

Birkbeck University Counselling Service

## CORONAVIRUS (COVID-19) confidentiality agreement and provision of service

As a result of the current pandemic, the Birkbeck Counselling Service has ceased to offer individual face-to-face appointments to members of the University. For most cases we will endeavour to continue to provide access to counselling services online via digital platforms as part of the services offered by the Birkbeck University to its members.

We have altered our usual confidentiality policy as we expect the support available through GPs and mental health services to be affected by the pandemic and because we are now offering support to students outside of the UK.

We take all reasonable steps to keep your information safe on the digital platforms now being used by Birkbeck in order to co-ordinate support during your time at university. Our staff may need to convey information about your needs to others, which we would discuss with you beforehand. We can also contact others, where you have requested for us to do so.

Please tick as appropriate your responses to the following information:

If you consent for us to exchange information with the following, please tick the relevant boxes and provide contact details where necessary. Not all boxes apply to everyone.

### PART 1 – REQUIRED FOR ALL

Please be aware that if you do not provide the information requested in Part 1 that we would be unable to work with you.

**My current residential address:**

**My local emergency contact:**

Relationship to me (parents, siblings, friends etc):  
Contact details:

**My local medical (GP) surgery or access to healthcare:**

Contact details:

PART 2 – OPTIONAL

<b>The Disability Resource Centre:</b> Disability advisor name:	YES	NO
<b>My Tutor, or other person in my College:</b> Contact details and role:	YES	NO
<b>My Director of Studies, supervisor, or other person in my Department:</b> Contact details:	YES	NO
<b>Health care professionals: psychiatrist/ nurse/ other allied health professionals:</b> Contact details:	YES	NO

If you are unclear about any parts of this form, please do not hesitate to ask our team for more information: [counselling-services@bbk.ac.uk](mailto:counselling-services@bbk.ac.uk).

If, at any time, a staff member carrying out work for the Counselling Service believes that you or another person are at immediate risk of significant harm, they may contact the relevant statutory agency following a discussion between the worker and their line manager. Every effort will be made to discuss this with you, with the exception of immediate threat to life or limb.

Please note that:

- Confidentiality agreement refers to the team within the Counselling Service.
- It is not permissible to record or publicise the content of our exchanges or share them with a third party.
- We cannot guarantee the absolute confidentiality of online communications. Please be aware of the laws in your country when you talk to one of our practitioners.
- Service is provided in England. Complaints can be raised through the [Birkbeck Complaints Procedure](#).

I confirm that I have read and agree to the CS Privacy Statement

YES
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I confirm that I will raise any dispute using the relevant Birkbeck complaints procedures and agree that the provision of Birkbeck Counselling Services and all matters in connection with them are governed by and construed in accordance with English Law and that the English Courts have exclusive jurisdiction to deal with any dispute or query arising out of or in connection with them.

YES
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Name.....

Date.....

<b>Signature (if printer available)</b>
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