



Policies and Procedures Manual

West Virginia Wesleyan College
Center for Counseling & Well-Being

Mission Statement, Vision, and Goals

Mission Statement:

The mission of the West Virginia Wesleyan College Center for Counseling & Well-Being is to provide a professional and confidential setting of non-judgement for the psychological, emotional, and developmental support of students as they pursue academic goals and explore personal growth. It is our goal to act as a resource for faculty and staff to assist in their interactions with students. When this mission is fulfilled, the quality of students' experience at WVWC is enhanced, and they are more likely to achieve academic and personal success.

Vision:

WVWC Counseling Services aspires to support the mission of the college through the lens of "UMATTER" which guides our therapeutic process:

- Understanding - open, non-judgmental therapeutic styles
- Mental well-being - self-awareness, mindfulness, and supportive networks
- Approachability - accessible, welcoming, friendly Counseling Center staff and setting
- Timeliness - providing services in the earliest possible timeframe
- Trust - confidentiality is explained and upheld while insuring the client understands exceptions to confidentiality
- Excellence - high quality services through evidence-based resources and certified counselors (and practicing interns)
- Resiliency - provision of tools and insight for navigating life's challenges

Goals derived from Counseling Services mission statement:

1. Promote the psychological and emotional well-being of students.
2. Enhance the academic and personal functioning of students.
3. Serve as a resource for and collaborator with faculty and staff in interactions with students.

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Scope of Practice

WVWC Counseling Services provides short-term/brief supportive individual counseling for currently enrolled undergraduate and graduate students of the college.

- These services are provided by mental health professionals. Services are designed to assist students with a number of concerns and to enhance their ability to be more effective and successful in their academic and personal lives. Due to limited resources, a model of brief, goals-oriented counseling is used by Counseling Services. Students who need long-term or more intensive services will be referred to appropriate community mental health providers. Students are responsible for the cost of these off-campus services.
- All students are eligible for WVWC's crisis intervention services.
- Student also have the option of receiving therapy through Community Care, located in the Health Services side of the building. These services are billed to the student's insurance.

Counseling Services provides the following:

- Crisis intervention
- Short-term individual counseling for such matters as: anxiety, depression, loneliness, identity, coping with trauma, stress management, disordered eating concerns, alcohol/drug use/abuse, relationship concerns, grief and loss, family stress, sexual orientation, homesickness, college-related transition, developmental issues, and personal growth and development.
- Mindfulness tools
- Although families and partners of WVWC students may attend occasional consultation sessions, no ongoing counseling services are available to non-WVWC students.
- Assistance for students who have been diagnosed with one or more long-term psychiatric conditions for referrals to appropriate community mental health providers.
- Support and brief counseling for students recovering from sexual violence and/or interpersonal violence.
- Assessments and referrals to other campus resources, such as Student Success and the Learning Center, and referral to community resources, particularly for students whose presenting concerns are beyond Counseling Services' scope of practice.
- Mental health consultation, education, and outreach programs for students, faculty, and staff.
- WVWC faculty and staff seeking personal, individual counseling will be provided with off-campus resources and/or referrals in the interest of maintaining professionalism in the college workplace.

Limited Service

- Counseling Services does not provide long-term intensive counseling and psychotherapy. It is beyond Counseling Service's staffing to provide ongoing counseling and psychotherapy for students who may be diagnosed with a variety of serious, long-term psychiatric conditions, and individuals who appear to be a recurring high risk to themselves or to the WVWC community.
- Counseling Services does not provide treatment services for substance use/abuse. Counselors will meet with students seeking such treatment for a brief time to provide

support, assess the students' needs, and assist them with referrals to the appropriate level of care.

- WVWC Counseling Services does not prescribe or monitor psychotropic or any other medications. Students are encouraged to make an appointment with Community Care (in the Health Center).

In the event a student is unable to manage the cost of third-party providers, scholarships are available to assist in certain circumstances. If there are questions regarding the scholarship, contact Director of Counseling Services, Shauna Jones, at jones_s@wvwc.edu or Vice-President for Student Affairs, Alison Whitehair, at whitehair.a@wvwc.edu.

