

## **Appointments (Late Cancellation and No-Show)**

In order to encourage the continuity of counseling treatment, and serve waiting students as quickly as possible, the SCC has the following policies on cancellations and no-show appointments.

- **Scheduling:** Students may schedule appointments by calling or emailing the SCC. If the SCC contacts a student to assist with scheduling an appointment, two attempts will be made to contact the student - once by phone and once by email. If the SCC does not hear back from the student within one week, it is assumed that the student is not currently interested in counseling and another waiting student will be given the opportunity for counseling.
- **24 Hours notice:** If students cannot attend a scheduled session, students should email their counselor in advance (with at least 24 hours notice) or call the SCC to cancel and/or reschedule as soon as possible.
- **Missed appointments:** Late cancellations and no-shows count against each student's available sessions. If anytime during the counseling process there are *three late cancellations* (canceling within 24 hours of the appointment) and / or *three missed appointments* in any combination during any single quarter of the academic year, students will need to meet with the Director for approval prior to receiving any further services at the SCC.

Students should make every effort to keep **all** scheduled appointments and be on time.

## **Email and Social Media**

E-mail may not be a secure and confidential means to exchange personal information. The SCC uses email for scheduling purposes only, and discourages the use of e-mail for communicating sensitive personal matters. The SCC staff will not interact with student-clients on social media, and students should not communicate with their counselor through an unsecured, non-healthcare related electronic application or website. Phone contact or during a scheduled appointment are the best ways to communicate personal information with your counselor.

## **Confidentiality**

No information about a student's treatment will be released to anyone outside of the SCC unless the student provides written authorization or in the following circumstances:

- Imminent risk of harm to self or another person.
- Reason to believe that a child, dependent adult, or developmentally disabled person had been neglected or abused.
- A court order issued by a judge requiring a counselor to release information.
- Charges brought against the SCC regarding my counseling treatment.
- As part of the SPU study abroad application process, students consent to have current mental health information provided to the trip coordinator regarding any serious mental health concerns that need to be considered or accommodated.

## **Counseling Process**

After an initial consultation to assess my mental health care needs and resources, the SCC may either refer me to a counselor in the community or offer short-term counseling (1-6 sessions on average). A limited number of students, may be provided SCC services longer-term due to exceptional circumstances. It is not always possible to accommodate student preferences and/or request for a particular counselor at the SCC. The SCC reserves the right to refer students who are not appropriate for treatment at the SCC to a more appropriate resource in the community.

SCC counselors will collaborate with students to define treatment goals, and to determine the best way to work together. Students may ask questions about the counseling process. Students may end counseling at any time and students should notify their counselor when they are finished. If students decide that they would like to continue counseling with another professional, their SCC counselor can assist with referrals.

Since counseling is an interpersonal and dynamic process, the results of counseling cannot be guaranteed. There may be benefits and risks involved in participating in any counseling process:

- Some of the benefits students may experience include: the ability to handle life or cope in a better way, greater self-understanding and understanding of personal goals and values, and greater happiness and satisfaction with life.
- Some of the possible risks associated with the discussion of personal challenges may include, but are not limited to: temporary discomfort as difficult thoughts and/or feelings are addressed, changes to one's relationships or life that may not have been originally intended.

## **Crises**

If students have an urgent need, they may contact the SCC during business hours for a same-day appointment, Monday through Friday 9:00am – 4:30pm. The SCC offers same-day appointments to ALL enrolled students *regardless of whether they are currently in counseling or not*. The SCC is not open after business hours. If students have an after-hours crisis or emergency, students should contact their RA or RLC (for residential students), call 206.281.2911 (on campus), 911 (off campus), or go to a local emergency room. Students may also call the King County 24-hour crisis line at (866) 4-CRISIS or text HOME to 741741 (a national crisis service). Emergency calls should not be left on SCC counselor's email or voice-mail as this does not guarantee a timely response.

## **Feedback**

At the end of treatment students will be asked to provide feedback with a survey about their experiences with the SCC in order to improve services. This feedback can remain anonymous and students can choose not to complete the survey. If students have any concerns about their treatment, they can talk directly with their counselor about these issues. Students can also contact their counselor's supervisor or the Director of the SCC to discuss any concerns by calling (206) 281-2657.

***Fall 2020 Note: Student's electronic signature indicating consent to mental health care at the SCC will be obtained by completing Tele Mental Health Consent via Banner.***