

Digital Supervision Working Agreement

Scope

Online and telephone supervision are different experiences to face to face meetings and they do not suit everyone but can be valuable for accessing and maintaining supervision support in specific circumstances provided there are clear ground rules and an understanding of limitations as well as potential benefits.

If after a risk assessment, I consider that phone / online supervision would not be the most suitable means of support for you, I will endeavour to assist you in a referral to a suitable alternative source of support in the area in which you live. Services I use as well as the phone for remote supervision are smartphone or cloud-based applications such as Zoom, What's App and Facetime.

It is recommended that in addition to your usual preparation for supervision, you familiarize yourself with the BACP resources relating to digital working and undertake some basic training, where needed in the use of the chosen technology.

About my Supervision

I am a Registered Member of the British Association for Counselling and Psychotherapy (BACP). I am bound by its Ethical Framework for good practice and subject to its professional conduct and complaints procedures. I combine the person-centred approach with an integrated model of therapy and supervision to offer you an approach tailored to your needs. I provide on to one or group supervision for therapists working with a broad range of emotional wellbeing and mental health issues in various settings including charities, health, education and private practice and have particular experience in working with psychological trauma and with teenage issues.

Confidentiality and Privacy

The content of sessions and our professional relationship is private and confidential. From time to time I discuss my work in clinical supervision without using identifying personal data to ensure best professional practice. Should there be a need to communicate about aspects of our work with any other people, I will explain, seek your permission, and agree what can be discussed. The exception to this confidentiality is if I have a legal responsibility not to withhold information, if I believe there is a significant risk of harm to you or another person and if serious ethical issues arise which relate to the balance of public interest. If this arises, I will remind you of my responsibilities and involve you as far as possible in passing on information and notifying others.

The same confidentiality and limits of face-to-face working apply to and online or telephone work. In addition, neither of us must record online or phone sessions or share the content (data) with third parties. This includes not putting anything we do together in an online session on YouTube, any social media platforms or blog or circulating it using messaging services or email. Supervisors are ethically required to have supervision of their work and I may discuss aspects of our work, but your identity will never be revealed, and my supervisor will never have direct access to our sessions either live or recorded.

It is important that you find a safe and private place for our supervision sessions to take place and that you build in adequate time for reflection or self-care after the session. It may be helpful to wear headphones so that anything I say cannot be heard in your environment during a session. I will undertake to wear headphones if there is any risk of your voice being overheard in my counselling and supervision room.

I am not responsible for any breaches of confidentiality, interruptions or intrusions because of your internet connection or lack of privacy in the physical environment in which you choose to hold a phone or video conference session with me. I cannot be responsible for any government, security services or provider surveillance of the platforms that we choose to use, however I will endeavor to suggest means of communicating that are fit for purpose and as secure and reliable as possible. For Zoom meetings, I will supply a password and a link that is session specific.

Data Protection

I may make brief notes during or after a session to record important points. In these your clients are not personally identified. My records are compliant with data protection legislation and securely stored in line with the guidance set out by the Information Commissioners Office (ICO) with whom I am registered. The possible exceptions to this non-sharing code for data are if a significant risk of harm has been identified or if I am required to do so by a UK court of law.

Under **General Data Protection Regulations 2018** (GDPR) by signing this agreement, you consent to me holding a limited amount of your personal data which will be used to provide the services on offer but not for any other marketing purpose. More details are available in my privacy policy at www.life-chance.co.uk and in my Data Protection Notice.

Insurance

Supervision is covered by full professional indemnity and public liability insurance.

Process & Cancellation Policy

A regular time can be booked for a phone or video call. I require 48 hours' minimum notice of cancellation or the need to reschedule, so if you miss your time slot or fail to log in to a booked session then I reserve the right to charge for the full session. The exception will be if a technical failure at my end has prevented the meeting. Online or phone supervision sessions last for the same time length as face to face supervision (1.5 hours per month in total to meet BACP Ethical Framework commitments). As intensive screen time may be tiring, supervision session can be split across the month with a minimum session duration of 45 minutes.

I will supply my digital ID information and a password in advance for Zoom sessions and send you a link to any meetings booked on the platform. Please aim to arrive online a few minutes before we are planning to begin, to ensure there is time to trouble shoot any connection or video feed difficulties. For phone calls you may contact me on the work mobile number I have supplied unless we agree anything different.

