

Principles of assistance provided by the Wszędzie Ważne.pl team

General principles and privacy

1. By making an appointment for the first consultation with a psychologist, the client declares that they have read and accept the following principles.
2. In accordance with the ethical code of a psychologist, the psychologist undertakes to maintain professional secrecy. Therefore, everything that is said during the meeting remains between the psychologist and the client. The psychologist does not share information about the process with third parties without the consent of the person using the service.
3. Exception from the above principle is possible only in the following cases:
 - a. Threat to the life and health of people participating in psychological assistance meetings, as well as third parties.
 - b. Exemption of the psychologist from professional secrecy by the court or in agreement with the prosecutor's office in strictly defined situations such as, for example, a crime within the meaning of the Penal Code committed by the client or against him/her.
4. If the person experiences suicidal thoughts or intentions, self-harms, has experienced violence or is in a relationship with a perpetrator of violence, is chronically ill, takes medication on a regular basis, a necessary condition for providing psychological assistance is to inform the psychologist each time these circumstances occur.
6. Pharmacotherapy of the client should be conducted exclusively under the supervision of a psychiatrist, and any changes in its use should be reported to the psychologist.
7. In a life-threatening situation, the client authorizes the psychologist to contact a previously indicated close person.
8. The psychologist provides psychological assistance ethically and using methods scientifically proven for their effectiveness. In order to maintain a high standard of service, the psychologist uses supervision sessions and group intervention sessions at least twice a month.
9. In the event that data from the session is used during supervision (consultation with another psychotherapist on the course of work in order to improve its standard) needed to describe the course of work, data that would allow identifying the client will not be used.
10. Any recording of the session takes place only with the knowledge and consent of the client and the psychologist. The recordings are used exclusively for supervision purposes.
11. Maintaining professional secrecy also means that if the client and the psychologist were to meet by chance on the street, the psychologist will not greet each other unless the client greets first. This principle allows clients to decide on the scope of privacy.

12. Maintaining confidentiality does not apply to the client.

Principles of providing consultations

1. A psychological consultation is a single or multiple meetings aimed at determining the mental state of the client and proposing adequate help or indicating where they can receive such help.

2. One consultation meeting lasts 50 minutes and has a fixed price.

3. Due to the economic situation and other factors, our prices may change.

We intend to increase prices by no more than 20%, no more than once every 6 months and send this information by e-mail at least 2 months in advance.

4. Payment via quick payments is made at the time of booking the date for each meeting in advance. Payment must be posted at least 24 hours before the scheduled consultation date. If payment is not posted on time, the consultation will not take place.

5. In the event of a cancellation/postponement of a visit, you must inform us about this no later than 24 hours in advance by clicking the "Cancel reservation" button in the email confirming the reservation or by sending an email to rezerwacje@wszedziewazne.pl. In such a case, the payment for the visit that did not take place will be transferred to the next meeting.

6. If the client does not show up for the meeting or cancels it less than 24 hours before the meeting, they undertake to pay the full amount for that visit. If the failure to show up for the visit without observing the 24-hour period for informing about the absence is repeated twice, the psychologist reserves the right to terminate the cooperation.

7. If the psychologist cancels the session later than 24 hours before the planned meeting, they will not charge a fee at the next meeting. 8. In case of a wish to cancel/move/restore the original meeting date we do not guarantee the availability of free dates, and the reception response time may take a maximum of 24 hours.

9. Psychotherapy can be started after initial consultations with a psychologist and a mutual decision regarding readiness to start permanent cooperation.

10. If necessary, it is possible to continue cooperation in the form of consultation meetings.

11. If the client, after the initial meetings with the psychologist decide to start permanent cooperation in the form of psychotherapy, the client understands that they are starting a process that may take several months and the effects of which will depend on his/her involvement.

Duration and frequency of psychotherapy sessions

1. After deciding to start psychotherapy, meetings are held on a fixed date - on the same day, at the same time, one week apart. After setting this date, changing the date of the meetings is possible only within the availability in the schedule.
2. It is possible to individually set a different frequency of meetings.
3. When the client chooses their fixed hour of therapy, then we reserve it for them and provide a guarantee of availability of this date.
4. Psychotherapy sessions last 50 minutes and have a fixed price. If a few more minutes are needed, we do not cut off in mid-sentence and work 5-10 minutes more than the designated time. The person in the session before you may need this, so please understand if your session starts a few minutes later.
5. If you need to discuss a broad topic, please indicate this at the beginning of the session so that there is enough time to discuss it.
6. As part of the ability to cope with internal obstacles (e.g. unhelpful thoughts, emotions, body sensations, too rigid patterns, difficult memories..), skill training plays a very important role, in addition to analyzing your own behavior and its sources. During the session, the psychologist will lead various exercises aimed at shaping new, more helpful attitudes towards internal experiences. Many people discover that using exercises helps them cope better with their own interior and spend even the most difficult moments in a richer way.
7. The rules for payment, cancellation and postponement/reinstatement of psychotherapy sessions are the same as those for consultations.
8. We understand that various difficult situations occur in life that make it impossible to continue cooperation. Please inform us of your intention to withdraw from participation in sessions during the meeting or by e-mail to rezerwacje@wszedziewazne.pl so that we can make this date available to another person in need. We also assure you that our doors are always open to returning clients.

