



**HELPFUL GUIDANCE**

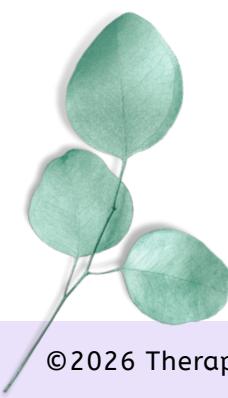
THERAPY IN PROGRESS

**CLIENT INFORMATION PACK**

**SAUNDRA RHODEN**

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# HI, I'M SAUNDRA

**Welcome! Thank you for taking the time to read this information pack. I aim to give you a breakdown of who I am, what I offer and how I work. You will find it most helpful if you read this before our first meeting.**

You can read a bit about me here: <https://therapyinprogress.com/about-saundra-rhoden-expert-pschosexual-and-relationship-therapist-london-uk>

As a black woman, I am very aware of the need for more culturally diverse therapists. For this reason, I am also a member of the Black, African and Asian Therapy Network (BAATN). I am committed to providing an anti-discriminatory service, particularly around issues relating to the LGBTQIA+ community and people with disabilities.

# FACE-TO-FACE THERAPY



Face-To-Face therapy (otherwise known as in-person sessions) is suitable for people who are looking for a private confidential space where they can meet away from the distractions of the home environment.

Sessions are held in a peaceful, comfortable room, only a short walk from London Bridge and Borough Station in Central London. As there is limited availability for in-person sessions, slots cannot be guaranteed on a weekly basis.

Current location: **Langdale House, 11 Marshalsea Road, SE1 1EN.**



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# ONLINE THERAPY



Online therapy works best when your privacy is managed safely and securely. Online therapy is right for you if you have a private and confidential space where you will not be interrupted. It allows you time and flexibility to have sessions from the comfort of your own home, and it takes away the need to travel to appointments. For some people, home does not feel like a safe place. If your conversation is likely to be overheard or you share your computer with others, you may want to consider which options would be best for you, so that you are managing your privacy during and between sessions.

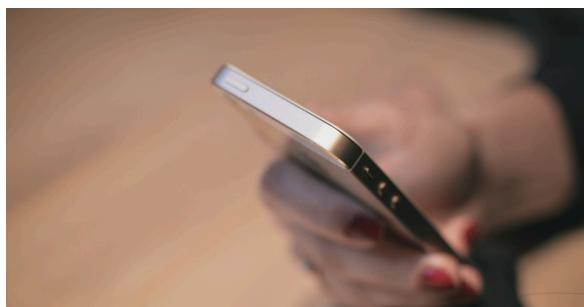
Online therapy requires some adjustments to how we communicate. There are certain body language cues that we may not notice as readily as we would in face-to-face therapy. There may also be periods of silence during sessions. Silences can often be used as a time to reflect and process feelings. However, it is helpful for us to agree on how we manage this, so that there are no misunderstandings.

I am currently using Zoom as my preferred platform. Zoom is an electronic application that allows you to have video conference meetings over the internet. I may use another application in the future. I will give you good notice of any potential change. There are four different types of online therapy which I offer: video, audio, live chat, or email.

# ONLINE THERAPY OPTIONS

## VIDEO

It is like face-to-face; however, the visual view is normally limited to the head and shoulders. The camera and audio are switched on and kept on throughout the session. You can use your laptop for sessions. If you do not have a laptop and need to use a tablet or mobile phone, you may find the sessions tiring for your eyes. To improve the sound quality, you can use headphones during sessions.



## AUDIO

This is similar to telephone sessions, but not the same, as we meet on Zoom. You enter the session with the camera off, but the sound is kept on throughout the session. You can use your mobile phone, tablet or laptop for sessions.



## LIVE CHAT

This is where we communicate through the chat feature on Zoom. We enter the session with the camera and sound off and maintain this way of communicating throughout the session. This may be a preferred way to manage your privacy if you live in shared accommodation or are likely to be overheard. Or it may be your chosen way to have sessions due to your personal preference.

## EMAIL



Email therapy may be useful if live sessions are not accessible for you during the day or evening. Or if you like to take more time to reflect on your thoughts and feelings.

