

Confidential Contact Person protocol SIB-Utrecht

Introduction

The first point of contact within the association for members with wellbeing problems, is the confidential contact persons. The confidential contact person will not fix the problem, but will guide the member in finding the right solution for their problem. This way, the association can remain a pleasant and safe environment, in which everyone feels at home.

This protocol is a guideline for the actions of the confidential contact persons of the association SIB-Utrecht. This protocol has various functions, of which the first is to act as a source of information for the confidential contact persons. It is also a source of information for members who wish to come in contact with the confidential contact persons, as well as bodies like the General Members Assembly (GMA) and the board, in order to check the functioning of the confidential contact persons. The most recently approved version of this document should be available at all times for all the members of the association. Motions for change have to be discussed during the GMA, and will have to be voted on.

Even though this protocol is a guide for the confidential contact persons, it is important to note that everything, at all times, happens in agreement with the member in question. The confidential contact persons do not operate in name of the members, unless this is desired by the member.

When can a member go to the confidential contact persons?

When a member is experiencing issues concerning their wellbeing, they can initiate contact with the confidential contact persons. This first point of contact can offer a listening ear and the possibility to talk about the issues, in order to identify if there is a request for help from the member. For this, one conversation can be scheduled; this will preferably take place in a physical setting, but can also be hosted via online means of communication.

A few examples of experiences or issues with which members can go to the confidential contact persons are:

- Feelings of unsafety or harassment within the association;
- Feelings of panic;
- Within the association an argument or fight has arisen, of which unpleasant feelings are the consequence;
- A member experiences negative emotions more often than positive emotions;
- A member feels the need to chat to someone;
- An unpleasant experience within (or outside of) the association.

The function of the confidants

Even though every confidant is free to choose their own approach and conversation techniques, there are a few demands which the confidants have to meet in order to carry out the function as well as possible. These demands are elaborated on below.

First point of contact

The confidential contact person functions as the first point of contact. The confidential contact person tries to schedule a meeting as soon as possible with the member who raised an issue. The confidential contact person strives to get in touch with the member within a week, and to have planned a meeting within two weeks. The meeting is (most of the time) a one-time thing. During this meeting, the confidential contact person will first provide a listening ear and then the possibilities will be discussed. The member always decides what happens after.

Follow-up steps include, but are not limited to;

- An assessment of the nature of the issue and the role that either the association or the confidential contact person can adopt;
- Submitting a complaint to the association or an external body. Here it is important to note that the confidential contact persons cannot deal with the subject matter itself, but they can assist the member in the process;
- A referral, which can be both internal and external (see paragraph “referring”);

- No further actions.

After the meeting, the confidential contact person is obliged to send a written report to the board. The contents of this report will always be in agreement with the member. The member can be anonymized. The board will decide accordingly if they will act upon the report. The report is to be saved by the board according the AVG-guidelines. The confidential contact person will not save anything. If the member reports a serious criminal offense or something that is a serious threat to the safety of members, the board may decide to cancel anonymity.

Referring

The confidential contact person can make a suggestion for a referral to (professional) aid, if this is fitting . The confidential contact person self cannot provide professional aid, but we strive that the confidential contact person is informed about the possible aid agencies. There are two possibilities for referral; internal and externa.

The internal referrals include, but are not limited to:

- The Board of Advisors
- The current board
- The other confidential contact person within the association

The external referrals include, but are not limited to:

- External confidant
- Psychological help
- Student Dean or student psychologist
- Victim support
- VIDIOUS legal aid
- The police
- 113 - Suicide prevention

Visibility

It is important for a confidential contact person to be visible among the members, to ensure the confidential contact person's approachability. There are two ways to achieve this.

The first is an informative approach, and is mostly concerned with the exposure of the fact that there are confidential contact persons within the association. There are a couple things that are included in this, which are formulated as follows. The confidential contact persons will receive their own heading on the website under which the confidential contact persons introduce themselves, and where information is provided about how to contact these people. The confidential contact persons are also highlighted on the social media of the association during every introduction period. Finally, on September Camp, where the biggest group of first years is present, the confidential contact persons will introduce themselves. In case of their absence, they are introduced by the board.

The second approach implies that confidential contact persons strive to be known among the members, to be approachable and accessible, and to have an open attitude towards all members.

Rights of the confidential contact persons

The confidential contact persons act to the best of their ability, as long as they feel comfortable. When this is not the case, the confidential contact person reserves the right to withdraw from the situation, provided they can provide an adequate referral to either the other confidential contact person within the association *or* other (professional) aid.

The confidential contact person reserves the right, at all times, to withdraw from their function as confidential contact person, with a one month notice, whereby the board is informed so they can start the search for a new confidential contact person in a timely manner.

Responsibilities of the confidential contact persons

Considering the position of confidential contact person is a meaningful position, there are a few responsibilities linked to the function. They are elaborated on below.

Confidentiality

Aside from the written report, as mentioned above, the confidential contact person has an obligation towards confidentiality, which applies during the fulfilment of the function, but also after the confidential contact person has left their function. When the confidential contact person enters into their function, they will sign a confidentiality agreement. This agreement to confidentiality applies at all times, unless certain legislation dictates otherwise or there is a conflict of duties, which brings the confidential contact person in a dilemma of conscience, like established in article 160 of the Code of Criminal Procedure.

In case the confidentiality agreement is dishonoured, the member in question and the board are notified. The confidential contact person can be impeached at a GMA, provided that this is the wish of at least half of the GMA.

Documents and anonymisation

The relationship between confidential contact person and member is of course confidential, which entails that any documentation about this relationship is confidential as well. To ensure this, the confidential contact persons both have their own email and Google Drive, which are only accessible to the confidential contact persons themselves.

When there is a switch in confidential contact person, there is no transfer of documents, unless desired otherwise by the member; this should be indicated by the member. When a switch in confidential contact person takes place, this will be announced in a timely manner.

Assigning the confidential contact persons

The confidential contact person is a member of the association. Two confidential contact persons are appointed, in which attention is paid to diversity as much as possible, in order to accommodate members who have a preference.

The confidential contact person is assigned via an application process. This process is directed by the Board of Advisors, in order to ensure the independence of the confidential contact persons from the board. The Board of Advisors will recommend candidates during the GMA, along with a negative or positive recommendation accompanied by an explanation. The confidential contact person will be placed into function, when a majority of the GMA votes in favour of. The confidential contact person is assigned the position for one year, and



will have to be voted in again after this year. In the case where finding two people who want to function as confidential contact persons fails, the Board of Advisors will temporarily fulfil the role. The search for independent confidential contact persons will of course be continued.

The confidential contact persons answer to the GMA.