

Lewis and Clark College Student Counseling Center
Information About Our Services and Consent for Service

If you have questions after reading this information, or if you have other concerns not addressed here, please speak with your counselor. Please read all this information carefully—it will save you time during your initial consultation.

Cost of services: All counseling services at Lewis & Clark College are provided **free of charge** to undergraduate, graduate, and law students.

No Show Fee: There is a **no-show fee of \$35.00** that will be applied to your student account for **every time that you miss a scheduled appointment without contacting us to cancel or reschedule**. We prefer cancellations at least 24 hours in advance. However, you may contact us by 4:00pm of the same day the appointment was missed to cancel your appointment.

Session Limits: While there are no session limits, the **average** number of sessions in a year for students seen at the SCC is 6 sessions (in other words, some students receive more than 6 sessions and some fewer).

Delays in ongoing services: At times during the year, we typically experience a delay or “wait list” for scheduling ongoing appointments. Individuals in crisis are given top priority for appointments.

Off Campus Referrals: We are likely to refer students who are seeking to establish weekly long-term mental health services (e.g. over multiple years), or those who may benefit from more intensive or specialized treatment, to off campus providers.

Integrated Care: The Student Counseling Center and the Student Health Center are integrated, meaning that we share the same electronic health record and both clinics operate under the Direction of the Associate VP of Student Health and Well-Being, Robin Keillor, PhD. Providers in the Counseling and Health clinics **cannot view the notes created in the other clinic**, but can view appointment schedules, the primary reason listed for your visit (diagnosis or clinical concern), medications prescribed, and assessed level of risk to self or others. Clinicians in both clinics may consult with other clinic providers to coordinate your care as deemed appropriate. **These discussions are specific and limited**. We believe this coordination of care will enhance your overall treatment, and is a common practice standard. If you have any questions about this integration, please discuss this with your counselor.

Emotional Support Animals: Please be aware that while service animals are welcome in our clinics, clients are not allowed to bring emotional support animals, pets, or other animals into the clinic.

CLINICAL STAFF:

The Student Counseling Center clinical staff includes licensed psychologists, clinical social workers, and professional counselors. We also provide training to advanced graduate students working on their doctorate of psychology degrees in clinical psychology or their master’s degree in professional mental health counseling or marriage, couple, & family therapy. Advanced graduate trainees are supervised by licensed staff.

Clinical staff, regardless of training or credential, will be referred to as “counselor” throughout this document. The term “counseling” includes psychotherapy, mental health consultation, or other treatment, assessment, or diagnosis of a student’s mental or emotional well-being provided by clinical staff.

ELIGIBILITY FOR CLINICAL SERVICES

Enrolled Lewis & Clark students in CAS, Law, and the Graduate College and FLAs are eligible for services.

We provide both in person and telehealth appointments. Mental Health licensing regulations require that all telehealth services be provided only when **you (client)** are physically located within the State of Oregon.

Students who engage in inappropriate, harassing, threatening, or violent behaviors toward Student Counseling Center staff may lose eligibility for services.

INFORMATION ABOUT YOUR FIRST APPOINTMENT

Your first meeting with a counselor will either be an urgent or scheduled initial consultation. During this meeting, you will be able to share with the counselor your concerns and feelings. The goal of this meeting will be for you and the counselor to develop a plan to address your concerns. Your counselor may be able to share a plan with you at the end of your meeting, or they may need to consult and get back to you via phone or secure message with additional recommendations and/or referrals.

To maintain access to mental health services for all students at LC, the Student Counseling Center (SCC) provides a flexible model of counseling. This means that we will consider your unique needs to recommend your care, and that we have a variety of options available. Options include recommendations or referrals to campus supports, off campus resources, and/or campus-based peer support. SCC based options include single session consultation, skills based and therapeutic process groups, individual

therapy, relationship ("couples") therapy, or stabilization and referral support to connect with off campus providers for those who need more intensive or specialized treatment than we can offer.

How often can I meet with my counselor? Most students do not meet weekly with their counselor at the SCC, or may start out weekly and then transition to less frequent visits over time. You will talk through the next steps for care during your initial appointment - please ask if you have questions or you are uncertain about the recommendations.

CONFIDENTIALITY

Your privacy is important to us. All counseling services are confidential and your privacy is protected by Oregon State and Federal laws, our professional ethics, and by the Family Educational Rights and Privacy Act (FERPA) guidelines for treatment records. In general, no information is released to individuals outside the SCC without your consent. Within the SCC, confidential information may be shared among staff for purposes of scheduling, clinical consultation, supervision and training. Limited and specific consultations may be held to coordinate care between Student Health and Student Counseling staff (see more under "Integrated care" section above).