Uwill Teletherapy Services

WVWC is partnered with Uwill, the leading mental health and wellness solution for colleges and students, to provide our students immediate access to licensed counselors by video, phone, chat, or message. Uwill may be accessed through QR codes posted around campus or by visiting <https://app.uwill.com/>. Students can receive eight (8) free sessions during the academic year. Wellness activities on Uwill count as sessions.

Counseling Center Hours of Operation

Generally, the Counseling Center is open for in-person services Monday - Friday from 8:00 a.m. - 4:30 p.m. from the arrival of students for the Fall semester until the end of May term. Hours are limited during breaks such as winter break and spring break. Students can set up a virtual/online appointment during the summer break Monday - Thursday from 9:00 a.m. - 5:00 p.m. by emailing counseling@wvwc.edu.

The Counseling Center tries to accommodate walk-ins; however, appointments are recommended for all counseling sessions to be sure a counselor is available.

After-Hours Services

Even though the Counseling Center is not actively available beyond Monday-Friday 8:00 a.m.- 4:30 p.m., a student can still send an email to counseling@wvwc.edu to set up an appointment for business hours.

If you are experiencing an emergency or crisis after-hours, contact Campus Security at 304.473.8011 and/or local emergency services (911).

If you feel you are a danger to yourself or others, call 911 or report to St. Joseph's Emergency Department (located at 1 Amalia Drive, approximately 1.4 miles from campus; (304) 473-2000)

Should a student secure a counselor's personal contact information and communicate an emergency during after-hours, the counselor is not responsible for responding immediately.

Other after-hours resources:

- **National Suicide and Crisis Lifeline: 988**
- Uwill Teletherapy: <https://app.uwill.com/>
- Appalachian Community Health Center 24-hr. Hotline: (304) 472-2022
- 844.HELP4WV
- BIPOC/Young People of Color Lifeline: text STEVE to 741741
- Trevor Project (LGBTQIA+ support): (866) 488-7386
- Trans Lifeline: (877) 565-8860
- Veterans Crisis Hotline: (800) 273-8255 (press 1)

Regular Office Hours Services

Generally, students are scheduled for individual bi-weekly counseling appointments lasting 30-50 minutes. The Counseling Center also offers group counseling, couples counseling, tabling at events, and psychoeducational sessions for professors or organizations.

Sometimes an emergency or crisis occurs; guidelines for such follows:

Guidelines for Determining the Level of Response Required for During-Hours Emergencies

During-hour emergencies differ in terms of levels of urgency and steps needed to address them. These guidelines are not exhaustive—they are meant to provide general direction on how to address different kinds of emergencies. Involved parties should utilize these guidelines. Counselors should use these guidelines in conjunction with their clinical judgment. Counselors should also document their rationale for how they respond to any given emergency.

I. Emergency Response/Crisis Intervention

Emergency Response services are designed to assist students who are confronting life-threatening circumstances, current or recent traumatic experiences, serious mental illness, and concerns about the safety of self or others (e.g. suicidal thoughts, thoughts of harming others, recent or anticipated assault or abuse toward self or someone else, hallucinations, recent death of a loved one, etc.).

A. Goals of Emergency Response are:

1. Containment
2. Stabilization
3. Immediate safety
4. Plan for further treatment or follow-up as necessary

B. What Emergency Response is NOT:

1. Therapy
2. Substitute for therapy contact with regular counselor
3. Emotional support or an avenue for venting frustration, in the absence of lethality or real emergency
4. A means for client to get access to a counselor other than their assigned

counselor

5. A bridge between therapy sessions with their regular counselor - if a client truly needs more frequent contact, this should be arranged within the therapy relationship/process

II. Emergency Response vs. Crisis Intervention

A. What is an Emergency?

A mental health emergency is a life-threatening situation in which an individual is imminently threatening harm to self or others, severely disoriented or out of touch with reality, has a severe inability to function, or is otherwise distraught and out of control.

