West Virginia Wesleyan College Counseling Services

Policies and Procedures Manual

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***Mission Statements and Goals***

Date adopted: August 2019

Most recent revision: August 2019

**Mission Statement:**

The mission of West Virginia College Counseling Services 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.

**Goals derived from Counseling Services’ mission statement:**

1. Promote the psychological and emotional wellbeing of students.

2. Enhance students’ academic and personal functioning.

***Policy on Ethical Standards and Confidentiality***

Date adopted: August 2019

Most recent revision: August 2019

• 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.

***Policy on Counseling Services’ Hours of Operation***

Date adopted: August 2019

Most recent revision: August 2022

• Generally, Counseling Services is open Monday through Friday from 8:00 AM to 4:30 PM

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

• Counseling appointments are made in one-hour increments. The actual length of time for a

counseling appointment is 30 to 50 minutes.

***Scope of Practice Policy***

Date Adopted: August 2019

Most recent revision: August 2022

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. However, in the event a student is unable to manage the cost of third-party providers, scholarships are available to assist in certain circumstances. (see ***Procedures for Psychiatric Referrals in the Community and Psychiatric Hospitalizations*** for more information)

All students are eligible for WVWC’s crisis intervention services.

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.

• 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.

Limited Service

Counseling Services does not provide long-term intensive counseling and psychotherapy. It is beyond Counseling Services’ 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.

***Policy on Eligibility for Services***

Date adopted: August 2019

Most recent revision: August 2022

• Currently enrolled WVWC undergraduate students and students enrolled in the Graduate

Programs at WVWC are eligible to receive services at Counseling Services.

• WVWC faculty and staff are welcome to utilize Counseling Services as a resource to assist in their interactions with students. Faculty and staff seeking personal, individual counseling appointments will be provided with off-campus resources and/or referrals in the interest of maintaining professionalism in the college workplace.

• Although the families and partners of WVWC undergraduate students may attend occasional

consultations together with a WVWC student who is in counseling at Counseling Services,

no ongoing counseling services are available to non-Wesleyan students.

• Counseling Services does not offer court-mandated or forensically oriented services to

WVWC College students.

• Should a student require counseling or psychological services beyond those offered

by Counseling Services, counselors will work with the student to identify community

resources to meet their needs. Examples of services beyond those offered at the center

include long-term counseling requiring multiple sessions each week or long-term weekly

counseling; counseling for students with active eating disorders that require intensive medical,

psychiatric, and/or nutritional services; drug and alcohol assessment and treatment; and other

similarly complex services as determined by the Director of Counseling Services.

***Policy on Counseling Services During the Summer***

Date adopted: August 2019

Most recent revision: August 2019

• While Counseling Services is closed during the summer, staff will assist in coordinating counseling or psychological services for students during this period.

***Policy on After-Hours Services***

Date adopted: August 2019

Most recent revision: August 2022

• Counseling Services is open Monday through Friday from 8:00 am to 4:30 pm from the arrival of students for the Fall semester until the end of the May term. In the event there is an emergency during after-hours, counseling services can be secured by

contacting local resources:

Local Emergency Assistance – 911

St. Joseph’s Hospital – (304) 473-2000

Appalachian Community Health Center 24 hr. Hotline – (304) 472-2022

Help304 Emotional Support Line - (877) 435-7304

Suicide and Crisis Hotline - 988

• 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.

***Policy on During-Hours Services***

Date adopted: August 2019

Most recent revision: August 2022

**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.

**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.).

Goals of Emergency Response are:

a) Containment

b) Stabilization

c) Immediate safety

d) Plan for further treatment or follow-up as necessary

What Emergency Response is NOT

a) Therapy

b) Substitute for therapy contact with regular counselor

c) Emotional support or an avenue for venting frustration, in the absence of lethality or real emergency

d) A means for client to get access to a counselor other than their assigned counselor

e) 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

**Emergency Response vs. Crisis Intervention**

What is an Emergency?

An emergency (behavioral health) is defined as an emergent situation in which the member is in need of assessment and treatment at the appropriate level of care , is a danger to himself or others, exhibits acute onset of psychosis, exhibits severe thought disorganization, or exhibits significant clinical deterioration in a chronic behavioral condition rendering the member unmanageable and unable to cooperate in treatment.

