

**Laramie County Community College
Counseling & Campus Wellness**

**Standard of Operation
Manual**

Established 2014; Revised 2015, 2017, 2018, 2019, 2020, 2022, 2024, 2025, 2026

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I. INTRODUCTION OF COUNSELING & CAMPUS WELLNESS

Counseling and Campus Wellness (CCW) 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 CCW 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. CCW provides both health care and counseling services to students in a merged model and housed separately with counseling services functioning as neutral and independent from the student health clinic. CCW shares a physical office suite with the Dean of Students and Office of Student Accommodations.

I.A. 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 and in life.

I.B. Counseling and Campus Wellness and Community Relationships

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

Examples: Laramie County Crisis Intervention Team, Recover Wyoming events, Laramie County Community Partnership, Behavioral Health Action Team Meetings, Laramie County Community Needs Assessment.

Limits: Outreach should be related to the Counseling and Campus Wellness office.

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

I. D. Reporting Structure

The CCW Manager works closely with the Dean of Students and key administrators to whom they report to ensure accomplishment of institutional goals and objectives. The Counselor and CCW Manager often provide a needed perspective for campus administrators by utilizing a humanistic, developmental and culturally infused approach in managing students in distress. Both the Student Health Clinic Nurse and Counselor report to the Manager of CCW. The Student Health Clinic and wellness fall within the scope of responsibility of the Counseling and Campus Wellness Manager.

I.E. 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. Staffing during the summer semester will be between 7:30 a.m. and 4:00 p.m. Every effort will be made to have one counselor on staff at all times during business hours. When a counselor is unavailable, students are offered the After-hours support phone number for support provided either by LCCC personnel, a sign outside the office, or on the CCW voicemail.

I.E. Definitions

Client:

A client is an LCCC student who is currently enrolled in classes, paying wellness fees, and has signed the CCW disclosure statement and intake form. The disclosure statement and intake form are to be completed by the end of the first counseling session.

Counselor:

A professional with a completed Master's degree in Counseling, Marriage and Family Therapy, Social Work, Psychology, or related equivalent degree (with an emphasis or experience in Student Personnel services or Higher Education). Has Obtained Professional or Provisional licensure in the State of Wyoming.

Crisis/Urgent Need:

Can be defined as one's perception or experience of an event or situation as an intolerable difficulty that exceeds the person's current resources and coping mechanisms.

Short-term Scope of Practice:

Acute mental health concerns that can be addressed in 12 sessions or less.

Extensive/Long-term Counseling:

Mental health or psychological needs that require more than 12 sessions to meet therapy goals.

Imminent danger:

An immediate threat of substantial harm to self or others.

Serious and Foreseeable Harm:

When an individual is demonstrating behaviors indicative of harm that a reasonable person would be able to predict or expect the ultimately harmful result of their actions.

Minor:

In accordance with HIPAA compliancy, currently enrolled LCCC students under the age of 18 (age of the majority). Students who are legally married, active military, or emancipated are not considered to be a minor for the purposes of receiving counseling services.

No Show:

Defined as a student not physically attending their scheduled session with no prior notice of not being able to attend the session.

Non-Client:

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

Session:

A meeting where a counselor and student are in attendance to address therapy goals in a group or individual setting, generally, lasting 45-50 minutes but may differ depending on client needs.

Titanium Schedule: A comprehensive HIPAA compliant behavioral health software storing the client's behavioral health history, key administrative and clinical data relevant to that client's care under a counselor including demographics, progress notes, medications, medical history and treatment goals, quality management and outcome reporting.

Wellness (aka: 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.

Communication made by Law Enforcement in an effort to determine physical and mental well-being of a student. This process is initiated at the request of a counselor or CARE team member.

II. COUNSELING AND CLINICAL SERVICES

CCW provides direct and indirect support services to help students with mental health and wellness needs, including balancing intellectual, emotional, interpersonal, and developmental needs. Services are provided through developmental, preventative, and remedial modes of intervention. Services may include individual counseling, couple's counseling, group counseling, screenings, interest inventories, workshops, seminars, outreach, consultation, crisis intervention, and referral. All services are provided free to currently enrolled and wellness fee-paying students on a short-term basis. Students needing extensive and/or long-term counseling will be referred and connected to community support agencies. CCW staff adhere to the ethical principles of their disciplines and practices with conformity to state and federal laws.

II.A. Scope of Practice

CCW is primarily a short-term, mental health service as well as a bridge to long-term services offered in the community. Short-term, services include addressing students' immediate issues that are impeding their ability to focus on their academics. Counselors specialize in a range of evidence-based therapeutic modalities, encompassing approaches like Solution Focused Therapy, Eye Movement Desensitization and Reprocessing Therapy (EMDR), Brainspotting, Dialectical Behavior Therapy (DBT), Motivational Interviewing (MI), and Cognitive Behavioral Therapy (CBT), among others. Generally, students can resolve their presenting issue in approximately 3 - 6 sessions. There is a twelve-session maximum per student per presenting issue; however, in rare circumstances, counselors may use their discretion to meet beyond this limit. Students presenting with new issues will require a new and separate intake form and disclosure statement representing a new series of appointments. Students with long-term care needs are referred to and connected to mental health professionals in the community as soon as possible in the process. Students are responsible for the follow-through of establishing this community relationship; however, counselors will coach the student in identifying appropriate resources and developing a plan for establishing these services.

II.B. Individual, Couples and Group Counseling

Individual, couples, and group counseling sessions are the primary services offered through the counseling office. Telehealth virtual counseling may be provided on a case-by-case basis.

II.B.1. Acute Mental Health Needs Eligible for Short-Term, Solution Focused Counseling Include the Following:

Personal Concerns: Stress, anxiety, depression, anger, loneliness, low self-esteem, grief

Relationship Concerns: Romantic relationship, roommate conflict, family problems, social life, domestic violence, dating violence

Developmental Concerns: Identity (i.e. personal, cultural, spiritual, sexual orientation, gender identity), adjustment to college, healthy lifestyle choices, decisions, life transitions

Academic Concerns: Motivation, test and performance anxiety, perfectionism, organization and prioritizing, life/school balance, instructor/classmate conflict

Education: Mental health disorders, Cognitive Behavior Therapy, Dialectical Behavior Therapy, Solution Focused Therapy, Motivational Interviewing, Substance Use

Other concerns: Acute trauma, unwanted sexual contact, assault, early intervention for body image/eating concerns, early intervention for substance use
Substance Use Assessment

Long-term/Chronic mental health needs that may benefit from long-term therapy with a community provider include the following:

- Long-term trauma: Childhood, relationship abuse, severe PTSD, combat trauma, past sexual assault/abuse, or any trauma causing long-term impairment on daily functioning
- Substance Use Disorders
- Mental Health Disorders: unmedicated Bipolar, Chronic Depression, imminent risk to self or others, Severe Anxiety Disorders, Schizophrenia, Personality Disorders,
- Learning Disabilities
- Eating Disorders
- Medication Management

II.B.2. Additional services outside of the CCW Scope of Practice and not performed by CCW staff include the following:

Psychological assessments

Disability testing

Letters of documentation for disability

Legal involvement: Custody evaluations, divorce recommendations, court-ordered substance use assessment, or any other support for legal proceedings

II.C. Case Management

Offering case management support via phone or in person can be arranged on a case-by-case basis.

