

## **PACIFIC UNIVERSITY STUDENT COUNSELING CENTER (SCC) INFORMATION ABOUT OUR SERVICES AND CONSENT FOR SERVICE**

The following pages answer some important questions concerning our services. If you have questions after reading this information, or if you have concerns not addressed here, please direct your questions or concerns to your clinician.

The SCC strives to support students in reaching their academic potential by focusing on intellectual, emotional, social, and cultural development. The SCC provides consultations, crisis services, group therapy, and short-term individual therapy to eligible students whose concerns fall within our scope of practice.

During your first contact at the SCC, the clinician will talk with you to clarify your concerns and determine the options available to you. The options may include sharing resources, a follow-up consultation, a referral to group therapy, meeting with a SCC clinician for short-term therapy, or an off-campus referral. We strive to serve as many students as possible and are not able to provide long-term and comprehensive mental health services. When our staff determine that your needs fall outside of our scope of practice, the clinician will facilitate a referral to services in the community. Additionally, rare exceptions to short-term therapy are made on a case by case basis by our clinical team.

If it is determined that you could benefit from short-term individual therapy, you will be assigned to a clinician after the initial consultation based on matching availability, therapeutic needs, and when possible client preferences. If you have a request regarding who you want to meet with for counseling, please make that request known.

### **ELIGIBILITY FOR SERVICES:**

- Enrolled Pacific University students who have paid the Student Support Fee are eligible for services at the SCC.
- In cases where SCC staff determine that the student's concerns are beyond the scope of practice provided by the SCC, referrals will be provided to mental health services in the community.
- *Please note that students will be responsible for their own transportation and fees incurred for services off-campus.*

### **AVAILABILITY OF SERVICE:**

- Call or visit our website for current hours and office locations.
- The SCC operates by appointment with exceptions for crises and urgent situations.
- No appointment is needed during our walk-in hour weekdays at noon with some exceptions for campus closures and rare office closures.
- The SCC clinic schedule follows the College of Arts and Sciences undergraduate calendar and closes during Winter Break and Spring Break in addition to university observed holidays.
- Due to limited hours and services during summer, SCC counseling services are limited to urgent academic concerns, crisis management, and infrequent maintenance of ongoing therapy.
- **Students requiring emergency services when the SCC is closed are advised to:**
  - **Call the SCC's 24/7 Support and Crisis Line at 503-352-2999**
  - **Washington County Crisis Line** at 503-291-9111
  - **Go to the Hawthorn Walk-in Center** located at 5240 NE Elam Young Pkwy, Suite 100, Hillsboro OR, open daily 9:00 am – 8:30 pm
  - **Go to a local hospital emergency room**

**NO-SHOW FEES:**

- If you do not attend an appointment without canceling, we will charge you a **no-show fee of \$15** billed directly to your student account with the Business Office.

**CLIENT RIGHTS:**

- For counseling to be effective, it is important for you to be active and engaged with your clinician by sharing your concerns and working toward your goals outside of counseling sessions. Counseling often involves discussion of difficult topics and you may experience uncomfortable feelings. Engaging in counseling can lead to benefits such as a reduction in distress, increased satisfaction in relationships, greater personal awareness, and increased skills for managing stress. Although it is not possible to guarantee outcomes, the SCC is committed to providing high quality services.
- You are encouraged to ask for information regarding clinician credentials, qualifications, therapy approaches, and possible alternative treatments.
- Links to ethics standards, state laws, and administrative rules of the professional licensing boards relevant to the staff at SCC, are available on request.
- You should expect to receive considerate, respectful, and culturally sensitive services regardless of sex, gender, disability, sexual identity, race, ethnicity, creed, religion, body size, age, socioeconomic status, or national origin.
- You may request or refuse any particular technique or withdraw from treatment at any time.

**CLINICAL STAFF:**

- Our staff is comprised of both licensed and pre-licensed clinicians. Your clinician will provide more information regarding their specific credentials during your initial appointment.
- Our licensed clinicians include psychologists, a licensed clinical social worker, and a licensed professional counselor. Our pre-licensed staff include advanced graduate students in psychology who adhere to the same ethical and legal standards as licensed clinicians and are supervised by licensed clinicians at our center.
- Our pre-licensed clinicians this academic year include: Tony Cao, M.A. whose licensed supervisor is Dr. Wan-Chen Weng and Grace Hawley, M.A. whose licensed supervisor is Dr. Jamie Young.

