## WJU Counseling Service
### 2012-2013 Policies and Procedures

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5.80 PURPOSE: To support the campus community in individual counseling services with students and to the community at large as a source of consult, information, referral, and risk management.

**WJU STUDENT COUNSELING SERVICE POLICY**  
Wheeling Jesuit University will provide counseling services, consult, information and referral from a Licensed Professional Counselor, preferably with the ALPS credential, to its community upon request and when need occurs.

**DEFINITIONS:**

- **LPC:** Licensed Professional Counselor
- **ALPS:** Approved Licensed Professional Supervisor

**PROCEDURES:**

West Virginia Board of Examiners in Counseling:

WVBEC posts a list of active LPCs and ALPSs at: [http://www.wvbec.org/](http://www.wvbec.org/)

WJU Human Resources: The WJU HR Department will search for appropriately credentialed counselors through their established processes.

In the events of vacation, illness, summer leave incidents of urgency will be addressed by the Dean of Student Development via referral of the Student Counseling Service Administrative Assistant.
5.81 PURPOSE: To support the campus community in individual counseling services with students and to the community at large as a source of consult, information, referral and risk management

_Credentials of Counselor_ Counseling credentials will be provided upon request.

DEFINITIONS:

  LPC: Licensed Professional Counselor

  ALPS: Approved Licensed Professional Supervisor

PROCEDURES:

West Virginia Board of Examiners in Counseling:

WVBEC posts a list of active LPCs and ALPSs at: [http://www.wvbec.org/](http://www.wvbec.org/)

WJU Human Resources: The WJU HR Department will search for appropriately credentialed counselors through their established processes.
5.82 PURPOSE: To support the campus community in individual counseling services with students and to the community at large as a source of consult, information, referral and risk management

Counseling Service Availability Counseling services will be provided both to the students as individuals upon their request and as a resource for other faculty, staff and administrative student referrals.

DEFINITIONS:

LPC: Licensed Professional Counselor

ALPS: Approved Licensed Professional Supervisor

PROCEDURES:

West Virginia Board of Examiners in Counseling:

WVBEC posts a list of active LPCs and ALPSs at: [http://www.wvbec.org/](http://www.wvbec.org/)

WJU Human Resources: The WJU HR Department will search for appropriately credentialed counselors through their established processes. The WJU HR will access translation services as available through the WV Division of Rehabilitation services, Deaf Speak and or other translation services when necessary.

Counseling Services will be provided to students in physically accessible locations and in their preferred mode of communication.
5.83 PURPOSE: To ensure confidentiality of professional services rendered

Confidentiality (General) Confidentiality will be maintained on an as needed or need to know basis congruent with best practice standards (American Counseling Association Code of Ethics) and legal parameters (HIPAA).

PROCEDURES:

The Licensed Professional Counselors, Graduate Interns and Administrative Staff will maintain confidentiality of clients as required by privacy laws and the WJU Student Counseling Service Policies and Procedures.

All employees of the service, inclusive of practicum students and interns, will sign the attached statement of confidentiality.

The signed statements of confidentiality will be retained on file by the Counselor and available upon request.
WJU STUDENT COUNSELING SERVICES
INFORMED CONFIDENTIALITY COMMITMENT

I ____________________________ am working in the WJU Student Counseling Service in the position of ______________________. I have been made aware of the privacy laws and ethics involved in the service I provide. I, the undersigned, commit to maintaining the privacy and confidentiality of persons served per the WJU Student Counseling Service Policies and Procedures.

_____________________________________________   _________
Employee                                                                                Date

_____________________________________________   _________
Witness                                                                                   Date
5.84 PURPOSE: To ensure confidentiality of professional services rendered.

**Notice of Privacy Practices** All consumers of the WJU Student Counseling Services will receive Professional Disclosure of providers and Notice of Privacy Practices at the intake consult.

