



Diana Chaccour Diaz, MA, BA (Hons)

Art Psychotherapist

HCPC and BAAT registered

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Art Psychotherapy – Terms & Conditions

The service

1. I will provide the service in accordance with these terms and conditions. I may update the terms or change the service to comply with applicable laws or reasonable health and safety requirements.
2. Prior to the first consultation you will receive a registration form via email. Please complete and return the form in advance of the first appointment. Without this form I won't be able to complete the initial consultation or proceed with therapy.
3. Weekend assessments, initial consultations and weekly sessions take place online via Zoom (see section on Online Therapy). I will be bound by and conducted according to the guidelines and regulations of the Health and Care Professions Council and the British Association of Art Therapists. As I am self-employed this contract is with me alone and not with the above-mentioned institutions or communication platform.
4. Individual sessions are 45 minutes long. The current consultation rate is £75.00. Initial assessments with parents/carers and young person are 1 hour and 30 minutes and are charged pro rata at £112.50. You will be informed in advance of any increases to the standard session rate.
5. To secure a weekly slot you will be required to pay fees on a monthly basis, in advance of the individual appointments. An invoice will be sent via email to you or to parent/carer or the person covering fees when working with children and young people. If either party wishes to end therapy, a 4-week notice would be required. Payment for the monthly invoice is due 72 hours before the first appointment of that month.
6. Payments are to be made via bank transfer.
7. If unable to attend a session then please give 48 hours cancellation notice, without which the full session fee will be charged. If a monthly slot has been allocated then you may request an alternative slot during the week but this would depend on availability.
8. If due to circumstances beyond my reasonable control I cancel a session, I will fully refund the fee for that consultation only.



the **Art** therapy Agency
www.thearttherapyagency.co.uk

9. You may contact me in between sessions by emailing me on [**dianachaccour@gmail.com**](mailto:dianachaccour@gmail.com) and you are also welcome to leave a voicemail on my mobile **07583529733** (Mon-Sat 9-6pm). I will get back to you within 48 hours. In case of emergencies or if at risk to self or others/from others please see point 10.
10. During emergencies and if a person is at risk of harming themselves or others or at risk to be harmed by others then please make sure to attend your local A&E department where they can be assessed by a mental health team. If risk is low then make a GP appointment. Please inform me if this happens so I can update the risk management plan and contact appropriate agencies and/or professionals when relevant.
11. I am based in the UK, under the legal jurisdiction of England and Wales.

Confidentiality & Supervision

12. Your GP will be informed of your attendance to therapy and a brief summary of presenting difficulties will be outlined in a letter. You may request a copy of this correspondence.
13. I will provide the highest level of confidentiality possible according to the law and the Codes of Ethics of the Health and Care Professions Council (HCPC) and the British Association of Art Therapists (BAAT). However some situations could result in disclosure and these are as it follows:
 - If the client is considered to be a serious risk to self or to other people, then I will inform the GP and/or other appropriate agencies. I will also inform parents/carers if pertinent – when the client is a minor.
 - Any illegal activities and acts of terrorism, where not to disclose would break the law.
 - Any child protection issues where a young person could be at risk of harm or neglect will be reported to the appropriate authorities as required by The Children Act 1989.

Depending on particular circumstances, I would always aim to discuss this with the client and/or carers/parents – when the client is a minor- before taking any action wherever possible.

14. I take steps to make sure that your privacy is protected in accordance with the UK's Data Protection Act. My data protection registration is up to date, in accordance with GDPR/Data Protection Act 2018. I require your personal information to understand your needs, and to provide you with an efficient and safe service. I may use statistical details and information for record keeping and to improve the service.
15. In order to support my professional practice I am committed to attend continuous professional development and clinical supervision, as required by the HCPC and BAAT. During these activities I may be required to use some information and/or images made during therapy. However in all instances cases are discussed using a pseudonym and as no



identifying details are used, your privacy would therefore always be maintained. If I was to use the case for research purposes I will always seek consent.

16. I will keep in safe online storage all images made during the sessions. Individuals have the freedom to dispose of their images at any point during therapy. At the end of therapy we will discuss what to do with the images made. All images left will be safely destroyed after discharge if agreed.
17. I will make brief case notes at the end of all art psychotherapy sessions in order to reflect about cases and to monitor my work. Notes are kept in a locked, secured location and are destroyed after discharge.

Online Therapy

18. Online appointments take place via Zoom <https://zoom.us/>. A password-protected meeting invitation will be sent out before the appointment. Please download and register with Zoom beforehand so that the session can start promptly at the scheduled time. Zoom is free to use. *Please note that although I currently choose to use Zoom, this may change and I may decide to switch to another platform as new information becomes available.*
19. In case of difficulties with connection, clients should ensure to have access to a mobile phone so the session can be continued that way.
20. It is the client's responsibility to ensure access to a private space and when sharing a household, the use of headphones is encouraged in order to maintain confidentiality. It is important that clients find somewhere with a good broadband connection, and where interruptions can be avoided. It is important that I am informed at the beginning of the session if the usual location changes. To ensure privacy, the screen should not be visible to others (e.g. if you are near a window, make sure no-one could look in and see your screen).
21. Other people should not be able to walk into or through the room. Distractions should be minimised (e.g. pets, younger children, any apps that may be running in the background on laptops or devices with notifications and alerts coming across the screen, including mail server, and platforms such as Dropbox and Skype, as these can use up a lot of bandwidth). Phones should be switched to silent or airplane mode, so they don't create a distraction.
22. Clients should ensure their setting is comfortable and that they have access to art materials and tools. This will be discussed during the initial consultation.
23. If other people in the building use the same broadband, kindly ask them not to stream or download videos or games during session time as this will lower the available bandwidth.
24. In case of emergencies during a session it is my responsibility to contact the relevant emergency services or your next of kin stated in the registration form, as appropriate.



25. Images made during sessions should be kept safe and private for the duration of the therapy. In online therapy, images should also be kept safe and private in a folder/box so they can be referenced and accessed during sessions when appropriate. If possible, digital copies of the images should be sent to me via email or secured Dropbox <https://www.dropbox.com/> folder so I can maintain a record of the work. This is also an option in case images get misplaced or lost, or when clients prefer to physically dispose of them but would like to preserve the record.

Ending of Therapy and Referrals

26. Individuals may choose to end therapy whenever they wish. Alternatively the work may draw to a natural ending. In either case it is important to have a closing session(s) as this is an integral part of the therapeutic process.

27. Occasionally it may be necessary for me to refer individuals or families to another health care professional. This could be for a number of reasons such as:

- Lack of engagement.
- Inappropriate therapeutic approach to needs.
- Change in circumstances.
- High risk and complex cases which needs are better met by a multidisciplinary team.

As the client or legal guardian, I have read and agree to the contents of these terms and conditions:

Signed.....

Print Name

Date.....