Examples of student situations that require immediate emergency response and a call to emergency medical personnel or police intervention (reach both at 911) include:

- Suicidal thoughts (e.g. referring to suicide as a current option or indirect reference to suicide or death)
- Strong desire to hurt others
- Bizarre/inappropriate behavior and/or garbled disjointed thoughts
- Students who are experiencing auditory or visual hallucinations
- Students who have recently (within 4 days) experienced a sexual or physical assault

Counselors may play a role in evaluating or consulting about such situations, but are not poised to intervene directly.

B. What is a Crisis?

A mental health crisis is a non-life-threatening situation in which an individual is exhibiting emotional disturbance or behavioral distress.

Examples of a mental health crisis include:

- Self-injury, but not needing immediate medical attention
- Eating disorders
- Emotionally distraught, very depressed, angry or anxious without the threat of imminent danger
- Increased nervousness, agitation, or irritability
- Withdrawal from others (isolation)
- Sudden changes in personal or classroom relationships
- Undue aggressive or abrasive behavior
- Infrequent class attendance
- Marked change in personal hygiene
- Signs of depression (frequent crying, insomnia, oversleeping, sudden weight loss/gain, loss of pleasure)
- Substance misuse (without current imminent danger)
- Significant changes in eating, sleeping, grooming, spending, or other daily activities
- Significant changes in performance or involvement in academics,

- sports, extracurriculars, or social activities
- Acting significantly withdrawn, tearful, or odd
- Difficulty concentrating, difficulty carrying on normal conversation
- Excessive dependence on others for company or support
- Feeling out of control of one's emotions, thoughts, or behaviors

Each situation will be assessed by the professional staff member during business hours. If the professional determines that the situation is an emergency they will provide guidance and/or arrive at the scene, if available. The counselor will assess the needs of the situation and determine the best course of action, whether that involves going to the site, deciding for other emergency services, etc.

Procedure If the Event Is Determined to Require Emergency Response

If the situation merits immediate attention and/or a counselor is not available, the person in crisis or campus security is to contact 911.

Contact the Director of Counseling Services at (304) 473-8803 or jones_s@wvwc.edu. If available, the counselor will go to the site to provide assessment, stabilization and arrangements for continued emergency care.

Procedure If the Event Is Determined to Require Crisis Intervention

If the involved faculty or staff member determines that the situation is not an emergency but warrants crisis intervention, the following procedures should be followed:

The faculty or staff member is encouraged to walk with the student in crisis to the Counseling Center. The student will be scheduled for the first available crisis assessment appointment available the same/next day. If a time is not available during regular office hours, the student will be scheduled for a time either before or after the Counseling Center opens the same/next day.

In the event the student is unable to walk to the Counseling Center, the involved party will contact the Director of Counseling Services at (304) 473-8803 or jones_s@wvwc.edu. If available, the counselor will go to the site to provide assessment, stabilization and arrangements for continued care.

If the crisis occurs on a weekend or holiday and does not merit the contacting of local emergency services or St. Joseph's Hospital, the involved party will contact the Director of Counseling Services at (304) 473-8803 or jones_s@wvwc.edu who will meet with the student during the next day the center is open.

Expressing Concern for a Student that is Not in an Emergency or Crisis

If a student is not exhibiting disturbance or behavioral distress and are not in need of immediate attention but are causing concern, individuals are encouraged to utilize WVWC's Early Alert Response System (EARS).

EARS is a system for early warnings intended to help identify student concerns, both academic and non-academic. The purpose is to identify those warning signs early enough so that appropriate support systems can be identified.

1. Complete the early alert form found on the WVWC Intranet website.
2. Provide the following basic information:
 - a. Who is involved?
 - b. What have you observed and/or what are your concerns?
 - c. Where and when did the incident occur? If your concern is not about a specific incident then indicate the history of your concern.
 - d. If possible, include as much information as is available regarding the student's academic progress, attendance, mental health, physical health, and motivation.
3. The EARS team will receive and review all alerts. Assessment of each alert will be conducted utilizing the Student Support Assessment Rubric. Outreach and intervention will be determined using the Student Support Outreach Rubric.

