Laramie County Community College

**Counseling and Campus Wellness**

**Standard of Operation Manual**

College Mission:

*“Transforming lives through the power of inspired learning.”*

**August 2014**

CCC129

**Mission**

Our mission is to create, nurture, and promote an environment supportive of healthy life-long behaviors and enhance academic and personal success. We are here to assist students in skill development that will enhance their personal wellness and ability to succeed at LCCC.

**Philosophy**

Counseling and Campus Wellness typically works with students who we believe have the capacity to resolve their own problems with our assistance.  In general, counseling can be most useful for helping clients help themselves by addressing and changing thoughts, feelings and/or behaviors. The LCCC Counseling and Campus Wellness office offers services from a holistic and whole-body viewpoint. Counselors utilize the wide-variety of support services available to student clients which may involve disability services, advising, housing, and coaches to ensure the academic success and wellness of clients.

**Definitions:**

Counselor**:**

A Master’s degree Counseling, Social Work, Psychology, or related equivalent degree (with an emphasis or experience in Student Personnel services or Higher Education).

Professional licensure in the state of Wyoming

Client

Enrolled students (non-benefitted employees)

Signed disclosure statement

Non-Client:

Any student who has not completed an Intake and Disclosure form.

Session

45-50 minutes of counseling

Group or individual counseling

Welfare Check:

Communication made by counselor or care team member in an effort to determine physical and mental well-being. This process would not be considered a counseling session.

No Show:

No call or call made less than one hour prior to scheduled session

Defined as student not physically attending scheduled session

Limit of two maximum “no show” sessions

Crisis:

Can be defined as one’s perception or experiencing of an event or situations as an intolerable difficulty that exceeds the person’s current resources and coping mechanisms.

Imminent danger:

An immediate threat of substantial harm to self or others.

**Services**

Laramie County Community College Counseling and Campus Wellness provides direct and indirect support services to help students with mental health and wellness needs.  Services are provided through developmental, preventative, and remedial modes of intervention.  Services may include individual counseling, couple’s counseling, group counseling, psychological assessments, interest inventories, workshops, seminars, crisis intervention and referral.  All services are provided free to currently enrolled students on a short-term basis.  Students needing extensive and/or long-term counseling will be referred to community support agencies.

**Scope of Practice**

While generally students can be helped in approximately 3 - 6 sessions, it is within the discretion of the clinician to determine the appropriate number of sessions needed to support a student. The LCCC counseling office is primarily a short-term solution focused mental health service as well as a bridge to long-term services offered in the community. There is a six session maximum per student per presenting issue. Students presenting with new issues will require a new and separate intake form and disclosure statement representing a new series of appointments.

Client Termination Procedure

Once a student has completed services with LCCC Counseling and Campus Wellness the following procedure will terminate service:

* Completion a brief exit survey.

Re-entry Procedure

* The student will be required to complete both disclosure and intake forms.

Counselor/Student Relations

Students will be assigned to a single counselor until services are deemed complete. Students may request a counselor at the beginning of services and accommodation will be made on a case-by-case basis.

On-Call

Counselors are available after-hours, for critical emergency situations only, through the Campus Safety department and housing. Counselors will be contacted through these sources as well as administrators to serve students after-hours as needed.

Office Staffing

During the fall and spring semesters while students are enrolled the counseling office will be staffed between the hours of 8 a.m. to 5 p.m.

Type of Counseling

One-on-one and group counseling sessions are the primary services offered through the counseling office. Tele-counseling is not a service that is provided.

Summer and Semester Interim Counseling Protocol

Counseling services are only offered within the current semester in which the student is registered. Interim counseling is available for students registered for the next consecutive semester.

**Data management**

LCCC Counseling and Campus Wellness utilize an off-campus and password protected, encrypted system called *Titanium* to house all clinical notes*.*

Documentation Guidelines

According to the American Counseling Association Code of Ethics A.1.b. Records and Documentation:

Counselors create, safeguard, and maintain documentation necessary for rendering professional services.   Counselors include sufficient and timely documentation to facilitate the delivery and continuity of services. Counselors take reasonable steps to ensure that documentation accurately reflects client progress and services provided.

* All records will be completed within 48 hours of the appointment.
* All records will be typed in Titanium per best practices.
* The following will be tracked by all counselors within the Titanium system:
  + Scheduled, attended, canceled, rescheduled, and client no-shows
  + Counselor re-scheduled sessions
  + Type of need
  + Follow-up
  + Number of sessions per student
  + Outside referrals
  + How students are referred to the LCCC counseling office
  + Crisis (type)
  + Office work (outreach, collaboration, meetings, paperwork, etc.)

Weekly Report – the Counseling Coordinator is responsible for creating a weekly, monthly, and annual report for the LCCC administration, including activity at the Albany County Campus. This report will include:

* Traffic (broken down by type)
* # of sessions/counselor
* # of walk-ins
* # of crises
* Office Work – define (outreach, collaboration, meetings, paperwork, etc.)
* Reports by location (Cheyenne, Laramie, Total College)

Policy for No-Shows/Cancellations

If non-clients seeking services do not show up for two sessions they will be moved onto the waiting list in order to provide availability of services to students in need.  This is the standardized expectation although, in extreme circumstances, it will be left to the purview of the professional counselors to work with a non-client student in times of critical need.

