



# Arkansas State University-Newport ASUN Counseling Center Operating Handbook

2020-2021

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# MISSION, PURPOSE, AND GOALS

## MISSION

In conjunction with the overall mission of Arkansas State University-Newport, the ASUN mission of the Counseling Center is to provide high quality mental health services that foster the academic and personal development of clients.

## DIVERSITY MISSION STATEMENT

The ASUN Counseling Center staff members value acceptance and appreciation for all differences among people, including those of national origin, race, gender, gender expression, sexual orientation, ethnicity, functional ability, socio-economic status, age, and religious affiliation. We believe that valuing cultural diversity from a global perspective maximizes human growth and development, and enhances the quality of life in our community, on our campus, and throughout the world.

## PURPOSE

The purpose of the ASUN Counseling Center is to:

- Provide professional and quality, student-centered services;
- Provide transformative learning experiences and implement innovative strategies to address the needs of ASUN diverse student body;
- Provide collaboration with ASUN community and the community at large to create programming and services for the students.

## GOALS

### Goal 1: Student Development

#### Objectives 1

- Objective 1.1: Assist students in gaining the maximum benefit from the academic environment by promoting positive and realistic self-appraisal, intellectual development, appropriate personal and occupational choices, the ability to relate meaningfully with others, and the capacity to engage in a satisfying and effective style of living.

#### Strategies 1

- Strategy 1.1: The ASUN COUNSELING CENTER will implement the strategies listed below.
- Strategy 1.2: Provide individual and group counseling services focused on client needs for identifying personal, academic, developmental and career goals, developing strategies for achieving those goals, and improving skills necessary for reaching those goals.

- Strategy 1.3: Provide workshops, training sessions, and other outreach programs designed to assist students in developing skills for personal and academic success. For example, career awareness programs, communications skills training, decision making, study skills training, sexual assault awareness training, domestic violence, and stress management seminars.

### Measures 1

- Measure 1.1: Student usage of services for personal, academic and career needs
- Measure 1.2: Client satisfaction surveys
- Measure 1.3: Program request numbers
- Measure 1.4: Program evaluations

### How This Information is Used 1

- Assessment 1.1: Development of service provision methods that meet the needs of clients regarding schedules, convenience and economy
- Assessment 1.2: Improvement of service delivery in response to client satisfaction
- Assessment 1.3: Development of program topics and improvement of program delivery based on requests and evaluations

## **Goal 2: Remediation Services**

### Objectives 2

- Assist clients in overcoming specific personal, educational, and career problems

### Strategies 2

The ASUN COUNSELING CENTER will implement the following services.

- Strategy 2.1: Provide individual and group assistance focused on client needs for correcting deficiencies in educational and career preparation or performance.
- Strategy 2.2: Provide individual and group counseling services focused on client needs for treatment of serious adjustment problems and psychological disorders.

### Measures 2

- Measure 2.1: Client usage of services for remediation of educational and career preparation deficiencies
- Measure 2.2: Client usage of counseling services for treatment of serious adjustment problems and psychological disorders.
- Measure 2.3: Client satisfaction surveys

### How this Information is Used 2

- Assessment 2.1: Development of service provision methods that meet the needs of students regarding schedules, convenience and economy

- Assessment 2.2: Improvement of service delivery in response to client satisfaction/dissatisfaction

### **Objective 2.2**

Provide crisis intervention for situations involving students who are experiencing emergency predicaments, or for disruptive events that threaten the College's mission.

### **Strategies 2.2**

The ASUN Counseling Center will implement the listed below.

- Strategy 2.2.1: Develop a crisis intervention procedure.
- Strategy 2.2.2: Provide an "on-call" plan to provide 24/7 crisis coverage for the campus.
- Strategy 2.2.3: Provide "in-service" training for staff expected to intervene during crises.

### **Measures 2.2**

- Measures 2.2.1: Incident reports summarizing crises interventions and outcomes
- Measures 2.2.2: Expected response rate of 100% to after-hours and week-end crisis calls

### **How this Information is Used 2.2**

- Assessment 2.2.1: Development and revision of crisis intervention procedures that include coordination and cooperation with other campus entities such as Campus Police and Student Development
- Assessment 2.2.1: Development of faculty in-service regarding crisis intervention

## **Goal 3: Prevention**

### **Objective 3.1**

The Counseling Center staff anticipates conditions that may negatively influence client welfare.