This is where you set aside some time to write down your thoughts and feelings on a Word document. Allow yourself around 50 minutes to sit down and write or you may want to write it in sections over a longer period of time. The aim is to keep the word limit to a maximum of about 1000 words.

# BACKUP CONTACT



If there are any technical difficulties with using Zoom we can continue the session on the Signal messaging service <https://signal.org>. The app is free and can be accessed on Android, iPhone, and Desktop.

If wifi/data coverage is lost during the session, within five minutes, please call my mobile number: +447477 931 868.

There are one of two options that we can agree to take. We will either continue the session over the phone, or the session can be concluded with email therapy after internet coverage is restored.

# TYPES OF THERAPY OFFERED - PSYCHOSEXUAL



## What is Psychosexual Therapy?

This is an approach to support individuals and couples who experience sexual-related problems. Talking therapy is used to address difficulties for men, with erectile dysfunction, delayed ejaculation, premature ejaculation, and lack of desire; women who have pain during sexual intercourse, lack of arousal or interest, and other difficulties with sexual performance.

Part of the treatment may require you to have a medical check with your GP / Medical Practitioner. I will usually also give you homework tasks between sessions to help you towards improved sex and intimacy.

This approach is best suited for face-to-face, video and audio sessions.



# TYPES OF THERAPY OFFERED-COUPLES



## What is Couples Therapy?

Couples therapy is counselling offered to two people who define themselves as being in a relationship. The couple can be gay, straight, bisexual, married, living together, in a committed relationship, separated, or at the beginning of getting to know one another. It involves meeting face-to-face or on video sessions. It is a space to work out difficulties and improve understanding and communication.

In couples therapy, I see the couple as the client. It is not about favouring one person's opinion over the other. The idea is to offer time to talk through difficult issues in the presence of a therapist. I do not have an agenda of whether you should or should not stay together.

You, as a couple, will decide what is best for you.

It is expected that you will both be ready to start the session together. It is best if both partners are in the same room for video sessions, but I recognise that this may not always be possible.

# BODY IMAGE AND DISORDERED EATING COACHING



## What is Eating Disorder Therapy?

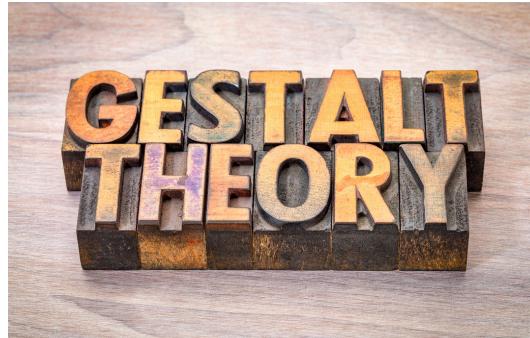
Disordered eating takes many forms and affects people in different ways: there may not be a diagnosis. As opposed to a diagnosed eating disorder of Anorexia Nervosa, Bulimia Nervosa, or Binge Eating Disorders. It can be physically and emotionally difficult to overcome.

The approach offered is based on training received from the NCFED. Coaching is given to look at coping strategies and practical skills to support recovery. Homework tasks are offered between sessions.

It can be provided face-to-face, or through any online format.



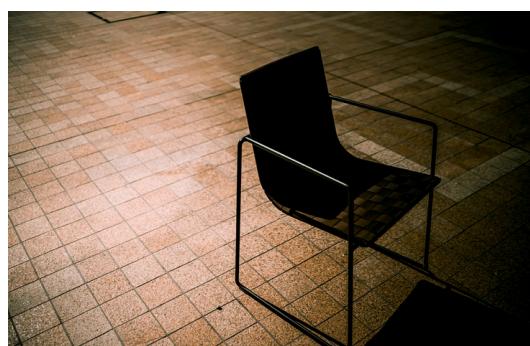
# TYPES OF THERAPY OFFERED - GESTALT



## What is Gestalt Therapy?

Gestalt is a German word. The closest translation is 'whole', 'pattern' or 'form'. It is a holistic process. This means that this approach sees the individual as a totality of mind, body, emotions, and spirit who experiences reality in a way unique to themselves. It was founded and developed by Fritz and Laura Pearls in the 1950s.

