Client/counsellor Relationship Boundaries Information Leaflet

Establishing clear boundaries is essential in maintaining a healthy and professional

client/ counsellor relationship. This information leaflet aims to provide you with an understanding of the boundaries that will be maintained throughout our counselling journey together. Boundaries serve to create a safe and respectful environment for both the client and the counsellor. They help to establish appropriate roles, responsibilities, and expectations within the therapeutic relationship.

Duration of sessions

45 minutes to 1 hour

Number of sessions per client

8-12 sessions.

Working hours

Mondays to Fridays

No public holidays and weekends (unless by mutual agreement)

Times are available on website.

Communication: When and how I can be contacted:

Via email: info@artofhealing.co.za

Cell phone: 069806 6161

NB. I will not take calls as I may be in a session; leave a voice message and I will strive to get back to you within 24-48 hours. If my response time is not suitable, please refer to the emergency page below.

No text messages or phone calls will be taken after work hours unless by prior arrangement. In the case of cancellation, call or send an email or a WhatsApp message.

Method of communication for online sessions

Via: Zoom **or** Teams **or** WhatsApp video call- depends on which method is most stable.

Gifts

It is **not** common practice for the counsellor to receive gifts especially of high monetary value.

Dual Relationships

To maintain objectivity and prevent conflict of interests, the counsellor will not engage in dual relationships. This means that the counsellor will not provide counselling services to individuals with whom they have a personal or pre-existing professional relationship**.**

Furthermore, the counsellor will not continue with counselling if the client is receiving counselling from another counsellor or therapist.

Professional Relationship

The counselling relationship is strictly professional and focused on your wellbeing. The counsellor will not engage in any personal, social, or financial relationships with you outside the counselling sessions, this includes **NOT** accepting friend requests on social media.

Personal Disclosure

Personal details of the counsellor will not be disclosed unless relevant to the therapeutic process. The focus will primarily be on your experiences, thoughts, and emotions.

Emergency contacts

1.Your GP. - *They are your first port of call if you are feeling worse; physically or mentally.*

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2.Help Line- Telephone No: 0861 32232

24-hour crisis intervention service. "Emotional First Aid Station" (If your GP practice is closed)

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3. Akeso Crisis Helpline - Telephone No: 0861 435 787

(If you're believe that you may harm yourself)

24/7 telephone service offering immediate mental health emergency or crisis care.

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4. Suicide & Crisis Lines- Telephone No:011- 234 4837 / 0800 12 13 14

South African Depression & Anxiety Group- SADAG *(Africa's largest mental health (support and advocacy group)*

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5.Adcock Ingram Depression and Anxiety Helpline- Telephone Number: 0800 70 80 90

A leading South African Pharmaceutical manufacturer which sponsors a support line to provide immediate help for people suffering from anxiety and other mental health issues.

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6.CIPLA WhatsApp Chat Line- 076882 2775