

This letter is available to download as a PDF from the Centre website.

23rd March 2020

Dear Client,

This letter represents a revised commitment between you and your counsellor, to have weekly telephone counselling, in place of your agreed face to face sessions at the Centre, solely because of the circumstances occasioned by coronavirus/ Covid-19.

Weekly telephone sessions will take place at the day and time of your usual session, for 50 minutes and for your agreed fee contribution.

This arrangement is in place from Monday 30th March to Friday 12th June 2020.

Your counsellor will keep your time reserved for you and because of this the usual agreement applies, such that any sessions you miss or cancel are still payable.

If you are unable to keep one of your appointments, please email The Counselling Centre at info@thecounsellingcentre.org.uk or, phone during office hours, (please see website for these as they may be subject to change: www.thecounsellingcentre.org.uk) Your email will then be forwarded to your counsellor.

If your counsellor has to cancel a session, they will inform you by phone or email. Other than this, your counsellor will only be available during your session time and will be unable to respond to a call or email outside of this time.

The confidentiality agreement you have in place with your counsellor remains, so that what you say to your counsellor is kept in strict confidence within the counselling division of the Centre. However, confidentiality may be limited if there is a significant risk of harm to you or others. In that case your counsellor will encourage you to seek appropriate help. In extreme circumstances, The Counselling Centre may seek help on your behalf to protect you or others from harm. Wherever possible this would be discussed with you in advance.

Your counsellor will call you at your agreed session time and will be in a private and confidential space where they will be undisturbed. Your counsellor will check with you that for the duration of the call, you are also in a space where, as far as possible, you will be undisturbed.

We ask that you pay for your session on a weekly basis, via bank transfer, to the following bank account:

Tunbridge Wells Counselling Centre Ltd

Sort Code 30-98-77

Account Number 67603560

Your counsellor will provide you with a unique reference number to assign to your payments.

We hope this arrangement will allow your counselling to continue during the current extraordinary circumstances.

Yours sincerely,

Susan Blundell
Head of Counselling