

Personal details will not be passed to a third party without prior consent from the individual, except where necessary for the completion of duties or under the conditions governing breach of confidentiality (see part four). Access MUST be approved by senior management.

All personal information given in the course of group discussion will not be discussed outside the group. Participants in groups must be made aware of their responsibility with regard to this.

#### **Part Four: Circumstances under which confidentiality may be broken**

- **Serious risk to self and/or others** – Where a staff member has reason to believe that an individual poses a serious risk to self and/or others.
- **Terrorism** – if a staff member has reason to believe that an act of terrorism has been or is about to be committed. Disclosure is mandatory.
- **Child protection issues** – if a staff member receives information that indicates that a child may be at risk. If any staff, paid or unpaid, or any member believes that a child has been or being abused all interaction must stop immediately. Disclosure is mandatory.
- **Vulnerable adults** – If a staff member receives information that a vulnerable adult may be at risk from abuse, whether that abuse be verbal, physical, sexual, emotional or financial.
- **Treason** – if a staff member has reason to believe that an act of treason has been or is about to be committed. **Disclosure is mandatory.**
- **Drug Trafficking**
- **Money laundering**

Under any of the above circumstances, the staff member should report to one of the following people, with the individual's knowledge (if personal safety is not compromised) but not necessarily their consent:

- A Director
- A senior manager

The person to whom the issue has been reported will make a decision based on the available information and will inform the individual, if it is safe to do so, whom (if anybody) they are passing the information to. Again, this action may be taken with the individual's knowledge but not necessarily their consent.

Full details of routes for breaching confidentiality are available in part two of the MhIST Confidentiality Policy.

**If there is any situation or event that raises concerns around confidentiality, a senior manager or director should be consulted as soon as possible.**



## **Counselling Contract**

1. Everybody is expected to observe the MhIST 'Code of Conduct'.
2. Confidentiality will be maintained in accordance with the MhIST confidentiality policy.
3. We will initially offer 6 to 8 sessions, after which the progress will be reviewed and more sessions potentially offered if felt needed.
4. Therapy sessions will last for approximately 50 minutes.
5. Either you or your Counsellor can end the therapy relationship at any time and for any reason. Please inform them.
6. If you cannot attend or need to cancel for any reason, please contact your Counsellor at the earliest opportunity. Should your Counsellor be unavailable for any reason they will try to contact you as soon as possible or admin team?
7. **Cancellation & Refunds Policy**—If you are unable to come to your therapy session please let us know as soon as possible. Should you let us know up to 24 hours before your session, it can be rearranged at no cost. Should you cancel or not attend within 24 hours you will still be charged in full for your session. Should you cancel your sessions 3 times your case will be reviewed and potentially closed. Should MhIST have to cancel your sessions for any reason such as office closure or your Counsellor becoming unavailable you will be offered rearranged sessions. Should you not wish to take these up, a full refund will be offered for your missed session/s. Should you wish to cancel future sessions and receive a refund, any sessions occurring within the next 7 calendar days will be refunded at 50%. Any sessions occurring beyond 7 calendar days will receive a full refund.

MhIST Therapists are qualified Counsellors or Psychotherapists, or are working towards the Diploma in Counselling, post-graduate Diploma in CBT (Cognitive Behaviour Therapy) or an equally advanced qualification.

Sometimes this may mean that your Counsellor will ask for your permission to record their sessions with you as part of their training course. You don't have to give your permission and can change your mind even if you agree in the first place.

## **You can contact MhIST on 01204 527 200**

### **Code of Conduct**

“Our aim is to provide an environment that is friendly, safe and supportive to the people who use and provide our services.”

#### **General Behaviour**

It is expected that all staff, volunteers, members and clients will treat everybody that they come across whilst using or providing services at MhIST with respect and courtesy.

#### **Confidentiality.**

It is expected that people will not share information outside of their MhIST relationship without prior agreement and in accordance with the MhIST Confidentiality Policy. Occasionally it may be necessary to breach a person’s confidentiality without their consent for the following reasons.

- An individual poses a serious risk to themselves or others.
- An act of treason has been or is about to be committed.
- An act of terrorism has been or is about to be committed.
- A child may be at risk or that a child is being or has been abused.
- A vulnerable adult may be at risk or is being abused.

#### **Physical attacks**

Physical attacks against any member, volunteer, member of staff, client and / or other person will not be tolerated.

#### **Theft**

Theft of property will not be tolerated.

#### **Antisocial behaviour**

Antisocial behaviour (specifically but not exclusively) in the forms of persistent verbal abuse, intimidation, harassment, and/or behaviour caused by alcohol or substance misuse will not be tolerated.

#### **Discrimination**

Any form of discrimination against other people will not be tolerated.

#### **Sexually Inappropriate behaviour**

Behaviour which is sexually inappropriate will not be tolerated.

#### **In the event of any of these situations occurring MhIST reserves the right to:**

- Exclude the persons involved temporarily or permanently from the MhIST offices.
- Summarily withdraw services being provided by MhIST.
- Suspend staff from duties.
- Involve the police.
- Invoke the MhIST grievance, complaints, disciplinary or other appropriate policy.

## **If any one feels unjustly treated we do have a complaints procedure.**

### **Confidentiality Policy**

“MhIST aims to provide a safe and welcoming environment to all staff, volunteers, members and users of our services. In order to achieve this, it is essential that confidentiality remains a priority at all times.”

*Please note:* Where possible and appropriate, one to one confidentiality will be maintained. However, the over-riding principle of the MhIST confidentiality policy is one of corporate responsibility – i.e. that information is held by the organisation rather than the individual.

### **Part One – Staff details**

All personal details will be kept in a secure place (locked filing cabinet or password protected electronic format) and access will only be provided as necessary to other staff for the completion of duties, e.g. wages. Access MUST be approved by senior management.

Personal details will not be passed to another staff member or any other third party without prior consent from the individual, except where necessary for the completion of duties or under the conditions governing breach of confidentiality (see part four). Access MUST be approved by senior management.

### **Part Two – Client details**

All personal details will be kept in a secure place (locked filing cabinet or password protected electronic format) and access will only be provided as necessary to other staff for the completion of duties e.g., contact in the case of cancellation, cover over staff holidays, sickness. Access MUST be approved by senior management unless previously agreed with the client.

Personal details will not be passed to a third party without prior consent from the individual except where necessary for the completion of duties or under the conditions governing breach confidentiality (see part four). Access MUST be approved by senior management.

Where a client has contact with two or more services provided by MhIST, information will usually only shared with the consent of the client. However, it may be necessary in terms of risk minimisation to share information with another project without client consent. This MUST be approved by senior management.

### **Part Three – Groups (including peer support)**

All personal details of group members will be kept in a secure place (locked filing cabinet or password protected electronic format) and access will only be provided as necessary to other staff for the completion of duties e.g., contact in the case of cancellation, cover over staff holidays, sickness. Access MUST be approved by the senior management unless previously agreed with the member.

### **Part Three – Groups (including peer support) continued**