

The iCounsel Counselling Agreement

This Service Agreement between you (the Client), your Counsellor and iCounsel will be valid for the duration of your counselling engagement with iCounsel.

Please read the terms and conditions of this agreement and confirm your acceptance at the bottom of the page by clicking on **Agree**.

1. **Confidentiality:** The counselling session will be conducted under strict confidentiality adhering to the global code of ethics of the counselling profession. Your counsellor will not disclose your identity or discuss the details of your case with anyone unless certain exceptional circumstances prevail that require her / him to breach confidentiality as per worldwide counselling ethics. The counsellor will inform you in advance, where possible, in the rare event that they need to break confidentiality.
2. **Breach of confidentiality:** Exceptional circumstances under which the counsellor will need to inform a doctor, a responsible person in your family or an appropriate organization or entity about the feared risk or danger are:
 - i) If the counsellor believes you are at risk of seriously harming yourself, injuring someone else or at serious risk of being harmed by someone else
 - ii) If during the counselling session, it becomes evident that you have committed or intend to commit a crime such as robbery, child abuse, sexual abuse, murder or terrorism
3. **Maintaining records:** detailed records of your sessions with your counsellor as well as any homework assignments or exercises, etc. you may have submitted, will be stored confidentially and can only be accessed by you and your counsellor. Your details will be deleted from the website 12 months after you have terminated counselling with iCounsel.
4. **Modes of communication:** At iCounsel, you can avail of online counselling in a variety of ways using your telephone, computer or mobile devices. You can discuss and agree with your counsellor your preferred mode of communication using one or more of the following options:
 - i. Online video chat like Skype
 - ii. telephone
 - iii. online audio chat like Skype
 - iv. email chat
 - v. instant messaging – online or on Whatsapp, iMessage, etc
5. **Referral:** If your counsellor believes that another online counsellor would be better placed to help you, he/she will suggest a change and will support you through the transition to another counsellor from the iCounsel panel members. If the counsellor believes that face-to-face counselling, rather than online counselling, will be a better for you, they will support you till you find a new counsellor and will transition you through the change.

6. **Duration of session:** Each counselling session will be of 50-60 minutes duration. If the session is shorter due to a delay from your end or is cut short by you, the full session fee will be charged. However, if the counsellor is responsible for the shorter duration (less than 45 minutes), you can ask your counsellor for a proportional refund of fee.
7. **Fee structure:** The fee for a one hour counselling session is Rs.750. Discounted rates will be offered if multiple sessions are booked in advance. The following fee structure is valid till June 30th 2015:

Fee Structure (valid till June 30th 2015)		
No. of sessions	Fee per session	% discount
1	Rs.1000 / USD 50	Nil
2-4	Rs.900 / USD 45	10%
5 +	Rs.800 / USD 40	20%

Payment is due in advance of an agreed counselling session and can be made using one of the following methods:

- i. Cheque in favour of **Prism Counselling**
- ii. Online bank transfer to Prism Counselling as per bank details below:

Bank details:

<i>Account Name</i>	<i>Prism Counselling</i>
<i>Account number</i>	<i>165205000108</i>
<i>IFSC code</i>	<i>ICIC0001652</i>
<i>Bank name</i>	<i>ICICI BANK LIMITED</i>
<i>Bank branch</i>	<i>GOLF COURSE ROAD BRANCH</i>

8. **Planned/Unplanned breaks:** Your counsellor may be on leave from time to time and if so, will give adequate notice of leave to you. Similarly, you will need to give advance notice to your counsellor if you need to take a break from counselling for a few days owing to a holiday or some other commitments, etc. If you cancel or miss a counselling session without notice, the full session fee will have to be paid by you. If the counsellor misses a session without prior notice to you, you will not be charged for that session.
9. **Scope of services:** iCounsel currently does not provide legal, financial or medical counselling. The types of issues iCounsel can help with are everyday problems faced in life such as relationship, parenting, workplace stress, loneliness, depression, fears, phobias, anxiety or stress, etc.
10. **Disclosure:** It is always advisable to be completely honest with your counsellor so that they can help you to the best of their abilities and you can maximise your potential benefits. This becomes even more critical in online counselling as the counsellor cannot read your facial

expressions or body language unless you opt for Skype video chats. In addition to your honest feelings and emotions, it is critical that you share the following with your counsellor:

- i. any past experience you may have of counselling or therapy
- ii. any medications you may be taking currently or have done in the recent past
- iii. any mental health issue you may have – whether or not you have had treatment for it in the past
- iv. if you are being physically abused by someone
- v. if you fear for your safety
- vi. if you have suicidal thoughts

11. **Continuity:** Once you have signed up for counselling services with iCounsel, you will have the same counsellor for all your sessions so you can gain maximum benefit from their services. Your emails and messages will be automatically directed to the same counsellor.

12. **Dissatisfaction with counsellor:** If at some point you are dissatisfied with your counsellor and would like a change, you can request for a change of counsellor, providing clear reasons for your dissatisfaction.

I agree to the terms and conditions of this Service Agreement.