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 include:

* Suicidal thoughts (e.g. referring to suicide as a current option or indirect reference to suicide or death)
* Wanting to hurt others
* Bizarre/inappropriate behavior and/or garbled disjointed thoughts
* Highly disruptive behavior (e.g., aggression toward other people, violent outbursts)
* Acting on a suicide threat
* Homicidal or threatening behavior
* Self-injury needing immediate medical attention
* Severely impaired by acute substance misuse
* Talking about threatening behavior
* Highly erratic or unusual behavior that indicates very unpredictable behavior and/or an inability to care for themselves.
* Students who have recently (within 4 days) experienced a sexual or physical assault.
* Students who are experiencing auditory or visual hallucinations.
* Students who are experiencing delusional thinking
* Students who are having an adverse reaction to a psychological medication prescribed
* Counselors may play a role in evaluating or consulting about such situations, but are not poised to intervene directly.

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. A mental health crisis is an emotional or behavioral event that warrants same/next day attention by a mental health professional. Crisis is an abnormally stressful event requiring assistance in the near future.

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, making arrangements 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 individual involved in the Emergency is to contact local emergency services or St. Joseph’s Hospital.

In the event a campus Counselor is available and involved, the involved party will contact the Director of Counseling Services at oliverio.w@wvwc.edu via Google Mail Messenger. If available, the Counselor will go to the site to provide assessment, stabilization and arrangements for continued emergency care. (***See Suicidal Student Policy and Procedure.***)

**Procedure If the Event Is Determined to Require Crisis Intervention**

If the involved staff member determines that the situation is not an Emergency but warrants Crisis Intervention, the following procedures should be followed:

The involved party is encouraged to walk with the student in crisis to Counseling Services. The student will be scheduled with Counseling Services for the first available crisis assessment appointment available the same/next day. All efforts will be made to schedule the student as soon as possible. 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 should availability permit.

In the event the student is unable to walk to Counseling Services, the involved party will contact the Director of Counseling Services at oliverio.w@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 oliverio.w@wvwc.edu. Counseling Services will make arrangements to meet with the student during the next day the Center is open.

**Expressing Concern for a Student**

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 College 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.

Students can also express concern for another student by e-mailing [counseling@wvwc.edu](mailto:counseling@wvwc.edu). A counseling staff member will review these concerns and proceed with their best clinical judgment.

**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.

***Postvention Procedure***

Date adopted: August 2019

Most recent revision: August 2019

Postvention is defined as responding or being prepared to respond in a way that is helpful after a suicide or death. The intention of this procedure is to facilitate the grieving or adjustment process, stabilize the environment, reduce the risk of negative behaviors, and limit the risk of further suicides through contagion.

**Counseling Services Role in Postvention Procedure**

Following a death or a death by suicide on campus, it is Counseling Services mission to help those impacted by the death: process the current trauma and grief, provide psychoeducation, support, and resources to students to aid in limiting the risk of further suicides or suicidal imitation, as well as, assist faculty and staff as a resource.

Immediately following Counseling Services being notified of a death or death by suicide on campus, the Director will be available for students to begin processing the event. The way in which this occurs will be at the Director’s discretion. Clinical services will be provided at flexible times and locations in order to accommodate high risk groups and individuals. Student support services will be provided to the campus community, Faculty and staff will be given crisis resources to share with students, and clinical support as needed.

It will be a priority to facilitate face-to-face meetings with students who lived in the same building of the deceased. In the case of a completed suicide, it is a natural impulse for survivors to want a simple reason as to why a suicide happened and this might involve blaming someone close to the deceased. Interventions should involve an explanation of the complexity of suicide.

