



Statement of Understanding

Healthy Living Centre (HLC), School of Nursing, Psychotherapy and Community Health, Dublin City University.

Thank you for seeking an appointment with the Healthy Living Centre. Before you start, we would like you to read and sign this statement so that you understand some important details.

Privacy Policy / Record Keeping

Contact details are kept for administration purposes, these will only be used for contacting you in relation to appointment booking/ changes and research measures. Your therapist will keep a brief summary of the content of each session in your electronic file.

In keeping with professional standards, these files are destroyed seven years following your discharge from the service. Therapists do not write reports for the legal profession, nor do they provide access to notes unless legally impelled to do so.

Confidentiality

Confidentiality is a very important aspect of counselling, helping to build a trusting relationship with the therapist so that you feel safe when talking about very private and sensitive issues. Everything you say to your therapist remains confidential.

In exceptional circumstances, confidentiality may have to be extended if your therapist has genuine reasons to believe you are a risk to yourself or others. In such exceptional circumstances your therapist will, if at all possible, discuss their concerns with you. Your therapist will then follow best practice and actions will be taken in consultation with their supervisor or other appropriate persons within the Healthy Living Centre.



Appointments

Appointments are generally scheduled weekly on the same day/time. A reminder text will be sent to all clients 24 hours before your scheduled appointment. The Healthy Living Centre requires at least 24 hours' notice by telephone or email if you are unable to attend a scheduled appointment. Failure to provide the required notice will result in a €20 charge applied to your account.

Psychotherapy Experience

Through the consultation process we do our best to match you with a suitable therapist. We do have trainee psychotherapists who are carefully selected through our screening process, and if you are allocated a trainee psychotherapist we can assure you that they are competent and meet the standards that the HLC requires.

Trainee psychotherapists are obliged to make their status known to you. As part of their training, trainee psychotherapists may ask for your permission to audio-record one of your therapy sessions for review with their supervisor – you are free to decline such recording. Should you agree, this recording will be handled securely and confidentially, in line with best professional and ethical practice, and will be deleted once the trainee's current period of study is finished.

Research and Development

Research is a function of the Healthy Living Centre. As such we use research measures at regular intervals to assess the quality and effectiveness of our services. You will be requested to complete short questionnaires at various stages throughout your attendance at the HLC. Additionally, we regularly support research projects undertaken by our colleagues and students of the School of Nursing, Psychotherapy and Community Health, DCU. We will, on occasion, draw your attention to various research projects that are ongoing and would appreciate your participation where relevant.



Feedback

We welcome formal feedback from clients, including any dissatisfaction with our service. In order for complaints to be formally addressed, they must be in writing and signed by the client.

Working remotely

Primarily the HLC delivers its service face to face, remote services may be available upon request.

Contact outside of scheduled appointments

Contact hlc@dcu.ie for all queries / appointment changes.