

UACCB and White River
Medical Center
Counseling Department
Policy Manual

Confidentiality Policy

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

Confidentiality Agreement

All interactions which take place in the setting of therapy are considered confidential. This includes requests by telephone, all interactions with this counselor, any scheduling or appointment notes, all session content records and any progress notes that I take during your sessions. I will not even verify that you are a client. You may choose to give me permission in writing to release any or specific information about you to any person or agency that you designate.

Limits to this agreement

1. In some legal proceedings a judge may issue a court order. This would require this counselor to testify in court.
2. If I learn of or believe that there is physical or sexual abuse or neglect of any person under 18 years of age, I must report this information to county child protection services.
3. If I learn of or believe that an elderly person, or disabled person is being abused or neglected, I must file a report with the appropriate state agency that handles elder abuse.
4. If I learn of or believe that you are threatening serious harm to another person, I am obligated to report this. This can be in the form of telling the person who you have threatened, contacting the police or placing you into hospitalization.
5. If there is evidence that you are a danger to yourself and I believe that you are likely to kill yourself unless protective measures are taken, I may be obligated to seek hospitalization for you or to contact family members or others who can help provide protection
6. There may be times when I consult with outside sources about cases. In these cases, no personally identifiable information will be used to discuss this case. However, discussion topics will be used in order to ensure that I am getting and giving the best assistance possible. The persons with whom I discuss cases are legally bound to keep information confidential.

Crisis Intervention Policy

1. What is a crisis?

A student is considered to be experiencing a crisis when his/her mental or emotional condition results in a behavior that constitutes an imminent danger to that individual or another person.

2. Crisis situations

- a. Suicidal ideations, plans, or attempts
- b. Homicidal ideations, plans, or actions
- c. Loss of contact with reality, which may include hallucinations, extreme confusion, unresponsiveness, uncontrolled behavior, extremely irrational or incoherent speech

3. Crisis Intervention Protocols

1. Whenever possible, faculty/staff should attempt to address crisis with a student one-to-one in order to help de-escalate the crisis situation
2. If student is in imminent danger of harm to self or others, please contact Security/911
3. Contact UACCB/WRMC counselor to consult regarding next steps
4. If UACCB/WRMC counselor is unavailable, contact Vice Chancellor of Affairs at 870-612-2014 or White River Behavioral Health at 870-698-2100
5. UACCB/WRMC counselor can meet with student to complete an assessment and determine students' risk of harm to self or others.
6. Faculty/Staff can escort student to UACCB/WRMC counseling office or UACCB/WRMC counselor can come to the student if escorting the student does not seem feasible at the time.
7. If a student is determined to be at moderate or high risk of harm to self or others and is in a program which requires

Eligibility for Services Policy

Counseling services are available for **all** part-time and full-time UACCB students **free** of charge. Services are defined as an initial assessment appointment in which recommendations will be made regarding whether a student will continue to receive services through UACCB/WRMC counseling office or if a referral will be made for other external services.

Students can contact UACCB/WRMC counseling office to schedule an appointment either by email, telephone, or in person (“walk-in”)

- a. Students will be scheduled for the earliest available assessment appointment
- b. Students who present as “walk-ins” will be asked to indicate if they are in an emergency or not. If yes, they will be seen that same day for an assessment; if no, they will be scheduled for the earliest available initial assessment appointment.

Services will be provided on a first-come, first-served basis.

NOTE: Priority of care is at the discretion of the Director of Counseling based upon urgency, acuity, and severity of presenting cases. When need exceeds the capacity for UACCB/WRMC counselor to provide services, UACCB/WRMC counseling office will facilitate referral for external services while providing continuity of care.

Counseling services will be goal oriented and focus on helping students resolve issues that impede educational success. Students will develop goals for counseling with a counselor. Progress towards established goals will be reviewed at the end of each semester in order to determine efficacy of services and students’ need to continue in counseling services.

Length of involvement with counseling services will be determined by the student's individual need and the capacity of UACCB/WRMC to assist at the time of service.

Emergency Care Policy

WRHS counseling office at UACCB is open Monday through Friday 8:00 a.m. to 5:00 p.m. We are closed on weekends and most holidays. Please call our office for non-emergency issues during our business hours. **If you have an emergency, please go directly to the nearest emergency room or call 911.**

Our office does not provide coverage for provider absences due to illness, vacation, or personal emergency. Every effort will be made to keep you informed/notified of schedule changes in a timely manner.

Faculty and Staff Policy

All faculty and staff are eligible for consultation regarding mental health issues. UACCB/WRMC counselor can provide brief/crisis stabilization for faculty and staff. UACCB/WRMC counselor can provide brief problem solving and education for services in the community. Faculty and staff needing long-term therapeutic treatment will be referred by UACCB/WRMC counselor to appropriate facility.

Faculty/Staff may refer students and/or contact UACCB/WRMC counseling office to facilitate the scheduling of the initial appointment.

1. Faculty/Staff will be able to submit referrals through e-mail or telephone call to UACCB/WRMC counseling office.
2. Reasons for referral to UACCB/WRMC may include but are not limited to:
 - a. Declining academic performance
 - b. Increased absences
 - c. Family issues
 - d. Mental Health Concerns
 - e. Adjustment disorders

Informed Consent Policy

1. Should include information defining electronic service delivery as practiced, potential risks, and ethical considerations.
2. UACCB/WRMC counselor shall obtain written informed consent.
3. UACCB/WRMC counselor shall not provide services without written informed consent.
4. Provide local crisis hotline telephone number and local emergency mental health number.
5. Should identify and appropriately trained professional who can provide local assistance, including crisis intervention, if needed.
6. It is the job of UACCB/WRMC counselor to maintain confidentiality in electronic service delivery

No Show Policy

We reserve this time specifically for you and we will be unable to offer this time to someone else in a timely manner. Repeated no shows may result in termination and referral of your provider/patient relationship. Please call 24 hours before if unable to make the appointment.

Records Policy

1. Records for UACCB/WRMC counseling office will be kept separate from educational records.
2. Records will be maintained securely in Athena and not shared with anyone without a signed Release of Information Form.
3. Students can request their records from UACCB/WRMC counseling office. Students will have to sign a release form provided by counseling office.

Reporting Policy

1. Mandated Reporting
 - a. UACCB/WRMC counselor is identified as Mandated Reporters by Federal and State laws.
 - b. UACCB/WRMC counselor is legally required to report information regarding evidence of clear and imminent danger of a student's intent to harm self-and/or others.
 - c. UACCB/WRMC counselor is legally required to report any suspicions of physical abuse, sexual abuse, or the neglect of any person below 18 years of age, as well as adults with developmental disabilities, and the elderly.

2. Duty to Warn and Protect
 - a. If UACCB/WRMC counselor determines that a student presents a serious danger of violence to another, he or she incurs an obligation to use reasonable care to protect the intended victim against such danger.
 - b. UACCB/WRMC counselor must verbally tell the potential victim that there is a foreseeable danger of violence and notify the police.

Student Drop Policy

Students might have to drop out of school for short term due to personal issues. The UACCB/WRMC counselor can continue to provide therapeutic services if the student has intent to re-enroll in classes the following semester. If students drop classes without intent on coming back to UACCB, counseling services with UACCB/WRMC counselor will be terminated. If students transfer to another college, counseling services with UACCB/WRMC counselor will be terminated. The UACCB/WRMC counselor can provide referral sources to students that do not have intent on taking future UACCB classes. Counseling services will end when you are not affiliated as a student.

Students who are suspended from the College during the semester are not eligible to receive services for the remainder of the semester unless they receive the approval to do so from the Director of Counseling.