Providing Feedback to Faculty or Staff

When college staff or faculty are involved in requesting emergency services, they will be contacted and given general feedback on how the crisis was addressed, within the limits of confidentiality.

Students can also express concern for another student by e-mailing counseling@wvwc.edu. The Director will review these concerns and proceed with their best clinical judgment.

Services to Imminently Dangerous Students

In managing cases where imminent danger to a student or someone else is at issue, Counseling Center staff will act to minimize the danger in consultation with their professional colleagues.

In keeping with professional ethics codes and legal requirements, maintaining the safety of students and others take precedence over maintaining the confidentiality of clients. Even so, in the event of a necessary disclosure of confidential information, only information vital to contributing to safety will be disclosed, and then only to persons in a position to make appropriate use of the information. The rationale for all necessary disclosure will be appropriately documented in the students file.

Careful and prompt documentation will be made of consultations secured and steps taken to minimize danger.

Psychiatric Referrals in the Community and Psychiatric Hospitalizations

Students who need more intensive services than can be provided by Counseling Services will be referred to appropriate community mental health providers. Counselors will provide any assistance needed to set up an initial appointment, although students are encouraged to make the initial contact. Students who secure services with Community Care, United Summit Center, or elsewhere in the community are responsible for paying for those services. Most community providers accept insurance. Some have a sliding scale fee schedule for patients who do not have insurance for mental health services.

A list of community mental health providers is available in the Counseling Center and on the counseling webpage. Students may use these lists to self-refer if they prefer not to see a WVWC counselor for a referral.

Students who are experiencing a mental health emergency typically will be transported to the local hospital emergency room by local ambulance for safety and liability reasons. Upon admission to a higher level of care, the student's treatment is determined by that facility's medical/clinical providers.

Suicidal Student Protocol and Policy

The College recognizes that a student's physical, behavioral, and emotional health is an integral component of a student's academic success at WVWC. Nearly everyone at some time in his or her life thinks about suicide. Most everyone decides to live because they come to realize that the crisis is temporary but death is not. On the other hand, people in the midst of a crisis often perceive their dilemma as inescapable and feel an utter loss of control.

There is no "typical" suicidal person. No age group, ethnicity, or background is immune. Fortunately, many troubled individuals display behaviors deliberately or inadvertently signal their suicidal intent. Recognizing the warning signs and learning what to do next may help save a life.

Warning signs (numerous or severe):

- talking about suicide, death, and/or no reason to live
- preoccupation with death and dying
- withdrawal from friends and/or social activities
- experience of a recent severe loss (especially a relationship) or the threat of a significant loss
- experience or fear of a situation of humiliation or failure
- drastic changes in behavior
- loss of interest in hobbies, work, school, etc.
- preparation for death by making out a will (unexpectedly) and final arrangements
- giving away prized possessions
- previous history of suicide attempts as well as violence and/or hostility
- unnecessary risks; reckless and/or impulsive behavior
- loss of interest in personal appearance
- increased use of alcohol and/or other drugs
- general hopelessness
- unwillingness to connect with potential helpers

Purpose

The purpose of this protocol is to provide education and guidance to faculty, staff, students, and other members of the college community to help prevent student suicide. ***All suicidal behavior or threats should be taken seriously and immediately referred in accordance with this protocol.*** In the case of an emergency, please dial 911 then contact Campus Security at (304) 473-8011.

This Protocol shall be followed in the event a College employee has actual knowledge that a student:

- Is actively engaged in suicidal behavior psychological crisis *or*
- Has engaged in suicidal behavior previously while enrolled at the College or recently before matriculation *or*
- Has stated plans or intentions to commit suicide, including active suicidal ideation with specific plan and intent to act or active suicidal ideation with some intent to act, without a specific plan *or*
- Where the college has actual knowledge that a student has engaged in suicidal behavior and is currently hospitalized, these protocols shall be activated in the event the student seeks to return to the College.

