

## **“Talk2Me” E-mail Service**

Stressed out? Don't feel like talking over phone or seeing someone? Want to write down your thoughts, feelings and problems?

Try IMU Peer Support Club “Talk2Me” E-mail Service!

IMU Peer Support Club “Talk2Me” E-mail Service is **FREE**, and **CONFIDENTIAL**. It is managed by a group of peer supporters (IMU students) who help to provide support, referrals and a listening ear to all IMU students under supervision of IMU student counsellors.

This service aims to provide a safe, unbiased, and supportive environment to express your concerns such as issues that you might be uncomfortable to discuss with your family or friends.

### **Why talk to peer supporters and how can we help you?**

We, the IMU peer supporters are someone who are similar in age with you so we might be a comfortable choice for you when you need a person to talk with. Besides, we have basic training to explore feelings, address concerns and questions, and provide resources when needed. The comments provided by us will be supervised by the IMU student professional counsellors making our responses as reliable as possible.

### **“Talk2Me” Objective**

To provide a confidential and comfortable platform for IMU students to reach out to their peers to share about their personal issues.

### **“Talk2Me” E-mail Service Terms and Conditions**

#### **1. Confidentiality and Security**

When you send e-mails to the “Talk2Me” e-mail account, our peer supporters will do our best to keep the communications private and confidential; and to ensure that your information is safe from unauthorised access, modification or disclosure and loss or misuse.

We do our best to ensure security via the internet by taking precautions and consulting our Information Technology Department. However, users should be aware that there are inherent risks in any information that is transmitted across the internet. Information sent via encrypted email or attached documents may be at risk of being intercepted, read or modified. The university administration also reserves the right to monitor our e-mail usage and might thus see the content of students' message.

If you are concerned about the security of the internet e-mail service, you should consider alternate ways of seeking support, such as seeing the student professional counsellors in person.

When our peer supporters respond to your e-mail, we will reply to the e-mail address from which your e-mail is received from, within 3 to 5 working days (Monday – Friday, 8am to 5pm). If you do not wish other people who may have access to the e-mail account you are using to also have access to our peer supporters' response, you would be encouraged to consider another means of secure communication.

#### **2. Limitations of Confidentiality**

As we will do our best to ensure the confidentiality of your e-mail, there are some limitations to the confidentiality. Below are the situations where we need to break confidentiality:

- You are seriously thinking about hurting yourself.

- You have hurt, or are seriously thinking about hurting someone else.
- Your health and safety are at risk.
- You, any child or elderly person are being physically, sexually or in any other manner abused.

If you tell peer supporters about one of these things, our peer supporters will let you know that we are concerned and will work with you to try and make sure that you and others are safe. This may mean that the peer supporters will encourage you to give enough information about yourself (e.g. name and your location) so that we can act to try to make sure that you and others are safe.

### 3. Terms of Use

“Talk2Me” peer support e-mail service is **not** an appropriate or effective medium for in-depth personal counselling. It does not replace face-to-face counselling with a professional counsellor or provide emergency assistance of any kind.

This e-mail service is not appropriate for you if you meet the following conditions:

- If you have a psychiatric condition or suffer from psychosis.
- If you are intoxicated from the use of alcohol and/or other drugs.
- If you are in an emergency situation and need urgent and immediate assistance.
- If you are suicidal and at risk of harming yourself or others.

If you need urgent or immediate assistance on a crisis or complicated issue, you are encouraged to stop by the IMU Counselling Unit. If it is after office hours, you are encouraged to call the numbers below:

- Befrienders (English Speaking): (03) 7956 8144/(03) 7956 8145 (24 hours)
- Lifeline Association Malaysia (Chinese Speaking): (03) 9282 1995 (Mon-Fri, 7pm-10pm)
- Police Station Bukit Jalil: (03) 8994 3284
- General Hospital (Hospital KL): (03) 2615 5555/ (03) 2692 1044
- University Hospital (UMMC): (03) 7949 4422
- AWAM (All Women’s Action Society): (03) 7877 0224 (Monday to Friday, 10am-4:30pm)

“Talk2Me” peer support e-mail service is only for students to talk about emotional/personal issues. It is **not** a helpdesk for complaints or general student enquiry. Please visit our Student Services Hub at the ground floor (Monday to Friday, 8.30am-5:30pm) or contact them through the email and number below for any complaint or general enquiries:

- Contact email : [ssdhub@imu.edu.my](mailto:ssdhub@imu.edu.my)
- Contact number: [+603 2731 7708](tel:+60327317708)

**By using the Talk2Me service, you understand and agree to the above Talk2Me E-mail Service Terms and Conditions and the objective it serves. \***