



Welcome to ICARUS Online! You are taking a valuable step towards your mental health healing. Please take a few moments to read and complete this document, which describes our professional therapeutic services and business policies. It will serve as your agreement for personal treatment (or, if appropriate, treatment for your child or ward), so please ask any questions you may have.

Therapeutic Services

We are a collective of professional psychologists, psychotherapists, clinical hypnotherapists and a wide variety of other psychological treatment methods. We specialise in military trauma and Post Traumatic Stress and all the additional related symptoms. We provide psychological therapy predominantly via an online video conferencing system called Zoom. This is provided for individual and group therapy for children, adolescents and adults with issues ranging from mood and anxiety disorders to stress management.

Our approach to therapy is future focused and goal-directed, which means your sessions will be designed to help you overcome your current challenges and reach your goals. We may use many different methods to treat the problems that you hope to address, including hypnosis, play and mindfulness training. However, psychotherapy is not like a medical doctor visit. It calls for a very active effort on your part and in order for therapy to be most successful, you will have to work on things we talk about both during our sessions and at home.

Psychotherapy can have benefits and risks. Discussing any unpleasant aspects of your life may lead to uncomfortable feelings such as guilt, anger and sadness. However, the benefits of reaching your goals can lead to improved relationships, solved problems and stable mental health.

Your first session will involve teaching you simple and highly effective techniques to manage your emotions and behaviour, this will have a hugely positive impact on your confidence and self belief that you can improve and quickly. After this we conduct an in-depth evaluation of your current situation and your needs. By the end of this period, we will be able to offer you some first impressions and should you choose to continue with therapy we will then discuss and develop a

treatment plan together. Successful therapy involves time and personal commitment, so you should be very careful about the therapist you select. Whenever you have questions or concerns we will discuss them. If you have persistent doubts, we will be happy to help you set up a meeting with another mental health professional for a second opinion.

Most therapy relationships end when the client's goals are achieved. However, there could be circumstances in which you or ICARUS will end the relationship regardless of the other's preferences. You are free to end therapy at any time for any reason. We hope you would tell us your plan rather than just not return. If your plan is to end before meeting your goals, a final session can be scheduled to review your progress and discuss any referrals that might be beneficial to you. We reserve the right to end our therapeutic relationship if any policies and procedures stated in this agreement are not abided by.

Meetings

Once psychotherapy has begun we will initially meet weekly for a 60 minute session, although sometimes sessions will be longer, shorter or more frequent. Once an appointment time has been agreed upon and scheduled, you will be expected to attend and if you are unable to, we ask that you give us at least 24hrs notice. Please use our direct work phone line or e-mail to cancel sessions, or contact the therapist you are working with to inform them directly. If you are more than ten minutes late for your appointment, we will cancel that appointment and offer it to someone else as a short notice option.

If we believe you are under the influence of drugs or alcohol at the time of an appointment, we may not begin or we may end the session and assist you in finding a safe method of transportation home, if we have met in person. In such case, we will do everything possible to ensure your safety and this may mean informing your next of kin, friend or GP.

If you are being treated in person, children may not attend sessions unless they are the client of the session. If necessary, feel free to bring another adult with you to watch your children when you are in session.

Contact between Sessions

Please feel free to reach us through phone or e-mail during normal business hours (Monday - Friday: 8am - 9pm and Saturday: 10am - 4pm). On weekends messages will be returned if urgent. Although we are not always immediately available by telephone, we frequently check messages and will

return your calls according to the instructions on the answering service. If you are unable to reach us for any reason, and feel you are experiencing a true emergency please go to your local hospital A&E and ask for the mental health clinician or psychiatrist on call. If your therapist is

unavailable for an extended time, we will introduce you a colleague to contact in order to maintain consistency of treatment for you, if necessary.

Confidentiality

Confidentiality is maintained as a part of the therapeutic process in accordance with the ethical standards set forth by the Health Profession and applicable law. Parents, regardless of custody, may access their child's records. Your written authorisation is required for the release of any information or records to sources outside of our office (i.e.: doctors, school personnel). Exceptions are made to this policy, as mandated by law, in the event of the threat of danger to the client or to another party, including reports of child or elderly abuse, or in the event of a court order. These situations rarely occur, and if one does, we will make every effort to fully discuss it with you before taking any action. Another exception is that we may occasionally find it helpful to consult other professionals about a case. During a consultation, we make every effort to avoid revealing your identity. The consultant is also legally bound to keep the information confidential. If you don't object, we will not tell you about these consultations unless we feel that it is important to our work together.

Your agreement indicates that you have read this document and that any questions you had about it or the therapy process have been answered to your satisfaction. You hereby agree to enter into a professional therapeutic relationship with us and abide by the terms of this document during that professional relationship.