

"BEHIND THE SCREEN" - SESSION 2

Ethical Issues, Boundaries, and Contracting: Exploring
Matters of Safety for Practitioners and Clients

- KATE DUNN & CAROLE FRANCIS-SMITH



onlineevents
Learning Together Online

Resource Guide

Aim Of Our Series

The aim of the series of events is to provide an up-to-date overview of the opportunities and challenges that exist for therapists working in a technological age in 2017.



Each individual session will respond to a different theme. The complete series will help therapists to make informed choices about the use of computerised technology within their work, explore safety concerns, reflect on ethical challenges and direct them to sources of support, advice and further training.

The events will be of interest to counsellors who incorporate a variety of technological approaches into marketing their services, managing their practices etc. They will also be aimed at practitioners who are offering (or considering offering) online therapy, perhaps through web-cam/video sessions, audio or telephone communication, via instant messenger (IM) or through email.

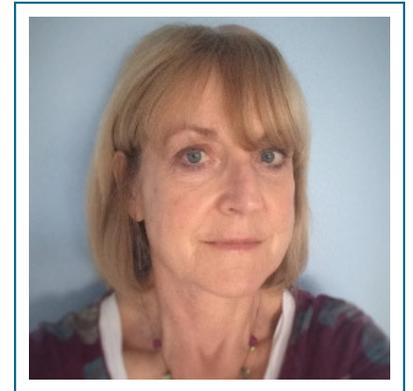
Kate and Carole aim to make the events interactive.

About Kate Dunn

I have worked as a psychotherapeutic counsellor in a number of settings, including local authority groups and charitable organisations. Much of my time has been spent working in Higher Education, counselling students at the Universities of Sussex and Portsmouth. I have been privileged to work with people of all ages who come from a very wide range of backgrounds and from many different parts of the world. Prior to becoming a counsellor I was a teacher, working in primary and early years education. More recently, I have taught psychology and counselling skills in further and higher education and for therapy training organisations.

I have a special interest in the needs of families impacted by disability and offer informed therapeutic support in this area, having worked for some time within a Social and Caring Services Disability Team.

I have also worked in a Pain Clinic and have a particular interest in the value of mindfulness-based approaches when addressing either psychological or physical pain and suffering and I teach mindfulness techniques both to groups and one-to-one. These techniques can be helpful whether they form a part of counselling and psychotherapy or are learned separately.



Kate Dunn



About Carole Francis-Smith

Carole Francis-Smith is a counselling psychologist working in private practice. Carole currently provides therapy both face-to-face and online, runs trainings for therapists considering working online (and other mental health/staff resilience areas), and business coaching for therapists setting up an online practice. Her doctoral research was in the Online Therapeutic Relationship from which she also became fascinated by online communications in broader contexts, especially where these impact on the work of therapists and the experiences of clients.

Carole writes articles on the subject, gets involved in debates and writes reviews for/advises other private practitioners through an online resource called The Private Practice Hub.



Carole Francis-Smith

Session 2 Event Details

Communicating with clients online in any form (whether this involves administration of your practice, setting up appointments, sending and taking messages about appointments or directly offering computer-mediated therapy) can plunge the therapist and the client into an ethical quagmire.

- **How do existing ethical guidelines translate into the online environment?**
- **Is there a need for new ethical guidelines and are any in existence?**
- **What additional considerations do practitioners need to take into account?**
- **How safe is the online environment and how can we encourage clients to protect their privacy and confidentiality?**
- **How do practitioner set personal boundaries around their online activity and what do clients expect of us?**

Questions such as these may arise on a daily basis within a contemporary practice environment. In Event 2 of the series, Kate and Carole will explore these themes and direct practitioners to a number of sources of support that can help clarify the issues, raise awareness of some of the pitfalls and offer advice and possible solutions.



Dates for Session 3 & 4

November 13th 7-8PM - Session 3 – Working Therapeutically From a Distance Using Email or Other Methods Involving Asynchronous Communication

REGISTER

November 27th 7-8PM - Session 4 - Working Therapeutically From a Distance in Real-time or Synchronously

REGISTER

Series Catch Up

Introductory Session



[CLICK HERE TO WATCH INTRODUCTORY TH](#) [CLICK HERE TO DOWNLOAD THE RESOURCE GUIDE](#)

Session 1

Online Presence and Social Media for Therapists:

Setting Up an Online Practice in a Technological Era



[CLICK HERE TO WATCH SESSION 1](#)

[CLICK HERE TO DOWNLOAD THE RESOURCE GUIDE](#)

Catch up with the full series (FREE) Download the resources to keep for later

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Resources - PowerPoint



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Behind the screen

Event 2: Ethical Issues, Boundaries and Contracting:
Exploring matters of Safety for Practitioners and
Clients

Kate Dunn and Carole Francis-Smith

30th October 2017

[DOWNLOAD](#)

Resources

(CLICK THE BLUE LINKS)

Guidance documents

[BACP Ethical Framework for the Counselling Professions 2016](#)

[Good Practice in Action 047: Working online \(Professor Tim Bond\)](#)

[Supplementary Guidance: Good Practice In Action 040: Social media \(audio and video\) and the counselling professions \(Dr Nicola Davies\)](#)

[BACP \(2016\) Telephone and E-Counselling Competencies](#)

[BACP Information Sheet C4 for clients downloadable from 'Its Good to Talk': What do counsellors and psychotherapists mean by 'professional boundaries'? \(Rosemary Kent\)](#)

[Anthony, K & Goss, S \(2009\) Guidelines for Online Counselling and Psychotherapy 3rd Edition Rugby: BACP publications](#)



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Resources

Guidance documents

Online Therapy Institute: Ethical Framework for the Use of Technology in Mental Health – generously shared online.

The British Psychological Society: Division of Clinical Psychology (2012).
e-Professionalism: Guidance on the use of social media by clinical psychologists

HCPC - Focus on standards – social networking sites



Resources

Data Protection Information

UK data protection is governed by the Information commissioning office (ICO) – the data protection principles 7 and 8 particularly apply to working online

Very latest information regarding upcoming changes in data protection:

Data controller registration information:

The government

ICO



Resources

Further Reading – practical guides to setting up your practice, online presence, social media & more

Anthony, K & Nagel, D M (2010) *Therapy Online (A Practical Guide)* London: SAGE

Balick, A (2014) *The Psychodynamics of Social Networking: Connected-up Instantaneous Culture and the Self* London: Karnac

Evans, J (2009), *Online Counselling and Guidance Skills* London: SAGE
Goss, S & Anthony, K (Eds) (2003) *Technology in Counselling and Psychotherapy – A Practitioner's Guide* London: Palgrave Macmillan

Jones, G & Stokes, A (2009), *Online Counselling: A Handbook for Practitioners* London: Palgrave MacMillan

Weitz, P (Ed) (2014) *Psychotherapy 2.0: Where Psychotherapy and Technology Meet* London: Karnac



Resources

Organisations

The following organisations provide ethical guidance and some suggest standards for online practice:

BACP – British Association of Counselling and Psychotherapy (see above)

BPS - British Psychological Society

ISMHO – International Society for Mental Health Online <http://ismho.org/>



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