Emergency Protocol

Any member of the College community who has actual knowledge that a student is suicidal or in psychological crisis to any degree will:

- 1) *Immediately* contact 911.
- 2) Call Campus Security at (304) 473-8011 or x8011 (all hours).
- 3) The Dean of Students or the Director of Counseling Services will attempt to contact the student's emergency contact of record or another emergency contact identified by the student.
- 4) Upon return to campus, the Director of Counseling Services will reach out to the student for supportive follow-up.
- 5) In accordance with the West Virginia Wesleyan College Student Handbook, the BIT can recommend an administrative withdrawal for students that engages, or threatens to engage, in behavior which poses a danger of causing physical harm to self or others.

Non-Emergent or Previous Suicidal Behavior Procedure

Any member of the College community who has actual knowledge that a student has engaged in suicidal behavior while enrolled at the College or recently before matriculating is encouraged to submit an early alert.

Based on the information received, the BIT will determine whether the protocol should be activated. In doing so, a designee of the BIT may attempt to meet with the student. The BIT may also consult with other offices/resources to determine an appropriate medical referral, help identify support strategies, and/or develop a follow-up action plan for the student.

Mandated Services

There are instances when a mandated session for evaluation can be useful: first, because there are occasions when it is prudent to require otherwise unwilling students to undergo an evaluation of their risk to hurt themselves; and second, because on occasion a mandated session can lead to genuinely voluntary counseling.

Mandated psychological evaluations should be considered a last resort. In fact, to the extent that Counseling Services becomes perceived as a place where students are required to come for treatment, its central mission of providing voluntary services for students will be fundamentally undermined.

Circumstances under which mandated counseling at Counseling Services does and does not occur

- Counseling Services does not provide services to students who are required to receive mental health treatment or assessment by a court of law.
- Counseling Services accepts mandated evaluation cases from the WVWC Campus Life staff or the College's Judicial Conduct Board.
- Counseling Services provides a brief mandated evaluation session for students who indicated mental health issues during their Academic Standing appeal.
- As a rule, Counseling Services only accepts mandated evaluation cases that can be completed over the course of one or two sessions.
- Counseling Services only accepts mandated evaluation cases for which the staff has the expertise and resources to offer competent evaluation. Staff members will work with the WVWC staff and/or the student to identify viable community resources.

Communication between Counseling Services staff and WVWC Staff/Administration about students participating in mandated evaluation sessions

- Counseling Services staff will only provide information relating to students attending or not attending their mandated evaluation session(s). The only exception occurs when a student presents a clear and imminent danger to self or others—then Counseling Services staff will actively work with the staff to address the potential danger.

This does not preclude the possibility of the WVWC staff, the student, and Counseling Services staff agreeing that other pertinent information can be released.

Alternatives for students mandated to participate in counseling

- Any students mandated by WVWC staff or by the Judicial Conduct Board to participate in an evaluation session(s) at Counseling Services are also afforded the alternative of securing evaluations from appropriate licensed mental health professionals in the community. Should a student choose to utilize an off-campus mental health professional, appropriate documentation must be provided.

Students with Disordered Eating Concerns

Although Counseling Services routinely provides services to many students with eating related concerns, the center does not provide services when students require treatment beyond the scope which the center can accommodate. In these instances, Counseling Services will refer the student to the appropriate level of care. Examples of situations in which the center is not positioned to treat eating-related concerns include:

1. Cases that require coordination of intensive medical and/or nutritional treatment, including cases of full-fledged Anorexia Nervosa.
2. Cases requiring multiple weekly counseling sessions for months at a time.
3. Cases in which treatment is not voluntary.

Whenever appropriate, students who are treated at the Counseling Center for eating-related concerns will be referred to other community resources for medical consultations. Students will be required to sign a Consent for Services form that allows consultation between Counseling Services and Health Services.

Students with eating relating concerns that require treatment beyond the scope offered at Counseling Services will be referred to treatment programs in surrounding communities and/or out-of-state programs.

Supporting Special Accommodations for Students

Counseling Services staff support a student's request for special accommodations (e.g., reductions in course loads, particular housing arrangements, emotional support animals and the like) when significant psychological problems (e.g., clinical depression) or personal concerns (e.g., serious illness or disability) have markedly undermined the student's ability to function, and when allowing the accommodation may significantly improve the student's functioning.