**PROCEDURES:**

All students seeking counseling services will be presented with an informed consent and authorization for treatment document to be reviewed and signed that clearly outlines the parameters of privacy and confidentiality as well as their informed consent to treatment. (Attached)

The signed documents will be retained in the student’s file; however, a copy will be retained in a separate file by the Counselor and available upon request.
INFORMED CONSENT AND AUTHORIZATION TO RECEIVE SERVICES FROM THE WJU STUDENT COUNSELING SERVICE

PROFESSIONAL DISCLOSURE STATEMENTS
Paul E. Bellotte, MS, LPC, ALPS

Formal Professional Education:
Paul E. Bellotte
West Virginia University
Master of Science in Rehabilitation Counseling

Areas of Competence:
- Mental Health Counseling
- Relationship Counseling
- Consultation
- Supervision
- Private Practice
- Rehabilitation Counseling
- Clinical Assessment
- Risk Management
- Advocacy
- Trauma Support
- Existential Counseling
- Professional Referral Networking

Anna Daugherty, WVU Masters Community Counseling Student

Areas of Competence:
- Mental Health Counseling
- Consultation
- Clinical Assessment
- Risk Management
- Advocacy
- Professional Referral Networking

Fees:
There are no fees for service associated with The Wheeling Jesuit University Student Counseling Services. The Student Counseling Service is supported in part by the Health Service Fee that the university students pay on a semester basis.

**Client Rights:**

- The right to be fully informed as to the counseling services available.
- The right to be fully informed as to counseling procedures utilized.
- The right to autonomy in choosing services offered by the center.
- The right to active participation in the design of the services provided.
- The right to request in writing that a designated person or agency receive part or all of your records.
- The right to expect confidentiality except when there is imminent danger to you or someone else because of your actions or if an exception is stipulated by law.

**The Process of Counseling:**

The goal of counseling is to support you towards having the highest quality of life both now and into the future. Often, counseling deals with learned responses to stressors that may be called maladaptive. In that sense counseling may provide awareness of options to be tried, practiced, and internalized into your lifestyle to better serve you in all of your interpersonal relationships. Sometimes counseling involves supporting one through terror, fear and loss. Trust will be invaluable in these most acute situations.

In dealing with life issues and our patterns of response to them it is not unusual for discomfort and dissatisfaction to occur. These are significant matters that are part of the process. Please, do not hesitate to express an awareness of such feelings. Together we will navigate through by relying on the core values of: belonging, mastery, independence and generosity.

Wheeling Jesuit University Student Counseling Service provides supportive services to students designed to meet the student’s individual needs at each session. There are general processes that are intrinsic to the counseling processes that include:

- Basic to the counseling process is that the counselor is employed by the student and works for the student (not the other way around). For that relationship to be successful a durable rapport must be developed. Development of durable rapport between the student and the counselor to sustain the processing of all issues presented, especially, those that are difficult or painful for the student to present. The reasoning is based in the fact that ‘respect is given’ but ‘trust is earned’. To face, deal with, and move successfully through difficult issues with positive outcome the relationship between the student and the counselor must be as strong as the issues presented. Much care is used in developing the rapport between the student and counselor as a natural course.
• Assessment is a process wherein the counselor and the student attempt to identify and learn the severity and intensity and frequency of the issues affecting the student’s successful achievement of their life goals to be able to attain the highest quality of life possible for them through intentional self management. Some assessments occur in conversational dialogue guided by the counselor. Some assessments are paper and pencil type of utilization of established clinical tools. The counselor will inform the student of relevant assessments that are available to them and explain what can be expected from utilizing the tools. The student will determine if they wish to participate in the use of assessment tools. (With the exception of ‘mandated’ assessments directed by the University.) However, even in that ‘mandated’ situation the counselor is by professional nature intrinsically the student’s advocate.

• Values clarification is a basic process to the counseling process and personal development. Regardless of the issue(s) presented in counseling the person receiving counseling will be exploring personal responses that they may choose to manage. The person receiving counseling, and all humans, will experience negative outcomes i.e., stress, anxiety etc, if they choose to act outside of their values. For that reason values clarification is intrinsic to the counseling dialogue.

• Belief exploration, highly congruent with core Jesuit values, is essential to the counseling process. It occurs through the identification of automatic thoughts, underlying assumptions, and core beliefs that a person has. Having accurate beliefs is essential to personal confidence, integrity and strength in dealing with the issues we face in life. It is not at all unusual for us, as humans, to automatically believe inaccurate things about ourselves, others, the world in general. It is of primary importance in the world of social justice to be fair and just to ourselves. The best way to ensure confidence is to know that our beliefs are accurate. The process of belief exploration occurs in the counseling process through attentive dialogue, mindfulness tasks and encouragement to question and explore ourselves in our development to ensure our behaviors are congruent with clear and accurate beliefs.

