

# **Culver-Stockton College Counseling and Wellness Services** **Handbook for Policy and Procedure**

## **TABLE OF CONTENTS**

Mission Statements .....	page 1
Counseling Center Services .....	page 2
Description of Services .....	page 2
Eligibility, Cost, and Limitations of Services .....	page 2
Hours of Operations .....	page 2
Confidentiality .....	page 3
Code of Ethics .....	page 3
Continuing Education and Training.....	page 4
Mental Health Crisis Intervention .....	page 4
Screening for Admission to Hospital .....	page 4
When to be concerned a student is thinking about suicide.....	page 5
Tips while engaging with a student who has a mental health concern .....	page 5
Questions and Steps to help gadge safety and immediate risk:.....	page 5
Retention of Files .....	page 7
Termination of Services .....	page 7
Use of Technology .....	page 7
Website .....	page 7
Email .....	page 8
UWill.....	page 8
Intakes .....	page 8
<b>Appendices</b>	
Appendix A: Client Consent Form .....	page 9
Appendix B: Consent to Release Information Form .....	page 13

## **Mission Statements**

### **Counseling and Wellness Services Mission Statement**

The Culver- Stockton College Counseling and Wellness Services mission is to provide quality counseling services to students who are struggling with personal, academic, or social concerns. We aim to have a supportive community of the college by promoting positive mental health for students through individual counseling, crisis intervention, and outreach programming that are responsive to the individual, cultural, and demographic diversity of our students.

### **Culver- Stockton College Mission Statement**

The mission of Culver-Stockton College is to PREPARE STUDENTS OF PROMISE for a dynamic world through our DISTINCTIVE EXPERIENTIAL CURRICULUM within a SUPPORTIVE LEARNING COMMUNITY founded upon the BEST VALUES OF FAITH AND THE HUMAN SPIRIT.

### **Student Life Mission Statement**

The Division of Student Life is committed to building a welcoming and inclusive learning community that fosters the development and empowerment of students of promise. We firmly believe that students play an integral role in the development of an engaging and dynamic educational community; this is the key to its longevity and success.

## Counseling Services

COUNSELING is a confidential process designed to help you address your concerns. It involves a relationship between you and a trained therapist who has the desire and willingness to help you accomplish your individual goals while here at Culver-Stockton College.

### Description of Services

#### *WE ARE HERE TO HELP YOU*

Adjust to College  
 Manage Anxiety and Stress  
 Heal Relationships with Others  
 Create Solutions to Academic Concerns  
 Deal With Problems Back Home  
 Cope with Depression  
 With Any Other Issues

#### *OTHER SERVICES*

Crisis Intervention  
 Referrals  
 Outreach Programming

### Eligibility, Cost, and Limitations of Services

All currently enrolled Culver- Stockton students are eligible for personal counseling services at the Counseling Center. There are no fees for these services.

We reserve the right to discontinue or limit services if provision of services would create a breach of professional ethics (e.g. inappropriate dual role). If the clinical staff determines that longer-term or specialized care would be more appropriate, the counselor will assist the client by making a referral to other mental health services.

The Counseling Center adopts a short-term model of treatment. This means that the clinician works with the client early in treatment to identify specific treatment goals that are feasible and achievable within 1-10 sessions per semester and progress toward those goals is regularly monitored by the clinician and the student. In some cases, services may be extended if the clinical staff determines that circumstances warrant such an extension (e.g. if additional services are needed but referral to outside service providers is not indicated or feasible).

### Hours of Operation

Counseling services are available Monday through Friday from 8:00 AM to 5:00 PM (exceptions will be provided based on circumstance) from the arrival of students for the Fall semester until the end of May term. Students may not receive services during Summer and Winter Break. However, please note that your counselor may help the student formulate a plan/ services during these periods of time. Appointments are recommended for all counseling sessions to be sure a counselor is available. Walk-ins will be seen on a first come, first serve basis, if a counselor is available. A counselor can be reached by phone, email, or in-person contact.

Counseling appointments are made in one-hour or 30 minute increments.

*After hours and weekends:* Students are instructed to contact campus safety (573)- 288-6000, Ext: 6300, 911 or nearest ER if there is an emergency.

\*24 hours National Suicide Prevention: 988

UWill: Free Immediate Access to Teletherapy. Choose a therapist based on your preferences at a time that fits your schedule.

Text “HELLO” or “NAMI” to 741741.

The Crisis TEXT hotline is available 24 hours a day, seven days a week throughout the U.S.

