

(C050) NOSS Client / Associate – EAP Support Contract



This is a mutual agreement negotiated between the **NOSS Associate** and the **Client** prior to the commencement of **service provision**. It sets out the responsibilities of our Associate towards his/her clients, and also the client's responsibilities in the counselling and employee support relationship.

Confidentiality

This is a very important aspect of the counselling relationship. Everything that is discussed in the support session is kept in the strictest confidence.

The Network of Staff Supporters Ltd (NOSS) has been awarded the BACP service accreditation status for its therapeutic counselling services and is a member of the UP EAPA both of whom have their own codes of conduct and ethical standards. We take confidentiality extremely seriously. NOSS abides by the BACP Code of Conduct and Ethical Framework and the UK EAPA Code of Ethics and will not breach your confidentiality unless there is convincing evidence that you intend to harm yourself or others. When this happens, we might need to break confidentiality, ideally this would only take place with your prior knowledge.

Please refer to our Privacy and Data Protection statement and policy on our website – which outlines what data we collect about you and why; if you do not have access to the internet, please ask and we will provide you with a paper copy.

<https://www.noss.uk.com/data-protection>

Management referrals

If you have been referred by your employer via a management referral they may have requested a report or reports this will have been explained to you by your referring officer, we will complete a report the contents of which you will have accepted via a consent form or by confirming email if your report is electronic, you are entitled to see any correspondence prior to any information being sent to your employer.

Each associate may keep brief notes after a session, which will be anonymised and securely stored, and there is no way you would be able to be identified from the notes and once you have been discharged these notes will be destroyed. NOSS head office does not keep any therapeutic notes what so ever, they hold data, name, contact numbers etc in order to provide the service to you and to your employer.

Sessions

Counselling sessions last 50-60 minutes, rebooking with your counsellor on the basis of your therapeutic need*, the whole session time belongs to you.

If you miss 2 consecutive sessions without contact, we will assume that you are no longer able to attend and withdraw your space on the therapeutic programme.

Other EAP support sessions will be through telephone advice and will last as long as required, depending on your area of need.

Fees

Your employer pays for you to have a certain number of sessions and all fees associated with your counselling – you are not charged at all.

NB: (agreed maximum*, unless demonstrable clinical business^ case for more – this will be discussed and agreed between you and your counsellor prior to seeking approval from your organisation to continue using our approved request form which you will need to sign before it is submitted)

***NOSS associate will refer to specification details for number of sessions pre-approved, based on type of therapy**

NOSS Ltd, Orme Lodge, High Street, Bangor on Dee, Wrexham, LL13 OAU
Telephone: 01978 780 479 | Email: reception@noss.uk.com | Website: www.noss.uk.com



However, should you wish to continue your counselling or other support with the NOSS associate beyond the scope of the EAP after this, we will complete a new contract for you. This will be chargeable to you. Please ask your associate to contact NOSS Head Office in the first instance.



Cancellations

Cancellations occasionally happen, if you cancel your appointment with **less than 48 hours** notice your employer will be charged the full session fee. If you need to cancel your appointment, please cancel by phone or email reception@noss.uk.com.

In exception circumstance/the unlikely event that NOSS has to cancel your appointment an alternative appointment will be made as soon as possible. Your organisation will not be charged and this won't count towards your number of sessions.

Please see our website for further details of [cancellation](#).

Complaints

If you have a complaint about your associate or the service provided, this should be directed to NOSS using the email address reception@noss.uk.com or telephone 01978 780479. Our [complaints procedure](#) is available on our website (www.noss.uk.com) or a paper copy can be provided on request.

Feedback for NOSS, your counsellor or other professional adviser

Feedback – compliments or constructive comments – are an important part of the continuous improvement process. When we receive feedback, we act upon it where it is appropriate to do so and make improvements to our processes and service delivery on an ongoing basis. It also provides feedback to our counsellors on how well they are doing and the positive impact they have had on your wellbeing.

Feedback can be given direct or indirectly, and named or anonymous, but we do appreciate it if you take time to provide it. You can either complete and return one of our [online forms](#) or submit your feedback to reception@noss.uk.com.

*We are always keen to receive service feedback. If you would be happy to complete an **anonymous online survey** once you have completed your sessions please go to our website and select the “contact us” tab <https://www.noss.uk.com/contactus/feedback>*

Agreement received, understood and confirmed – Client	
I have read and understood the above information and agree to the conditions for counselling as made clear to me.	
Full name client:	
Signed:	<i>(electronic signature accepted)</i>
Date:	
Agreement confirmed on behalf of NOSS Ltd	
Signed:	<i>(electronic signature accepted)</i>
NOSS Counsellor name:	
Date:	
Date returned to Head Office:	