



## **Guidelines for parents and guardians and students requesting support from the Guidance and Counselling Department**

We are asking our Sixth Year students at this time to continue to email their guidance counsellors at [mharris@salesianscelbridge.com](mailto:mharris@salesianscelbridge.com) and [ddolan@salesianscelbridge.com](mailto:ddolan@salesianscelbridge.com) with their [questions](#). However if you would like to organise an appointment over the phone these are the steps to follow and guidelines for protocols and procedures following updated advice for the DES and NCGE.

- Please email your guidance counsellor to request an appointment who will email you back with an appointment time and the number to phone.
- Students will be given a time during the normal school day and with the exception of extenuating circumstances will not be permitted to change times. They will also be requested to give the phone number they will be using to call.
- Appointments will be limited to 40 minutes (or shorter) subject to demand and at the discretion of the guidance counsellor.
- Students will be asked not to share the school phone number they are given to make the appointment as it is not for general use or queries.
- Students will be reminded at the beginning of each session/ appointment of the boundaries of confidentiality and Child Protection procedures as appropriate.
- Parents / guardians will also be invited to request an appointment as per usual.
- The usual school rules/ code of behaviour will apply to all interactions
- For sixth year students, parental permission will not be requested for sixth year vocational appointments. However, in line with best practice currently followed students will be advised to discuss the nature of their appointment with their parents/ guardians and their appointment will be logged with the school. Records/ notes will be kept as per usual and will be stored at home until school reopens, however guidance counsellors will take every precaution to ensure to security and give due consideration given to ethical issues such as confidentiality and privacy.
- Any unsolicited phone calls from students, parents or guardians (i.e. without an appointment) will not be answered and any messages left will not be responded to. General queries should go through the school email and phone as per usual. This is also not an emergency number. As is clearly stated it will only be used for agreed appointments only. For emergency support of any kind please contact your local Garda station, your GP or the HSE by phone or email or see detailed information on Mental Health supports and services during Covid-19 on [www.hse.ie](http://www.hse.ie)

Thank you in advance for your continued support in helping us to support you.