Counseling Services will also delegate the task of and/or personally contact local community resources such as community mental health agencies and crisis response teams. Examples of these are listed below:

|  |  |  |  |
| --- | --- | --- | --- |
| Agency | Name of Contract | Email | Phone |
| Local Churches for Pastoral Support | Jonathan Acord or Darlene Bosley will notify local pastors | [acrod.j@wvwc.edu](mailto:acrod.j@wvwc.edu)  bosley.d@wvwc.edu | 304-692-1055 |
| Appalachian Community Health Center - Crisis Response Team | Richard Kiley, Jr.  Joy Messenger | rkiley@achcinc.org | (304) 636-3232  (304) 613-3300 |
| St. Joseph's Hospital | Skip Gjolberg |  | (304) 473-2000 |
| Upshur County School District Counselors - | Eddie Vincent | edvince@k12.wv.us | 304-472-5480, extension 1020 |
| Community Care of WV | Jessica Simons | jessica.simons@ccwv.org | X. 8100 |
| United Summit Center | Aaron Medina | [aaron.medina@wvumedicine.org](mailto:aaron.medina@wvumedicine.org) | (304) 269-5220 |
| WVU M.A. Clinical Mental Health Counseling Program | Ed Jacobs | ed.jacobs@mail.wvu.edu | (304) 293-2177 |

In the time following the initial death or death by suicide. Counseling Services will be of service to the College community by helping those impacted: process the current trauma and grief in individual or group settings, providing psychoeducation and resources to students or classrooms (upon request) to aid in limiting the risk of further suicides or suicidal imitation, and assisting faculty and staff as a resource.

***Policy on Mandated Services***

Date adopted: August 2019

Most recent revision: August 2019

In as much as genuine counseling requires voluntary engagement on the part of clients, mandated

counseling is largely untenable. There are, however, 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.

Having stated this, it must also be emphasized that 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. Students seeking such services will be

referred to licensed professionals in surrounding communities.

• Counseling Services only accepts mandated evaluation cases from the WVWC Campus

Life staff or as a result of a ruling through the College’s Judicial Conduct Board.

• Counseling Services also accepts mandated evaluations in the event a student is approved for readmittance at WVWC after a medical leave (or leave of absence) due to mental health struggles. In this case, the student will be required to:

* Present appropriate documentation from an off-campus healthcare provider.
* Participate in an initial evaluation with Counseling Services to discuss the student’s plan for continued mental health support. Counseling Services will not serve as a treatment planner, therefore placing importance on having a well thought out plan and supports before returning to campus.
* Meet with Counseling Services two to three weeks following the initial evaluation to assess student’s adaptation and implementation of their treatment plan.

• As a rule, Counseling Services only accepts mandated evaluation cases that can be completed

over the course of one or two sessions. Ongoing evaluations with Counseling Services does not replace regular counseling with a third-party provider that may be a necessary part of an ongoing treatment plan.

• Counseling Services only accepts mandated evaluation cases for which the staff has the

expertise and resources to offer competent evaluation.When Counseling Services’ staff lack the necessary expertise or resources to

offer competent evaluation, staff members work with the WVWC staff and/or the student to

identify any viable community resources.

**Communication between Counseling Services’ staff and Administration**

**about students participating in mandated evaluation sessions**

• Counseling Services’ staff only provide information relating to students’ mandated

evaluation sessions to WVWC staff when students provide their written consent. The only exception occurs when a student presents a clear and imminent danger to self or others—then Counseling Services’ staff actively work with the staff to address the potential danger. Students who decline to provide Counseling Services’ staff with permission to provide the WVWC staff with information relating to their participation in mandated evaluation sessions may face potential consequences from college administration. For example, the appearance of a student is not meeting counseling or assessment requirements instituted by WVWC Judicial Conduct Board.

• When students give written consent to Counseling Services’ staff to relay to WVWC staff information about their mandated sessions, the only information the staff will receive is: information that relates to (1) the students’ actual attendance for the assessment session(s) and (2) information that has a bearing on students’ danger to themselves or others.

This does not at all preclude the possibility of the WVWC staff, students, 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.

***Policy on Services to Imminently Dangerous Students***

Date adopted: August 2019

Most recent revision: August 2019

• In managing cases where imminent danger to a student or someone else is at issue,

Counseling Services’ 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.

***Policy on Services for Students with Disordered Eating Concerns***

Date adopted: August 2019

Most recent revision: August 2019

• 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:

o Cases that require coordination of intensive medical and/or nutritional treatment,

including cases of full-fledged Anorexia Nervosa.

o Cases requiring multiple weekly counseling sessions for months at a time.

o Cases in which treatment is not voluntary.

