

Summer
2018

Counseling Services

POLICY AND PROCEDURE MANUAL

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Vision Statement

The Viterbo University's Counseling Services strives to provide effective and supportive counseling services that are accessible to all students enrolled in courses at Viterbo. We believe in creating a welcoming and inclusive environment to promote intellectual and emotional growth and foster personal and social learning and development.

Mission Statement

Counseling Services at Viterbo University promotes the mental health and well-being of students. Services provided are based on fostering the spiritual, intellectual, emotional, social, occupational and physical development of each person served. The team is committed to addressing the students' mental health concerns through direct service to individuals and groups, program planning and policy development. Counseling Services is further committed to supporting and contributing to the mission and core values of the university, most specifically integrity, stewardship, and service to Viterbo University students.

Values

Compassion- We strive to provide an empathic, nonjudgmental environment where we listen to students carefully and without preconceptions; where students will feel heard and validated.

Collaboration- We value collaboration within the university and the broader community. We seek out partnerships and opportunities for teamwork in support of enhanced services to students.

Inclusion- We believe in providing a safe, welcoming, and affirming environment for all students. We also seek to foster a diverse campus community of safety, inclusiveness, and respect.

Confidentiality- We value students' right to privacy and hold their information in the highest confidence. Our procedures are in accordance with professional and ethical guidelines established for counselors and psychologists by the American Counseling Association and with the legal parameters outlined in statutes of the State of Wisconsin.

Goals of Counseling Services

- Provide quality, professionally-delivered, individual, and group counseling to Viterbo University students.
- Promote adjustment to college and, consequently, contribute to student retention.
- Be available to students and the Viterbo campus community in the time of a crisis.
- Collaborate with faculty and staff to promote student well-being through outreach, prevention, and educational efforts.
- Promote an environment of personal safety and respect.

Program Accessibility

The goal of Viterbo University's Counseling Services is to provide helpful and effective counseling to students. The Counseling Center works collaboratively with students, academic schools, departments, faculty members, student services, and other departments and offices of the institution to enhance student academic, personal, and career success.

Counseling services are available to all students enrolled at Viterbo University. Although the families and partners of Viterbo students may attend occasional consultations together with a Viterbo student, no ongoing counseling services are available to non-Viterbo students. Referrals for services in the community will be provided for those that are interested and if resources are available.

Fees

All counseling services are available to Viterbo University students at no extra fee.

Hours of Operation

Counseling Services is open during the fall and spring semesters Monday's and Wednesday's from 8:00 AM to 6:00 PM, Tuesdays 8:00 AM to 7:00 PM, Thursday's 8:00 AM to 5:00 PM, and Friday's 8:00 AM to 4:30 PM. Hours may be limited/changed during winter break, spring break, and summer sessions. The availability of services will vary from summer to summer and from week to week depending on the availability of staff to provide services. Students should utilize the online scheduling tool to determine availability of services during the school year, breaks, and summer sessions.

Walk-ins are welcome, however, counselors may or may not be able to see students depending on their availability and the nature of the visit (i.e. students in crisis). Appointments are recommended to ensure the availability of a counselor. Students with appointments take

precedence over walk-in students. Appointments can be made in person, over the phone, or through the Viterbo University Counseling Services website, <http://www.viterbo.edu/counseling-services/making-appointment> .

Counseling sessions last approximately 45-50 minutes. This allows time for the documentation of the session and preparation for the next appointment.

After-hours and on weekends, students are instructed to contact Campus Safety and Security at **608-796-3911** off campus or **3911** on campus. Campus Safety and Security will make contact with the Director of Counseling Services staff if necessary. **In the event of an emergency,** students can call Campus Safety and Security at **608-796-3911 or 911.**

Contact information:

LeeAnn Van Vreede, MA, LPC, SAC, ICS Director of Counseling Services, **608-796-3808**
levanvreede@viterbo.edu

Malena Lupient, MS, LPC-IT Part-time Qualified Training Therapist, **608-796-3809,**
mmlupient@viterbo.edu

JoAnn Skinner, BS, SAC-IT Intern for Counseling Services, **608-796-3810,**
counseling1@viterbo.edu

Kelsey Wright, BS, SAC-IT Intern for Counseling Services, **608-796-3810,**
counseling@viterbo.edu

Confidentiality

At intake, students will be presented with an Informed Consent form which outlines the limits of confidentiality. The student's signature on the Informed Consent will signify that he/she has read, understands, and agrees to the policy (See appendix A). When obtaining informed consent to counseling, the Counselor must inform the student as early as is feasible in the therapeutic relationship about the nature and the anticipated course of counseling, involvement of third parties, the limits of confidentiality, and provide sufficient opportunity for the student to ask questions and to receive answers.