Counseling Services staff, however, will not provide students with supportive documentation. This documentation must be obtained from an appropriate third-party or off-campus healthcare provider.

The decision to grant such accommodations is overseen by the Director of the Learning Center.

Documentation required for Emotional Support Animals is outside the scope of the services provided by Counseling Services. Students requesting documentation for Emotional Support Animals will be referred to appropriate off-campus mental health providers.

Relationship with the Learning Center and Students with Disabilities

Any formal academic accommodations arranged for students with learning differences, attention deficit hyperactivity disorder, or psychological disabilities are the responsibility of WWC's Learning Center. Counseling Services staff working with a student who might require such accommodations will refer the student to the Learning Center, where the implementation of any accommodations may occur.

Counseling Services does not provide psychological assessments for diagnosing learning disabilities or attention disorders, only support with appropriate healthcare referrals and resources. Students seeking such services will be directed to the Learning Center for guidance on securing the services.

Supporting Student Medical Withdrawal and Readmittance

Counseling Services staff support student medical leaves when significant psychological problems (e.g., clinical depression) or personal concerns (e.g., serious illness in family) have markedly undermined a student's ability to function academically. The decision to grant a medical leave, however, is ultimately the responsibility of the Director of Academic Services.

Counseling Services staff will document their support of a student's medical leave in the student's counseling folder and upload it into the Guardian case management system.

CLIENT RIGHTS, RESPONSIBILITIES, AND PROCEDURES

Ethical Standards and Confidentiality

Counseling Services' professional staff adhere to the ethical standards of their profession: American Counseling Association (ACA).

Of critical importance to Counseling Services' mission is maintaining ethical standards relating to the confidentiality of our services. The standard from NASW's (1999) Code of Ethics relating to "Privacy and Confidentiality" (Ethical Standards 1.07) serves as a general standard for all Counseling Services' professional staff and interns.

Students will receive a copy of the Information, Disclosure, and Consent form during the initial consultation session to keep with their important paperwork. Students sign off on the intake form that they have been provided a copy, have read it, and have been given the opportunity to ask questions.

Making Counseling Appointments

WVWC students may make appointments to see a therapist by emailing counseling@wvwc.edu.

Students may also call (304) 473-8803 to leave a message requesting an appointment. Students are required to give a name, contact phone number, and contact e-mail address.

Counseling Services professional staff will do its best to accommodate walk-in and drop-in students on the basis of availability, which is not often.

Appointments are generally every two weeks. The Director of Counseling Services may make weekly exceptions in special situations (i.e., working with a suicidal student).

If the therapist believes the student to be under the influence of any intoxicating substances, the student may be asked to reschedule.

Missed Appointments (No Shows)

In fairness to students wanting to secure timely services from Counseling Services (and with respect to the therapist's time), students who miss an appointment without notifying the counselor will typically be allowed no more than one additional consecutive "no show" or three "no shows" in one semester before they become ineligible for services for the remainder of that semester. Counselors will notify such students of their ineligibility via e-mail, with a copy placed in the student's counseling file. Any exceptions to this practice also will be documented in the student's file.

This policy is clearly stated in the Consent for Services form that students complete at their first session. Exceptions to this practice are at the discretion of the Director of Counseling Services.

Termination of Services

Therapy is voluntary and the client may terminate services at any point by letting the counselor know in writing via email. In some instances, counseling may be terminated by the therapist when deemed appropriate to do so, such as a student not participating in their treatment plan, the student missing too many sessions, or other reasons determined by the therapist.

Services will also be terminated when:

- the student has achieved their treatment goals
- left the college (graduated, transferred, withdrawal)
- been referred to another provider

Duplication of Counseling Services

WVWC Counseling Services provides short-term/brief supportive individual counseling for currently enrolled undergraduate and graduate students of the college. Due to limited resources, a model of brief, goals-oriented counseling is used by Counseling Services. Students receiving clinical mental health services from a provider outside of the college will not be offered duplicate recurring services from Counseling Services. There may be occasion that a student is seeing a Community Care therapist or other outside provider but if an EARS alert warrants it, the Director of Counseling Services will check in with the student.

