please tell me.
- Counselling: I work within the ethical framework of the BACP www.bacp.co.uk
- All our conversations are confidential. There are some situations where I am legally obligated to break confidentiality e.g. terrorism, drug trafficking, child protection, road traffic offences and NHS Test and Trace.
- It is normal to experience troubling thoughts and feelings at times during counselling and personal development work. However, if either of us become concerned about your mental health or that you may harm yourself or anyone else, I shall ask you to speak with your GP or another relevant professional. If you choose not to and my concerns about your wellbeing escalate, I may need to inform your GP or another relevant professional, where possible with your consent.
- I maintain client anonymity during supervision unless situations like the above require disclosure.
- Paper records. In addition to your working agreement, I securely keep anonymised: intake summaries, factual session summaries, self-assessment measures and substantive emails/texts e.g. detailed support suggestions, for one year after we have ended our work. You may ask to see these at any time.
- I delete emails and text messages that we exchange. As I do not save your contact details in any electronic medium, please include your name if you text or email me.
- Telephone or video support: We both meet in confidential environments and do not record sessions.
- Video support: We share phone details in advance to use as a backup should our internet link be unreliable.
- Your potential contributions to any research or professional development projects are totally optional.

Supporting your safety

In response to the COVID-19 Coronavirus pandemic, please note these additional face-to-face safety measures.

We both agree to...

- Comply with continually updated Government health and wellbeing advice at www.gov.uk/coronavirus
- Consider meeting face to face only when this advice allows people from two households to meet indoors.
- Cancel face to face appointments if presenting mild cold/flu symptoms. We may agree to meet virtually using video or phone but either of us is totally free to cancel an appointment for health safeguarding reasons.
- Wash our hands at the start and end of the appointment and any other times to meet health/safety needs.
- Comply with NHS Test and Trace requirements e.g. to inform the other if either of us develops COVID-19 symptoms within 48 hours of meeting (even if awaiting test results), to inform the other when test results are provided and to give the name, phone number and email of the other to NHS Test and Trace if asked to do so. For more details, see www.gov.uk/guidance/nhs-test-and-trace-how-it-works
- Share and address COVID-19 safety preferences and concerns that impact our work at the first opportunity.
- Not hold the other liable if we catch COVID-19 or another infection from them. Even if we follow extra safety measures to minimise infection risk, we recognise that we cannot guarantee to 100% eliminate this.

I agree to...

- Disinfect the front door knocker, handrail, consulting room (door handles, wooden arms of counselling chair), bathroom (door handles, tap, basin, hand wash dispenser, toilet contact surfaces) before each appointment.
- Ventilate the consulting room for at least 30 minutes between appointments.
- Offer optional use of an air filter in the consulting room that has a 99.95% filtration efficiency at 0.1 microns.
- Open and close the front door for you.

You agree to...

- Bring your own water, tissues and hand sanitiser if you prefer to use these rather than what I offer.
- Bring your own PPE (mask, visor, gloves etc) if you choose, or are required by law, to use this.
- Either phone, text or use the door knocker on arrival and avoid touching hard surfaces and door handles.
- Wash your hands after completing any creative work that involves touching any objects used for this purpose e.g. felt tip pens, felts and pompoms etc.
- Let me know if you want Therapy Cat to be present in the consulting room as I do not know what surfaces or people she may have been in touch with during the 48 hours before our meeting.

Attendance

- Regular attendance is important and helps our work to be effective. Sessions are usually weekly.
- Unavoidable factors: If neither of us can meet due to unavoidable factors such as travel problems, domestic emergencies, ill health or health concerns (including COVID-19 concerns), I/you will contact the other on their mobile phone as soon as possible. Ideally, this will be at least 24 hours before the scheduled appointment.
- My counselling supervisor will hold your contact details in a sealed envelope while we work together so she can contact you if an emergency prevents me from letting you know we cannot meet.
- If you miss an appointment, I shall contact you as soon as possible after our scheduled meeting. If you do not reply within five working days, I shall assume that you wish to end our work together for the time being.

Fees

- These are detailed on www.goodwillguidance.com > Appointments
- The full fee is payable if you do not attend, or cancel within 24 hours of, your appointment. If this is due to any unavoidable factors listed above, there will not be a cancellation fee.
- As the AT course is payable in advance, if regular attendance is disrupted for reasons such as chronic illness, you may complete the rest of the course within one year of starting. There is no refund for non-completion.

Goals and endings

- Progress in personal/career development work is usually positive but I do not make any guarantees. If formal or informal reviews indicate your need for alternative or additional support, I shall discuss this with you.
- If our ending involves me referring you to access additional support, I would only share information with relevant person(s) with your explicit consent as part of this referral process.
- Endings are especially important in counselling. Hopefully, we will share a sense of 'our work is almost done, and it is time to end' but please let me know if you are thinking about ending our work together.

By signing, we agree in good faith to uphold the above intentions and actions while we work together.

Name: David Whistance

Signature: _____

Date: _____

Name: _____

Signature: _____

Date: _____

Please note that an electronically signed version of this document is required before meeting face to face. Either a photo of a printed and physically signed form or the electronically signed version of this PDF is acceptable. PDF signing tools are part of free software such as [Adobe Acrobat Reader](#) and [Nitro Reader](#) etc.