### **Confidentiality**

All interactions with Counseling Services, including scheduling of or attendance at appointments, content of your sessions, progress in counseling, and your records are confidential. No record of counseling is contained in any academic, educational, or job placement file. At your discretion, you may request that your counselor release specific information about your counseling sessions to persons you designate. This must be done in writing on a Release of Information form

→ EXCEPTIONS TO CONFIDENTIALITY ←

- If there is evidence of clear and imminent danger of harm to self and/or others, a counselor is legally required to report this information to the authorities responsible for ensuring safety.
- You give counselor written permission to talk with someone about your sessions
- A court order, issued by a judge, may require the Counseling Services staff to release information contained in records and/or require a counselor to testify in a court hearing.
- Your counselor may consult with the other counselors to provide the best possible care. These consultations are for professional purposes only.
- For medical emergencies.
- State law requires that staff of Counseling Services who learn of, or strongly suspect, physical or sexual abuse or neglect of any person under 18 years of age, elder adult, or dependent adult must report this information to appropriate authorities.

### EMERGENCY CONTACT

Your emergency contact information will be the emergency contact you provided to Culver-Stockton College. In the event of an emergency your contact will be called. An emergency includes students being transported to the Hospital for mental health and medical purposes.

### **Code of Ethics**

Counseling Center professionals are guided by the ethical standard of their respective professions, including but not limited to the following:

- American Counseling Association (ACA)

- American Psychological Association (APA)
- National Association for Social Workers (NASW)

Counselors are responsible for understanding and complying with the ethical standards of their profession.

### Continuing Education and Training

It is encouraged for the counseling staff to be continuously seeking ways to keep up to date in their scope of practice. Staff continuously seek webinars, training and conferences to attend.

The counseling office is responsible for keeping the college up to date on best practices for mental health emergencies. The director helped train campus safety, RAs, and faculty and staff on mental health emergencies. The counseling office provides outreach and educational programming for students.

## **Mental Health Crisis Intervention**

Crisis intervention is a service offered to students who are in serious or immediate emotional distress. Crisis emergencies include suicide attempts, suicidal ideation, reports of rape or attempted rape, physical assaults, and other types of crises. Students in a crisis can visit or call The Counseling Center during regular business hours at 573-288-6000 ext. 6720. Students can also contact Campus Safety at 573-288-6000 ext. 6300 during regular business hours as well as after hours during the week or on weekends, or 911.

For the purpose of this policy, suicide is the purposeful act of causing one's own death; attempted suicide is any act, threat, or gesture in which a person engages in life threatening behavior(s) with the intent of jeopardizing his/her life; and threatening suicide is any expression of intent to seriously harm oneself or take one's life.

### **National Suicide Crisis Hotline: 988**

The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.

**UWill:** <https://app.uwill.com/register>

As a Culver-Stockton College student, Free online access to student mental health and wellness services with 24/7 crisis counseling.

### Screening for Admission to a Hospital

A person is a clear and present danger to himself/herself/others if:

- The person has inflicted serious bodily injury on himself/herself or has attempted suicide or serious self-injury and there is a reasonable probability that such conduct will be repeated if admission is not ordered; or
- The person has threatened to inflict serious bodily injury on himself/herself and there is a reasonable probability that such conduct will occur if admission is not ordered; or
- The person's behavior demonstrates that he/she so lacks the capacity to care for his/her own welfare that there is a reasonable probability of death, serious bodily injury, or serious physical or mental debilitation if admission is not ordered; or
- The person has inflicted, attempted to inflict, or threatened to inflict serious bodily harm on another, and there is a reasonable probability that such conduct will occur if admission is not ordered
- Canton Police or Lewis County Sheriff's at petition a student at the hospital as necessary. Nearest hospital to Canton, MO is Blessing Hospital in Quincy, IL. Students will be taken to the emergency room.
  - 1005 Broadway St. Quincy, IL 62301 (217-223-1200)

### *When to be concerned a student is thinking about suicide*

- **Express Despair** "Sometimes it feels like I'd be better off dead".
- **Mention Self-harm** "It seems like the only thing that makes me feel better is cutting myself".
- **Express hopelessness** "No matter what I do, nothing gets better. Sometimes I wonder if it's even worth being here at all".
- **Talk about leaving their family or friends** "I feel like I'm such a burden to them. They'd be better off without me".
- **Plan or Intent to end their life** "I have been planning on a way to end my life", "I have been researching the easiest way".
- **Preparatory Behavior:** Assembling a specific method, buying pills, purchasing a gun, making a noose. Giving things away, writing suicidal notes (or text messages) saying goodbye to friends and family.