Gestalt practitioners work with clients to help them focus on self-awareness: on what is happening from one moment to the next. It supports you towards increased awareness and understanding of thoughts, feelings, and behaviours: this can bring about powerful change. This creative approach can be used with face-to-face sessions as well as audio, video, live chat and email sessions.



# TYPES OF THERAPY OFFERED-EMDR



## What is EMDR?

Eye Movement Desensitisation Reprocessing (EMDR) uses a model called Adaptive Information Processing. What this means is that it works with how we store memories in our brains. EMDR was developed by Francine Shapiro in 1987, when she found it successful in treating Post Traumatic Stress Disorder (PTSD). Since then, EMDR has been used effectively to treat a wide range of conditions and problems such as stress, sleep problems, anxiety, depression, self-esteem, and panic attacks.

The mind can heal itself naturally, the same way the body can. Much of this natural coping mechanism happens during sleep, particularly during rapid eye movement (REM) sleep. We use eye movement stimulation as a method of treatment. During the treatment, you will remain awake and alert. It is not a form of hypnosis, and you can stop the process at any time during a session. It is a safe and effective treatment.

The therapist needs to see and hear you during sessions, so it is best suited for either face-to-face or video sessions on a laptop (not a phone, as the screen is too small for eye movement simulation to work effectively).

# THE INITIAL CONSULTATION



I offer a free 15-minute consultation via the online platform, Zoom. Please use this link to book a timeslot: <https://calendly.com/srhoden8/15min>.

If you have not used Zoom before, you will need to sign up for a free account at <https://zoom.us/>. Once you are signed in, you should be able to click the link and join the meeting without any difficulties. Please see the section entitled 'Zoom Instructions' for step-by-step guidance on how to do this.

## **What happens during the consultation?**

The initial consultation is an opportunity for you to ask any questions, and for me to get a better understanding of whether I am the right therapist for you. If we agree to proceed, we can then decide whether we will meet face-to-face or online (please see the Online Therapy Options section for more details).

## **What information do I need to give you?**

If we agree to work together, I will email a link to complete the intake form before our first session. The information you share will help me think and prepare fully for when we meet. I will also be asking you to provide GP/Medical Practitioner and emergency contact details. I will not contact your Medical Practitioner without your consent (please see the Confidentiality Policy section for further explanation).

# THE FIRST SESSION

## What to expect

Your first session will allow us to get to know each other a bit more time. I will use the information that you shared in the intake form to guide the direction of the session. What you share with me will aid a fuller assessment and understanding of your history, needs and goals. I may also use other assessment tools to measure how you are coping, so that I can address concerns and risks.



We will decide at the end of the session whether we both agree to meet on an ongoing basis. If we decide to continue, I will then send you a client agreement form to sign and return before we next meet. We will meet on a weekly or fortnightly basis depending on your needs and availability.

Our sessions can be on a short-term basis (which is usually between six-twelve sessions) or a long-term basis.

# REVIEW AND END OF THERAPY

## **How often do we review the progress of sessions?**

I aim to offer a review to discuss how our sessions are going every six sessions.

## **Who decides how and when sessions end?**

Either you or I may decide to end the therapy. There is an expectation that some notice of the ending would be discussed and mutually agreed upon.

Where our work extends up to twelve sessions, I recommend a minimum of one ending session. Where our work extends longer, I suggest we arrange at least two sessions to address any unresolved issues so that I can support you towards finishing safely with enough resources.



# HOW TO PASSWORD PROTECT A DOCUMENT



## Microsoft Word for Windows 365

1. Go to File > Info > Protect Document > Encrypt with Password
2. Type a password, then type it again to confirm it
3. Save the file to make sure the password takes effect
4. Attach the document to the email and send

## Microsoft Word for MAC

1. Go to Tools > Protect Document
2. Type a password (to open the document), then type it again to confirm
3. Type a password (to modify the document), then type it again to confirm
4. Save the file to make sure the password takes effect
5. Attach the document to the email and send

## PDF documents

1. Go to File > Set Password
2. Type a password, then type again to verify
3. Save the file to make sure the password takes effect
4. Attach the document to the email and send

After you have emailed the document, please text your password to +447477 931 868

# FEES AND PAYMENTS



Fees are subject to periodic review. Any increase will be discussed and mutually agreed.

