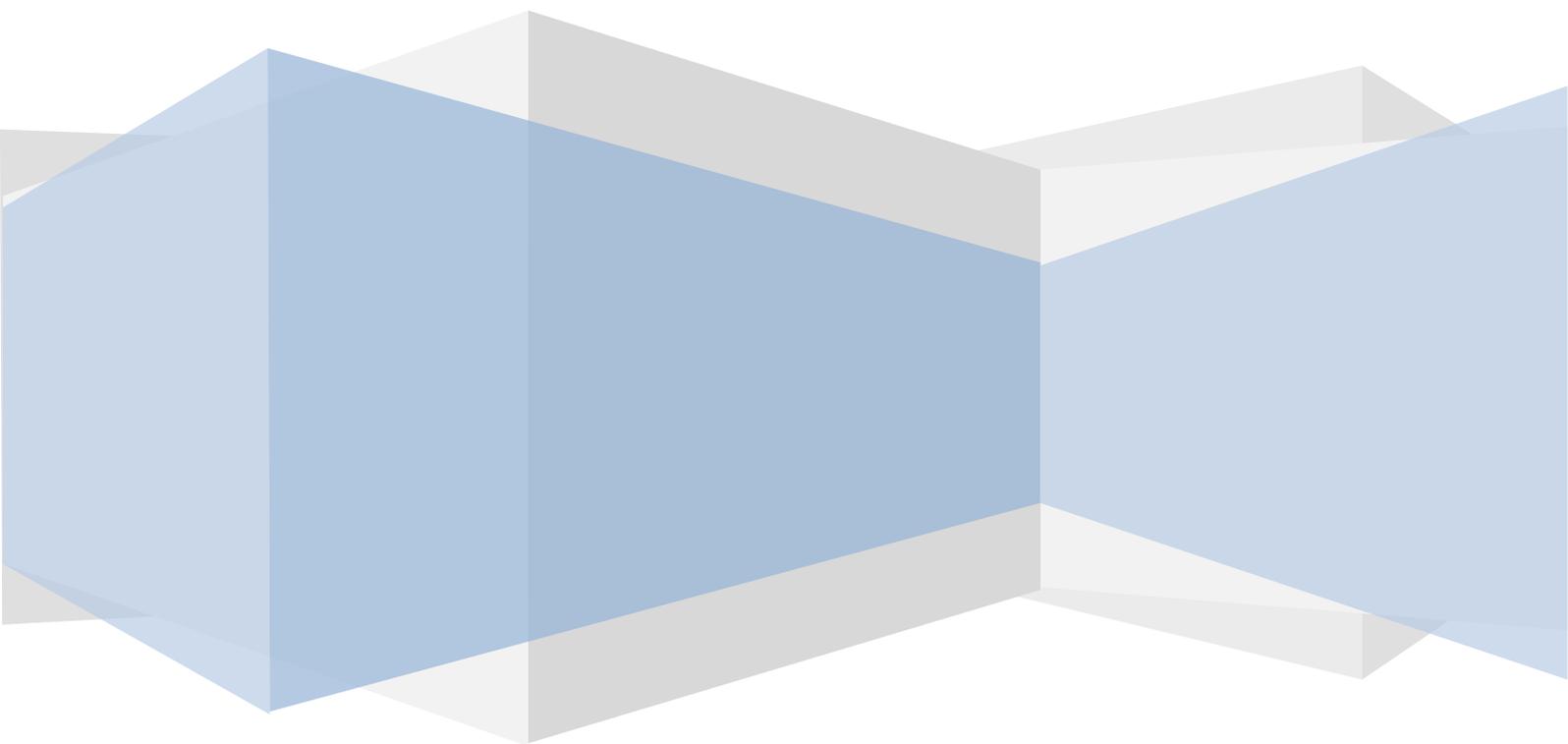


# Serenity

# Programme

## CCBT Agreement



## Introduction



Working with the CCBT programme requires concentration, commitment, hard work and the desire for change. Recovery can sometimes be harder than we think, but you don't have to do it all on your own - your helper can support you all of the way.

Over the course of the Programme you'll find you're asked to complete some tasks in the workbooks. Your helper can help with these tasks and with the Programme in general. Remember the helper isn't there as a counsellor, their job is to guide and support you through the Programme.

## Appointments

Your helper will support you mostly by 'phone. They'll agree mutually convenient times to 'phone you. If they can't get in touch they will try a total of **three** times. If after three attempts they haven't been able to reach you, they will assume you no longer want to take part in the programme and you'll need to contact them directly.

If you have to **cancel an appointment** with your helper, **it's up to you to make another appointment** with them. If your helper has to cancel an appointment with you, they will contact you to make another appointment.

## Confidentiality

Conversations between you and your helper are confidential, with some exceptions:

- Your helper will receive supervision to help you receive the best possible service. Names are not used in supervision to protect your confidentiality.
- If your helper thinks that you or someone else might be at risk, they must break confidentiality. This might involve notifying your GP or others of their concerns, though this would only happen in very exceptional circumstances.

## Phone support

Your helper will speak with you on the phone for about 10-15 minutes every couple of weeks (they will talk with you about how often they'll call). This support will be available for about 16 weeks from the start of the Programme. At the end of the Programme you'll be offered a final 'debriefing' meeting, either face-to-face or over the 'phone, where you can discuss your progress and future options.

## Record Keeping



Your helper will keep brief written notes to help them remember where you are in the Programme; you're welcome to see them if you want to. Notes are kept under lock and key and no unnecessary personal details are kept on computer or passed to other agencies.

At the end of the programme, notes are stored securely for a period of 5 years, after which time they are destroyed. No personal electronic records are stored after the end of the Programme.

General information, e.g. the number of people using the programme, may be shared with our partners but all data is anonymised so no individual can be identified.

## Holidays

Your helper will try to give you a minimum of two weeks' notice of any planned holidays or dates when he or she won't be available. It would be very helpful if you could let us know of any times when you're not available too.

## Useful information

The website address is: <http://serene.me.uk>

My username is:

My password is:

My workbook password is:

My helper's name is:

My helper's contact number is:

## Finally

We very much hope you enjoy the Programme! If you have any questions we haven't answered here, please speak with your helper.

Intended audience: Serenity Programme participants

Document version: 2.5

Written: 12-05-13

Updated: 16-07-13

Date for review: August 2014



This work is licensed under a: [Creative Commons Attribution-Non-commercial-ShareAlike 3.0 Unported License](https://creativecommons.org/licenses/by-nc-sa/3.0/).