### **Strategies 3.1**

The ASUN COUNSELING CENTER will implement the following strategies.

- Strategy 3.1: Provide programming, assessments and screenings for potential problem situations.

### **Measures 3.1**

- Measure 3.1: Student participation in screenings and prevention presentations
- Measure 3.2: Periodic student needs assessments

### **How This Information is Used 3.1**

- Assessment 3.1: Development of programs to address prevention issues
- Assessment 3.2: Selection of screening programs



### Objective 3.2

The Counseling Center staff consults with faculty, staff and administration regarding Counseling Center programs and campus conditions that may negatively influence student welfare.

### Strategies 3.2

The ASUN COUNSELING CENTER will implement the strategies below.

- Strategy 3.2.1: Provide information to faculty, staff and administration entities regarding the availability of Center staff for consultation.
- Strategy 3.2.2: Develop an advisory committee with the mission of providing external input for programming and necessary activities.

### Measures 3.2

- Measure 3.2.1: Numbers of consultation incidents initiated by staff, faculty and administration
- Measure 3.2.3: Numbers of direct referrals of students by faculty, staff and administration

### How This Information is Used 3.2

- Assessment 3.2.1: Development of programs in response to information garnered from consultative efforts and advisory committee input
- Assessment 3.2.2: Development of a Faculty/Staff Guide for Helping the Emotionally Distressed Student

## **ACCESS**

Students are introduced to the ASUN Counseling Center through various routes:

- Presentations are provided to academic classes and to campus organizations. These presentations include basic information about the CC, such as location, services available, and description of the staff. In addition, numerous screenings for depression, anxiety and alcohol problems are presented throughout the year. Several students are self-referred based on information given during these activities, presentations, and screenings.
- A comprehensive ASUN COUNSELING CENTER website is available through the ASUN web site ([www.asun.edu](http://www.asun.edu)).
- Faculty and staff are reminded periodically of the ASUN Counseling Center's services. Students may be referred by an administrative supervisor, faculty advisor, or other faculty or staff for academic or career difficulties which may sometimes also be related to personal problems. However, students and their immediate families come to the ASUN Counseling Center voluntarily and are generally not required to participate in counseling or other services at this center. They may, rather, choose to receive similar services at an off-campus provider at their own expense. Most students seek services on their own or are referred by peers who have themselves found our services useful.

## **POPULATION SERVED**

- The ASUN Counseling Center' primary intent is to serve ASUN students. Therefore, only currently enrolled ASUN students are entitled to free personal counseling through the Counseling Center. Currently, enrolled students may receive services up to the first day of classes of the following semester.
- On a space available basis and after review by the ASUN Counseling Center, former ASUN students who plan to return to the college to continue their education within the following semester may receive limited services which are related directly to supporting the student's return to the college. This, in most cases, will be career exploration or academic adjustment counseling. In no case will this be an opportunity for someone not currently enrolled at ASUN to receive services which are normally available to the general public through community and private sources.
- Students enrolled in the fall or spring semester(s) of the current academic year who then enroll in one of the two summer semesters can be members in a summer-long counseling group. Individual counseling for a student not enrolled in a particular summer session will be determined by case review and space availability - students enrolled in that particular session being given priority.
- Non-student spouses or significant others of currently enrolled students may receive personal counseling services though the ASUN Counseling Center only when they are seen jointly with the student.
- In general, no clinical services can be provided to the general public. Only ASUN students (who are currently enrolled may be seen for personal counseling) and current ASUN faculty and staff. Students who enroll for at least one of the summer sessions may be seen under certain conditions in the sessions for which they are not enrolled.
- Exceptions to this policy: Graduating students may be seen for personal counseling for a short period after graduation until appropriate referral/transitions can be made. This is to avoid ethical issues related to abandonment.

## **DESCRIPTION OF SERVICES**

### **Services Provided**

Services provided include not only consultation for life and career concerns in both crisis and ongoing modes, but also short-term, exploratory psychotherapy. Offerings include the following:

- Assessment of individual and relational problems
- Personal counseling
- Career counseling and advisement
- Couples counseling

- Group counseling
- Evaluation, treatment and referral for academic/study skills assistance
- Varied psycho-educational and career-oriented programs are offered in the form of workshops, seminars, and lectures on topics of interest to our student populations.
- The ASUN Counseling Center can provide a resource for students with serious academic problems who must address personal problems for a leave of absence to be effective and ensure successful reinstatement.