When Counseling Services believes that a student poses a clear and imminent danger to himself/herself and/or to others, Counseling Services may release information, without the student's consent, to aid in the care and protection of the student or the endangered others.

When Counseling staff has reasonable cause to suspect that a child (a person under 18 years of age) has been subjected to abuse, which may involve physical abuse, sexual abuse, neglect, sexual exploitation or abandonment, as defined by Wisconsin law, the Counseling staff may release information, without the student's consent, to aid in the care and protection of that child. Counseling Services is further required by Wisconsin law to report this information to Child Protective Services. Counseling Services is also required to report elderly abuse and abuse of a vulnerable adult.

The Family Educational Rights and Privacy Act of 1974 (FERPA) provides that student records maintained by university counseling personal are not educational records. Therefore, student files do not become part of any permanent record at the university, but are the property of Counseling Services.

Students may review their records, in the presence of a Counseling Services staff member, following written request. The request and the fact that a review occurred will be entered in the student's record. Students may receive copies of the record. The request and the fact that a copy of the records were given will be documented in the student's file.

Wisconsin state law recognizes the privilege that attaches to the counselor-client relationship. If Counseling Services receives a subpoena for client records, the university's legal counsel will be consulted prior to taking any action. Students will be notified in advance, if at all possible, of any compliance with a court order, state or federal law that might require disclosure of client records.

The Authorization for Release of Information form will be used when a student desires for counseling information to be shared with a third party (See appendix B).

Scope of Practice

Viterbo University's Counseling Services provides short-term counseling for students enrolled in classes here at the university. Services are provided by state of Wisconsin licensed professionals or graduate level student(s) who is/are closely supervised by the Director of Counseling Services. The following are examples of services offered by Counseling Services:

- Short-term counseling to address concerns such as anxiety, depression, relationships, family issues, loss and grief, substance use issues, life decisions, sexual orientation, homesickness, and college-related transition.
- Crisis Intervention.
- Skill development in areas such as coping skills, self-esteem work, stress management/mindfulness, time management, and motivational skills.
- Programming to provide awareness and support for mental health related topics that help promote campus wellness.

Limited Service

Due to limited resources, student who require more intensive or specialized services or those with long-term psychiatric conditions will be referred to area mental health agencies. In addition, a student who requires counseling in an area that a counselor is not qualified or does not feel comfortable treating, may be referred to an appropriate provider. Students who receive off campus counseling will be responsible for any fees associated with those services. A comprehensive list of community resources will be provided upon request.

****Counseling Services does not prescribe or monitor psychotropic or any other medications.**

****Counseling Services does not offer court-mandated or forensically oriented services.**

Counseling Code of Ethics

The Ethical Principles of the American Counseling Association (ACA) serve as the primary guidelines for professional behavior in Counseling Services. All Viterbo University Counseling Services staff are expected to be familiar with and adhere to these principles in practice. Any interested parties are welcome to review the code at:

https://www.counseling.org/docs/default-source/ethics/2014-aca-code-of-ethics.pdf?sfvrsn=fde89426_5 .

Description of Services

Personal/Individual Counseling

Personal, also known as individual counseling at Viterbo University is design to help students in numerous areas of their life including but not limited to personal, social, and academic. The counselors are trained to help and support in areas such as mental health, relationships, conflicts, grief and loss, substance use issues, sexuality, and life decisions.

Group Counseling

Counseling Services provides some opportunities for students to acquire group support while addressing their current symptoms or situations. These groups may not be offered every semester however are developed at the request of the students when asked. Students are able to see what groups are being offered during any given semester by going to the Counseling Services website and clicking on “Services”.

Counseling Services Sanctioned by the University

In some instances, students may be referred to or mandated by the Vice President for Student Affairs (VPSA) to receive counseling services for an assessment and/or due to a university conduct offense. The policy on confidentiality may be limited for students who have been mandated, in that communication will be made between the counselor and Vice President for Student Affairs to indicate student’s attendance, participation, and general behavior. The student(s) will be made aware of this at their initial intake and a release will be obtained to allow this communication.

