



banish the crows

independent
counselling psychotherapy

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GUIDANCE TO CLIENTS FOR USING TELEPHONE AND ONLINE / E-THERAPY.

Telephone work:

- You will be expected to make the call to your therapist at the time agreed by you both. This is particularly important; psychotherapeutically. It should be as if you have 'travelled to see your therapist' and 'entered the room' rather than them entering your home, which typically, they would not.
- You should **safeguard** any potential for the conversation to be recorded, accidentally. Terms of confidentiality and maintaining data and information security are the same as if we the meeting were face-to-face. See paragraph 21 of the Therapeutic Agreement between us, specifically.
- **You might wish to have items with you** that you are familiar with when meeting with your therapist; for example, a cup of tea or coffee; a blanket or cushion, or an affect given to you by them - this might assist with 'connecting' with your therapist whilst not seeing them in person.
- You should make the call from a place that is **private and safe**; where you cannot be easily overheard - a room or place that might be deemed socially appropriate and unless your circumstances are exceptional we would guide you not to make the call from your bed.
- We encourage you to **dress** as you would if you were meeting with your therapist face-to-face.
- We would advise you to use a **head-set** (headphones) if possible. You will hear your therapist more clearly and intimately.

Online work:

- All of the guidance for telephone work applies to online work with the exception of how the 'call' is made. Some online methods might require your therapist to 'invite' you to join the meeting.
- Position yourself and your laptop or mobile device away from personal affects; for example family photographs, which might be seen inadvertently.

Our responsibilities:

You therapist will commit to the same terms as outlined above.

Payment:

We request payment is made by bank transfer (BACS) within 24 hours of the session completing. If you have not paid us via bank transfer previously your therapist will provide you with Banish the Crows business banking details. Please include a reference in the payment that will help us identify who the session was for. If you do not use online banking please make your therapist aware of this beforehand and they will advise alternatives, such as making a cheque payment.