Upon proper completion of a Release of Information the ASUN Counseling Center will, at the client's request, provide verification that a student has used our services, and to what extent.

### **Services Not Provided**

- The ASUN Counseling Center is not intended to treat serious chronic psychiatric disorders. Individuals clearly requiring or requesting such treatment will be aided in obtaining services in another setting. Costs of any such services will be the responsibility of the student. Weekly counseling sessions are available as maintenance therapy for those students receiving additional therapy off campus, consistent with appropriate ethical standards.
- ASUN Counseling Center clinicians do not provide administratively mandated psychological or psychiatric evaluations and do not become directly involved in administrative decisions regarding students. The ASUN Counseling Center may assist with designated administrative decisions making bodies as directed by the Vice Chancellor of Student Affairs.
- Generally, ASUN Counseling Center clinicians do not participate in administrative proceedings by in person testimony before committees. This should be made clear to students from the beginning of their interactions with ASUN Counseling Center staff. However, clinical staff members do have a role in advising students in trouble and helping them clarify their position and strategies during appeals, etc. Thus, our advocacy on behalf of students is an advocacy by preparation rather than representation.
- Clinicians do not undertake assessments of clients or their family members for legal purposes. Individuals needing expert testimony in court should engage a professional from the community.

## **NATURE AND EXTENT OF SERVICES PROVIDED**

### **Individual Personal Counseling**

- Students are generally allowed reasonable, necessary, and appropriate weekly visits consistent with [evidence-based](#) clinical [standards of care](#). Any limits to the number of sessions available during the academic year will be based on need and services availability.

- Clinical staff members may make referral out of the ASUN COUNSELING CENTER if that is the most efficient and effective way to help a client.
- When treatment requires a level of care beyond the CC's ability, the client will be referred to a community clinic, agency, or private practitioner for private treatment.

### **Career Counseling And Advisement**

- Clients are allowed reasonable, necessary, and appropriate weekly visits consistent with [evidence-based](#) clinical [standards of care](#) for career development services such as assessment of personality, career interests, aptitudes and values.

### **Couples And Relational Counseling**

- Clients can be provided conjoint sessions, or, if utilization rates permit, a combination of conjoint and individual sessions.
- Spouses or significant others of clients who are not also ASUN students will not be seen individually for personal counseling.
- Relational counseling may not include minor age children unless the minor is also an enrolled ASUN student. Appropriate permission to treat authorization must be provided by the student's legal guardian in this case.

### **Special Focus, Structured And General Psychotherapy Groups**

- Relevant group counseling offerings are provided on a regular and as needed basis. Groups may be general therapy/support groups, structured groups (similar to a course or psychoeducation), or special focus groups that are offered to specific groups (For instance, Survivors of Sexual Assault, Anxiety, Depression).
- Group structure and number of sessions offered are appropriate to the needs of participants and the discretion of the group leaders.

## **OUTREACH, WORKSHOPS AND SEMINARS**

Outreach activities are an integral part of the ASUN Counseling Center services offering. Outreach activities are generally open to all students, alumni and community members who may attend all they wish.

- Theme weeks occur each semester. These weeks are designed to provide heightened awareness and education focused on needs and concerns of the ASUN community. Typical awareness week offerings include Alcohol Awareness Week, Depression and Anxiety Awareness Week, Sexual Assault and Domestic Violence Prevention Week, and Stress Management Awareness Week. Free

confidential screenings are also provided to any community member who may choose to attend.

- One-time presentations or activities designed to provide entertaining and educational opportunities such as screenings of relevant mental health related movies and other social activities.
- Class presentations on-demand.

## **MEDICAL CONSULTATION**

- Referrals for psychotropic medications are made to the appropriate off-campus medical facility.
- Medication referrals can only be made as a supplement to counseling for clients actively engaged in sessions with a counselor.

### **Crisis Intervention**

The ASUN Counseling Center normal operating hours are Monday through Friday from 8:00 a.m. through 4:30 p.m. In the event of an emergency, where you are unable to reach the ASUN Office of Counseling Services, call 9-1-1 or obtain safe transportation to the nearest hospital emergency room immediately.