### *Tips while engaging with a student who has a mental health concern*

- Stay Calm, this will help you think clearly and can help reduce the student's anxiety.
- Let them know you hear them and want to help.
- Walk the student to the campus counseling center, for an urgent consultation if available.
- Call Campus Security and/ or 911 if there is immediate threat (active bodily harm call 911 first, otherwise call campus security)
- Stay with the student until help arrives

---

### *Questions and Steps to help gauge safety and immediate risk:*

1. Wish to be dead?
  - a. Have you thought about being dead or what it would be like to be dead?
  - b. Have you wished you were dead or wished you could go to sleep and never wake up?

- c. Do you wish you weren't alive anymore?
2. Non-Specific Active suicidal thoughts
  - a. Have you thought about doing something to make yourself not alive anymore?
  - b. Have you had any thoughts about killing yourself?
3. Active Suicidal Ideation with a plan
  - a. Have you thought about how you would do that or how you would end your life? What did you think about doing?

***\*If the student says “no” to these or expresses thoughts like (but not limited to), “I have thought about suicide in the past, however I am not going to do it because I want things to change” or “It has crossed my mind, but I will not do it, I want help”.***

***Then, Come up with a safety plan!***

**If there is any question as to if the student is needing to be transported to the hospital, please call the Director of Counseling and Wellness Services for questions and to help determine. Please also attempt to utilize the National Suicide Hotline Number #988 if applicable.**

- Monday- Friday 8:00 AM-5:00 PM get the Director of Counseling and Wellness Services involved to assess safety if needed, help book appointments, or receive immediate counseling services if possible. Counselors are not always immediately available due to seeing students throughout the day, therefore will reach back out ASAP.
- After Hours: Please send an email to the counselor with the student's name, contact information, and description of the event, to reach out to the student first thing the next business day.

**IF A STUDENT DECLINES HELP OR REFUSES TO SPEAK WITH YOU CALL CAMPUS SAFETY OR POLICE AS NEEDED.**

***\*If the student says “Yes” to any question 1-3 Continue on to ask more questions***

4. Active Suicidal Ideations with intent to Act
  - a. Have you had these thoughts and had some intention of acting on them?
5. Details
  - a. Have you started to work out or worked out the details of how to kill yourself? Do you intend to carry out this plan?
6. Preparatory Behavior
  - a. Have you ever done anything, started to do anything, or prepared to do anything to end your life? (ex: collecting pills, writing notes, giving items away, purchasing a gun).

***\*\*\*\*If the student says YES to any of the three questions (but not limited to) above, the student needs to be referred to the hospital. Please call for police or EMS to transport the student to hospital for a mental health evaluation. \*\*\*\****

- If a student is being transported to the hospital, call RD on Call to inform them of the situation and reason why.
- **If there is any question as to if the student is needing to be transported to the hospital, talk with W.G. Lewis, Director of Campus Safety, to determine the need to call the Director of Counseling and Wellness Services.**

- Please inform the transporting crew (EMS, or Police) with specific concerns (The student informed this worker that they were having suicidal thoughts and planned to hang themselves. The student left a suicidal note \*If possible please provide a copy for them to give to the hospital staff).
- \*\*In the event that a student acted on bodily harm or completed suicide please call 911, Admin on Call, and Director of Counseling and Wellness every time.

### Mental Health Emergency Follow-Up

Students will be reached out to by school counselors to determine the best course of action. If a student is continuing to have multiple mental health emergencies on campus, the Dean of Students and counseling team can help determine a plan of action for students. This can include, but not limited to, suspension from school to focus on mental health, mandatory mental health assessment, and guided support from emergency contact of students.

### **Retention of Files**

Client files will be maintained for a period of 7 years following the last contact with a client. At the end of the 7 year period, files will be destroyed. A record of destroyed files will be maintained by the Culver-Stockton Counseling Center. This record shall include the client name and date of last contact. IF a student is a minor when they seek services, the guardian of that student must complete initial paperwork.

Culver- Stockton Counseling Services maintain records in accordance with professional, legal, and ethical guidelines. Other than authorized staff, no one will have access to records unless the client releases them in writing. These records are not part of the academic file and even the fact that a student attends counseling is not shared without the student's permission. An authorization to release information form is used to obtain written permission.