II.D. Intake Process

II.D.1. Students wanting to utilize counseling services may schedule an appointment online, by phone or in person.

II.D.2. Prior to their first appointment, the student will complete the following:

Electronically read and sign the disclosure statement, including a CARE Team disclosure and Release of Information form

Complete the Standard Intake Questionnaire, CCAPS instrument, AUDIT, Adverse Childhood Experience (ACE) forms and PHQ-9 forms.

II.D.3. Students may walk in to meet with a counselor for an urgent appointment. Prior to meeting with a counselor, the student will complete the following:

Read and sign the disclosure statement, including a CARE Team disclosure and Release of Information form

Complete the Crisis Consultation form which includes screening questions for suicidal and homicidal ideation and PHQ-9.

Counselor completes Suicide Risk Assessment and Safety Plan with client as needed.

II.D.4. Intake Paperwork Processing Procedure

Scope: Applies to all online counseling intake submissions, including completed, incomplete, expired, and declined-service intakes.

Intake Processing: All submitted intakes must be processed in Titanium and retained.

Processing includes converting the submission into the clinical record and preserving all screening data.

Clinical Review: A counseling staff member must review each intake and document:

- PHQ-9/CCAPS results (if completed)
- Reported risk factors
- Relevant narrative concerns
- Whether contact or scheduling occurred

Disposition Categories:

1. No Current Risk Identified Criteria: No current SI/plan/intent; historical SI only.

Actions: Document review, add clinical flag if history present, close as “No services initiated,” “Declined services,” or “Reviewed – no follow-up required.”

2. Incomplete or Expired Intake Criteria: Submission not fully completed or not scheduled within timeframe.

Actions: Process if required, document incomplete/expired status, close accordingly.

3. Current or Potential Risk Identified Criteria: Current SI, plan/intent, concerning narrative, or staff concern.

Actions: Initiate same-day/urgent outreach per protocol; do not close until risk is resolved; document all outreach attempts.

Documentation Standards Each disposition note must include:

- Screening review
- Summary of risk assessment
- Student engagement outcome
- Final disposition

II.E. Client Termination Procedure

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

Completion of a brief exit survey, CCAPS instrument, and/or referral to a community agency, if appropriate.

Counselors will complete the Titanium Schedule Case Closure form and a termination note.

Client records will be filed according to the process described in the Data Management section of the SOP.

II.F. Treatment Planning

Treatment planning is essential to effective counseling. It aids in keeping the counselor and the client on track. This is critical in a short-term therapy model. It moves the process along and tracks growth. Having clients work with the counselor in creating a treatment plan is helpful with more concrete/sequential clients. Others don't necessarily need to see it written out but need to be involved with goal setting and can be asked what they want to accomplish through counseling. Clients need to be informed of the plan and sign off on the goals. Treatment plans can be discussed during supervision and one-on-one meetings. Treatment plans are to be completed at intake within Titanium software and updated when necessary.

II.G. Re-entry Procedure

Students who have attended counseling with CCW in previous years will be required to complete all new student paperwork annually, including the intake forms, disclosure statement, and initial survey.

II.H. Policy for No-Shows/Cancellations

Clients who arrive 15 minutes late for their scheduled session will be considered a "no show". 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 addition to the waitlist, the termination process, and/or referral out for sustained care (at the discretion of the counselor).

For the purpose of risk management, all "no show" clients will be documented in the Titanium software.

II.I. Wellness and Outreach programs

Programmatic initiatives are key requirements to all positions within the Counseling and Campus Wellness office. Each counselor is required to participate, plan and execute programs throughout the semester. Student Life collaborative programming may also be implemented in lieu of individual efforts. Internal PR including educational programming for faculty and staff regarding services offered will be developed annually. Outreach programs will be assessed for attendance and quality through the use of pre-determined learning objectives- that will be assessed before and after programming events. Additional data may be gathered through the counseling office and or other student assessments. LCCC faculty and staff may request outreach event by contacting the CCW Manager.

Examples: Healthy Relationships, National Eating Disorder Association, Drug and Alcohol Assessments, REACH Suicide Prevention, Self Care, Stress Management, Trauma Informed, Workshops and In-service presentations.

II.J. 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. In a crisis/urgent situation, students may meet with the first available counselor. Students wishing to be assigned to a new counselor are asked to provide client satisfaction feedback to the primary counselor first and can be accommodated on an individual basis. In addition, students are also welcome to speak to the Counseling and Campus Wellness Manager or the Dean of Students to address additional concerns.

II.K. Student Autonomy and Mental Health Rights in Counseling

Students have the right to choose whether to participate in counseling. Counseling is most effective when students engage voluntarily and feel safe doing so. Counseling should not be used as a consequence for behavior (e.g., “You need to go to counseling because of this”). This can increase resistance, reduce engagement, and elevate risk. If a student declines counseling and there is an immediate safety concern, LCCC staff should contact campus safety or emergency services.

II.L. Providing Services to Minors

In accordance with the HIPAA Privacy Rule, students under the age of 18 must receive parental consent prior to engaging in therapeutic treatment. Students under the age of 18 who are married, active military, or emancipated may consent to treatment without parental permission with appropriate provided documentation. LCCC counseling services may be provided to a minor without parental consent only under the following exceptions:

- Presence of child abuse or neglect in the minor’s home

- Minor’s mental health needs are sufficiently urgent enough to require immediate attention (presence of serious and foreseeable harm, ACA Code of Ethics B.2.a)

These services will be provided in accordance with [WY Stat § 14-1-101 \(1997 through Reg Sess\)](#). Minors meeting with a counselor for the above circumstances are not guaranteed confidentiality of services due to counselor mandated reporting requirements.

II.M. Summer and Semester Counseling Protocol

Counseling services are only available when classes are in session. Students must be currently attending the class for which they are registered to be eligible for counseling services.

Counselors may use their discretion to provide services for at-risk students in between semesters when the student does not have access to a community mental health provider.

