

# Organisational policy (August 2021)



These policies define how Progress operates and is used for client information on how the service works. Exact setup for each client will be defined in their contract but it will be based on these general principles. These policies should be reviewed as needed.

## **Booking, leave & sickness**

Progress has a flexible appointments system. Sessions are booked at mutual convenience. Annual/ social leave will be announced in advance. We try for at least 4 weeks notice advance but never any less than 2 weeks. Leave may also be taken for training/CPD. It is an ethical requirement that psychotherapists undertake the amount of CPD that professional bodies determine. In terms of emergency leave (such as sickness/ bereavement, etc) as much notice will be given as possible.

## **Professional standards & ethics.**

Progress will maintain professional standards and memberships of professional bodies such as counselling bodies, ICO and Disclosure (PVG). It will adhere to all guidance around ethics, supervision, CPD, professional conduct, confidentiality, data protection and safeguarding. Some clients may be on different payment plans relating to different incomes but Progress should avoid favouring higher income clients in referral for financial reasons.

## **Flexible and accessible service.**

Progress is structured to be as accessible as possible. As of September 2021 services in Ayrshire are intended to offer clients a choice between in person visits and video/phone sessions using our Google Workspace powered e-therapy platform. All clients working with Robert have the right to use either with associates having their own policies.

## **Ingram Enterprise Centre**

Robert will now be hosting in-person sessions at our new office in Suite 3:7, Ingram Enterprise Centre, 30 John Finnie Street, Kilmarnock, KA1 1DD. We abide by their fire & COVID safety policies as well as commitments to contained noise levels and keeping private and communal areas clean. This guide explains all about the visiting process.

You will attend at the centre and I will meet you in the lobby. We have to sign in for fire safety reasons (I can give you an anonymous client code if you prefer not to have your name written) and wear masks in the public area and hallways due to COVID. The office is on floor 3 but there are lifts for those who may struggle with the stairs. The public area has

toilets and a kitchen that is shared with other businesses. My office is private and my neighbours can't hear anything at normal talking volume. After the visit I can show you out and sign you out.

## **COVID-19**

Progress will take all precautions to control the spread of COVID-19. If Robert or a client is asked to self-isolate we will move all sessions to video/phone calls. We will also take steps to distance and wear masks where appropriate (such as in halls of the venue for in-person sessions).

## **Fees**

Progress has a policy of controlling fees as much as possible to enable as many people as possible to access the service. While private therapy typically ranges from £40-60 per session, Progress tries to keep session fees around £30. Discounts may apply but these are in exceptional circumstances only. Refusal to pay session fees can result in an immediate end to service.

## **Association**

Progress can work with associate therapists who are at a comparable level of qualification to Robert Fulton. This enables more people to be seen. All therapists will be considered equals clinically and work together. Robert Fulton may act as an associate for larger clinics provided it does not harm Progress clients access to therapy.