Please review the following legal exceptions that may direct us to break confidentiality to the extent required for safety or for compliance with state or federal law. ***Our experience is that these exceptions happen infrequently:***

- a. When we determine there is a strong indication that you intend to inflict serious harm or death on another person or that you intend to end your own life, and we are unable to develop a plan with you to ensure safety.
- b. When you give us information relating to probable child abuse, elder abuse, or abuse of a vulnerable adult (for example, someone who is developmentally disabled or mentally ill, or who has a disabling illness), or the abuse or torture of an animal, we may be required to notify state authorities. If you are over the age of 18 and disclose that you are engaging in sexual activities with someone under the age of 18, we may be required to report this to state authorities.
- c. The Oregon Mental Health Authority (via Boards of Psychology, Social Work, or Licensed Professional Counselors and Therapists) may subpoena related records from our agency if our staff become the subject of a complaint. If a client files a complaint or lawsuit against the Student Counseling Center, we may disclose relevant information regarding that client to provide our side of the circumstances under dispute.
- d. If you are involved in legal proceedings, the court might subpoena your records and/or our testimony could be required. In such cases, we will work to ensure your rights are protected and generally respond only to a judge's court order.
- e. If you file a worker's compensation claim, this constitutes authorization for us to release your relevant mental health records to involved parties and officials.
- f. We may be required to disclose your health information, without your knowledge, to authorized federal officials who are conducting national security and intelligence activities.
- g. In the event of your death, a personal representative of your estate or next of kin will have a legal right to access your treatment records, and we can share health information with a coroner or medical examiner.
- h. If you are between 14 and 18 years old, you may initiate counseling services without the consent or knowledge of your guardian. However, additional limitations may apply related to your confidentiality. If you are under 18, your counselor will discuss these limitations with you.

Disclosures related to Title IX or Disability: Because information disclosed to counseling staff is held in confidence (with the exceptions listed above), disclosure of information to counseling staff about sexual assault or interpersonal violence does not constitute informing the institution. Similarly, disclosing a disability to counseling staff does not constitute informing the institution of a disability. Your counselor will provide you with information about how to inform the college of these concerns and about what additional support service options are available to you. You have the option to sign a legal authorization for us to assist in contacting these offices on your behalf.

TELE-MENTAL HEALTH

Tele-mental health services are available via Zoom. Our counselors have received specialized training and feel comfortable with tele-mental health.

Tele-mental health has the same confidentiality coverage and limits thereof as in-person services described above, with some additional considerations:

- As with any technology, there are risks of intrusion by unauthorized users. These are limited due to our use of an encrypted HIPAA compatible Zoom platform with a unique meeting link and password for each scheduled appointment.
- Your choice of location may impact your privacy - if you are in a public location you may be overheard or observed. We encourage use of headphones if meeting in a public location.

Technology disruptions may impact your therapy session. Your counselor will discuss a plan for reconnecting or rescheduling if this occurs.

To ensure licensure jurisdiction, we will ask for your specific physical location every session unless we become familiar enough to visually confirm your location. For your safety, we will discuss emergency response considerations and confirm that you are in a private location. This is information that we would not typically cover during in-office services.

If your counselor decides that tele-mental health is no longer the most appropriate form of treatment for you, they will discuss their concerns and provide options for transitioning to in-office services or transferring care to an off-campus provider who is more convenient for you to meet with in person.

MAINTENANCE OF RECORDS

Records of your contacts with our office are maintained by your counselor. These records are held in accordance with legal and ethical standards set by state and federal law, professional ethical guidelines, and FERPA guidance for treatment records.

These mental health records are separate from all other college records. Records are held secure and confidential, and will be released only with your prior written consent (with the same exceptions as above). You generally have the right to a copy of the records in your file. Requests to access your file should be directed to your counselor or the Director of Counseling.

Record Retention: In compliance with state law, records will be retained for a period not less than seven years from last clinical contact. Records will then be destroyed.

After Hours Crisis Line: LC Crisis Counseling Service is contracted through ProtoCall (and not staff of the SCC). Calls made to the crisis counseling service are summarized in confidential call summary reports to the SCC, which are considered part of the confidential treatment record. Upon student request, the SCC staff will follow up the next business day.

Future Planning: Please be aware that some organizations (e.g., the Peace Corps and government agencies involved in security clearances) routinely ask applicants about past mental health treatment and sometimes require that applicants sign release forms to authorize the disclosure of selected treatment information. If you have concerns about how this issue might play out in your future, please talk with one of our counseling staff in your first appointment.