Students may meet with a counselor for a consultation session and follow-up session prior to the start of a semester and after the tuition due date if the student is registered for the upcoming semester and is current on their account balance. These consultation sessions will enable students to be proactive in addressing academic concerns, such as test anxiety.

II.N. Emergency and Crisis Intervention Services

CCW Counselors provide crisis intervention and emergency services for students who are experiencing acute emotional distress, are a danger to self or others, or are in need of immediate hospitalization. Such services may also be provided by other agencies in the surrounding community. In such cases, counselors will work closely with other service providers to ensure that the resources are adequate and effectively used and that necessary follow-up care is provided.

III. CRISIS PROCEDURES

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

III.A. Imminent Danger

The first person on scene will notify 911 and Campus Safety immediately by telephone

Campus Safety will call the counseling office and speak with a counselor

In the event of imminent danger, after hours, Campus Safety and the Sheriff's Department will be contacted. The Counseling and Campus Wellness Manager will be contacted on an as needed basis for advocacy services and consultation.

Students in imminent danger who contact Protocall Services Inc. will be assessed for safety concerns and then 911 will be contacted to offer the student support.

Counselors make every effort to empower students to choose voluntary admission to the Emergency Room when they meet the criteria for hospitalization due to imminent risk, foreseeable harm, and/or are gravely disabled; however, in circumstances where the student is unable or unwilling to voluntarily be assessed by the CRMC Psychiatric Assessment and Referral Team (PART), a Title 25 hold will be placed by CCW staff or by law enforcement.

III.B. Transportation

No campus employee, family members, or students may transport individuals in imminent or non-imminent situations.

Options for transport to the Cheyenne Regional Medical Center Emergency Room (which may include subsequent admission to Inpatient Behavioral Health) may include the following:

Law enforcement

Ambulance

CCW will call 9-1-1 to arrange any transportation in emergency situations.

A release of information will be filled out and allow all CCW counselors to speak with the hospitalized client and hospital staff. CCW will make attempts to have additional releases of information completed for emergency contacts; however, student will have the right to refuse the release of this information.

CCW is not responsible for the assessment decisions of CRMC PART once the student arrives at the Emergency Room; however, CCW

counselors consult with PART team staff to provide collateral information for the assessment.

III.C. After-hours / On-call Counseling

Counselors are available after-hours, for critical emergency situations only when contacted by Protocall Services Inc. , the Dean of Students, the Vice President of Student Services, or the Director of Residential Living and Learning. The on-call service center Protocall Services Inc., will serve as the emergency after-hours point of contact. On-call call takers are staffed by Protocall Services Inc. to provide crisis assessment for students who call their toll-free number. Protocall Services Inc. will follow LCCC protocols when making referrals and to contact emergency personnel, LCCC Administrators, and the Counseling and Campus Wellness Manager (see appendix A for Protocall Services Inc. protocol). All necessary LCCC personnel, including Campus Safety and Housing, have this number. The Laramie Campus will also utilize Protocall Services Inc. services for crisis management. The Counseling and Campus Wellness Manager will serve as a liaison for the Laramie Campus and Protocall Services Inc. in regards to at-risk students.

Protocall Services Inc. will provide CCW counselors with a call report after a student places a call to Protocall Services Inc. The content of these reports will remain confidential information maintained by CCW. Students requesting follow-up for CCW counselors will receive a follow-up call from a counselor within the next business day.

III.D. Residence Hall After-Hours Support

Students in emotional and/or mental distress, including suicidal thoughts will be provided the Protocall Services Inc. after-hours phone number to speak with the call taker. The Residence Hall Director will call the Sheriff's Office for students who are in imminent danger and/or requiring risk assessment. The Residence Hall Director will also notify Campus Safety that the law enforcement will be arriving on campus premises. The Sheriff's Deputy will assist the Residence Hall Director and student in determining next steps for the student's safety. The CCW Manager will be notified when a student is transported to Cheyenne Regional Medical Center (CRMC) for suicidal/homicidal ideation and/or will serve as a consultant for safety planning. CCW will make every attempt to meet with the student following discharge from CRMC and to ensure that the student is receiving community support in accordance with their CRMC discharge/safety plan.

**** Refer to Appendix B for Residence Hall Emotional/Psychological Crisis Protocol**

III.E. Student Death

III.E.1) Counseling Response to a Student Death (accident of student on or off campus/suicide off-campus) includes the following procedure:

- Identifying the student's classes and classmates
- Reach out to students who were close (friends/family) with the deceased to provide support within 24 hours of notification of student death
- Identify students already at risk of suicide
- Consider group processing
- Reach out to faculty to provide support in the classroom.
- Going to class and speaking to students
- Provide reading materials and counseling contact information.
- Providing faculty with reading materials and coaching on interactions
- What to say / not to say
- Recognizing signs of depression/emotional crisis/psychological crisis in other students
- Safety precautions for class (welding, automotive, chemistry, etc.
- Employee Assistance Program EAP program
- Notify CARE Team and include survivors at risk on CARE Team caseload
- Follow-up with at-risk students/faculty one week after death and then again 4 weeks after death

III.F. Counseling Response to a Suicide in the Residence Hall

III.F.1) Counselors respond immediately to the scene upon notification of the incident to provide support to roommates, friends, and any affected.

- Assess for safety of roommates and friends
- Provide case management to ensure a safe environment for the student
- Assist in finding a new room/place to stay for the night or following days.
- Help student determine what is best for them.
- Develop a safety plan/plans with students for support for the upcoming week
- Involve CARE Team to reach out and offer support as well as to assess for other students' safety
- CARE Team meets within 24 hours of incident
- Counselor's daily schedule will be cleared by the Student Life Administrative Assistant so they may be present in the Residence Hall for support the day after the incident.
- Administrative Assistant will reschedule all clients for the following week and will ask each client if they will be safe until their rescheduled appointment.
- Cancelled clients who are at-risk or communicated they will not be safe until next appointment will be called by their counselor within 24 hours of the cancellation to assess for safety.
- Consider group processing, individual meetings, reading materials, email to all students in residence halls, postcards in mailboxes, recognizing signs and where to get help. Pre-print postcards to be ready when incident occurs.
- Update and Print postcards every summer, if needed, and give to Residence Hall in August to distribute if an incident occurs.
- Hang up signs with same information on all exit doors of the Residence Hall.