Fees and Payments

Individual phone and online video sessions are charged at £55 per hour unless a concession has been agreed. You are asked to pay in advance or on the day by internet transfer or to make specific arrangements for cash or cheques. Please use your name as a reference for an online transfer.

My bank details are:

Account title: Mrs. Helen Susan Seager

Sort code: 09 01 28

Account: 73881428

Security

Please ensure that you secure your computer, phone, or other device against unauthorised viewing by third parties. It is recommended that you only use a private computer and not a work or public computer for online sessions. It is recommended that as a minimum, that you password protect your device although other higher levels of encryption may be possible from the manufacturer or network provider. Not sharing your device with anyone else, deleting cache and email invitations after sessions also helps protect your security. Please ensure you keep your anti-virus protection up-to-date and I will undertake to do the same.

Technology breakdown arrangements

Should you experience a technical breakdown which prevents you from attending an online session as agreed, please contact me by mobile (07368 590416) so that we can discuss how to re-arrange our session. I also undertake to contact you by telephone should I experience a technical breakdown. If you are unable to attend a phone session and cannot use the number you have given me to contact you, please inform me on the above number or use 01628 530276.

Support between sessions

I will respond to ad hoc requests by text or voicemail for emergency / ad hoc supervision support whenever possible but not normally after 8.30 pm or at weekends as these times are outside my working hours. I will acknowledge your communication and suggest a time and method for us to discuss further or signpost another means of support. Ad hoc supervision support by phone or video call of 20 minutes or more is chargeable at normal supervision rates.

What next?

If you are happy to proceed with online or telephone supervision on this basis please confirm by “signing” at the bottom and email this back to me at sueseagercounselling@gmail.com.

Signed Supervisee:

Date:

Signed Supervisor:



Date: 16/09/2020

SUPERVISION RESPONSIBILITIES

Supervisee's Responsibility:

- To work within the BACP Ethical Framework and Good Practice guidance.
- To comply with local policies within the employer / agency / training organisation
- To undertake adequate supervision for all client work including outside this agreement.
- To make effective use of supervision by preparing adequately; identifying issues / client work for discussion and linking supervisory discussion to practice development.
- To be open and honest in supervision and to draw attention to significant difficulties or challenges being faced in the client work.
- To notify the supervisor of any personal issues that might impact the counselling work with clients and to seek appropriate support outside supervision.
- To maintain client and supervision notes in a data protection (GDPR) compliant format.
- To ensure that all therapy work is appropriately insured.
- To inform the supervisor of any reports, references or other material required and to book additional supervision for any necessary collaborative preparation.
- To inform and explain to clients as appropriate that therapy is being supervised.
- To identify and agree what level of interaction and collaboration is required between the supervisee's employer / agency training organisation and the supervisor.

Supervisor's Responsibility:

- To work within the BACP Ethical Framework and Good Practice guidance.
- To keep accurate secure records of key points discussed in supervision in a data protection (GDPR) compliant format.
- To conscientiously consider the application of the law concerning the supervisory role and responsibilities.
- To model high standards of professional practice including in relation to client confidentiality agreements and applicable policies in the counselling settings.
- To support the supervisee's client work including providing opportunities to discuss practice-related difficulties without blame or unjustified criticism.
- To support supervisees in taking positive actions to resolve client difficulties while recognising that for qualified and/or experienced practitioners, the weight of responsibility for ensuring that client work meets professional standards primarily rests with the supervisee.
- To offer an inclusive approach that is open and respectful of diversity and difference in the supervisory and client relationships.
- To ensure adequate time is devoted to reviewing ethical dilemmas and safeguarding.
- To monitor the supervisee's level of self-care including caseload and capacity.
- To provide references / reports for the supervisee as agreed.
- To provide an agreed level / process for emergency / extraordinary back-up support.
- To support the supervisee's professional development by drawing on own knowledge and experience and signposting resources and information.
- With the supervisee, to review periodically, (at least once a year), arrangements and responsibilities for work with clients, the quality of the supervision, the developmental needs of the supervisee and how difficulties or concerns are being addressed.