**AUDIO AND VIDEO RECORDING:**

- With your written permission, advanced graduate student clinicians in training at the SCC routinely use audio-visual equipment to record sessions with their clients to facilitate consultation and to enhance your care under the guidance of a licensed clinical supervisor.
- These recordings are confidential, they are routinely erased, and not all of them are reviewed.
- If you do not want sessions taped, you are under no obligation to consent to this request. Your clinician will provide additional information during your first meeting.

**I have read the Audio and Video Recording section above, and by selecting the checkbox below I provide my consent to record my counseling sessions:**

- I agree to audio and video recordings of my counseling sessions.

**PACIFIC UNIVERSITY STUDENT COUNSELING CENTER  
CONFIDENTIALITY AND PRIVACY PRACTICE**

**CONFIDENTIALITY:**

Confidentiality of counseling services at the SCC are protected by Oregon State Laws and our professional ethics. In general, no information gathered through counseling services are shared outside the SCC. Within the SCC, confidential information is shared among staff for purposes of clinical consultation, supervision, and training (i.e., including audio and video recordings). There are some legally mandated exceptions to confidentiality that we want to share with you. These exceptions are intended to prevent harm to you and others.

- When we determine that there is a strong possibility of serious harm or death to yourself or someone else and we are unable to collaborate to develop a plan with you to ensure safety.
- When we learn of abuse or neglect of children, mentally ill or developmentally disabled adults, the elderly, and/or animals.
- 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.
- In cases where there is a legal subpoena or a court order for records.
- If you file a worker compensation claim or claim mental illness as a defense in a criminal or civil legal action.
- Oregon Professional Licensing Boards that regulate our work may subpoena relevant records from our agency should our staff become the subject of a complaint. If a client files a complaint or lawsuit against the SCC, we may disclose relevant information regarding that client.
- Some high security employment positions (e.g., government, Peace Corp, law enforcement, military) and licensing boards (e.g., state attorney, mental health regulating boards, etc.) may request or require you to release medical records as part of a background check. We will only respond to such requests with your written authorization specific to release of mental health records.
- We may be required to disclose, without your written authorization, your health information to authorized federal officials who are conducting national security and intelligence activities.
- In the event of your death, a personal representative of your estate will have a legal right to access your treatment records. If you have not appointed a personal representative, your relatives or others may gain access to your records.
- Additional limitations on confidentiality apply to students under the age of 18. If you are under 18, your clinician will discuss these limitations with you.

**MAINTENANCE OF RECORDS:**

- Electronic and written records of contact with the SCC are kept secure according to legal and ethical standards set by state and federal law, and by the American Psychological Association. The Student Counseling Center utilizes electronic health records, which are housed on a secure centralized server and can be accessed only by current authorized SCC staff. These records are separate from all other university records.
- Current and former SCC clients may request to review their records with their clinician.
- Relevant information from records will be forwarded to appropriate professionals only when you sign an SCC Authorization to Release form.
- In compliance with state law, records are maintained for 7-years following the date of last contact, and are then destroyed.

**You have the right to complain or make inquiries if you believe your rights to privacy have been violated. In such an instance, please direct your complaint or inquiry to our Director at 503-352-2191.**

**IF YOU ARE DISSATISFIED:**

- If you have concerns or complaints about the services you received at the SCC, we encourage you to discuss them with your clinician.
- If you feel unable to speak with your clinician, or the difficulty cannot be resolved by working with your clinician, please contact the Director of the SCC at 503-352-2191 or email [counselingcenter@pacificu.edu](mailto:counselingcenter@pacificu.edu).
- If you would rather report your concerns to someone outside of the SCC, you are welcome to contact the Vice President of Enrollment Management and Student Affairs at 503-352-2924.

**EMAIL COMMUNICATION:**

- At the SCC, we use email for appointment reminders, scheduling, providing resources, and sending links to anonymous surveys. We do NOT use e-mail to initiate therapeutic conversations.
- Please be aware that e-mail communication cannot be guaranteed to be confidential and may be vulnerable to unauthorized access.
- If you desire a more secure form of communication, please use the telephone. We are also able to utilize an email encryption service through UIS, if you prefer to communicate in this way please notify us.
- Additionally, our email is not monitored after 5:00 p.m. on weekdays, over the weekends, or when our office is closed. We cannot always respond to emails immediately and may take up to 48-hours to respond. Because of this potential delay, we ask that you do not use email if you are experiencing a mental health emergency or crisis.

• **Email Address:**

- \_\_\_\_\_  
If you provide us with your e-mail address, it will be used for scheduling, reminders, confidential survey purposes, and providing resources.
- **Initial here** \_\_\_\_\_ that you give consent for SCC to email you for the purposes stated above. Please leave blank if you do not give permission.

**My signature indicates that I understand, authorize, and request counseling services involving mental health consultation, treatment and/or referral:**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_