Psychotherapy - What might it look like?

1. Psychotherapy trains the ability to deal with internal obstacles in such a way that allows for greater freedom in life and realization of one's own values and achieving a sense of meaning.
2. The basis of psychotherapy is a well-functioning therapeutic relationship - clear communication, openness to feedback from the other party, understandable goals of cooperation and voluntariness regarding the topic of therapy and the degree of "depth" of contact.

You have every right to open up to the extent and at the time you feel ready for.

3. If you feel that something is wrong in any of these areas, talking about it will allow you and the psychotherapist to get back on track. If the psychotherapist feels that something is wrong, they also have the right to raise this topic. As part of a sufficiently long psychotherapy, changes and "gaps" in the relationship will appear sooner or later. Clear communication of your needs and opinions is often the subject and one of the goals of psychotherapy, so any problems in the therapeutic relationship can be a valuable gift that is worth using through conversation.

4. As part of mastering skills related to richer engagement in life, you will most likely work during meetings on what your meaning of life and system of values is and analyze how this relates to the life patterns learned from earlier years. To this end, you and your psychotherapist can jointly establish goals for the near future, encourage actions consistent with a sense of meaning, and address important topics during sessions.

5. Psychotherapy is a process that depends on the commitment of both parties. For something to change, you must not only attend meetings, but also engage in them. Engagement may look like asking questions when something is not clear enough for you, revealing your feelings (including doubts and resistance), communicating needs, sharing your thoughts, participating in the suggested exercises. Try to engage to the extent you feel ready for, remembering that your sense of discomfort may change over time and does not always have to be a reason to refrain from action.

6. Each method used is based on the best currently available scientific data. However, different things will work for different people. In psychotherapy the role of one's own experience is very important - the willingness to thoroughly check what and in what situations helps you, and what is worth giving up because after real checking it did not bring results. Only checking it yourself can answer whether a given method will be helpful in your situation. It rarely happens that nothing will ever work, and that everything will work in every situation.

Practice Between Sessions

1. Psychotherapy is like learning to play an instrument - it requires practice both during sessions and between them. If you only work during sessions, then you will have a hard time seeing results or it will be much slower or limited. If you avoid topics during sessions, leaving them out of contact with the therapist, you may never find out what you can achieve together.

2. The psychotherapist wants to help you progress between sessions. Many people find this difficult, so if it happens to you - you are not alone! If taking consistent action in the presence of fear, sadness, lack of motivation, anger or any other experiences (thoughts, body sensations) were easy, you would not be in therapy. Together with your psychotherapist, you

will look for ways to transfer the results developed during the session to your everyday life - these can be "life tasks" to be completed or practices related to mental hygiene.

3. Keeping a therapeutic journal will allow you to think after the session and before the next whether you are going in the right direction, what you could pay attention to and what you should focus on during the next session. Using it regularly allows for a moment of reflection and gives you a chance to correct unavoidable problems and make satisfactory progress in your work related to the difficulties occurring in your life.

4. Some people find self-help books helpful. For others, it is a method of burdening themselves even more or replacing changes in life with reading. So notice how you feel and what function using books serves for you before you start using them. We have created a list of self-help books that we recommend for you.

You can find a lot of useful theory and exercises for your own work in them. A good pace of their implementation is one where you give yourself time to think and check for yourself whether a new idea or way of thinking makes sense for you personally.

Contact between meetings

1. Please direct all matters related to session dates (cancellations, postponements, questions regarding available dates) to the reception at rezerwacje@wszedziewazne.pl

2. For topics directly related to psychotherapy/psychological consultations (carrying out your own work, sending/receiving materials), please contact the psychologist directly at the email address provided on the website. The response time should not exceed 24 hours. Problem situations will be discussed only during the session, not via e-mail.

4. The psychologist may arrive on long leave and undertakes to inform about the upcoming leave at least one month in advance.

5. Depending on the course and conditions of psychological assistance, the psychologist and the client may agree on additional points of the contract by mutual consent.