### **Termination of Services**

Termination of Services occurs when a student is no longer in a sustained relationship with the counselor. This may occur when the student:

- Has achieved the goals set forth in counseling
- Has withdrawn from Culver- Stockton College
- Has been referred to other sources outside of the Counseling Center
- Does not show for at least 3 appointments without an excuse
- Makes repeated cancellations without an explanation

### **Use of Technology**

#### Website

Students can access The Counseling Center page through the Culver- Stockton College Website by "hovering" over the "Campus Life" Tab on the home page then following the "Counseling & Wellness Programs" link on the right side number the "Your Connects" section. On that page a



student can access Mental Health Information, Contact Information, Online Resources, and information regarding the Counseling Intake and Consent forms.

### Email

The Counseling Center staff will only use email to communicate to students about relatively mundane matters such as scheduling an appointment and will strive to minimize confidential content. Urgent matters will be handled by phone or in person.

### UWill

As a Culver-Stockton College student, you have access to Free online access to student mental health and wellness services with 24/7 crisis counseling.

<https://app.uwill.com/register>

### Intake

Intakes are requested to be submitted on MyCulver.com under campus life section. At the end of the intake students can sign electronically for the client consent form. Students are asked for general information and attempt to describe what issues they are dealing with.

\*The Counseling Services Intake Form is not for emergency purposes; the individual should call campus safety, 988, or 911 if they are experiencing a mental health emergency.

Please complete this form clearly and thoroughly. The information on this form will be handled in a strictly confidential manner and will be used by your counselor to offer you the best help possible.

\*\*The Director of Counseling and Wellness Services does not write ESA recommendations.

## **Appendices**

### **Appendix A: Client Consent Form**

#### **Culver-Stockton College Counseling and Wellness Services**

##### **Client Consent Form and Confidentiality**

COUNSELING is a confidential process designed to help you address your concerns. It involves a relationship between you and a trained therapist who has the desire and willingness to help you accomplish your individual goals while here at Culver-Stockton College.

##### **CONFIDENTIALITY**

All interactions with Counseling Services, including scheduling of or attendance at appointments, content of your sessions, progress in counseling, and your records are confidential. No record of counseling is contained in any academic, educational, or job placement file. At your discretion, you may request that your counselor release specific information about your counseling sessions to persons you designate. This must be done in writing on a Release of Information form

##### **→ EXCEPTIONS TO CONFIDENTIALITY ←**

- If there is evidence of clear and imminent danger of harm to self and/or others, a counselor is legally required to report this information to the authorities responsible for ensuring safety.
- You give counselor written permission to talk with someone about your sessions
- A court order, issued by a judge, may require the Counseling Services staff to release information contained in records and/or require a counselor to testify in a court hearing.
- Your counselor may consult with the other counselors to provide the best possible care. These consultations are for professional purposes only.
- For medical emergencies.
- State law requires that staff of Counseling Services who learn of, or strongly suspect, physical or sexual abuse or neglect of any person under 18 years of age, elder adult, or dependent adult must report this information to appropriate authorities.

##### **EMERGENCY CONTACT**

Your emergency contact information will be the emergency contact you provided to Culver-Stockton College. In the event of an emergency your contact will be called. An emergency includes students being transported to the Hospital for mental health and medical purposes.

## Culver-Stockton College Counseling and Wellness Services

### Client Consent Form and Confidentiality

COUNSELING is a confidential process designed to help you address your concerns. It involves a relationship between you and a trained therapist who has the desire and willingness to help you accomplish your individual goals while here at Culver-Stockton College.

REMOTE COUNSELING SERVICES occurring via technology. As a client you are responsible for finding a private location for your session. No recordings will take place and all information will be kept confidential. In case of technical difficulties contact your counselor via email to reschedule or delay appointments as needed. Safety planning will occur with your counselor to discuss what will happen in case of an emergency during your online session. Confidentiality exceptions still apply.

ESA: This office does not provide or write recommendations for ESA (Emotional Support Animals) accommodations.

Culver-Stockton Counseling Services provides time-limited, short-term counseling by a professional counselor. I may be referred off-campus if I require more intensive or long-term therapy, or if I require resources or competencies beyond what Counseling Services can provide.

