



POLICY AND PROCEDURE

Guidelines for receiving Support Services at Goodwin College

ELIGIBILITY:

Goodwin College offers therapy services to:

- Students who are enrolled in courses for the current semester
- Students residing in Goodwin College's Emergency Housing
- Immediate family members of Goodwin students, who meet the above stated eligibility, are also eligible for short term services. This often will alleviate some stress, while the therapist conducts a proper assessment and links the immediate family member to appropriate services. (Sessions are limited and based on the therapist's availability)
- Faculty and staff seeking referrals/immediate crisis intervention/and to assist in connecting them to a therapist who specializes in the area of their need(s) through the Employee Assistance Program. (Faculty and staff are offered 1 session with the therapist)

Therapist is not required to provide services that require court testimony, reports or involve legal proceedings.

SERVICES:

-*Counseling*: Individual, Couple, Family, Group

-*Referrals*: Concerns requiring long-term, more intensive or a specialized service

-*Other services*: Advocate, Mediator, Life Skills, Consultation, etc.

CONFIDENTIALITY:

Goodwin College is extremely careful to protect the confidentiality of our records. Information about your visit(s) will not be disclosed without your written permission to any college official or faculty member, to your family, friends or roommates except in very specific circumstances. Those circumstances are limited to:

- If the client/student is believed to be a danger to him or herself (Imminent Harm to Self) or someone else (Imminent Harm to Others).
- Suspected abuse or neglect of a vulnerable individual (ex. child, elderly, someone cognitively or physically limited).
- A court can compel a therapist to testify about what is discussed in therapy. This is not often done, but most ethics codes state that therapists are required to follow court orders.
- When your lawyer introduces your state-of-mind in a trial, your therapy records may then be an open book at the trial.
- Your therapy records may be a part of a larger medical record. If treatment occurs within a large healthcare system, then all therapy notes may be available to any health provider treating you for any purpose.
- Your insurance company often gets detailed information on your therapy. At one time they only received basic information, such as diagnosis. As managed care became popular in the U.S., the "care managers" have demanded more and more information about therapy.
- Students whom were referred by Goodwin College faculty or staff and contact the therapist for an

update, whether or not the student follows through on recommendation; the therapist will briefly state yes or no and the number of sessions attended. Anything further will need the student to provide permission by filling out a Release of Information Authorization form.

THERAPIST'S RESPONSIBILITIES:

Although the main purpose of Student Support Services and Integrated Health Services is to serve you, there are certain options which the therapist may exercise in the course of the counseling process.

- *Seek consultation with other professionals:* While information will not be released to outside agencies without your written permission, as professionals we may confer with each other when presented with situations which may need specialized diagnosis or treatment. During consultation, your identity will not be disclosed.
- *Terminate or refer to another provider:* When services are not, or will not be appropriate, the therapist may, after discussing your concerns with her and providing feedback, decide to end treatment or refer you to a more appropriate service/agency.
- *Keeping Appointments:* If the therapist expects to be late for a session or has to cancel, efforts to contact by phone and/or email will be made to notify you.

STUDENT'S RIGHTS:

- To be treated with respect, dignity and privacy in a caring and considerate manner.
- To be assured confidentiality regarding their care, records and have the right to approve or refuse the release of their records; except when required by law or in a life-threatening situation.
- To ask questions and participate in decisions involving their care.
- Entitled to information concerning the diagnosis, treatment, prognosis and the assessment in terms that can be understood.
- To be informed of the medical consequences of their refusal not to be treated.
- To voice concerns or complaints without fear of reprisal.

STUDENT'S RESPONSIBILITIES:

- *Honesty-* Openly discussing your emotional, mental, physical, financial, etc. challenges with the therapist is imperative to enabling her to effectively meet your needs.
- *Participation-* The student needs to be actively engaged in sessions and the agreed upon treatment in order for counseling to be effective and meet the achievement of the desired goal(s). Participation involves listening, being honest, discussing concerns about the process, completing outside assignments when given and providing feedback to the therapist about the therapeutic process.
- *Time-* Please be respectful of the therapist's time. Your promptness for a scheduled session is greatly appreciated. It will allow you to take full advantage of your appointment. If you are going to be late, it would be in your best interest to call the therapist's office (860-913-2072) or email (sfrascadore@goodwin.edu) to make sure the time is still available to meet; as usually other students are scheduled throughout the day hour to hour.
- *Missed Appointment-* It is understandable that things come up or are out of our control, but if you miss your appointment, the therapist will reach out to you **one time** and leave it up to you to contact to reschedule if you would like. Contacting the therapist shows that you are taking ownership, as well as being respectful of her time.
- *Treatment-* During the initial session, the therapist and student will establish objectives that will assist in achieving the goal(s) the student would like to meet.
- *Discharge-* Please be rest assured that while you are enrolled and taking courses at Goodwin College you can still utilize support services by scheduling an appointment, even after you have finished working with the therapist. If you are no longer a student at Goodwin and are in need of assistance, please contact 211 for referrals or 911 if you are in need of emergency care.
- *Proper Termination/Feedback-* When a student is close to effectively meeting their goals, the student and therapist will begin to discuss termination of support services. If a student is not making progress towards



their goal(s), the therapist will review the student's treatment with them; and have a discussion about what needs to change or if a referral needs to be made to another professional that may be more effective in meeting their needs. The student may also terminate services if they do not feel they are making progress towards their goal(s). If this is so, please ask for a referral and the therapist will do their best to point you in the right direction.

I HAVE READ AND UNDERSTAND THE POLICY AND PROCEDURE GUIDELINES FOR RECEIVING SUPPORT SERVICES AND CONSENT VOLUNTARILY TO THE SERVICES DESCRIBED. ALL OF MY QUESTIONS HAVE BEEN DISCUSSED AND CLARIFIED BY THE THERAPIST PRIOR TO SIGNATURE AGREEMENT.

STUDENT PRINTED NAME

SIGNATURE

DATE