• Advocacy is intrinsic to the counseling process. The student and the counselor may strategize various forms of advocacy that would be beneficial to the student.

• Information and referral linkage is an important part of the process to ensure that the student receives information and resources to continue their support
either into the public sector locally or ‘back home’ which in some cases could be states or continents away. The counselor is a resource in that regard.

- Face to face closure of the counseling services serves several purposes. The student and counselor have the closure process available to review their work, successes and achievements, and to identify needs that the student may prefer to work through in a variety of venues here or ‘back home’. Face to face closure also affords the counselor the opportunity to encourage the student to return as needed with comfort and integrity to process other issues that may arise in the course of their academic investment at WJU. The closure process also affords the counselor an opportunity to provide further professional resources to the student for their success.

**Counselor Commitment:**
As a professional counselors we promise to provide you with the most practical, supportive and respectful services. I promise to respect your personal dignity, your rights, and your feelings as an individual in our work together.

**Notice Of Privacy Practices (NPP)**
This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

**Our Commitment To Your Privacy**
The WJU Student Counseling Service is dedicated to maintaining the privacy of your personal information as part of providing professional care. We also are required by law to keep your information private. These laws are complicated and we must give you this important information.
The WJU Student Counseling Service is an integral part of Wheeling Jesuit University. All services provided in the WJU Student Counseling Service are under the direct oversight of the Administrative Risk and Threat Management Personnel of the University. Safety, security, and risk management practices requires a mutual understanding between the student/client and the counselor providing services that the parameters of confidentiality extend to and are inclusive of the Administrative Risk and Threat Management Personnel.
Clinical Supervision is provided by a University Contracted Licensed Psychologist, Dee Nazzaro, Ph.D., to ensure best practice standards are being utilized in service provision.
We will use the information about your health/mental health, which we get from you or from others, to provide you with treatment. After you have read this Notice of Privacy Practice (NPP) we will ask you to sign this informed consent and authorization to let us use and share your information to provide you with our best treatment and to ensure the safety, and highest quality of life possible, in the university community and the world community at large.

If we, or you, want to use or disclose (send, share, release) your information for any other purposes, we will discuss this with you and ask you to sign an Authorization form. Of course we will keep your health information private, but there are some times when the laws require us to use or share it. For example:

- When there is a serious threat to your health and safety or the health and safety of another individual or the public. We will only share information with a person or organization that is able to help prevent or reduce the threat. The WJU Student Counseling Services adheres to legal and ethical standards, which require that all client information be held in confidence. Information disclosed during counseling sessions will not be released to anyone outside of the WJU Student Counseling Service without written permission except where disclosure is required by (i.e., suspicion of abuse of children, campus community risk or threat), where the client poses a serious threat of violence to another, or where the client is likely to harm him/herself unless protective measures are taken. Due to the propensity and occurrence of violence on university campuses the counselors at WJU Student Counseling Services actively participate in the campus risk management processes that address threats and risks to the community at large and to individuals in particular. Ethical participation in these processes is of highest priority to the safety of the campus. For such processes to be effective risk management discussions are based on ‘need to know’ disclosures inclusive of information disclosed in the counseling processes. The emphasis on ‘need to know’ is essential for the students receiving counseling services in these confidential processes. In the case of ‘mandated counseling assessment’ the counselors will provide required information to the administration of the university to ensure safety, compliance and advocacy for you as a recipient of the service. ‘Mandated’ counseling assessments generally occur after a pattern of risk has been established by the student. Please refer to the Student Handbook or consult with the Director of Residence Life for further explanation of this Student Conduct process.

In the event of an emergency, your case may be referred to another licensed/license-eligible professional counselor with the WJU Student Counseling services to provide continuity of care.