Sessions may be provided on a variable frequency (weekly or fortnightly) to match your needs.

## **Fees - Online / Face-To-Face:**

£90 for General Counselling / Psychosexual Counselling (50-minute session)

£100 for Eating Disorder Therapy (50-minute session)

£100 for EMDR Therapy (60-minute session)

£130 for Couples Therapy (70-minute session)

## **Payments:**

I will send an invoice in advance of the session, normally on the Monday of that week (except on UK bank holidays, where this will be on Tuesday). I request that the invoice be paid at least 48 hours before each session (please refer to the cancellation policy for further details).

# ATTENDANCE / CANCELLATION POLICY



1. **Financial Responsibility:** Your designated hour is reserved specifically for you, and as such, you agree to pay for your appointment for the duration of our therapeutic arrangement.
2. **Cancellation and Reschedule Policy:**
  - I ask that you give me as much advance notice as possible when cancelling a session. Please provide at least 48 hours' notice to avoid being charged for the session
  - You may cancel up to 4 times per year (for weekly sessions), and 2 times per year (for fortnightly sessions) without paying the session fee when you cancel within the 48-hour notice period
  - You may reschedule appointments within the week before our next session, provided our schedules align
  - You may request to schedule, reschedule or cancel an appointment by email or at the end of a session
  - A no-show, late cancellation/late reschedule will result in a cancellation fee for the full amount of the session
3. **Therapist Cancellations:** You are not required to pay for sessions that I cancel. I will make every effort to notify you in advance of any planned vacations or unexpected circumstances that may affect our scheduled sessions.
  - Please send any requests to cancel or postpone sessions to:  
Therapyinprogress@pm.me



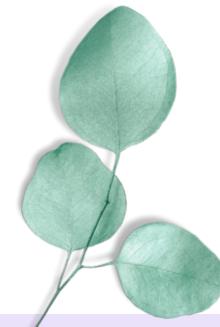
# PRIVACY POLICY / DATA PROTECTION



My privacy policy is outlined on my website: <https://www.therapyinprogress.com>.

- Your privacy and confidentiality are less likely to be kept if you share your device with other members of the household or use a computer in a public space
- To help maintain your privacy you must have a place where you will not be disturbed. Where others cannot view your phone or laptop screen, and you cannot be overheard. It is beneficial to use headphones during sessions
- I use the email provider Proton mail for correspondence. I strongly advise you to sign up at <https://protonmail.com> to get the benefits of using a secure email account
- You can delete any email exchanges between us or texts after you have accessed them, to help maintain your privacy
- No visual or audio recordings of any kind will be taken of the sessions by either party
- Any electronic data held on you is kept password-protected

Please see the therapy in progress cookies policy for information on how data is managed on my website. I conform to General Data Protection Regulations (GDPR), and I am registered with the Information Commissioner's Office (ICO) Registration number ZA49449



# CONFIDENTIALITY POLICY



- Our sessions are confidential. The content of what is discussed during the session is not shared. I will keep written notes of each session; these are kept electronically on a password-protected computer that uses cloud-based storage. I will keep a printed record of your contact details, in a separate locked cabinet, to use in an emergency
- I attend regular supervision for guidance on my practice (please see the Code of Ethics section for links to ethical frameworks which guide my practice). Any information relating to your identity is not shared
- I share a list of client contact details with my clinical executors so that they can contact you in the event of my death or inability to work (please see the Boundaries of Contact section for further explanation about the clinical executors)
- I reserve the right to break confidentiality if there are immediate concerns about your health and safety. I will take this action after I have informed you of this decision. If there is high risk to yourself or others, I may need to share my concerns with the appropriate authorities, such as emergency services, without your consent, as a safeguarding measure
- If there are concerns about the safety of a child or vulnerable adult in your care, I may need to report these concerns to the appropriate authorities, such as Social Services, as a duty of care
- There are specific conditions set out in which I have a legal duty to inform the relevant authorities, such as the Police. These are in cases of suspected acts of terrorism, drug trafficking or money laundering