CLIENT RISKS, BENEFITS, RIGHTS and RESPONSIBILITIES

- Psychotherapy is more effective if you are active and engaged with your counselor, share your concerns, and try to reflect or work toward your goals outside of counseling sessions.
- While it is not possible to guarantee outcomes, we are committed to providing high quality services.
- Psychotherapy often involves discussion of difficult topics, and you may experience uncomfortable feelings.
- Engaging in psychotherapy can lead to benefits such as a reduction in distress, increased satisfaction in relationships, improved mood or behavior management skills, improvements in academic functioning, and greater personal and cultural awareness.
- You are encouraged to ask for information regarding counselor credentials, qualifications, therapy approaches, and possible alternative treatments.
- Links to professional ethical standards, state laws, and administrative rules of the professional licensing boards relevant to the staff at the Student Counseling Center are available on request.
- You should expect to receive considerate, respectful, culturally inclusive and culturally responsive services.
- You may request or refuse any particular technique, request to transfer to a different counselor, or withdraw from treatment at any time.
- If you're feeling unwell or you know that you've been exposed to a contagious illness, please stay home and seek appropriate health care. Contact our clinic to reschedule, cancel, or arrange for your appointment to be offered via tele-mental health.

OUR COMMITMENT TO CULTURALLY SENSITIVE CARE

Our staff are committed to providing effective services to all students, with sensitivity to each person's culture, gender, age, race, ethnicity, religion, sexual orientation, learning style, ability or disability, socioeconomic status and other individual variables. If any of our staff ever act in ways that you feel are insensitive to your identity, we want to know so that we can better serve you and other students. Each one of our staff welcomes and encourages your feedback about such issues. If you don't feel comfortable providing a staff member with this feedback directly, please feel free to talk with any of our staff members, including our Director and Chief Psychologist, Dr. Robin Keillor.

SOCIAL MEDIA POLICY

Counselors at the SCC do not follow or accept friend or contact requests from current or former clients on any social networking site, as it can compromise confidentiality and therapeutic boundaries. The SCC staff do not accept texting, SMS, or messaging. Such platforms are not secure and we're not set up to interact on them in a timely way.

SERVICE AVAILABILITY

The SCC is open for appointments from 8:30 a.m. to noon and from 1:00 to 4:30 p.m., Monday through Friday, when undergraduate classes are in session during Fall and Spring semesters. Summer hours are available two days per week, and can be found on our website as they are subject to change.

The SCC operates by appointment with exceptions for crises and urgent situations. No appointment is needed during our urgent drop-in hours on weekdays from 1:00-3:00pm. If the SCC is closed, signs will be posted and the website updated to provide alternative crisis support options.

You are welcome to leave confidential phone messages on our voice mail (503-768-7160) or email counsel@lclark.edu. Note that it may take some time for us to retrieve your message and return your call. We strive to respond within the same day (or by next business day if message is left after 3:30pm).

Crisis support: We contract with an after-hours crisis counseling service to provide students with support when the SCC is closed. ***If you are in crisis and need immediate help, and if our counseling staff is not available, contact our crisis counseling service at 503-265-7804.*** You can also call one of the following resources: Multnomah County Crisis Line (503-988-4888); National Suicide Prevention Lifeline (988); Unity Behavioral Health (503-944-8011); or the Crisis Text Line (Text the word OREGON to 741-741). Call Campus Safety at 503-768-7777 if you have a life-threatening emergency on campus. If you are off-campus, call 911.

WHAT IF I'M UNABLE TO MAKE IT TO AN APPOINTMENT?

If you are unable to keep a scheduled appointment, call 503-768-7160 or email counsel@lclark.edu to cancel as far in advance as possible. This allows us to use your appointment time for another student. **If you no-show without canceling by 4:00pm on the day your appointment was to be held, we will charge you a no-show fee of \$35.00.** To protect your privacy, this will appear on your student account as a "Wellness Service" charge. If you repeatedly no-show, you may lose your slot on your counselor's schedule.

ADHERENCE TO ETHICAL PRINCIPLES

Our clinical staff adhere to their respective ethical principles (e.g. the Ethical Principles of the American Psychological Association, the National Association of Social Workers Code of Ethics, the American Counseling Association Code of Ethics). Copies of these codes are available on request. Should you ever have concerns about our services, we encourage you to first discuss these concerns with us. Should you feel that you cannot resolve your concerns by talking with us directly, we encourage you to talk with our Director, Dr. Robin Keillor. Alternatively, you may also contact the office of the Vice President of Student Life at 503-768-7110.

SIGNATURE

Please type your full name below to serve as your electronic signature. Your electronic signature indicates that you have read, understand and agree to the above conditions for services. A copy of this form will remain viewable in your Health Information Portal, and is available on the Student Counseling Center website under the "Forms" tab.

If you received this form in print, your signature below indicates that you have read, understand, and agree to the above conditions for services. A copy of this form is available on the Student Counseling Center website under the forms tab, and a printed copy will be provided upon request. Your signed form will be scanned into your SCC record.

Signature

Date