- Some lawsuits and legal or court proceedings.
- If a law enforcement official requires us to do so.
Your Rights Regarding Your Personal Information

- You can ask us to communicate with you about your health and related issues in a particular way or at a certain place which is more private for you. For example, you can ask us to call you at home and not at work to schedule or cancel an appointment. We will try our best to do as you ask.
- You have the right to ask us to limit what we tell people involved in your care. We will keep our agreement except if it is against the law, or in an emergency, or when the information is necessary to treat you or to manage threat or risk.
- You have the right to have access to the health information we have about you such as your records (excluding psychotherapy notes). You have a right to receive a copy of your records.
- If you believe the information in your records is incorrect or missing important information, you can ask us to make some kinds of changes (called amending) to your health information. You have to make this request in writing and send it to our Privacy Officer. You must tell us the reasons you want to make the changes.
- You have the right to a copy of this notice. If we change this NPP, we will post the new version in our waiting area and you can always get a copy of the NPP from the Privacy Officer.
- You have the right to file a complaint if you believe your privacy rights have been violated. You can file a complaint with our Privacy Officer and with Secretary of the Department of Health and Human Services. All complaints must be in writing. Filing a complaint will not change the health care we provide to you in any way.

If you have any questions regarding this notice or our health information privacy policies, please contact our WJU Student Counseling Service Privacy Officer, Paul Bellotte, MS, LPC, ALPS. He can be reached by phone at (304) 243-2275.

The effective date of this notice is August 21, 2007. Revised: August 01, 2012

Informed Consent and Authorization to Receive Services

By signing this form, you are agreeing to let us treat you, and to let us use your personal information here in this office to provide you with the best treatment we can, and to share it with others who may be involved in your treatment with your written/signed authorization.

I have read the Notice of Privacy Practices, and I agree to the conditions listed therein. I understand that personal information about me will not be released to others outside of the WJU Student Counseling Service inclusive of direct oversight by the Administration Officers of the University who are charged with Threat and Risk management, without a written authorization signed by me, unless the law, threat, or risk management requires an exception.
I willingly and voluntarily agree to engage in WJU Student Counseling Services with Paul Bellotte, a Licensed Professional Counselor and Approved Licensed Professional Supervisor, by the West Virginia Board of Examiners in Counseling and/or Anna Daugherty, a WVU Masters Level Counseling Student supervised both internally by Wheeling Jesuit University as outlined above and West Virginia University Community Counseling Program Faculty and Licensed Professionals.

____________________________________________
Please print your name here

____________________________________________    ________________________
Signature of Client                                                                 Date

____________________________________________    ________________________
Signature of Witness                                                              Date
5.85 PURPOSE: To ensure confidentiality of professional services rendered. To prevent exploitation or loss of student counseling records that contain personal health information.

Non-Electronic Records All Clinical Records are hardcopy, non electronic, to ensure full compliance with privacy standards.

DEFINITIONS: Non-Electronic Records is a term inclusive of electronic/digital software, audio and visual recording.

PROCEDURES:

All documentation of service by providers will be handwritten on standard forms and securely stored in clients files without duplication.

The signed Authorization of Release of Information will be retained by the Counselor and available upon request.
5.86 PURPOSE: To ensure confidentiality of professional services rendered.

Authorization of Release of Information

Releases of information will be utilized to ensure informed consent of dissemination of any personal health information of the students.

PROCEDURES:

Authorization of Release of Information will be required by the client in order for the WJU Student Counseling service to Release their records to others. No third party records, records provided elsewhere that have been acquired will be released.

Sample of Authorization of Release of Information is attached.
EXTERNAL AUTHORIZATION OF RELEASE OF INFORMATION
(SAMPLE TEMPLATE)

Wheeling Jesuit University Student Counseling Service

Authorization to Release Information

Re: ___________ Date of Birth: __________ WJU ID: ______

I, the above-named student/client, authorize the WJU Student Counseling Service professional/clinical staff to release to/exchange with:

NAME: ....... Licensed Psychologist
ADDRESS:
PHONE:
FAX

The purpose for this request is for Continuity of Treatment and Care in the following areas:

Comprehensive psychological assessment, recommendations, treatment services content and outcomes.

________________________________________  _________ _________
Signature of student/parent/legal guardian    Date

________________________________________  _________ _________
Signature of Witness       Date

Expiration Date_____________________________

Paul Bellotte  WJU Student Counseling Service 082712
5.87 PURPOSE: To ensure safety of the individuals of the community.

Risk Management Risk management matters will supersede all other legal parameters of confidentiality.

DEFINITION:

Risk Management: The relaying of information pertaining to the potential risk of injury to self or others to the university’s administration for threat assessment.