# SOCIAL MEDIA POLICY



- You are welcome to follow my business page 'Therapy In Progress' on Facebook, and Instagram
- Therapy in progress may publish content relating to mental health and well-being on blog posts via Facebook, and Instagram
- Therapy in progress may sometimes share anonymised feedback from former clients on the website. This is done to help potential clients understand how therapy might be helpful
- To maintain professional boundaries, I will not request or accept personal friend requests on any of my social media accounts, even after the therapeutic relationship has ended

# COMPLAINTS POLICY



- If you are unhappy with the standard of therapy that I provide, the first stage is to arrange an appointment to discuss this further. You can also put your complaint in writing via email at: [Therapyinprogress@pm.me](mailto:Therapyinprogress@pm.me) as an attached letter. I aim to respond within 7 days
- If you are not suitably satisfied with the outcome, you can complain to: COSRT (For Psychosexual and Relationship Therapy). You will find a copy of the COSRT complaints document as well as timeframes via the link below:  
<https://www.cosrt.org.uk/wp-content/uploads/2022/02/COSRT-Conduct-Procedure-2022.pdf>
- The UKCP (For all other therapies provided). You will find a copy of the UKCP complaints document as well as timeframes via the link below:  
<https://www.psychotherapy.org.uk/ukcp-members/complaints/how-to-make-a-complaint/>

Both COSRT and UKCP recommends that complaints are sent to them within three years of the incident, to ensure a more reliable account of events

# BOUNDARIES OF CONTACT

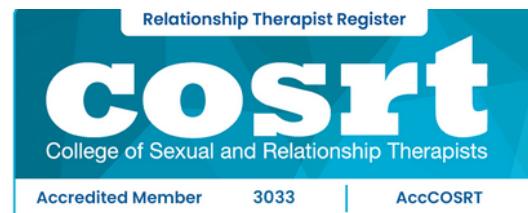
- As a UK-based therapist, any therapy that I offer is subject to the laws within England and Wales. I have professional liability insurance with Oxygen (policy number OXY9566099) to work with clients based in the UK and worldwide, excluding the USA and Canada
- I am not able to work with clients where I am not licenced to practice or where I am at risk of breaking local laws by offering my services: this also includes individuals and territories who are subject to international sanctions
- I am unable to offer emergency support, as I cannot guarantee my immediate availability during working hours. If you are in crisis or need of urgent mental health support, please contact emergency services relevant to your country or an organisation such as <https://www.befrienders.org>
- My current working hours are Wednesday – Friday (12 pm-8:30pm) and Saturday (9 am 4:30pm). I can only see you by appointment at our agreed time
- Sessions start and finish on time. I am unable to offer additional time if you arrive late for sessions
- I cannot offer a session to you if you are:  
under the influence of alcohol or drugs  
driving a vehicle or operating machinery  
nude/in a state of undress during video or face-to-face sessions  
engaging in sexually explicit acts
- If we see each other in person unexpectedly, outside of the session, I will not indicate the fact that you are or ever have been a client
- In the event of my sudden illness or death, I have a clinical will in place, with two appointed clinical executors. The clinical executors are registered therapists, whom I share emergency and client contact details with. This contact list is regularly updated and shared on a password-protected document. Their role will be to contact you to let you know and discuss onward arrangements

# CODE OF ETHICS



I am registered to provide therapy under guidance from:

- The College Of Sexual Relationship Therapists (COSRT) Ethical Framework and Code of Ethics <https://www.cosrt.org.uk/professional-standards/code-of-ethics-and-practice/>
- The UK Council for Psychotherapy (UKCP) Code of Ethics and Professional Practice <https://www.psychotherapy.org.uk/media/bkjdm33f/ukcp-code-of-ethics-and-professional-practice-2019.pdf>



# LEGAL FRAMEWORK



ALL THERAPEUTIC WORK IS UNDERTAKEN BY SAUNDRA RHODEN ON BEHALF OF THERAPY IN PROGRESS LTD.

THERAPY IN PROGRESS LTD IS A PRIVATE COMPANY REGISTERED IN ENGLAND. COMPANY REGISTRATION NUMBER: 08269804 REGISTERED ADDRESS: 128 CITY ROAD, LONDON, EC1V 2NX

Any therapy in progress ltd contract and the work to which it relates are subject to the jurisdiction of the laws of England and Wales.

*Thank you for taking the time to read this client information pack. I am happy to answer any questions that you may have when we meet.*