Notify CARE Team and Residence Hall Director of any students at risk.
Dean of Students may notify Emergency Contacts/Parents of students at risk
Both counselors are present in the Residence Hall for two hours daily (4:00-6:00pm) for at least one week following incident to continue to provide support, group counseling, individual counseling, and information. Counseling staff may be reduced to one counselor if the need for counseling appears to be minimal.
One counselor provides drop-in support in Student Health Clinic for two hours daily following the incident during normal business hours.
Counselors/CARE Team will follow-up with impacted students who did not want continued support one week following the incident.

IV. COUNSELING & CAMPUS WELLNESS PERSONNEL

IV.A. Education and Experience Requirements: Counseling and Campus Wellness Manager

A Master's degree Counseling, Marriage and Family Therapy, 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

IV.B. Education and Experience Requirements: Licensed Mental Health Practitioner

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

Experience in higher education preferred

Professional or provisional licensure in the state of Wyoming. If the current Manager is not eligible to supervise, Provisional Professional Counselors (PPC) must be supervised by an external Designated Qualified Clinical supervisor approved by the Wyoming Mental Health Professions Licensing Board and will be financially responsible for their supervision.

IV.C. Pre-Counseling Interns and Practicum Students, Field Placements etc.

CCW accepts counseling interns and students for placements during the school year depending on availability and resources within the department.

Placements can be available for trainees who are obtaining training and supervision as part of a graduate Master's level program to gain clinical/counseling or social work experience and can include (counseling, group counseling, outreach, and case management).

Services provided by interns or practicum students must receive close supervision by CCW Manager and be in compliance with professional training standards and their school or University site (e.g. University faculty member and a qualified on-site supervisor).

IV.D. 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 to allow for counselors to complete necessary documentation, preparation for campus programming and outreach, and attend to crisis needs.

The Counselor and Campus Wellness Manager will see no more than **3 scheduled clients** per day to allow for time to complete Manager duties, necessary documentation of client contact, attend to crisis needs, and prepare for campus programming and outreach activities.

All full-time counselors will develop a yearly self-care plan and adhere to it monthly. This plan will be reviewed by the counselor's supervisor.

V. ETHICAL STANDARDS

V.A. Data Management

CCW utilizes an off-campus, HIPAA Compliant, password protected, encrypted electronic health record system to house all clinical notes. All paper file notes are scanned into the Titanium software and also locked into a filing cabinet to be housed for 7 years from the client's last CCW interaction. Client files are locked behind a triple lock system.

CCW works with LCCC's Institutional Review office to analyze counseling data, including client demographics, student GPAs, student credit load, and student satisfaction. IR employees will not have access to client notes and records. IR employees sign a contract services confidentiality statement with CCW to ensure that client information is kept confidential. Data is collected for the improvement of CCW services and to identify trending student needs.

The CCW Manager compiles monthly, semesterly, and annual reports for LCCC administration, detailing visitation statistics for counseling and the Student Health Clinic. Examples of information that may be included:

- Total visitation traffic (in-person) for counseling, clinic, and general inquiries.
- Overview of client presenting issues.
- Total counseling appointments/contacts.
- Attended counseling appointments/contacts.
- Counselor-specific attended sessions.
- No-show clients.
- Session cancellations (client and counselor initiated).
- Rescheduled sessions (client and counselor initiated).
- Urgent/crisis sessions.
- CARE Team contacts.
- Case management sessions.
- Group or club meeting occurrences.

Student Health Clinic

Total number of students attending the Student Health Clinic
Total number of students receiving other Health services (HIV/STD testing, flu shots, etc.)
Overview of student patient presenting issues
of Nursing student volunteers (If applicable)

V.B. Assessment of Services

Assessment is critical to determining effectiveness. CCW 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. Obtaining student ID numbers during the intake process will be mandatory. These ID numbers will be used to track student client academic success, as well as retention and completion numbers. Tracking in this manner will ensure complete confidentiality, as students names are not extracted or viewed. This could result in various means of data collection; i.e.: surveys, statistical data, counseling trends, and others deemed to be necessary.

Assessment Tools:

Post-surveys including direct administration of the CCW Baseline Survey through the use of a cloud based tool.
CCAPS instrument at initial and termination sessions.
Titanium software reports (monthly, semester, annually)
Completion assessment using student ID numbers in collaboration with the Institutional Research Manager
LCCC Continuous Quality Improvement tools
Program Review years
Pre-and post-surveys for programming/training offerings

V.C. Records

Record Retention: All processed intakes must remain in Titanium. Deletion is prohibited except for verified duplicates or errors approved by CCW Manager.

V.D. 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 24 hours of the appointment.

All records will be typed in the Titanium software per best practices.

The following will be tracked by all counselors within the Titanium software system:

- Scheduled, attended, canceled, rescheduled, and client no-shows
- Counselor re-scheduled sessions
- Type of need
- Number of sessions per student
- Crisis

V.E. Confidentiality

Counseling and Campus Wellness shares a suite with the Dean of Students and the Office of Student Accommodation (OSA). Because of the close proximity of these other student services, students are provided options for meeting in another specified location on campus or receiving a referral for the community if they are uncomfortable with the presence of these services. To ensure confidentiality, the Dean of Students, OSA personnel, and the Student Life Administrative Assistant signs a confidentiality agreement to be made aware of HIPAA compliancy and to acknowledge respect for students' privacy and confidentiality.

In addition, counselors take every precaution to ensure that the environment provides a confidential space for students, including awareness of security cameras, an alternative waiting room, white noise machines, frosted glass doors, and minimal presence of non-counseling staff in counselor offices during business hours. Counselors take precautions of locking their computer screens and minimizing client information if they need to step out of their office or when non-counseling staff may be present. Counselors also respect client's confidentiality by disclosing to students that when a counselor is required to interact with a student in a non-counseling capacity, such as for a training, classroom presentation, etc., counselors will provide the clients notice, as soon as possible, about the upcoming event and assure the client that the counselor will not disclose their status as a constituent of counseling services.

V.F. Title IX

Sexual assault incidents are considered confidential. Counselors who provide counseling services to LCCC students regarding a sexual assault issue are not required by law to report any information about the incident to the Title IX Coordinator without a survivor's permission.

A student who speaks to a counselor or advocate must understand that, if the survivor wants to maintain confidentiality, the College will be limited in its ability to investigate 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.

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.

VI. SUBSTANCE USE ASSESSMENT & PREVENTION

Students may be referred to CCW to be evaluated for severity of substance use at the request of the Dean of Students, Director of Residential Living and Learning, or Athletics Director. Students seeking a court-ordered assessment for Driving Under the Influence (DUI) or Minor in

Possession (MIP) will be referred to a community drug abuse treatment provider; LCCC is unable to provide court-ordered assessments. Students who receive an MIP while on campus premises and are not court-ordered to complete a substance use assessment with an educational course may be mandated to complete the assessment and educational course with LCCC.