Services to Faculty, Staff, and Administration

Counseling Services does not provide direct counseling for Viterbo University faculty, staff or administration. However, referrals to community counseling services will be provided to assist with their personal issues. Viterbo University does have an Employee Assistance Program (EAP) that provides free and confidential counseling. This is provided by Mayo Franciscan Healthcare System and can be contacted at (608)392-9530.

Procedures for Receiving Services

Scheduling Appointments

Viterbo students may call **608-796-3825** or **608-796-3808** to schedule a counseling appointment. Student's may also schedule an appointment via the Viterbo University Counseling Services website at <http://www.viterbo.edu/counseling-services/making-appointment>. Students are encouraged to schedule an appointment as it helps and ensures they will be seen in a timely manner.

Walk-Ins

Students are more than welcome to walk-in for an appointment. However, those students with scheduled appointments will be seen first. Students that walk-in are not guaranteed they will be seen the same day and will be encouraged to schedule an appointment at their earliest convenience. Students seeking walk-in services are encouraged to come in at identified crisis hours and be seen at a first come, first served basis. Students with less urgent needs are encouraged to make appointments.

Records Management

Any student seen in Counseling Services will have a file maintained on the services they received. These files are maintained in the Counseling Services personnel offices and are kept in a locked file cabinet. **Note: Starting in July 2017 some files have been transferred to a HIPPA compliant electronic file/database.** Files are kept for seven years per state law and are shredded/erased at that time.

Documentation of Services and Clinical Files

- a. Services provided to student will be documented in a student counseling file. Files will be kept in a locked filing cabinet or in the HIPPA compliant database in the Counseling Services personnel office.
- b. No files will be removed from the office, unless required by a court order or some other extraordinary circumstance.
- c. At the initial session, student will review the Informed Consent form, sign and date if they are in agreement.
- d. Sessions will be documented in the form of a progress note that will be kept in the students' file. Progress notes will be completed in a timely manner.
- e. At minimum, progress notes should include the following information, though may vary due to clinician's order and style.
 1. **Subjective Findings** – What the student reports as the problem.
 2. **Objective Findings** – This includes an objective account of the students' appearance and behaviors. This information could be verified by observers and contains no analysis/judgement on the counselor's part.
 3. **Assessment of Progress** – This includes the counselor's analysis or interpretation of the student's issues and the session.
 4. **Plan** - This includes what will be worked on next session or be homework that is given to the student to practice between sessions.
- f. Documentation of relevant communication between counselor and student will be written in the students' file. This would include but is not limited to: canceled, rescheduled, no show appointments, emergency services, and phone contact.
- g. Documentation of a student's permission to release information will be maintained in the student's file. The student will utilize the Counseling Services Release Form and the original will be maintained in the student's file.

Crisis Intervention

Crisis intervention is a service that is provided to students who are in serious or immediate emotional distress. Counseling Services staff are trained and available to handle emergencies such as suicide attempts, suicide threats, reports of rape or attempted rape, sexual assault, physical assault, or other types of crisis. Students in crisis can visit or call Counseling Services during regular business hours at **608-796-3825** or **608-796-3808** or after-hours, students may call Campus Safety at **608-796-3911**, or call **911**.

Screening for Admission to a Hospital

If a student reports a plan, has threatened to, attempted, or succeeded in inflicting bodily harm to him or herself with the intention to take one's or another person's life, Counseling Services staff will do a suicide evaluation. If it is ascertained that the student is at risk to themselves or another person, Counseling Services staff will discuss hospital admissions with the student. If the student declines to go to the hospital, Campus Safety may/will be called and asked to escort the student to the hospital.

In effort to keeping professional ethical codes and legal requirements, maintaining the safety of students and others takes precedence over maintaining the confidentiality of the student. In the event that confidential information needs to be disclosed, only information vital to safety will be disclosed, and then only to individuals in a position to make appropriate use of the information.

After a student is referred to the hospital and psychiatric hospitalization is recommended by medical professionals, the Director of Student Life, the Assistant Director of Residence Life, the Residence Life Area Coordinator, the Director of Counseling Services and/or the Vice President for Student Affairs will notify the family of the student so that they can provide support and help in making decisions about the student. Rationale would be clearly and carefully documented in the student's file of the notification to the Vice President for Student Affairs and family.

