**Online Therapy Contract**

This contract is between you ……………………………………………………………………… and Breaking the Silence (a Meridian Centre project), and covers your participation in online video therapy with Breaking the Silence (a Meridian Centre project)

I understand that these sessions will take place using the Doxy.me video calling service. I am able to participate without interruption and have no concerns that my online activity will be monitored by those around me. I understand it is my responsibility to protect my participation from being readily discoverable to those around me. I understand that it is my responsibility to ensure our sessions can be completed without undue interruption by those around me. I understand that I am not to engage in other internet or phone related activities during our session e.g. surfing the internet (except where you have been instructed to research something relevant to the session); Chatting with friends using social media.

I understand it is my responsibility to read and understand the privacy statement on the Doxy.me website. I understand that by participating in the service I consent to the method by which my sensitive information will be handled and protected by Doxy.me and Breaking the Silence’ (a Meridian Centre project) .

I understand it is my responsibility to provide:

1. A safe and confidential space from where you will participate in the online video therapy session, free from interruption. I understand that if my therapist or I ever feel my privacy is impeded then the session will be terminated immediately. In such an event contact Breaking the Silence (a Meridian Centre project) via your preferred means of communication
2. An internet connection. I understand it is my responsibility to ensure I have an appropriate internet connection through my internet service provider (ISP) and to check the speed of my internet prior to each session to ensure sessions are not hampered by poor connections. If my internet connection is shared with others, I understand their use of the internet at the same time as my therapy session can impede on the stability and quality of my connection. This can be detrimental to effective therapy. I understand I should inform Breaking the Silence (a Meridian Centre project) on 01274 497535 or by email at info@breaking-the-silence.org.uk if I have any complications.
3. Hardware. I understand it is my responsibility to provide a laptop/computer with the capacity to handle online video calling. I understand it is my responsibility to ensure my laptop/computer cannot monitored during therapy nor tracked by anyone with access to my laptop/computer between therapy sessions.
4. I UNDERSTAND IT IS MY RESPONSIBILITY TO READ, UNDERSTAND (with the support of Breaking the Silence (a Meridian Centre project)) AND CONSENT TO THE TERMS AND CONDITIONS OF DOXY.ME.
5. In the event that Doxy/me crashes or either party experiences the loss of internet, we will try to reconnect. Both parties will wait 5 minutes to reboot equipment. If this fails and continuing online video therapy is not feasible (for that specific appointment), I agree to move to the alternative method of communication agreed.

Please circle appropriate alternative as agreed

Telephone call Telegram text chat

In order to make use of these alternatives I consent to the use of my personal telephone:

Provide number:…………………………………………………………………………………………………

If there is no answer, **I consent / do not consent** (please circle) to Breaking the Silence (a Meridian Centre project) leaving a message.

Additionally, we care about the privacy and safety of our staff. In providing this number/email, you agree to contact Breaking the Silence (a Meridian Centre project)/be contacted by Breaking the Silence (a Meridian Centre project) only for administration purposes between sessions.

I understand this is not an extension of therapy.

PRIVACY

There is always a privacy risk when sharing information and/or communicating online. Please see the Privacy Policy for a detailed breakdown of how we protect your privacy.

Doxy.me protects your privacy by providing the following industry standards:

* 128 bit end to end encryption
* Minimum data held
* This data is treated as confidential
* Data is never sold to third parties

I understand that measure have been taken to protect my data but these cannot fully guarantee complete privacy. I understand the risk and consent to share my data over Doxy.me in accordance with the industry standards outlines above.

Breaking the Silence (a Meridian Centre project) will anonymise your number, storing it on this document in a secure and locked filing cabinet at the Meridian Centre, in a locked office. Likewise your email address will be stored the same way. Only the head of service at Breaking the Silence (a Meridian Centre project) and the Data Controller have access.

When using your number, it will be keyed into a lockable phone requiring 2 step verification, including the use of facial recognition software. Your number will not be stored on the device. You will be called from a withheld number to further protect you against breaches of your confidentiality.

In providing this number/email, I agree to only contact Breaking the Silence (a Meridian Centre project)/be contacted by Breaking the Silence (a Meridian Centre project) for administration purposes between sessions. I understand this is not an extension of therapy.

I would prefer to be contacted between sessions via (please circle)

SMS Email

I consent to the use of the following email……………………………………………………………………………………….

Where a phone call is unduly interrupted or fails due to some technical issue, Breaking the Silence (a Meridian Centre project) will initiate the call to re-establish connection.

I understand that I can only communicate with Breaking the Silence (a Meridian Centre project) using Doxy.me at the allocated time of my appointment. Even if my Breaking the Silence (a Meridian Centre project) therapist appears online, I understand that I am not to attempt contact except at the time of my appointment.

If you are experiencing difficulties at home that affect your participation feel free to let the service know using any of the means at the top of this contract. Accordingly we respect your right to confidentiality and privacy. We will work with you, should you feel unable, in your current environment to speak unimpeded. We will never place you at risk. We are offering a chat based service to support anyone in such a predicament. If you feel safer utilising this new service please let staff know.

By signing this agreement, you are consenting to all of the conditions outlined in this contract.

ADDENDUM

1. Client complaint policy
2. BACP ethical principles
3. Counselling Policies and Procedures
4. Social Media Policy
5. Privacy Police - General Data Regulations
6. Process for Technology Breakdown
7. Clinical Will
8. Information sheet
9. Covid 19 Policy
10. Ummid Advisory Group information