• Whenever appropriate, students who are treated at Counseling Services 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 refer to treatment programs in surrounding communities and/or out-of-state programs.

***Policy on Supporting Student Medical Leave***

Date adopted: August 2019

Most recent revision: August 2019

• Counseling Services staff support student medical leaves from West Virginia Wesleyan College 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 WVWC Administration/Deans.

• Counseling Services staff will document their support of a student’s medical leave in the

student’s counseling folder. With the student’s written permission, this documentation may

be shared with Administration/Deans.

• Whenever appropriate, Counseling Services staff may recommend that a student who is

granted a medical leave participate in treatment with a (licensed or certified) mental health

professional before returning to WVWC. The student may be asked by Administration/Deans to provide evidence of having successfully participated in treatment when requesting

to return from a medical leave of absence. There is a protocol and form for students seeking

to return from a medical leave held in the Registrar’s office.

***Policy on Supporting Special Accommodations for Students***

Date adopted: August 2019

Most recent revision: August 2019

• 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 never in the hands of Counseling

Services staff, and is always in the hands of the relevant WVWC department or entity (e.g., Residence Life).

Requests for accommodations, including emotional support animals, alternative

student residences, and all others begin in the Campus Life/Residential Life offices, where such requests are vetted and then presented to a committee that includes Counseling Services professional staff for review and recommendation.

***Policy on Documentation of Services and Clinical Files***

Date adopted: August 2019

Most recent revision: August 2022

• All counseling services provided to WVWC undergraduate students will be documented in student counseling files. “Hard” paper copies of documentation will be placed in the student files as soon as such documentation is available. Electronic documentation will be stored confidentially in Guardian.

• All “hard copy” documentation of services and other confidential information will be kept in filing cabinets in a locked room in Counseling Services. No student files will be removed from the premises, unless required by a court order or some other extraordinary circumstance.

• Students will complete the New Client Information Sheet 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, using the “Progress Note” form. The original form will be kept in the student’s counseling file (if applicable).

• 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 (including e-mail messages) with or about clients will be included in student counseling files.

• All documentation of services completed by counselors will include a signature block with the documenting counselor’s name, degree, and professional licensure (if any).

• 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.

***Policy on Making Counseling Appointments***

Date adopted: August 2019

Most recent revision: August 2019

WVWC students may make appointments to see the counselor by emailing [oliverio.w@wvwc.edu](mailto:oliverio.w@wvwc.edu) or [counseling@wvwc.edu](mailto: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.

It is also recommended that students visit the Counseling Center and make an appointment with a counselor face-to-face.

Counseling Services professional staff will do its best to accommodate walk-in and drop-in students on the basis of availability.

***Policy on Clients’ Missed Appointments (No Shows)***

Date adopted: August 2019

Most recent revision: August 2019

• In fairness to students wanting to secure timely services from Counseling Services, 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.

***Procedures for Evaluation of Services***

Date adopted: August 2019

Most recent revision: August 2019

Students attending counseling sessions at Counseling Services will be invited to complete an

anonymous internet-based or paper-and-pencil Student Satisfaction Survey.

Procedures for Internet-based Student Satisfaction Survey

• Students may receive an e-mailed invitation to complete an internet-based client satisfaction survey relating to the services they receive in Counseling Services. The e-mail will include a link to the survey. No record will be kept of who accesses the website, and responses to the survey will remain anonymous.

**Alternative to Internet-Based Student Satisfaction Survey**

A paper-and-pencil survey may be used instead of or in addition to the internet-based survey.

The paper-and-pencil survey will be identical in content to the internet-based survey.

***Procedures for Psychiatric Referrals in the Community and Psychiatric***

***Hospitalizations***

Date adopted: August 2019

Most recent revision: August 2019

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 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. 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, Whitney Oliverio at oliverio.w@wvwc.edu or Director of Student Retention, Alison Whitehair at [whitehair.a@wvwc.edu](mailto:whitehair.a@wvwc.edu).

A list of community mental health providers is available in the Counseling Center and on the Counseling Website. 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.

***Policy on Relationship with the Learning Center and Students***

***with Disabilities***

Date adopted: August 2019

Most recent revision: August 2019

• Any formal academic accommodations arranged for students with learning differences,

attention deficit hyperactivity disorder, or psychological disabilities are the responsibility of WVWC’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.