Clients who arrive 10 minutes late for their scheduled session will be considered a "no show". Additionally, clients who do not arrive or call to reschedule a session less than 24 hours in advance will also be considered a “no show”.   It is very important to both the therapeutic process and the care of all clients within the center that students seeking care maintain their designated appointment time.  Students seeking counseling will agree to the terms and conditions of the counseling relationship outlined within the disclosure statement.  It is the standard of care that any more than two “no-show’ appointments will result in the termination process and referral out for sustained care.

For the purposes of risk management all “no show” clients will be documented in Titanium.

**Title IX:**

Sexual assault incidents are considered confidential. Counselors who provide counseling services to members of the school community regarding a sexual assault issue are not required by law to report any information about the incident to the Title IX Coordinator without a victim’s permission.

A student who speaks to a counselor or advocate must understand that, if the victim wants to maintain confidentiality, the College will be limited in its ability to conduct an investigation into the particular incident or pursue disciplinary action against the alleged perpetrator. Counselors and advocates will assist the victim in receiving necessary protection and support, such as; victim advocacy, academic support or accommodations, health or mental health services, and changes to living, working or course schedules. A student who requests confidentiality may choose to file a complaint with the school and/or report the incident to local law enforcement, and thus have the incident fully investigated.

**NOTE:** If the College determines that the alleged perpetrator(s) pose a serious and immediate threat to the College community the Title IX Coordinator may be called upon to issue a timely warning to the community. Any such warning should not include any information that identifies the victim.

**PROCEDURES**

In the event of a campus mental health/medical crisis, the following steps will be adhered to:

* In the event of imminent danger:
  + the first person on scene will notify 911 and Campus Safety immediately by telephone;
  + Campus Safety will call the counseling emergency on-call number and the Counseling and Campus Wellness Coordinator;
* No campus employee may transport individuals in imminent or non-imminent situations.  Call 911 to arrange any transportation.

**Assessment of Services**

Assessment is critical to determining effectiveness.  The Counseling and Campus Wellness center will continually strive to obtain data in order to provide informed decisions and to best impact the effectiveness of services.  The center will participate in institutional research efforts when appropriate, ethical, and applicable to the center.  This could result in various means of data collection; i.e.: surveys, statistical data, counseling trends, and others deemed to be necessary.

Assessment Tools:

* Exit Surveys (starting fall 2014)
* Titanium reports (weekly, monthly, semester, annual)
* Completion Assessment (are clients graduating and completing certifications)
* Program Review every three years

**Education and Experience Requirements: Coordinator Counseling and Campus Wellness**

* A Master’s degree Counseling, Social Work, Psychology, or related equivalent degree (with an emphasis or experience in Student Personnel services or Higher Education)
* Four years of experience in counseling;  counseling in a college or university setting
* Supervisory experience required
* Professional licensure in the state of Wyoming

**Education and Experience Requirements: Licensed Mental Health Practitioner**

* A Master’s degree Counseling, Social Work, Psychology, or related equivalent degree (with an emphasis or experience in Student Personnel services or Higher Education).
* Professional licensure in the state of Wyoming
* Experience in higher education preferred

Continuing education expectation:

* Licensure requirement
* One major conference is expected for each full-time counselor to attend annually

**Health Clinic and Wellness**

* The Health Clinic, Wellness, and Student Health Insurance falls within the scope of responsibility of the Counseling and Campus Wellness Coordinator.

Health Insurance

* Responsible for ensuring information is up-to-date
* Marketing of the insurance

**Wellness and outreach programs**

Programmatic initiatives are key requirements to all positions within the counseling and campus wellness center.  Each counselor is required to participate, plan and execute a program with at least one program a month coming from the wellness office. Outreach programs will be dictated by data gathered through the counseling office and other student assessment.

Examples:

Healthy Relationships

National Eating Disorder Association

Drug and Alcohol Assessments

Suicide Prevention

**Counselor wellness**

In order to avoid and prevent counselor burn out, compassion fatigue, and/or vicarious traumatization, it is vitally important that all members of the Counseling and Campus wellness team have a clear and outlined wellness plan.  Structurally, this plan involves the following:

* All mental health professionals will be limited to **5 scheduled clients** per day unless an extreme situation arises that needs immediate attention.
* The Counselor and Campus Wellness Coordinator will see **4 scheduled clients** per day.
* All on call responsibilities will be shared equally on a week-by-week basis which includes the Counseling and Campus Wellness Coordinator.

**Community Outreach**

Coordination of activities with other divisions and departments ensures that services for students are robust and comprehensive.  In addition, strong community partnerships provide better services and referral opportunities.  This process is the responsibility of everyone within the center.

Examples:

Advisory Board for PEAK

Sheriff’s Department Rape Crisis Officer

Cheyenne Regional Medical Center Crisis Response Team

Limits:

Outreach should be related to the Counseling and Campus Wellness Office

Outreach should not impact the minimum number of clients seen per week by counselors

**Internal PR/Marketing of Services**

Annual marketing materials will be developed for incoming students and parents to explain services, scope of practice, and common issues affecting college students.

All counselors and healthcare professionals will contribute to the LCCC blog

Posters, newsletters, radio shows, and other marketing sources may be utilized to reach more students and promote referrals by families, community, faculty, and staff.

Internal PR including educational programming for faculty and staff regarding services offered will be developed annually.