#### **CONFIDENTIALITY:**

All interactions with Counseling Services, including scheduling of or attendance at appointments, content of your sessions, progress in counseling, and your records are confidential. No record of counseling is contained in any academic, educational, or job placement file. At your discretion, you may request that your counselor release specific information about your counseling sessions to persons you designate. This must be done in writing on a Release of Information form

#### → EXCEPTIONS TO CONFIDENTIALITY ←

- If there is evidence of clear and imminent danger of harm to self and/or others, a counselor is legally required to report this information to the authorities responsible for ensuring safety.
- You give counselor written permission to talk with someone about your sessions
- A court order, issued by a judge, may require the Counseling Services staff to release information contained in records and/or require a counselor to testify in a court hearing.
- Your counselor may consult with the other counselors to provide the best possible care. These consultations are for professional purposes only.
- For medical emergencies.
- State law requires that staff of Counseling Services who learn of, or strongly suspect, physical or sexual abuse or neglect of any person under 18 years of age, elder adult, or dependent adult must report this information to appropriate authorities.
- Student wellbeing team members for Counseling and Wellness that signed

Confidentiality Statement such as (Interns and Office Support). These members sign stating they understand and agree to abide by HIPAA (Health Insurance Portability and Accountability Act). Office support will only have access to Calendars of the counseling staff.

## EMERGENCY CONTACT

Your emergency contact information will be the emergency contact you provided to Culver-Stockton College. In the event of an emergency your contact will be called. An emergency includes students being transported to the hospital for mental health and medical purposes.

## Rights and Responsibilities

We want you to be aware of your rights as a client of our services. We have outlined these below, and, if you have any questions, please ask your counselor about them.

There is, also, a list of your responsibilities as a client that help us give you the best care we can.

### Your Rights

You have the right to considerate, courteous and respectful care. You have the right to Confidentiality

In the usual course of events, you have the right to keep your counseling here completely private. This means that, without your written permission, no information about your use of our counseling services is available to anyone outside of the Counseling Center; including college personnel, parents, family members, friends, or outside agencies. However, there are certain exceptions to confidentiality, noted below, with which you should be aware before you enter into a counseling relationship. Please read carefully through these exceptions (stated above), and be sure to ask your counselor if you have any questions.

#### Release of Information

If you will be signing a release of information authorizing to share information with outside sources, you have a right to discuss specifically what information will be released.

You have the right to discuss with your counselor what information is in your record.

You have the right to end your counseling at any time.

You have the right to request a different counselor to the extent possible. Reassignment will depend upon availability of alternate counseling staff and resources.

We will make every effort to refer you to appropriate outside resources.

You have the right to participate in the development and delivery of your treatment.

You have the right to know the credentials of your therapist.

### Your Responsibilities

To keep your scheduled appointments and let us know as soon as possible if you cannot keep one.

To be as honest and open as possible with your counselor.

To notify your counselor of any changes in condition.

Between sessions, to think through the concerns you are addressing in counseling.

To follow through on treatment recommendations.

To attend sessions clean and sober.

We ask that you end your work with us in a termination session, rather than not keeping your appointment. This way you can share and discuss with your counselor what was useful and what might have been improved.

\*If you feel that you might harm yourself or others, contact 911 or campus safety immediately at 573-288-6000 ext. 6300.

If you are more than 15 minutes late, the session is canceled.

Student Name (Print): \_\_\_\_\_

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

Counselor Signature \_\_\_\_\_ Date \_\_\_\_\_

Appendix B: Consent to Release Information Form

**Culver-Stockton College Counseling and Wellness Services**  
**Consent to Release Information Form**

I, \_\_\_\_\_, the undersigned, hereby authorize Culver-Stockton College Counseling and Wellness Services to exchange with:

Name of Individual or Institution: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ - Fax: \_\_\_\_\_ - any information as may be listed below. I acknowledge that I understand the purpose of the request and that authorization is hereby granted voluntarily.

**Student Information:**

Student Name (Last, First, Middle): \_\_\_\_\_

Student E-Mail: \_\_\_\_\_

Student's Phone Number: \_\_\_\_\_

Student's Date of Birth (mm/dd/yy): \_\_\_\_\_

**Requested Information or Documents:**

Summary of Student Counseling Sessions

Copies of Counseling Progress Notes

Information for Continuity of Care

Other (Please explain in detail): \_\_\_\_\_

NOTE: I understand that this release is valid for a period of one hundred eighty (180) days. I further understand that I may cancel or revoke this authorization at any time in writing.

Dated this day of, \_\_\_\_\_

**By my signature below, I consent to the release of the above listed information.**

Printed Name of Student: \_\_\_\_\_

Signature of Student: \_\_\_\_\_

Signature of Counselor: \_\_\_\_\_