VI.A. Referral Party Roles

Dean of Students:

- Refers the general campus population when appropriate based on
 - Evidence or reason to suspect substance use that is violating the Student Code of Conduct 5.0, C, 12, 13, and 22.

The manufacture, possession, use, sale, or distribution of narcotics, illegal drugs, drug paraphernalia, or prescription drugs for which the person does not have a prescription, including being under the influence.

The manufacture, possession, use, sale, or distribution of alcoholic beverages including public intoxication.

Any other conduct not included above, which adversely affects either the function of LCCC or the educational pursuits of the members of the LCCC community.

This evidence may include appearing to be under the influence of a substance while on campus premises.

Director of Residential Living and Learning:

- Refers Resident Assistants when appropriate based on
 - Evidence or reason to suspect substance use that is violating the Student Code of Conduct 5.0, C, 12, 13, and 22.

The manufacture, possession, use, sale, or distribution of narcotics, illegal drugs, drug paraphernalia, or prescription drugs for which the person does not have a prescription, including being under the influence.

The manufacture, possession, use, sale, or distribution of alcoholic beverages including public intoxication.

Any other conduct not included above, which adversely affects either the function of LCCC or the educational pursuits of the members of the LCCC community.

This evidence may include the following:

- appearing to be under the influence of a substance while on campus premises (odor and/or behavior).
 - Presence of alcohol or drugs on the person or in their room.
 - Testing positive for alcohol or substances.
- Refers students residing in Residential Housing based on Evidence or reason to suspect substance use that is violating the Student Code of Conduct 5.0, C, 12, 13, and 22.

The manufacture, possession, use, sale, or distribution of narcotics, illegal drugs, drug paraphernalia, or prescription drugs for which the person does not have a prescription, including being under the influence.

The manufacture, possession, use, sale, or distribution of alcoholic beverages including public intoxication.

Any other conduct not included above, which adversely affects either the function of LCCC or the educational pursuits of the members of the LCCC community.

This evidence may include the following:

- appearing to be under the influence of a substance while on campus premises (odor and/or behavior).
- Presence of alcohol or drugs on the person or in their room.

Athletics Director

- Refers student athletes based on
- Evidence or reason to suspect substance use that is violating the Student Code of Conduct 5.0, C, 12, 13, and 22.

The manufacture, possession, use, sale, or distribution of narcotics, illegal drugs, drug paraphernalia, or prescription drugs for which the person does not have a prescription, including being under the influence.

The manufacture, possession, use, sale, or distribution of alcoholic beverages including public intoxication.

Any other conduct not included above, which adversely affects either the function of LCCC or the educational pursuits of the members of the LCCC community.

This evidence may include the following:

- appearing to be under the influence of a substance while on campus premises or attending a campus sanctioned event (odor and/or behavior).
- Presence of alcohol or drugs on the person or in their belongings.
- Testing positive for alcohol or substances.

VI.B. Substance Use Assessment Procedure

CCW, Residence Hall Director and/or Dean of Students will follow a three-tier process for substance use sanctions to determine the need for a substance use assessment.

Tier 1: If a student receives a first offense for substance use they will be charged a \$100 fine with \$50 to be refunded upon completion of an online alcohol education course and reflection paper as assigned by the Residence Hall Director. Students may be referred to Counseling & Campus Wellness if there is reason to believe they will benefit from support, intervention or treatment.

Tier 2: If a student receives a second offense they will be charged a \$200 fine with 1 \$50 refund. The student will also be referred to CCW for a substance use screening and additional education course. The referring party will submit a formal letter of referral for substance use assessment to CCW by email or paper copy. When the student is notified of needing to complete a mandated substance use assessment, the referring party will provide the student with

- A copy of the formal letter of request for mandated substance use assessment.

- Expectations for completing the substance use assessment are the responsibility of the student.

The student will complete the following:

- Schedule an appointment with CCW.
- Pay \$200 fee for assessment to LCCC cashier.
- Attend at least two sessions
- Complete the Substance Use Screening, AUDIT and CUDIT.
- Complete the appropriate substance use course online.
- Potential consequences for not successfully completing the assessment may result, including an additional conduct violation.
- Completion of the assessment will result in a \$50 refund.
- Complete all necessary intake paperwork, disclosure statement, and release of information for referring party and the Dean of Students.
- Meet with a counselor for a total of at least two sessions and pay a fee of \$200. This fee will cover the expense of the online course.

Within the required sessions of Tier 2, the student will complete the following:

- Take the CUDT and AUDIT prior to beginning the first assessment session.
- Complete the appropriate online course prior to attending the final counseling session.
- Complete the appropriate worksheet corresponding with the course taken.
- Explore low risk lifestyle choices and ways to reduce future problems with alcohol and drugs in the final session.

The referring party and the Dean of Students will be notified if a student does not complete the two sessions and the online course, or refuses to complete the assessment, which may result in additional Student Code of Conduct violations. Upon completion of the two sessions, counselors will finalize the assessment for the student and will provide the referring party with a summary of treatment recommendations appropriate to the severity of the substance use. Referring parties will only receive a copy of the recommendations and will not receive a copy of the complete assessment results to respect the student's confidentiality and privacy.

For students who receive multiple substance use violations, the clinician may recommend additional awareness and prevention courses such as Prime for Life, LCCC DUI Victim's Impact panel, or Alcoholics Anonymous or other community-based support services.

If the student desires or needs a substance use treatment level of care not provided at LCCC, the student will be referred to the appropriate certified substance use professional in the community.

Tier 3: A third offense warrants an automatic referral to Volunteers of America or a Certified Substance Use Treatment provider for a formal ASI evaluation and assessment. It may also include possible eviction from the Residence Hall housing and further sanctions to be determined by Dean of Students.

VII. RESOURCES

VII.A. Professional Liability Insurance

Licensed mental health counselors and therapists are recommended to have malpractice insurance coverage either under the LCCC liability insurance policy or by an individual policy. Counseling interns and pre-licensed professionals are recommended to have malpractice insurance coverage under their University or an individual policy.

VII. B. Budget

The Counseling & Campus Wellness Manager has the budget authority and responsibility for making decisions about and managing all aspects of the Counseling and Health & Wellness Budgets.

VII.C. Continuing Education Expectation:

Counselors will complete the appropriate renewal CE's as required by the Wyoming Mental Health Licensing Board to maintain professional licensure.

One major conference is expected for each full-time counselor to attend annually. Counselors will complete a substance use continuing education (CE) credit annually.

