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# Rules for Providing Counselling Services

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## **Article 1**

### **Introductory Provisions**

Charles University (hereinafter referred to as the “University”), through the Carolina Centre, provides its students and employees (hereinafter also referred to as the “clients”) with information and counselling services within the meaning of Section 21(1)(d) of Act No. 111/1998 Coll., on Higher Education Institutions, as amended. If the counselling centre has available capacity, counselling may also be used by applicants for study at the University and recent graduates. In such cases, the decision is made by the counselling coordinator after consultation with his/her superior.

Counselling services are provided to clients free of charge and are governed by the rules set out in this directive.

For the purposes of this directive, a counsellor shall mean an employee of the University who, either in an employment relationship or on the basis of an agreement on work performed outside employment, provides counselling within the counselling centres incorporated in the Carolina Centre, which forms part of UK Point of the University Rectorate.

## **Article 2**

### **Conditions of Counselling Services**

By booking an appointment for counselling services via the application or by sending an email containing a description of their problem or inquiry to the published email addresses of the counsellors, the client acknowledges the conditions of counselling services pursuant to the rules set out in this directive.

The counsellor shall provide services according to his/her best professional abilities, conscientiously, without undue delay, and shall maintain confidentiality regarding clients' matters.

With the client's written consent, counsellors may consult on the client's matters among themselves, in cases where the client uses various services from multiple counsellors, for the purpose of optimising the counselling services provided, without prejudice to the duty of confidentiality. Without the client's consent, counsellors may share anonymised case studies in intervention and supervision sessions. The client's written consent shall be kept by the counselling coordinator for a period of 5 years after the termination of service provision to the client.

The number of consultations with a single counsellor is limited. The specific number is determined by the counsellor in agreement with the client.

The client is entitled to consult counsellors regarding both matters related to study at the University and strictly private matters, with the exception specified in Article 7(1).

If the counsellor is simultaneously a teacher at Charles University, students may not use counselling appointments for study consultations.

A client may not use the same type of service with more than one counsellor simultaneously. If the counselling coordinator finds that a client is using the same service with multiple counsellors, the coordinator shall arrange with the client which counsellor's service will be terminated and with which counsellor it may continue. After consultation with his/her superior, the coordinator may also decide to terminate the provision of counselling services to the client altogether.

The counselling coordinator has an overview of how many services each client uses. If a client makes excessive use of the capacity of the Carolina Centre (as a rule, more than 30 consultations per year), the coordinator may, after consultation with his/her superior and the relevant counsellors, terminate the provision of counselling services to that client.

### **Principles of Work with Clients**

## **Article 3**

### **Professional Responsibility**

The counsellor provides advice to all clients regardless of their race, gender, sexual orientation, worldview or political affiliation, social status, etc. The counsellor observes compliance with the University's Code of Ethics.

When dealing with a client, the counsellor acts according to his/her best knowledge and conscience, with regard to the client's "assignment" and in the client's interest.

In the event of a conflict of interest, the counsellor shall inform the client of this possibility and refer him/her to another counsellor, counselling centre, or other organisation where such risk does not exist.

#### **Article 4 Respect**

The counsellor takes into account the attitudes and opinions of the client and respects the client's right to express his/her wishes, needs, opinions, attitudes, and decisions.

The counsellor respects the client's right to refuse the service offered or to withdraw from it without giving a reason.

The counsellor does not demean the client's human dignity in any situation, even emotionally charged ones.

#### **Article 5 Confidentiality**

The counsellor is bound by confidentiality regarding all facts concerning clients obtained in the course of his/her practice.

The counsellor remains bound by confidentiality concerning clients even after the termination of cooperation with the counselling centre or of the employment relationship therein.

The counsellor keeps records on clients and services provided and stores such documentation in accordance with data protection regulations.

The counsellor must obtain the client's consent to the presence of any other person observing or supervising an individual or group counselling session.

#### **Article 6 Professional Competence**

The counsellor possesses the relevant education for his/her position.

The counsellor continuously develops and enhances his/her qualifications in order to improve the performance and efficiency of his/her work.

The counsellor provides only such counselling activities as are in line with his/her competences, knowledge, experience, and skills.

#### **Counselling Services**

#### **Article 7 Legal Counselling**

The legal counselling service assists clients in navigating both legal regulations related to study at the University and personal matters. Legal counselling may not be used for consultations on issues relating to the client's private business activities.

Legal counselling does not constitute legal services within the meaning of Act No. 85/1996 Coll., on the Legal Profession, as amended. Should the client face a complex issue exceeding the scope of legal counselling, the counsellor will refer the client to professional services of attorneys or notaries.

#### **Article 8 Psychological Counselling**

Psychological counselling provides psychological support aimed at overcoming current difficulties, demanding or highly stressful situations, and personal development of the client. Psychological counselling is not a therapeutic means of treatment.

The psychological counselling service is not a clinical facility. It does not provide continuous therapy for mental disorders, comprehensive psychological diagnostics, crisis intervention, or pharmacotherapy.

If the client presents with a request requiring a service not provided by the counselling centres or exceeding the professional competences of the counsellor, the counsellor shall recommend other facilities/professionals to whom the client may turn.

#### **Article 9**

##### **Booking an Appointment with a Counsellor**

Appointments for counselling services are booked through the application available on the Carolina Centre counselling services website. If no available dates are listed in the application, the client may contact the chosen counsellor directly by email; if capacity allows, the counsellor may arrange an appointment outside of the application.

#### **Article 10**

##### **Refusal and Termination of Counselling by the Counsellor**

The counsellor is entitled to refuse to provide a service to a client if:

- a) doing so would put him/her in conflict with his/her employment obligations towards the University,
- b) doing so would contravene legal regulations governing the exercise of his/her profession,
- c) he/she perceives a conflict of interest,
- d) for any other reason he/she believes he/she is not able to provide the client with impartial professional services to the best of his/her ability,
- e) his/her capacity has been exhausted,
- f) the client fails to attend a scheduled appointment twice without an excuse,
- g) the client is under the influence of alcohol, drugs, or other addictive substances, or behaves aggressively or offensively.

The counsellor is entitled to terminate the provision of counselling at any time if mutual trust between the counsellor and the client is disrupted.

#### **Article 11**

##### **Client Feedback and Termination of Counselling by the Client**

The client may provide feedback or submit a complaint regarding counselling to the counselling coordinator or the Head of the Carolina Centre. Current contacts are published on the Carolina Centre website. Feedback will be handled discreetly so as not to harm the client. Only non-anonymous complaints are dealt with, and these are resolved within 30 days of receipt. Anonymous submissions are treated only as suggestions.

The client may terminate the use of the service at any time without giving a reason.