



De La Salle Santiago Zobel School

Ayala Alabang Village, Muntinlupa City, Philippines 1780, Tel. No.: 8771-DLSZ Website: www.dlszobel.edu.ph

ONLINE COUNSELING SERVICE Informed Consent Form

This document discusses the many aspects of Online Counseling Service (OCS), which includes the information about the service, confidentiality, risks, attendance and cancellation, and termination of online services.

The Informed Consent Form shall be deemed valid and applicable in all online counseling sessions (including interviews, consultations, and referrals) for the duration of the entire Academic Year 2021-2022 of De La Salle Santiago Zobel School.

The following information is to be read and understood by the **service user** (i.e., the person being served) and the authorized representative/parent/legal guardian.

ABOUT THE SERVICE

- The School Counseling Office (SCO) of De La Salle Santiago Zobel School (DLSZ) offers free Online Counseling Service (OCS) for students, teachers, parents, and other Lasallian Partners. It is designed to help the service user address his/her concerns, come to a greater understanding of himself/herself, and learn effective personal and interpersonal skills in order to thrive while staying home during the current health crisis.
- In order to maximize the benefits of the service and ensure confidentiality, OCS shall be for individual counseling only.
- OCS is not suitable for people who are at serious or foreseeable risk of harming themselves or others. In case a service user has any of these risks, the counselor can recommend a registered mental health professional for a more suitable assessment and intervention. Only when the service user is confident to keep himself/herself and others safe and free from harm shall availing of this service be considered.

CONFIDENTIALITY AND PRIVACY

- The information disclosed during the course of online counseling is strictly confidential; however, there are legal exceptions both mandatory and permissible, including child abuse, threats of harm to self and/or others, or court order.
- If the service user is in imminent harm or state of emergency, the counselor shall be obliged to break this confidentiality and strongly suggest the latter to contact a crisis hotline or the nearest emergency unit or utilize Philippine Suicide hotlines: (02) 896-9191 or 0917 854 9191 or NCMH hotlines: 0917-899-USAP (8727) or 0917-989-8727.
- The service user's personal information is encrypted and stored on a secured server in compliance with the Data Privacy Act of 2012. He/She is responsible for creating and using additional safeguards when the computer used to access services may be accessed by others, such as creating passwords and maintaining the security of his/her wireless internet access points.
- *Google Meet* or *Microsoft Teams* for video communications and *Gmail* or *Google Chat/Messaging* shall be used to allow the highest possible security and confidentiality of



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- session contents. The service user is responsible for installing and registering this communication software.
- The counselor will maintain records of online counseling and/or consultation services. These records, which include anecdotal notes, journals, and counseling notes are confidential and will be maintained as required by applicable legal and ethical standards.
- The counselor has a right to his/her privacy and restricts the use of any copies or recordings the service user makes of their communications. Recording and posting of any copies or recordings of online counseling are strictly prohibited.
- If the service user is a minor (i.e., below 18 years old), participation in the online sessions will require permission from the parents or legal guardian.

RISKS

- The counselor will take all precautions to ensure confidentiality of online counseling, but transmission could possibly be disturbed or distorted by technical failures or interrupted or accessed by unauthorized persons.
- In the event of technical problems, the session will be rescheduled. However, if the counselor perceives the need for immediate intervention, he or she shall contact the service user through phone instead of through an online video call. The counselor may refer the service user to an appropriate mental health professional.

ATTENDANCE AND CANCELLATION

- The online session ranges from 30 – 45 minutes long and is conducted at an agreed date and time between the service user and counselor. The number of sessions will depend on the counselor.
- Should the service user be late in attending the session, the counselor will stay online for 15 to 20 minutes to allow for any eventualities. Failure to contact on the part of the service user after this time shall equate to a missed and canceled session.
- Cancellation or rescheduling of sessions should be coordinated with the counselor and be done at least 24 hours before the newly scheduled session.

REVIEWS AND TERMINATION OF ONLINE SERVICES

- Part of the counseling process involves regular reviews between the service user and the counselor. This is to ensure the efficacy of the interventions being given and that the service user benefits from the counseling sessions.
- All counseling sessions oftentimes come to an end at a point when difficulties are alleviated and counseling goals are attained. The service user and the counselor will determine the termination of the online counseling service.



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IMPORTANT NOTICE:

An attached signature below signifies that:

- You have read and understood the information above as well as the risks and benefits of online counseling service;
- You have accepted that the online counseling service offers psychosocial support and does not provide emergency services, and;
- You have understood your right to withdraw your consent to services of online counseling at any time.

For the service user:

Name (*Last, First, Middle Initial*): _____

Grade & Section: _____ Gender: _____ Age: _____

Home address: _____

Email address: _____

Emergency Contact: _____ Contact Number: _____

Signature of Service User

Date Signed

I consent:

Signature of Parent or Guardian over Printed Name

Date Signed