APPENDIX A

After Hours Services Protocol

The CCW Manager will be on-call at all times during the academic year (not including breaks, summer, if campus is closed). CCW utilizes Protocall Services Inc. to manage all after-hours mental health calls from students and/or anyone concerned about a student. The CCW Manager should only be receiving calls from the Resident Hall Director, Protocall Services Inc., security, an LCCC employee or the Student Health Clinic Nurse.

Protocall Services Inc. After Hours Procedures

When a student calls Protocall Services Inc. after hours mental health phone number they will receive a Level of Care assessment by the call taker.

Intervention Options

Overview

Below are intervention options for the [Level of Care](#).

Information & Referral

If no clinical issues are present and caller is only seeking I&R:

1	Document caller's information and request.
2	Document referrals provided: Local Resources .
3	Document that no further services are requested.

Routine Procedure

After determining that the call meets **Routine** criteria:

1	Determine if the caller would like follow up:	
	If the caller...	Then...
	Does not want follow up.	Document that no further services are requested.
	Does want follow up.	Proceed to step 2.
2	Advise the caller to expect a call back during business hours the next business day.	

Urgent Procedure

After determining that the call meets **Urgent** criteria:

1	Advise the caller of the 24/7 nature of the line.
2	Advise the caller to expect a call back during business hours the next business day.

Emergent Procedure

After determining that the call meets **Emergent** criteria:

See [Hospitalization](#) for instructions on referring callers to local hospitals/facilities.

See [Emergency Procedures](#) for instructions on dispatching local law enforcement personnel.

Emergency Services:

When to Use After the **Level of Care** is assessed as **emergent**.

Procedure

1	Dispatch Emergency Services (911) based on the caller's location, even if a student is located on campus, utilize the appropriate local law enforcement agency.
2	Contact the LCCC <u>On Call</u> afterward.

Law Enforcement Contact Information

Law Enforcement Agency	Contact Information
Laramie County Sheriffs Office Non Emergency Number	307-637-6525
Cheyenne Police Department Non Emergency Number	307-637-6500
Campus Safety	307-630-0645

Note: See Protocall Services 2026 full Procedure Manual for all procedures.

Non-Residence Hall Students After Hours Protocol:

- 1) Suicidal Ideation
 - a. If student has intent or plan, contact 9-1-1.
 - b. If student does not have intent or plan, inform student of supports including
 - Cheyenne Regional Medical Center
 - 988 Suicide Prevention Hotline and Text Line
 - Counseling and Campus Wellness
 - CARE Team
 - Advisor
 - Community Resources
- 2) Homicidal Ideation
 - a. If student has intent or plan, contact 9-1-1.

- b. If student does not have intent or plan, inform student of supports including
 - Counseling and Campus Wellness, (307) 778-4397
 - CARE Team, (307) 778-1223
 - Advisor, (307) 778-1214
 - Cheyenne Regional Medical Center
- 3) Domestic Violence
 - a. If student is in immediate danger, contact 9-1-1. If student is not in immediate danger, inform student of the following supports including
 - Safehouse (Confidential)
 - Victim Assistance (Must file report with Law Enforcement)
 - Cheyenne Police Department
 - Laramie County Sheriff's Office
 - Counseling and Campus Wellness (Confidential), (307) 778-4397
 - LCCC Title IX Coordinator (Mandated reporting), 778-1302
 - Protection orders, adjust class schedule/location
 - LCCC Campus Safety (Mandated reporting), (307) 630-0645
 - Escorts, enforce protection orders
- 4) Sexual Assault
 - a. If student is in immediate danger, contact 9-1-1
 - b. If student is not in immediate danger, inform about student of supports including
 - Forensic Nurse, Cheyenne Regional Medical Center Emergency Room (Confidential)
 - Safehouse (Confidential)
 - Safe place to stay
 - Victim advocacy
 - Protection orders
 - Support in court
 - Victim Assistance (Must file report with law enforcement)
 - Cheyenne Police Department
 - Laramie County Sheriff's Office
 - Accompaniment to Forensic Nurse
 - Victim advocacy
 - Protection orders
 - Support in court
 - Counseling and Campus Wellness (Confidential)
 - Title IX Coordinator (Mandated reporting)
 - Protection order, investigation, adjust class schedule, etc.
 - Campus Safety (Mandated reporting)
 - Escort
- 5) Threat to Campus (Active shooter, bombing, etc.)
 - First call 9-1-1. Then, call Campus Safety if threat is to the LCCC Campus

Residence Hall Students After Hours Protocol:

1) Suicidal Ideation

- a. If student has intent or plan, contact 9-1-1 and then contact Residence Hall Director. Law enforcement will be informed to arrive in Parking Lot M.
Residence Hall director will contact CCW Manager, if necessary.
- b. If no intent or plan, explain benefits and risks to student about reaching out to their RA (call duty phone) and/or contact Residence Hall Director for support. Develop a safety plan.
Inform student of supports including
 - LCCC Counseling and Campus Wellness
 - Cheyenne Regional Medical Center
 - 988 Suicide Prevention Hotline/Crisis Text Line
 - CARE Team
 - Advisor
 - Community Resources

2) Homicidal Ideation

- a. If student has intent or plan, contact 9-1-1 and then contact Campus Safety. Campus Safety will notify Residence Hall Director. Law enforcement will be informed to arrive in Parking Lot M.
- b. If no intent or plan, explain benefits and risks to student about reaching out to their RA (call duty phone) and/or contact Residence Hall Director for support. Develop a safety plan.
Inform student of supports
 - Counseling and Campus Wellness
 - CARE Team
 - Advisor
 - Cheyenne Regional Medical Center

3) Domestic Violence

- a. If student is in immediate danger, contact 9-1-1, then call Residence Hall Director to notify of arrival of law enforcement. Law enforcement will be informed to arrive in Parking Lot M.
Call Title IX Coordinator Ask student if they would like Manager of Counseling to support student in connecting with Safehouse and Victim Assistance. Manager can arrive on campus to meet with student face-to-face.
- b. If student has just experienced domestic violence but is not in danger, ask student if they would like Manager of CCW to assist student in connecting with Safehouse and Victim Assistance.
If student wants face-to-face support, Manager will call student and respond on-campus to offer support, potentially connecting student with community resources, if student desires.
Protocall Services Inc. will inform student of the option to report the incident to Title IX Coordinator, explain the benefits and risks of seeking support from Residence Hall Director and/or RA, and inform about additional supports in case Manager is not able to contact student.

