

# Psychological Support

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## Conditions of Agreement / Contract with Foundations for Learning (FFL)

FFL is an educational consultancy and shared services provider offering teaching and learning support to students/adults, teacher training, consultancy and educational advisory services etc.

FFL's goal is to provide highly specialized educational or psychological support via a network of practitioners who will work within the schools and on a consultative basis, providing assessment, management plans, advice and training and teaching solutions to individuals and groups within the education community.

### Art. 1 PURPOSE OF AGREEMENT

1. The purpose of this agreement is, on the part of FFL, to understand and support the named client by:
  - a. assessing the needs of the client,
  - b. providing input through which the client can be psychologically supported.
2. Where the named client is a child/young person, it is the responsibility of the parents, to provide the conditions for understanding and supporting the student by:
  - a. providing any existing information,
  - b. supporting the assessment process,
  - c. fulfilling the financial agreement/contract.

### Art. 2 ACCEPTANCE PROCESS

1. The acceptance process may vary from one applicant to another due to a number of factors, most notably the nature of the referral area/s.
2. The final decision concerning acceptance of a client by the consultant rests with FFL fulfilling the financial agreement/contract.

### Art. 3 ADMISSION, SCOPE, DURATION AND CLOSURE

1. To the extent that each client is unique, each approach to psychological support is equally unique. The assessment process will determine the steps taken towards understanding the support needs of the client.
2. The scope and duration of support services will be directly dependent on the need of the client.
3. Closure may be achieved through a review and, where appropriate, final report provided by FFL.

#### **Art. 4 COSTS, PAYMENT OF FEES, BILLING**

1. The charge per hour is CHF 180 (this generally splits as 50 minutes contact with the child/adolescent and 10 minutes admin).
2. All consultancy fees are due within 10 days from the date of the invoice.
3. Services may be suspended if accounts remain unpaid after a written reminder.
4. Telephone/Skype Contact There may be times when it is more convenient for the client to seek support from a counselor/psychologist via telephone or Skype.
5. The counselor / psychologist may want to have one or more telephone consultations with parents prior to starting sessions with a young person and/or over the first phase of the work to gather information. Additionally, depending on the reason for the referral and the age of the young person, check-in calls may be agreed on which could take place at regular intervals (e.g. every 4 or 6 weeks). It is not recommended that parents ring on an ad hoc basis as the young person needs to feel that their privacy and confidentiality are being respected. However, if there is a need to speak in between arranged check-in calls, it is suggested that the parent email the counselor / therapist and book a call. Communication relating to practical issues (e.g. session times, holiday breaks etc.) should be by email.
6. All telephone/Skype calls are charged at the standard rate of CHF 180 per hour (15-30 minutes = CHF 90, 30-60 minutes = CHF 180).

#### **Art. 5 CANCELLATION OF ORDERED HOURS**

1. All efforts should be made to inform FFL of cancellations with as much notice as possible.
2. Cancellation policy requires a minimum of 24 hours notice. If notice is given before 7:30am on the day of the session, 50% of the fee will be charged. If notice is given after 7:30am, 100% of the fee will be charged for the missed session.

#### **Art. 6 INSURANCE USED TO COVER THE COSTS OF WORK UNDERTAKEN BY FFL.**

1. It is the obligation of the bill-payer to check whether work undertaken by FFL is covered by their insurance policies before commencing at FFL (if they wish to have insurance coverage).
2. In cases where insurance does not cover the costs, the bill-payer is liable to pay the full amount of hours rendered by FFL.
3. Swiss health insurance very rarely covers the costs of practitioners at FFL.

#### **Art. 7 INSURANCE AND LIABILITY FOR DAMAGE**

1. FFL will NOT provide any insurance coverage for the client, particularly not health, accident, or third party liability insurance coverage.
2. Parents confirm to have their own health, accident and liability insurance for a child.
3. Damage caused to people or property by the client on his/her way to or at the premises of FFL, is the sole and full liability of the client (and/or parents where a child is the named client).

4. FFL will not accept any liability in the case of theft to the disadvantage of the client.

#### **Art. 8 CONFIDENTIALITY AND REPORTING**

1. FFL and its practitioner uphold the strictest confidentiality. The limits of confidentiality will be discussed prior to the first session taking place.
2. In order for the client to benefit from the expertise and perspectives of a range of specialists, FFL may discuss cases with specialized third party professionals who work with FFL in order to ensure optimum services to the client. However, this will not be done without the approval of the client/parents.
3. All counselors/psychologists receive clinical supervision where cases are discussed with an external counselor/psychologist anonymously. This is considered "good-practice" for all psychologists and is to ensure the best support for the client.

#### **Art. 9 MISCELLANEOUS**

1. Any amendment or addition to this Agreement, as well as its mutual partly or totally annulment, shall be valid only if executed in writing. This also applies to the amendment, addition or annulment of this particular provision.
2. This Agreement shall be exclusively governed and construed by the laws of Switzerland (without reference to its conflict of law provisions).
3. All disputes arising out of or in connection with this Agreement, including disputes on its conclusion, binding effect, amendments and termination, shall be exclusively decided by the competent courts at the registered seat of FFL.