PROCEDURES:

Excerpt from the Informed Consent and Authorization for Treatment: Notice of privacy Practices that all service recipients are required to sign prior to service delivery:

“If we, or you, want to use or disclose (send, share, release) your information for any other purposes, we will discuss this with you and ask you to sign an Authorization form.

Of course we will keep your health information private, but there are some times when the laws require us to use or share it. For example:

- When there is a serious threat to your health and safety or the health and safety of another individual or the public. We will only share information with a person or organization that is able to help prevent or reduce the threat. The WJU
Student Counseling Services adheres to legal and ethical standards, which require that all client information be held in confidence. Information disclosed during counseling sessions will not be released to anyone outside of the WJU Student Counseling Service without written permission except where disclosure is required by (i.e., suspicion of abuse of children, campus community risk or threat), where the client poses a serious threat of violence to another, or where the client is likely to harm him/herself unless protective measures are taken. Due to the propensity and occurrence of violence on university campuses the counselors at WJU Student Counseling Services actively participate in the campus risk management processes that address threats and risks to the community at large and to individuals in particular. Ethical participation in these processes is of highest priority to the safety of the campus. For such processes to be effective risk management discussions are based on ‘need to know’ disclosures inclusive of information disclosed in the counseling processes. The emphasis on ‘need to know’ is essential for the students receiving counseling services in these confidential processes. In the case of ‘mandated counseling assessment’ the counselors will provide required information to the administration of the university to ensure safety, compliance and advocacy for you as a recipient of the service. “Mandated’ counseling assessments generally occur after a pattern of risk has been established by the student. Please refer to the Student Handbook or consult with the Director of Residence Life for further explanation of this Student Conduct process.

In the event of an emergency, your case may be referred to another licensed/license-eligible professional counselor with the WJU Student Counseling services to provide continuity of care.

- Some lawsuits and legal or court proceedings.
- If a law enforcement official requires us to do so.”
5.88 PURPOSE: To ensure confidentiality of recipients of the student counseling service.

Confidentiality of Service Provision. Confidential records of all student counseling services will be generated as an intrinsic part of the service provision.

PROCEDURES:

All student counseling records will be non-electronic and secured in locked file cabinets of which only the Licensed Professional Counselors and/or Supervised Interns and Practicum students will have access to.
5.89 PURPOSE: To ensure confidentiality of recipients of the student counseling service.

Duration of Records The records of the students will be kept for 7 years and then destroyed per current confidentiality standards.

DEFINITION:

‘Records’ refers to the folders and files of non-electric, documented, student counseling content.

PROCEDURES:

At the end of the academic year the Licensed Professional Counselor will completely shred the student counseling files that have attained 7 years of duration.

No electronic records are retained; no electronic data destruction techniques need to be documented.
POLICY NAME: Comprehensive Record | POLICY SECTION: University Compliance  
---|---  
DATE APPROVED: 082712 | APPROVED BY: Don Kaminski  
DATE TO BE REVIEWED: 080113 | REVIEWED BY: Compliance Coordinator/Team  
DATE REVISED: 082712 | REVISION NUMBER: 5.90

5.90 PURPOSE: To ensure protection and containment of the personal health information (PHI) of the students served.

Comprehensive Record Records of all personal health information relevant to the clinical intake process will occur within the student counseling record.

DEFINITION:

PHI (Personal Health Information)

PROCEDURES:

The Counseling staff will ensure safe and secure management of the student counseling records.
5.91 PURPOSE: To ensure best practices, ethical conduct, and legal correctness in the provision of the Student Counseling Services.

Clinical Supervision     Clinical supervision by a contracted licensed psychologist will occur for risk management purposes primarily and for community based networking secondarily.

PROCEDURES:

The Counseling staff will meet with the contracted Licensed Psychologist monthly, or more as needed, to seek guidance in providing professional services.

The contracts with Dee Nazzaro are on file in the Student Counseling Service office secure files. If a new psychologist would need to be attained Dr. Nazzaro would be a resource in finding a replacement. HR could also search through its resources and the American Psychological Association at http://www.wvpsychology.org/.

