

Lewis and Clark College Counseling Service
Information About Our Services and Consent for Service 2021-22

The following paragraphs answer some important questions concerning our services. If you have questions after reading this information, or if you have other concerns not addressed here, please direct your questions or concerns to your counselor. Read all this information carefully—it will save you time when you meet with your counselor.

Please be aware that while service animals are welcome in our clinics, other animals are not allowed. This stance was adopted out of concern for students and staff with allergies.

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

Clinical Staff:

Melinda Brooks, PsyD, Robin Keillor, PhD, Cindy Marino, PsyD and Jeanne Lilly, PhD, are licensed psychologists in Oregon. Hans Woicke, MSW, and Susan Metcalfe, MSW are licensed clinical social workers (LCSW) in Oregon. Kevin Kebede-Berhanu, LMFT is a licensed marriage and family therapist in Oregon. Christabel Leonce, PsyD is a psychologist resident and is supervised by Dr. Marino and Dr. Keillor.

Information about your first appointment

Your first meeting with a counselor will either be a walk-in or an assessment interview. 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 your counselor to develop a plan to address your concerns. The best plan to meet your needs might involve returning to see this same counselor again; it might involve referral to a different counselor on our staff; it might involve group treatment; or it might involve being referred to some other campus or off-campus resource.

Your counselor may be able to share a plan with you at the end of your meeting, or Counseling Service staff may need to consult and get back to you via phone with a plan.

To best meet the needs of the many, the Counseling Service provides brief counseling. The typical student receives between 1-6 sessions, though some do receive more. Most find that their needs are met within 10 or fewer sessions. At times during the year, we may have a waiting list for ongoing appointments. Individuals in crisis are always given top priority for appointments. We refer students who need longer term treatment to community resources. We are also more likely to refer students who need mental health services over multiple years to the community. Your counselor will talk with you more about these issues if relevant.

Confidentiality

All counseling services are confidential. In general, no information is released to individuals outside the Counseling Service without your consent. There are certain exceptions to this rule, as permitted by law and professional ethics. *Our experience is that these exceptions arise infrequently.* They include:

- a. We may disclose confidential information when we judge that there is a strong possibility of serious harm being inflicted by you on another person or on yourself and we are unable to develop a plan with you to ensure safety.
- b. Should you disclose 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. Also, should you be over the age of 18 and engaging in sexual activities with someone under the age of 18, we may be required to report this matter 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 Counseling Service, we may disclose relevant information regarding that client—so that we may provide our side of the circumstances in dispute.
- d. Should you be involved in legal proceedings that are related to your counseling concerns, 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.
- 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. Should you die, the personal representative of your estate will have a legal right to access your treatment records. If you have not appointed a representative, your relatives may gain access to your records.
- h. Additional limitations on confidentiality apply to students under the age of 18. If you are under 18, your counselor will discuss these limitations with you.

Counseling staff may consult with one another, or receive supervision on specific cases from other mental health professionals. All such consultations are conducted in an effort to improve the quality of services offered to you. Any mental health professional who provides us with consultation or supervision is obligated to hold information in confidence. Your consent is not required for such consultation to occur.

The Counseling Service operates as one of three health clinics within Wellness Services at Lewis & Clark. The other clinics are the Health Service and Health Promotion & Wellness. Wellness Services staff believe that your health is enhanced when your healthcare provider in one of our clinics is aware when you receive care in another clinic. To this end, health care providers and their administrative staff in these three departments can view appointment schedules in all of our clinics, but out of respect for your privacy, staff cannot view any clinical notes from any clinic other than their own. Exception: Psychiatry patients receive detailed information about additional exchange of information between our psychiatrist and the Health Service.

When a student is being treated as a client/patient in more than one clinic, staff may verbally consult with each other to coordinate care and improve the quality of services. Your consent is not required for this consultation to occur. (Exception: When Wellness staff collaborate with sexual assault response advocates in the Health Promotion office, staff must obtain *written consent* from the student in order to exchange personally identifiable information.) All Wellness staff adhere to the ethics of healthcare providers and are obligated to keep patient information confidential, with the exceptions listed above.

Because information disclosed to counseling staff is held in confidence (with the exceptions listed above), disclosure of information to counseling staff about sexual assaults does not constitute informing the institution about the assault. Similarly, disclosing a disability to counseling staff does not constitute informing the institution of a disability.

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. 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. In compliance with state law, records will be retained for a period not less than seven years from last clinical contact, and up to ten years from last clinical contact. Records will then be destroyed.

The LC Crisis Counseling Service provides confidential call summary reports, which are considered part of the confidential treatment record.

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 professional staff in your first appointment.

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 do not feel comfortable providing a staff member with this feedback directly, please feel free to talk with any of our staff members, including our Acting Director Dr. Robin Keillor.

Social Media Policy

Clinicians at the Counseling Service 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 Counseling Service 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 Counseling Service is open for client 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. Please be aware that even when our office is open, our desk is not always staffed. So, while you are always welcome to leave phone messages on our voice mail (503-768-7160), it may take some time (even hours) for us to retrieve your message and return your call.

We contract with an after-hours crisis counseling service to provide students with support when the Counseling Service is closed. If we anticipate that you might need support from this service, we may share limited information with them about your needs. We also receive a summary of each call to the service. ***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 Hopeline (1-800-273-8255); Unity Behavioral Health (503-944-8011); or the Crisis Text Line (Text the word START 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 am unable to make it to an appointment?

If you are unable to keep an appointment with our staff, call 503-768-7160 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, we will charge you a no-show fee of \$35.** 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 Acting Director, Dr. Robin Keillor or the Associate Dean of Students for Health and Wellness Dr. John Hancock (503-768-7160). 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 throughout the current academic year, and is available on the Counseling Service 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 Counseling Service website under the forms tab, and a printed copy will be provided upon request.

Signature _____ Date _____