

Online Counselling Agreement

About me:

My name is Aakanksha Kanojia, Founder and a Counselling Psychologist & Psychotherapist at HopeAlive.

I have a M.A. in Counselling Psychology from Tata Institute of Social Sciences, Mumbai and B.A. in Applied Psychology (Honours) from the University of Delhi with almost a decade of experience of providing therapy and being in mental health field. I work in private practice offering both face-to-face and online counselling. I have worked with clients of all age, ranging from 7years, up to and beyond retirement. I have the fullest commitment to offering a service that is welcoming to all backgrounds in a supportive and non-discriminatory manner.

If at any point within your therapy process, you feel that you are uncomfortable or dissatisfied, I hope that you will feel comfortable to discuss that with me and we could find a resolution to the situation.

What is online counselling?

Online counselling provides an opportunity to explore a personal difficulty in a confidential and supportive environment. This may include expressing feelings that are painful, and which many of us experience at certain times in our lives. When this happens it can be difficult to stay positive and cope with everyday life. Online Counselling can provide you with the opportunity to access counselling support at a time and in a place that is convenient to you and be supported in trying to find better way forward with personal issues or concerns.

For what sorts of issues you can contact me?

Online counselling may help with a wide range of issues, including anxiety, stress, depression, lifestyle issues, loneliness, relationship problems, bereavement, self-esteem, and trauma to name a few and more. Not all types of issues can be resolved through online counselling and I will advise you, if I consider that face-to-face counselling or some other form of support might be more appropriate to your personal needs and presenting issues. Where I consider that online counselling would not be the most suitable means of support, I will make every effort to assist you in a referral to a suitable alternative source of support.

I am not able to provide online counselling to any person who is under the age of 18 without parental consent.

What does the online counselling service offer?

We will agree on an 'appointment time' and I urge you to confirm the session at least 24 hours before the preferred time of the session or we can decide a time that is mutually convenient to both of us.

What happens if I have to cancel the appointment, or I have computer/connection problems which prevent me from keeping my appointments?

If you have made payment for a session but are unable to meet at the appointed time due to unexpected or other personal commitments you need to let me know at least for 24 hours of notice, or else the session fee will not get adjusted or returned. Where either party experiences a technological breakdown that prevents us from meeting online, we would discuss how to re-arrange the scheduled appointment. All booking are non-refundable and cancellation within 24 hours of scheduled time would lead to no refund.



About the way I work!

I will provide, to the best of my ability, online counselling and therapy that endeavour to create a supportive, non-judgmental environment in which you will be given time and space to understand and gain insight into your situation. This process can foster growth and lead to positive change in your life. I will not be in a position to offer advice but suggest and handhold you to make better choices for yourself.

There may be occasions where I may ask questions about what you have discussed with me. This may be to seek a clearer view of your difficulty or how much you understood during the sessions or to clarify any misinterpretations during our communication.

Online counselling is different to face-to-face counselling, as misinterpretations may occur due to a lack of facial expressions and tone of voice hence, I will encourage you to express how you are feeling with transparency.

Confidentiality and Security

The copy of the signed agreement (signed by you and me) will be stored securely offline for a period of 5 years and then destroyed after this time. Electronic records of your session will be stored with HopeAlive for quality and review purposes, however, the recordings will be coded and anonymised for privacy purpose and shall not be shared with any external party.

However, I am legally bound to make the disclosure to the police/ law authorities or apex bodies, if a client reveals that they are at serious risk of causing harm to self or/and others. In addition, if at any point during the counselling you were in need of emergency support, I may ask for your consent to contact your Guardian/Parent/Concerned authorities /emergency service support nearest to where you will be in the time you need emergency support.

Maintaining the privacy of your personal and sessions details online while taking session(s) with a counsellor

Please ensure that you have or secure a computer and emails against unauthorised viewing by third parties. This may include adopting the use of password protection for all personal email accounts and documents etc. It is recommended that you do not engage in online counselling using a public computer where the content of exchanges could be viewed by others in close proximity.

Guidelines for emergency contact

Online counselling cannot provide an emergency service for clients.

In the event of an emergency arising whilst you are engaged in online work, I will discuss with you the appropriate support that you could access during this period.

If you found yourself in a major crisis and were considering serious self-harm it would be vital to get immediate help. This could include contacting your Guardian/Parent, or your nearest accident and emergency service.

This agreement shall be construed and governed in all respects in accordance with the laws of the Government of India and any dispute or differences in relation to this agreement shall be subject to the exclusive jurisdiction of the Indian Courts.



Please complete the following information below and return the agreement to me as an attachment if you would like to proceed with online counselling/therapy:

Full Name:.....

Emergency contact number (in the event of technology breakdown):.....

Guardian/Parent’s name and address: (contact is only applicable for situations where clients agree that contact is relevant due to emergency situations rising).....
.....
.....

Please sign here with your name if you both agree to work to the points within this agreement:

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On Behalf of HopeAlive

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