

National Kaohsiung University of Hospitality and Tourism

Academic Affairs Office Counseling Section

Remote Guidance Service Consent

Dear Student, in order to provide you with the best possible experience of remote guidance service, the process is explained as follows:

I. Conditions for remote guidance service: Counseling staff will assess your overall state to see if it's proper to offer to you this service, including whether you are ready to talk through the Net, whether you are having acute neurotic syndromes or any life threat/self harming concerns, whether there will be related medical referral or other regulation concerns, etc. The appointment will be arranged FACE to FACE under the situation of suicide or self harming; related referral resources will also be adopted.

II. Identification check: In order to make sure you are the person whom we provide the service, please show your personal ID with a photo of you in front of the camera in the first meeting session.

III. Remote guidance environment:

1. You need to arrange yourself in a quiet, alone, soundproofing surrounding. Concerning your benefit, counseling staff can stop the guidance service as soon as the environment is judged inappropriate.
2. Remote guidance is proceeded through online video conference. You will receive the conference link each time at least 10 minutes earlier the guidance session.

IV. Confidentiality: Your guidance information will be kept confidential, except for the following circumstances:

1. When what you say presents the likelihood of imminent and conspicuous threat to your or other people's safety, the Counselling Section will have to inform relevant parties to jointly assist you so as to provide you the immediate and sound overall protection;
2. When you require medical referral or group counselling from multiple professional psychologists;
3. When what you say pertains to the Gender Equality Education Act, Criminal Code, Protection of Children and Youths Welfare and Rights Act and Domestic Violence Prevention Act, lawful compliance is required;
4. When you are about to leave school (e.g. transfer, withdrawal, graduate, etc.), the counsellor will carry out assessment to see if you need continuing counselling and, where necessary, we will inform your next educational institution to assist with the care for you and provide the continuing and sound counselling.

When the above circumstances occur, the counseling staff may contact with related persons, such as your parents, homeroom teacher, military instructors etc. depending on the assessed situation and will discuss with them about the protecting strategies in order to keep your safety; related mandatory reporting will also be undertaken according to the laws and regulations.

V. Guidance appointments: The appointment takes 50 minutes for each, once a week, a maximum of 6 times every semester in principle, but allows flexibility upon special circumstances. If you are unable to make your appointment, please call (07)8060505 ext. 1351~1353 or come to the Counseling Section in person to cancel 24 hours before the session; if you are absent twice without reasons, the Counseling Section may not offer any more appointments concerning the benefits of other students.

VI. End or referral: You may request to stop the counseling or discuss with the counseling staff the possibility of referral elsewhere; likewise, the counselor may propose a referral to you considering the counselor's own restriction of personal capacity, personal value and your best interest, insofar

as your consent is granted before the referral. If the counseling staff assess that it brings more benefits to you through a face-to-face talk, the appointment will rearrange into a face-to-face session under the regulation of pandemic prevention.

VII. Prohibition of recording: Any forms of recording is **NOT** allowed during the session. Actions resorting to laws will be taken if this regulation is violated. (Exception: In order to assist you more effectively, the counsellor may ask to make audio/audio-visual recording. Prior to the recording, your consent will be sought and you have the sole right to decide whether you accept it or not.)

VIII. Quality issues: To maintain the quality of appointment, please turn off your mobile devices or switch them to silent prior to your appointment. Eating or anything unrelated to the guidance service is prohibited during the session.

IX. Others: Where there is anything missing or not considered hereunder, you may discuss with the counsellor to make changes or supplementary clauses before signing the agreement.

Student Signature: _____

Residential Address: _____

Guidance Service Address:

☐ The same as residential address.

☐ Other place(specify the address): _____

****Please inform the counselling staff when your guidance service address changes.**

Emergency Contact Person: _____ Relation: _____ Phone: _____

****If safety is concerned, please provide a person whom counselling staff may reach from your address.**

Filling Date: _____(year) _____(month)_____(day)

Counsellor Signature: _____ (year) ____ (month)____ (day)