



# POLICIES

West Virginia Wesleyan College  
Center for Counseling & Well-Being

## **Mission Statement, Vision, and Goals**

**Mission Statement:** The West Virginia Wesleyan College Center for Counseling & Well-Being aims to provide a confidential, non-judgmental environment for psychological, emotional, and developmental support for students. This enhances their academic experience and personal growth.

**Vision:** WVWC Counseling Services supports the college's mission through our "UMATTER" framework:

- **Understanding:** Open, non-judgmental therapy
- **Mental well-being:** Self-awareness and supportive networks
- **Approachability:** Accessible and friendly staff
- **Timeliness:** Prompt service delivery
- **Trust:** Confidentiality with clear exceptions
- **Excellence:** High-quality, evidence-based services
- **Resiliency:** Tools for navigating challenges

### **Goals:**

1. Promote students' psychological and emotional well-being.
2. Enhance students' academic and personal functioning.
3. Collaborate with faculty and staff to support student interactions.

## **Scope of Practice**

The WVWC Center for Counseling & Well-Being offers short-term individual counseling for enrolled undergraduate and graduate students by qualified mental health professionals. Services address various concerns to help students succeed academically and personally. Long-term or intensive cases are referred to community providers at the student's expense, although students may work with the Director of the CCWB for possible assistance.

## **Services Provided at the CCWB:**

- Crisis intervention
- Short-term individual counseling for issues like anxiety, depression, trauma, sexual orientation, stress management, substance use, relationship concerns, and personal growth. “Short-term” means typically resolved over one semester (though it can extend through the academic year).
- Group counseling: groups are educational, unless indicated and may be facilitated by trainees under the supervision of the Director of Counseling Services.
- Online resources at [wellbeing.wvwc.edu](http://wellbeing.wvwc.edu) and Instagram ([wvwc\\_counseling](https://www.instagram.com/wvwc_counseling))
- Couples counseling: couples can be seen together as long as there is no past or current individual counseling occurring with the same counselor.
- Mindfulness tools including breathwork, visualization, guided meditations
- Outreach programming: education, prevention, and wellness programs for students, faculty, and staff, offered throughout the year
- Referrals for long-term psychiatric conditions and community resources
- Mental health consultation and outreach programs

## **Limited Service**

1. The CCWB does not provide long-term therapy or treatment for heavy substance use disorders.
2. Certain issues are referred out, including chronic suicidality and severe eating disorders.
3. Medication management is not offered; students are encouraged to consult Community Care.
4. CCWB staff support students' requests for special accommodations when significant psychological problems or personal concerns have substantially impaired their ability to function, and when the accommodation may significantly improve their functioning. These accommodations may include reductions in course loads or specific housing arrangements.

However, CCWB staff do not provide supportive documentation for these requests. Students must obtain this documentation from an appropriate third-party or off-campus healthcare provider. The final decision to grant such accommodations is made by the Director of the Learning Center.

5. Documentation required for Emotional Support Animals (ESAs) is outside the scope of the services provided by CCWB staff. Students will contact qualified off-campus mental health providers. The decision to grant such accommodations is overseen by the Director of the Learning Center.

## **Counseling Center Hours**

The Counseling Center operates Monday to Friday from 8:00 a.m. to 4:30 p.m., with limited hours during breaks. Virtual appointments may be available in summer. Walk-ins are accommodated as possible, but appointments are recommended.

### **After-Hours Services**

For emergencies after hours, contact Campus Security at 304.473.8011 or text 988 (Crisis Lifeline).

Other resources include hotlines for various support needs:

- **National Suicide and Crisis Lifeline: 988**
- Community Care After-Hours Line: (888) 557-2298
- 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)

### **Making Counseling Appointments**

Students can schedule appointments via email ([counseling@wvwc.edu](mailto:counseling@wvwc.edu)). Appointments may be weekly, bi-weekly, or monthly and will be determined between the counselor and client.

### **Missed Appointments**

Students who miss appointments without notice may lose eligibility for services after a set number of "no shows." Notifications will be sent via email.

### **Termination of Services**

Clients may terminate services at any time in-person or via email. Therapists may also end services if treatment goals are met or if attendance is inconsistent.

### **Duplication of Counseling Services**

Students receiving external mental health services will generally not receive duplicate counseling from WVWC due to resource limitations.

### **Mandated Services**

Mandated evaluations may be required in certain situations but should be a last resort to maintain the voluntary nature of counseling services.

## **Suicide Policy and Protocol**

West Virginia Wesleyan College's Suicidal Student Protocol and Policy aims to prevent student suicide and provide guidance for the college community. The policy recognizes that suicidal thoughts can affect anyone, regardless of age, ethnicity, or background. Each year, the college is required by West Virginia law to notify the campus community of suicide warning signs, protocols, and available resources.

### **Warning Signs**

- \* Talking about suicide or death
- \* Withdrawal from social activities
- \* Drastic behavior changes
- \* Preparing for death (e.g., making a will unexpectedly)
- \* Giving away prized possessions
- \* Increased substance use
- \* Expressing hopelessness

### **Emergency Protocol**

This protocol applies when a college employee has actual knowledge of a student's suicidal behavior, plans, or intentions, including active suicidal ideation with or without a specific plan.

1. Encourage the student to call/text 988 (Crisis and Suicide Lifeline)
2. Call Campus Security at (304) 473-8011.
3. The Dean of Students or Director of Counseling Services will attempt to contact the student's emergency contact.
4. If the situation necessitates calling 911, the student may be transported to the local emergency room for evaluation. Students are encouraged to sign a release of information at the hospital so that a discharge plan can be sent to the CCWB, or the student is encouraged to provide the CCWB Director with a hospital discharge plan upon their return to campus only to facilitate support.

### **Non-emergent or Previous Suicidal Behavior**

For non-emergent cases or previous suicidal behavior:

1. Submit an early alert.
2. The BIT will determine if the protocol should be activated.
3. A BIT designee may meet with the student.
4. The BIT may consult other resources to determine appropriate referrals, supportive strategies, or develop a follow-up action plan.

The Behavioral Intervention Team (BIT) can encourage administrative withdrawal for students posing a danger to themselves or others. Our mission is to keep students breathing so they can build the life they want to live.

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*Please direct any questions about these policies to the Director of Counseling Services, Shauna Jones, at [jones\\_s@wvwc.edu](mailto:jones_s@wvwc.edu).*