LUMINATE
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Safe-guarding guidelines for counselling sessions

Thank you for choosing to run counselling sessions with Luminate. We're confident that you've taken a positive step to support the mental health and wellbeing of the employees within your organization. As with any kind of psychological support, it is important to ensure safe practice, which is why we have set out these guidelines. For any further support or information, please contact Luminate and we would be happy to help.

1. All of our counsellors are accredited by the British Association for Counsellors and Psychotherapists (BACP), which means they adhere to the ethical framework and follow the guidelines set by the BACP for safe practice.

2. Anything discussed in counselling sessions will be kept confidential and will not be passed on to the employer or anybody else in or outside of the company. The only occasion in which this confidentiality may be broken, is if the counsellor has genuine concern for the safety of the individual or others around them.

3. We recommend a minimum of six sessions for each employee who requires counselling. This is to ensure that we are providing sufficient support for those who may be experiencing mental health issues and to make sure we are not un-earthing deep-rooted issues, without the opportunity to work towards resolving them.

4. We recommend putting a plan or company policy in place for employees who may need further support beyond the sessions that are offered initially. You may consider subsidizing or funding further counselling sessions for the individual.

5. Our counsellors will not be available for dealing with personal crises outside of the scheduled sessions. If one of your employees is experiencing a crisis, please contact emergency services or one of the helplines provided in the signposting document.

6. Although we only work with fully-accredited counsellors and therapists, there may be occasions where one or more of your employees feel that our therapist is not the right fit for them, in which case the counselling service may be counter-productive. Please talk to us if this is the case and we will suggest alternative counsellors.

7. If our counsellor feels that they are in breach of the ethical guidelines at any time, they may respectfully refuse to continue providing counselling to an individual. An example of this may be if the counsellor has a personal connection to the individual or somebody close to the individual, or if they feel the individual has behaved inappropriately in any way. In this case, we would work with the company to try and ensure the individual in question receives appropriate support.

8. Your employees may want to continue seeing our counsellor on an ongoing basis, beyond the sessions that are offered on-site. They are welcome to arrange this directly with the counsellor, but we cannot guarantee that the counsellor will have availability to continue the sessions privately, nor can we influence the cost. In the case that the counsellor cannot accommodate the individual, we will recommend a range of alternative counsellors that offer a private service.

9. Counselling sessions with our therapists have a two-working-day cancellation clause, meaning if an employee cancels a session within a two-working-day period, that session will still count towards their allocation of sessions and it will still be charged. If an employee needs to cancel or reschedule a session, where possible, we ask they do this with at least two-working days' notice.

10. Counselling is not a magic solution for curing mental illness. The recovery process can be long and complex, so unfortunately we can't promise that counselling will resolve all mental health illness within the organization. Counselling should be part of a wider wellbeing initiative to support your employees.

11. Other measures should be taken to support any individuals experiencing mental illness within the organization including reasonable workplace adjustments and ample time off for recovery.