Dates of documented meetings are available for review; however the contents of the meetings are to be confidential per HIPAA requirements.
5.92 PURPOSE: To ensure best practices, ethical conduct, and legal correctness in the provision of the Student Counseling Services.

Documentation of Clinical Supervision. Records of clinical supervision will be confidentially secured yet made available to the supervisor designated by the administration to oversee the service.

PROCEDURES:

The Psychologist will provide documentation of the clinical supervision and the LPC will file it securely and copy it to their administrative report in a de-identified manner.
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<th>POLICY SECTION: University Compliance</th>
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<td>DATE REVISED: 082712</td>
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5.93 PURPOSE: To ensure optimum accessibility and quality of service in accommodation of the student’s class schedules.

**Scheduling of Service.** All counseling services, aside from emergencies, will be managed on an appointment basis.

**PROCEDURES:**

The Administrative Assistant will work with the students to navigate their schedules for matches with the counselors availability in the most convenient time.
5.94 PURPOSE: To ensure optimum confidentiality in scheduling, cancelling, rescheduling of appointments.

Confidentiality of Administrative Assistant. Counseling appointments are managed confidentially by the Health Center Administrative Assistant where and how the student prefers to be contacted.

PROCEDURES:

The Administrative Assistant will obtain from the students their preferred mode of contact.

Records of student names and preferred modes of contact are protected by HIPAA confidentiality requirements. Copies of meeting dates and times may be made available after the student names are redacted.
5.95 PURPOSE: To ensure support for all members of the campus community inclusive of information and referral locally and at their home communities.

Resource Availability. Counselor(s) at WJU are available as resources for all students, faculty, staff and administration.

PROCEDURES:

The Counselor will provide information, referral and resource consults to all members of the university community.

The Counselor will work in-concert with the Employee Assistance Program (EAP) whenever employees are involved.
5.96 PURPOSE: To ensure safety of the campus community through proactive means and strategizing.

**Reporting Trends and Patterns of Risk.** If the WJU Counselor detects a trend or pattern of presented issues that has potential negative impact on student retention the counselor will report that to the consulting psychologist and designated administrator of the student counseling service for further review and resolution.

DEFINITIONS:
‘Trends and patterns of risk’ are inclusive terms that describe the emergence of risk behaviors in the campus culture. A recent example was of the introduction of high energy alcohol drinks that were being used by students before they were regulated by law.

PROCEDURES:
The Counselors will report such trends and patterns up through their clinical supervision and administrative structures.
5.97 PURPOSE: To ensure awareness of the availability of the Student Counseling Service and how to access it.

**Dissemination of Service Availability and Access Information.** Information regarding the Student Counseling Services is posted on the internal WJU Cardinal Page and is available through various orientations, trainings, and specific postings at the WJU Health Center.

**PROCEDURES:**

The Counselors and the Administrative Assistant will provide information for dissemination to the campus resources identified in this policy.
5.98 PURPOSE: To collaborate with regional universities to expand the service delivery with current practice and theory and to provide options to the students receiving services.

Counseling Interns and Practicum Students. Counseling interns, master’s level and/or licensure candidates, may be hosted in the WJU Student Counseling Service by the Approved Licensed Professional Supervisor when a formal agreement is entered into with an institution of higher learning and/or individual that encompasses the supervisee’s responsibility to maintain liability insurance coverage at a minimum of one million dollars, the supervisee accepts full accountability for all liability of their practice, and that WJU may terminate any such agreement with or without stated cause at anytime without notice. Recording, audio and/or visual, of student counseling sessions is not allowed by the WJU Student Counseling Service.

DEFINITIONS:
Practicum and Intern students refer to graduate students in counseling or social work programs. Practicums tend to occur mid curriculum and internships occur at the end of the curriculum.

PROCEDURES:
The LPC/ALPS will negotiate recruits for such roles, complete contracts or memorandums of agreement with the universities and ensure that candidates are processed through WJU HR for background check clearance and to validate liability insurance coverage.
5.99 PURPOSE: To ensure privacy practices are maintained in the records release process.

Information Release Oversight. Authorized release of information will be utilized by the counselors exclusively. The administrative professional supporting the counseling service will maintain confidentiality through the limited scheduling of services and will not access student counseling records or disseminate information of service utilization.

PROCEDURES:

The LPC/ALPS will manage all authorizations of release of information personally.