Additional supports include:

Safehouse (Confidential)

Victim Assistance (Must file report with Law Enforcement)

- Cheyenne Police Department
- Laramie County Sheriff's Office

Counseling and Campus Wellness (Confidential), (307) 778-4397

Title IX Coordinator (Mandated reporting), (307) 778-1217

Residence Hall Director, (Mandated reporting), (307) 778-1359,
after hours – 746-5740

Resident Assistant (Mandated reporting), (307) 286-3936

Campus Safety (Mandated reporting), (307) 630-0645

- c. If student has experienced domestic violence more than 24 hours ago and is safe,

Inform student of supports

Safehouse (Confidential)

Victim Assistance (Must file report with Law Enforcement)

- Cheyenne Police Department
- Laramie County Sheriff's Office

Counseling and Campus Wellness (Confidential), (307) 778-4397

Title IX Coordinator (Mandated reporting), (307) 778-1217

Residence Hall Director, (Mandated reporting), (307) 778-1359,
after hours – 746-5740

Resident Assistant (Mandated reporting), (307) 286-3936

Campus Safety (Mandated reporting), (307) 630-0645

- i. CCW Manager will reach out to student during business hours once
Protocall Services Inc. report is received.

4) Sexual Assault

- a. If student is in immediate danger, contact 9-1-1, then call Residence Hall Director to notify of arrival of law enforcement. Law enforcement will be informed to arrive in Parking Lot M.

Call Title IX Coordinator, Melissa Stutz 307-220-5362 for after hours,
(307) 778-1217 during business hours.

Ask student if they would like Manager of Counseling to support student in connecting with Safehouse, Victim Assistance, or Cheyenne Regional Medical Center Forensic Nursing. Manager can arrive on campus to meet with student face-to-face.

- b. If student has just experienced sexual assault but is not in immediate danger,
Ask student if they would like Manager of Counseling to support student in connecting with Safehouse, Victim Assistance, or Cheyenne Regional Medical Center Forensic Nurse. Manager can arrive on campus to meet with student face-to-face.

Protocall Services Inc. will inform student of option to report incident to Title IX Coordinator, explain the benefits and risks of seeking support

from Residence Hall Director and/or RA, and inform about additional supports in case Manager is not able to contact student.

Additional supports include:

Safehouse (Confidential)

Forensic Nurse (Confidential)

Victim Assistance (Must report to law enforcement)

- Cheyenne Police Department

- Laramie County Sheriff's Office

Title IX Coordinator (Mandated reporting)

Counseling and Campus Wellness (Confidential)

Residence Hall Director/ Resident Assistant (Mandated reporting)

Campus Safety (Mandated reporting)

- c. If student has experienced sexual assault more than 24 hours ago and is safe,

Inform student of supports

Safehouse (Confidential)

Forensic Nurse (Confidential)

Victim Assistance (Must file a report with law enforcement)

- Cheyenne Police Department

- Laramie County Sheriff's Office

Title IX Coordinator (Mandated Reporting)

Counseling and Campus Wellness (Confidential)

Residence Hall Director/ Resident Assistant (Mandated reporting)

Campus Safety (Mandated reporting)

5) Medical Emergency

- a. Contact 9-1-1, then contact Residence Hall Director to allow law enforcement access to the building. Law enforcement will be informed to arrive in Parking Lot M.

6) Threat to Campus (Active shooter, bombing, etc.)

- a. Call 9-1-1. Law enforcement will be informed to arrive in Parking Lot M.
- b. Call Campus Safety

APPENDIX B

Residence Hall Emotional/Psychological Crisis Protocol

In all concerning situations:

Remain calm.

Listen non-judgmentally.

Focus on feelings and observations.

Look for signs and ask questions to determine if there is a risk of suicide or harm.

Call Director of Residential Living and Learning (DRLL) or Campus Safety for support.

If you are concerned about a student's safety and the student flees, be able to provide a physical description of the student and possible direction of travel or location of student to Campus Safety or law enforcement.

If the student appears to be a risk to self or demonstrating aggressive behavior, clear others from the area. Do not attempt to restrain the student. Do not put yourself in danger. Call Campus Safety or 911 immediately, and ask for the Crisis Intervention Team. Follow the steps below in concerning situations:

IS THE STUDENT IN IMMEDIATE DANGER?

Follow these steps if you are concerned about a student

NO

The student is navigating academic and/or personal issues and could use support but I am not concerned for their immediate safety. Suggest free and confidential campus counseling.

NOT SURE

Consult Counseling & Campus Wellness by calling 307.778.4397 or 24/7 After-Hours: 1.855.313.0862. Consultation is available if you are unsure about the severity. Stay with the student if possible.

YES

The student's conduct is reckless, disorderly, threatening, and/or suggestive of immediate harm to self or others, e.g., "threats," "self-harm statements," "severe disorientation."

Contact Campus Safety or 911 immediately.

Recognizing Signs of an Emotional or Psychological Crisis:

An **emotional crisis** is defined as clear and abrupt change in behavior and/or emotion.

- Signs of an emotional crisis are included in the chart below.

A **psychological crisis** is when an individual is having difficulty engaging in normal coping mechanisms due to experiencing significant stress, extreme shifts in mood, behavior, or emotional expression, and/or irrational thoughts. Signs of a psychological crisis are included below.

The severity of the crisis increases with the number of signs and behaviors present. One low risk sign or behavior doesn't always constitute an emotional or psychological crisis, while at other times, both an emotional and psychological crisis may be experienced at the same time.

Emotional Crisis		Psychological Crisis	
Low Risk Behaviors		High Risk Behaviors	
Temporary Social Support	More Persistent Recommend Support	Long-term Professional Intervention Suggested	Chronic Professional Intervention Necessary
Crying uncontrollably	Excessive anxiety	Self-injury	Suicide attempt
Nervous/anxious	Withdrawing from activities	Frequent Panic Attacks	Driving car at high rate of speed
Irritable/angry	Increasing accidents	Neglecting Hygiene	Collecting pills
Negative attitude	Trouble sleeping	Very negative self-talk	Taking extreme risks
Increased negative talk	Migraines/Headaches	Not sleeping for days	Hearing or seeing things that aren't real
Pessimistic mindset	Impatience	Talking about wanting to die, not be here, or escape	Unstable and extreme moods
Loss of friend/family	Reactive nature	Increased substance use	Extreme impulsivity
	Poor concentration	Sex with multiple partners	
	Change in motivation		

Risk Factors for Suicide may include:

- Previous suicide attempt
- Recent death of a friend, family member, acquaintance
- Feeling like a burden
- Feelings of hopelessness
- Access to weapons
- Substance use
- Isolate or withdraw from interactions with others
- Impulsive and/or aggressive
- Experiences depression/anxiety/bipolar
- Physical illness

Response to Signs of Emotional or Psychological Crisis:

While some signs may be concerns and not crisis, when you see a concern or multiple concerns, approach the student and inquire about their feelings and emotions. Ask students open-ended questions about how they are feeling to elicit as much information as possible.