In order to ensure best practice, students who are receiving psychiatric services from a provider outside of Counseling Services will be referred to their prescriber if clinical mental health services are offered.

Evaluation of Services

Students who participated in counseling sessions at the center will be invited to complete an anonymous internet-based or paper-and-pencil survey. Students may receive an email invitation or access to a QR code for accessing the survey. No record will be kept of who accesses the form and responses will remain anonymous.

OTHER COUNSELING CENTER POLICY AND PROCEDURES

Documentation of Services and Clinical Files

The Counseling Center operates under the Family Education Rights & Privacy Act (FERPA). Counseling records are classified as “treatment records” and kept separate from all other WVWC records.

All counseling services provided to WVWC undergraduate and graduate-level students will be documented in student counseling files. Paper copies of documentation will be placed in the student files as soon as such documentation is available. Electronic documentation will be securely stored in Guardian. No student files will be removed from the premises, unless required by a court order or some other extraordinary circumstance.

Students will complete the Intake Form at the time of their first session.

Students will read the Consent for Services form and if in agreement, will sign and date the form at the time of their first session.

Documentation of emergency, crisis, or other services provided by Counseling Services professional staff will be completed as soon as practically possible, targeting within three working days. This documentation will be kept in Guardian.

Documentation of any student’s permission to release confidential information will be made using Counseling Services’ Consent to Release Information form. The original will be kept in the student’s counseling file.

Copies of any pertinent correspondence with or about clients will be included in Guardian.

All documentation of services completed by counselors will include a signature block with the documenting counselor’s name, degree, and professional licensure or certification.

In keeping with West Virginia state law, hard copies of documentation of services will be shredded or otherwise destroyed approximately seven years after the student in question graduates or otherwise leaves West Virginia Wesleyan College.

Master’s Level Practicum and Internship Students

Due to confidentiality, the center cannot accept undergraduate practicum and internship students from West Virginia Wesleyan College.

Master’s level practicum and internship students will be accepted at the center. These students must apply to the Director of Counseling Services and conduct an interview either in-person or on-line. They will be carefully selected, trained, supervised, and evaluated.

Practicum and intern students will be provided the amount of direct supervision required by their home college or university.

Students participating in counseling with a graduate student will sign a consent to audio/video taping that will be used for training and supervision purposes.

Graduate students will be trained in Guardian to keep counseling notes which must be completed within three working days of each session.

Graduate students will abide by the WVWC employee policies and procedures that apply.

Maintaining the Counseling Center Webpage and Social Media Accounts

Given the important and growing role that the Counseling Services webpage and social media accounts plays in informing students, parents, faculty, and staff about services, the Director of Counseling Services (or the director's designee) will maintain and develop the center's webpage. Counseling Services aspires to have a comprehensive website that meets and sets national standards. Counseling Services' home page is located at <https://www.wvwc.edu/counseling-center/>. The Counseling Center is on Instagram @wvwc_counseling.

Use of Electronic Mail

All Counseling Services staff will employ an automatically generated "signature" on their WVWC electronic mail. This signature will contain an advisory indicating that the confidentiality of messages sent via electronic mail cannot be assured.

Counseling Services staff will only use electronic mail to communicate to students about relatively mundane matters such as scheduling an appointment, and will strive to minimize the confidential content of electronic mail messages sent to students.

Staff may send messages to those who have been referred through the EARS (Early Alert Response System).

Social Networking and Internet Searches

Counseling Services staff members do not accept friend requests from current or former clients on psychotherapy related profiles on social networking sites due to the fact that these sites can compromise clients' confidentiality and privacy. For the same reason, Counseling Services staff members request that clients do not communicate via any interactive or social networking websites. Clients may interact on the WVWC Counseling Center's social media accounts.

Please direct any questions about this manual to the Director of Counseling Services, Shauna Jones, at jones_s@wvwc.edu.