

Confidential Counselor STAH (10-05-2021)

Authorizations:

- The confidential counselor has the authority to conduct interviews;
- They can consult external experts, such as an external, certified counselor;
- They may give the board solicited and unsolicited advice about any patterns they see, after consultation with the member;
- The advisor may refer the member to another (external) counselor;

Tasks:

- Reception and guidance of members who suffer from undesirable behavior;
- Checking whether a solution in an informal atmosphere is possible and informing about other solution options;
- Analyzing incidents and advising on them and referring to professional care providers;
- Informing members about the working method of the confidential advisor;
- Giving advice to the board on how to prevent undesirable behavior.

Obligations:

- Confidentiality; all conversations are confidential and remain between the confidential counselor and the member; until the member gives permission to report it to any third parties;
- Remain independent / neutral
- Adhere to the signed confidentiality agreement:

Exception to the duty of confidentiality:

- In the event of or suspected of a crime / criminal offense, the counselor is obliged to report this to the chairperson and they may report this together;
- When a case comes to court, they must disclose the necessary and relevant information.

Rights:

- A confidential counselor must be able to conduct conversations in peace and confidence. It must also be possible to store the data in a place that is not accessible to third parties.

Transfer to new confidential counselor:

- When transferring data to a new counselor, open cases are only transferred with the member's consent and old cases are transferred anonymously.