Prior to returning to the University, the student must obtain a psychological assessment, a discharge summary, an on-going treatment plan, and a completed medical and mental health re-entry form (Appendix C). This will allow for the University to provide the needed support for successful re-entry into the rigorous academic and residential community. A letter will be given to the student that outlines this by the Vice President for Student Affairs. The letter will also state that the Director of Counseling Services and the Vice President for Student Affairs will review the recommendations and make the decision if and/or when the student is able to return.

Protocol within Counseling Services

Below are the protocols that Counseling Services staff utilize when addressing a crisis in their office:

Crisis Situation Occurs/In progress
Non-Hospitalization

Contact Mobile Crisis (784-4357) to assist in determining best placement of student

Counseling Service sees student in identified crisis

If determined that student is to remain on campus, a Safety Plan is developed.

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Connect/forward safety plan to Student Life so they are aware of the situation.

On Campus: Margy, Brian, Kirsten,
Jacob

Off Campus: Kirsten

Connect/forward safety plan to Student Life so they are aware of the situation.

On Campus: Margy, Brian, Kirsten,
Jacob

Off Campus: Kirsten

Crisis Situation Occurs/In progress
Hospitalization

Contact Director of Counseling Services
x3808 or
Contact Director of Camps Safety or
Campus Safety at x3911

If hospitalization is determined, connect
La Crosse County Mobile Crisis to assist
with the process

784-4357

Identify whom to contact (parent,
emergency contact, sibling, etc.)

Mayo ER phone #: 608-392-7000

Gundersen ER phone #: 608-775-3128

Identify if a visit from a campus staff
would be okay. Identify whom if you can.

Have student sign release form for
Counseling Services and have folder with
all information to return to campus ready

Student is then transported to hospital.
This will be done by either ambulance,
Crisis Mobile or by fleet vehicle.
Someone from professional staff will sit
with student until they are under the
care of the hospital. Give contact
information and folder to student.

Once student is safe, make sure the
following individuals have been notified:

Director of Campus Safety

Director of Counseling Services

Vice President for Student Affairs

Director of Student Life

Protocol for Suicide Threats

Viterbo University's policy and procedure surrounding suicidal threats, attempts, and acts can be found on the following websites; Counseling Services, Student Affairs and Student Life.

Sexual Misconduct or Assault

Viterbo University's policy and procedure on sexual assault can be found in the student handbook or on the following webpage:

http://www.viterbo.edu/sites/default/files/student_life/vawa012917policy.pdf .

Referrals

In certain situations, it may be necessary to refer a student for services not provided by Counseling Services. Some instances include but are not limited to: specialized treatment, treatment that is not offered by Counseling Services, medication evaluation, hospitalizations, and types of treatment for concerns that staff is not qualified and/or comfortable with providing to students. Students will be informed if a referral is being considered and will be included in the referral process.

Termination of Services

Students attend counseling on a completely voluntary bases and may terminate at any time. In some instances, however, counseling may be terminated by the counselor when it is therapeutically appropriate to do so. Instances in which the counselor may terminate counseling with a student may include the following: a student's lack of commitment to their treatment, therapy is not deemed as beneficial for the student, or other reasons which the counselor sees fit.

Counseling may be terminated when the student has:

- 1) Achieved stated goals
- 2) Left Viterbo University (graduated, transferred, withdrew)
- 3) Been referred to another provider

The counselor will broach the topic of completion as early in the counseling relationship as possible to provide enough time for the student to transition out of counseling. Counseling may be considered "complete" when the student feels they have received the maximum benefit from counseling or have reached their intended goal(s).

Evaluation of Services

In order to assess the effectiveness of Counseling Services, a satisfaction survey will be sent to students who have received counseling services at Viterbo University. This survey will be emailed to students who have sought counseling services at least once per semester. Students are asked to complete the survey via an online survey engine that will be accessible to the Director of Counseling Services. The surveys will be reviewed and areas of improvement will be noted. A plan of action will be developed to ensure that students receive optimal care.

Counseling Services Website

Given the important and growing role Counseling Services' website plays in the informing students, parents, faculty, and staff about services, the Director of Counseling Services will maintain and develop the department's website. Counseling Services aspires to have a comprehensive website that meets the needs of the Viterbo community. Counseling Services' home page is located at, <http://www.viterbo.edu/counseling-services> .

Appendices

Appendix A: Informed Consent Form

Appendix B: Release of Information Form

Appendix C: Mental Health Re-Entry Form