ENDELEO COUNSELLING THERAPY

Informed Consent

Understanding Our Therapeutic Relationship

Effective Date: January 1, 2022 | Last Updated: September 1, 2026

Welcome to Your Therapeutic Journey

At Endeleo Counselling Therapy, we use psychological insight and social interaction to help clients overcome challenges and maximize their unique strengths within their specific contexts. We work with individuals, couples, families, groups, and people of all ages—from children to teens and adults. Below is a detailed description of what to expect in our engagement. Your understanding and acceptance represent your consent to a professional and collaborative counselling relationship.

Professional Education

Carmilla Edalia - Counselling Psychologist

Endeleo currently has one counselling psychologist, Carmilla Edalia, who has practiced since 2018.

Academic Qualifications:

- Bachelor of Commerce in Operations Management
- Postgraduate Diploma in Counselling Psychology
- Master's in Marriage and Family Therapy (in progress, currently working on thesis)

Licenses & Certificates

Professional Memberships & Licensing

Carmilla is licensed by the Counsellors & Psychologists Board and is a member of three professional associations:

- **KCPA** - Kenya Counselling and Psychological Association
- **CPS-K** - Counsellors and Psychologists Society of Kenya
- **KAMFT** - Kenya Association of Marriage and Family Therapists

These organizations provide a guiding framework and oversight for our services.

Therapeutic Techniques

At Endeleo, we adapt a combination of techniques to each client's unique developmental stage, personality, experiences, and resources.

Our Approach Includes:

- Systemic concepts
- Trauma-informed approaches
- Solution-focused techniques

Additional Methods:

- Cognitive methods
- Experiential approaches
- Personalized treatment plans

Your Rights as a Client

Confidentiality

You have the right to confidentiality regarding what you share during sessions, except in cases where there is a risk of harm to yourself or others. In such cases, necessary disclosures may be made to protect lives.

Referral Rights

You have the right to request a referral if you feel another therapist would better serve your needs.

Voluntary Participation

Your participation is voluntary, allowing you to cancel or reschedule your appointment up to 24 hours before the session. You may also request to terminate a pre-agreed engagement.

Additional Rights

- Provide feedback on your experience with your therapist
- Share only as much as you feel comfortable during sessions

Minor Client Rights

- Determine what information your therapist discloses to your parent or guardian
- Consent to parent/guardian presence in sessions (except in cases involving abuse)
- Cases of sexual or physical abuse may require specific mediation for assistance

Proposed Course of Treatment

Recommended Three-Session Foundation

We recommend three consecutive sessions to help you experience the benefits of therapy:

Session 1: Introduction and Rapport-Building

This is a free-flowing session with prompts to familiarize the therapist with various dimensions of your life. You may be assigned an activity to complete outside of therapy.

Session 2: Goal Clarification

Clarification of personal goals, relationships, and life factors. Goals can be set during this session.

Session 3: Action and Evaluation

Initiation of actions and evaluation of their impact.

After the Third Session

Your therapist will discuss the proposed number of sessions based on arising matters. For unique matters such as depression, suicidal ideation, crises, and mandated sessions, treatment will be adapted accordingly.

For minors: Caregivers are required to attend at least one session, as their input is vital to the success of the minor's goals.

Appointments

Booking Process

First Appointment: Times are based on mutual agreement between you and the therapist.

Subsequent Appointments: Valid within 16 to 24 hours before the session through booking on our online platform: **endeleocounsellingtherapy.co.ke**, after payment.

An automatic confirmation email will validate a successful booking. If you do not receive it, please reach us via **+254 720101874**.

Rescheduling and Cancellation

Client Policies

- **Permitted:** Rescheduling within 16 to 24 hours before appointment
- **Late Changes:** Outside these timings or without communication, payment is forfeited
- **Emergencies:** Rescheduling or cancellation allowed without forfeiting payment
- **Late Arrival:** 10-minute grace period (results in 10-minute shorter session)

Therapist Policies

- **Therapist Cancellation:** Contrary to above policies results in a free makeup session
- **Therapist Late Arrival:** Additional 10 minutes added to the session
- **Professional Standards:** We maintain high standards of punctuality and reliability

Service Hours and Payment

Service Hours

Our service hours are dynamic and updated quarterly. Updates are shared with active clients through our online platform and personal messages.

Payment Requirements

- Payment required within 16 to 24 hours before the session
- Advance payments accepted for up to five sessions (to be used within 10 weeks)
- Payments are non-refundable - please consider sustainability before committing through advance payment

Payment Methods & Details

We accept cash, mobile phone transfers, and bank deposits. A receipt is issued to the client's email and to the payer if different from the client, within 24 hours of payment.

Payment Details:

Bank: I&M Bank

M-Pesa Paybill (I&M Bank): 542542

Account Name: Endeleo Counselling Therapy

Account Number: 71867

Professional Fees and Boundaries

Professional Fees

Session rates are available on the booking platform and on a rate card accessible through the office line and booking platform. Updates on changes and offers are communicated to ongoing clients via personal messages and social media.

Professional Boundaries

The client-therapist relationship is professional, guided by therapy goals and a professional code of ethics.

- The therapist will uphold respect, empathy, and confidentiality
- The therapist will be friendly but is not a personal friend
- Interactions will adhere to session timings, except for life-threatening crises or when providing therapy-related materials

Professional Records and Agreement

Professional Records

We maintain professional records secured by unique client codes, accessible only to your therapist.

Your Agreement

Registering your details after reading and understanding the content signifies your voluntary acceptance to work with us. Thank you for your attention to this document.

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This document is effective as of January 1, 2022 and was last updated on September 1, 2026.

At Endeleo Counselling Therapy, we are committed to providing you with professional, ethical, and effective therapeutic services. Your well-being and growth are at the center of everything we do.