- Examples of open-ended questions:
 - “How are you feeling?”
 - “Experiencing a loss is difficult, how are you doing?”
 - “You said that “there is no point.” What do you mean by that?”

Show care and concern.

Assess for risk to self or others by asking direct questions about if they have:

- Thoughts of wanting to harm themselves,
- Thoughts of wanting to die or take their life
- A plan, considered a method, and/or
- Access to that method (weapons, pills, sharp objects).

Notify DRLL about concerns. Always call DRLL for signs of crisis.

Submit an Incident Report (IR). Nature of the report can be selected as Residence Hall Report or Care Team (general concern or threatening behavior).

Call Campus Safety and 9-1-1 in the presence of immediate safety concerns.

Wellness Check:

Residential Living and Learning may request a wellness check for a variety of reasons. Faculty, staff, family or friends may be concerned about a student’s wellness and notify LCCC staff.

Residence Life staff will attempt to contact the student. If unable to contact the student by phone or email, staff will go to the room. If there is no response, there may be a need for room entry to verify health and safety.

All wellness checks that require room entry should be completed with the Director of Residential Living and Learning, Campus Safety/law enforcement, or other full-time professional staff members.

- If student staff are notified to complete a wellness check by room entry, by any College personnel, contact the DRLL before entering a room.

Non-Life Threatening (Low Risk Behaviors):

Examples: Refer to chart above for examples of non-life threatening and low risk behaviors.

Identify if there is a risk of suicide or harm to self.

Refer to Mental Health First Aid, REACH, and RA training. “Have you had any thoughts about wanting to go to sleep and not wake up or wishing your life would end? Have you had thoughts about taking your life?”

- If student reports “no” to these questions, share concerns you have noticed and ask student open ended questions about feelings or emotions.
 - “I have noticed that you haven’t been yourself lately and have been crying more frequently. How are you doing?”
- Work with Director of Residential Living & Learning to determine needs for support and resources. During this time, stay with student if you feel safe to do so until the student has de-escalated and/or found appropriate supports.
- Submit an Incident Report through the College Online System immediately following the incident.

Life Threatening Crisis or Self-Harm (High Risk Behavior):

Examples include but are not limited to:

Having a plan or intent of suicide

Homicidal or threatening behavior

Severely impaired by drugs or alcohol

Highly erratic or unusual behavior that indicates very unpredictable behavior and/or an inability to care for themselves.

Self-injury without the intent to die

Identify if there is a risk of suicide or harm to self.

- If someone is in physical danger, weapons (gun, sharp objects, pills, alcohol or drugs, open window) are present, or there is a danger to others. Call 911 immediately, ask for the Crisis Intervention Team.
 - If you feel safe to do so, stay within line of sight of the individual until law enforcement arrives.

Refer to REACH Suicide Prevention Training and RA training. “Have you had any thoughts about wanting to go to sleep and not wake up or wishing your life would end? Have you had thoughts about taking your life?”

If student reports having thoughts of wanting to die/take their life and no weapons are insight, call DRLL immediately. Stay with student during this time, if you feel safe to do so.

Director will work with student to provide options for counseling or on-call counseling.
Submit an Incident Report through Maxient immediately following the incident.
Follow Up with your supervisor to confirm receipt of Incident Report.

Suicide Attempt:

Examples include but are not limited to:

Utilizing a method for suicide

Self-injury needing immediate medical attention

Call 911.

Call Director of Residential Living and Learning.

Assist Director and emergency personnel as directed.

- Ask residents to remain in their room to provide privacy to the student and to allow emergency personnel to appropriately do their job. Provide compassionate assistance for other residents in the area and take note of any residents that may be in distress as a result of the incident. Remind students to be respectful by not taking pictures or posting the incident to social media.

Submit an Incident Report through the College Online System immediately following the incident.

- Include names of those impacted by the attempt (friends, roommate, witnesses, etc.) as “Involved Parties” on the IR form.

Follow Up with your supervisor to confirm receipt of Incident Report.

Role of Professional Staff:

DRLL will respond to the scene for welfare checks, suicide ideation and suicide attempt.

DRLL will ask questions regarding suicidal ideations and intent.

DRLL will ask questions regarding student’s state, feeling, and emotions.

If on-call counseling reports that student is in danger of self, law enforcement will be contacted.

If student is not actively suicidal, but acknowledges thoughts of suicide, contact the Counselor on call (CCW during business hours by offering to walk with student or calling for an appointment or Protocol Services Inc. after hours.)

- Be detailed and specific in sharing your concerns.
- Have an RA stay with student if you need to discuss concerns with counselor away from student. If the student is willing, have them speak with the counselor.
- Tell the resident that a counselor can meet with him/her in person.
- Determine, in collaboration with the counselor if an appointment should be made for the next business day at Counseling & Campus Wellness.
 - If counselor determines, arrange for transportation to the hospital through Campus Safety and law enforcement. Remain with the student until he/she is admitted or released.
- If student is hospitalized, ask them whom they would like us to notify.

Notification is necessary.

 - The Dean of Students (DOS) may make parental/emergency contact when student requests that contact be made.

- When student does not wish for parent(s) to be contacted, the DRLL with the DOS will discuss making parental/emergency contact.

Notify the DOS and other members of Senior Leadership if Directed.

The DRLL will follow up with RAs and residents involved in case the next day.

In the event of an attempt or suicide,

- DRLL will plan with roommates about options for moving rooms in the Residence Hall.
- DRLL will connect with CCW about how to provide counseling support to residents affected.
- DRLL will also consult with CARE Team, DOS, and CCW regarding Postvention practices.

Follow Up:

DRLL will connect students involved or connected, including RAs to CCW.

- Director will create a list of known connections, roommates, suitemates, hometown students, friends, floor mates, RAs for possible follow up.
- CARE Team and counseling will meet to determine what supports would be appropriate for the needs of the students. Such supports may include
 - One on one meetings with the DRLL
 - Floor meetings
 - Counselors available in the halls
 - Individual counseling
 - Group counseling support
- List of connections will be entered into Maxient Individual Notes. Director will notify DOS and CCW about connected students.

Return to Campus from Hospitalization:

When an RA is made aware, the RA will notify DRLL when a student returns from hospitalization for mental health crisis.

DRLL will coordinate with Counseling and Campus Wellness for follow-up and assistance. All students that are hospitalized must be connected to CCW for follow up. Students are encouraged to engage with CCW after hospitalization and may do so on a voluntary basis.

DRLL will work with Care Team to determine case management.