***Policy on Maintaining Counseling Services’ Website***

Date adopted: August 2019

Most recent revision: August 2019

Given the important and growing role Counseling Services’ website 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 website. 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/campus-life/health-wellness/health-counseling-center/554-2/>.

***Policy on Use of Electronic Mail***

Date adopted: August 2019

Most recent revision: August 2019

• 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.

• It is not appropriate to communicate crises nor emergencies via electronic mail.

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

***Policy on Social Networking and Internet Searches***

Date adopted: March 2020

Most recent revision: March 2020

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.

***Policy on Providing Documentation for Emotional Support Animals***

Date adopted:

Most recent revision: 10/07/2020

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. 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. Students are responsible for the cost of these off-campus services. However, in the event a student is unable to manage the cost of third-party providers, scholarships are available to assist in certain circumstances.

***Policy on Duplicate Services***

Date adopted: 08/09/2022

Most recent revision: 08/09/2022

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. 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.

***SUICIDAL STUDENT PROTOCOL AND POLICY***

**Date Adopted: 4/26/2022**

**Most Recent Revision: 4/26/2022**

The College recognizes that a student’s physical, behavioral, and emotional health is an integral component of a student’s academic success at the College. The purpose of the protocol is to protect the health and well-being of all students by having procedures in place to identify, assess the risk of, intervene in, and respond to suicidal behavior. The policy is activated when the College has actual knowledge that a student is actively engaged in suicidal behavior, has previously engaged in suicidal behavior while enrolled at the College or recently before matriculation, or has stated plans or intentions to complete suicide. A student who engages in any of these behaviors may be required to meet with the Dean of Students before being permitted to resume classes. The Student Suicide Prevention Protocol is administered by the Dean of Student’s Office.

**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 (under procedures for Previous Suicidal Behavior) 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. Contact the Dean of Students immediately at 304-473-8443 (college business hours). If the Dean of Students is not available, Campus Security will provide proper notification.
4. The Dean of Students (or designee) shall attempt to contact the student's emergency contact of record or another emergency contact identified by the student.

A student who has expressed suicidal ideation to any degree shall be required to be assessed by a licensed mental health professional independent of West Virginia Wesleyan and provide documentation to the Dean of Students office upon return prior to returning to classes or co-curricular activities. Documentation will be reviewed by the Dean of Students (or designee) and/or the College's BIT Team. In accordance with the West Virginia Wesleyan College Student Handbook, the Behavior Intervention Team 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 shall submit an early alert.

Based on the information received, the BIT shall 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.

If the Emergency Protocol is activated, the Dean of Students (or designee) shall attempt to contact the student's emergency contact of record or another emergency contact identified by the student.

A student who has expressed suicidal ideation to any degree shall be required to be assessed by a licensed mental health professional independent of West Virginia Wesleyan and provide documentation to the Dean of Students office upon return prior to returning to classes or co-curricular activities. Documentation will be reviewed by the Dean of Students (or designee) and/or the College's BIT Team. In accordance with the West Virginia Wesleyan College Student Handbook, the Behavior Intervention Team 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.

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| Agency | Name of Contract | Email | Phone |
| Local Churches - Pastoral Support | Jonathan Acord or Darlene Bosley will notify Local pastors | acord.j@wvwc.edu  bosley.d@wvwc.edu | 304-692-1055  EXT. 8007 |
| Appalachian Community Health Center - Crisis Response Team | Richard Kiley, Jr.  Joy Messenger | rkiley@achcinc.org | (304) 636-3232  (304) 613-3300 |
| St. Joseph's Hospital | Skip | skip.gjolberg@wvumedicine.org | (304) 472-2000 |
| Upshur County School  Director Counselors | Eddie Vincent | edvince@k12.wv.us | 304-472-5480, EXT. 1020 |
| Community Care of WV | Jessica Simons | Jessica.Simons@ccwv.org | EXT. 8100 |
| United Summit Center | Aaron Medina | [aaron.medina@wvumedicine.org](mailto:aaron.medina@wvumedicine.org) | (304) 269-5220 |