### **Services In The Event Of A Major Disaster**

- In the event of such an occurrence, (e.g., tornado, earthquake, pandemic), students and residents will be provided planned interventions through the ASUN Emergency Operations Plan. For more information:  
[https://files.asun.edu/federal\\_compliance/Emergency\\_Operations\\_Plan.pdf](https://files.asun.edu/federal_compliance/Emergency_Operations_Plan.pdf)

## **FEES**

All on-site services are prepaid through the ASUN Counseling Center budget.

## **ETHICAL AND LEGAL GUIDELINES**

### **Governing Authority**

ASUN Counseling Center practitioners adhere to applicable state and federal mental health laws and the policies of relevant regulatory boards (See appendices for links to Arkansas Board of Examiners in Counseling sites).

ASUN Counseling Center practitioners adhere to appropriate codes of ethics determined by license or affiliation. (American Counseling Association, and National Board for Certified Counselors and Affiliates sites).

The ASUN Counseling Center staff must be consulted in any instance of situations involving an ethical dilemma, concern arising from law, or other issue requiring risk management. The ASUN Counseling Center staff will confer with ASUN, ASU System

General Counsel to generate an appropriate response in accordance with law. No one may respond to a subpoena or engage in making a contract without prior consultation and approval by the ASUN Counseling Center staff and/or Vice Chancellor for Student Affairs.

## **Confidentiality**

- The ASUN Counseling Center adheres to strict confidentiality guidelines established by each professional's national & state ethical codes/guidelines. (See appendices for links to appropriate ethical and legal documents).
- All communications with clients shall be confidential. Any suspected breach of confidentiality must be reported immediately to the ASUN Counseling Center staff and/or Vice Chancellor for Student Affairs so that action can be taken to minimize further disclosure of information and discomfort to the individual(s) involved.
- Identities and personal information regarding our clients are confidential. All possible efforts are made to maintain the practice and clients' perception of confidentiality regarding record-keeping and day-to-day office interactions. Client information may not be left in view of any visitor to the office.
- Consultations with parents, faculty, staff, other campus departments, outside agencies or other concerned entities are also governed by ethical codes/guidelines. No information regarding an ASUN Counseling Center client may be shared without a properly executed Release of Information (ROI). Occasionally a concerned member of the community may wish to provide information regarding a student of concern. While we may accept the information, we will neither confirm nor deny that the student is a client of the ASUN Counseling Center. Anyone working in the ASUN Counseling Center who is responsible for violating client confidentiality is subject to dismissal from duties in the ASUN Counseling Center.
- To avoid unnecessary risk to confidentiality, all hard copies of correspondence regarding clients are prepared and distributed by ASUN Counseling Center administrative staff. Envelopes mailed to clients do not identify the ASUN Counseling Center as the source.
- Client names are not used in the reception area or open offices when any other student is in the ASUN Counseling Center. Clinical and clerical staff should discourage a client's public discussion of their needs or problems.
- Release of client information to a third party requires a properly executed Release of Information.
- External communications will be made by phone and/or email unless otherwise requested by the client. When it is necessary to leave a telephone message for a client, only the caller's name and ASUN Counseling Center phone number will be provided, with no mention of the ASUN Counseling Center.

- Administrative staff members must be sensitive to clients' confidentiality by expeditiously taking care of client needs and by gently discouraging them from lingering excessively in the reception area or using detailed verbal information in public areas. A cover page addressing confidentiality will be used when faxing information outside the ASUN Counseling Center.

### **Exceptions To Confidentiality**

- Exceptions to confidentiality are governed by the appropriate ethical and legal guidelines. (See appendices for appropriate links to ethical codes and law.)
- The clinician or trainee will notify the ASUN Counseling Center Staff when a duty to warn situation arises. The ASUN Counseling Center Staff will contact any appropriate parties and notify the Vice Chancellor of Student Affairs of any required action.

### **Use Of Email**

- Email is not a secure means of communication and confidentiality cannot be ensured. Clients may, at their request and discretion, choose to use email as their preferred means of correspondence with the ASUN Counseling Center.
- The ASUN Counseling Center will utilize the ASUN email system for contacting clients when necessary.

### **Reporting Ethical Violations**

- If an ASUN Counseling Center counselor possesses knowledge that raises doubts as to whether another counselor is acting in an ethical manner, they take appropriate action.
- If a client believes that an ethical violation or substandard care has occurred, they are provided with information regarding procedures to make a report to the appropriate university official and professional ethical board.

## **APPOINTMENT AND OFFICE PROCEDURES**

### **Intake/Walk-In Procedures**

- Clients seeking in person assistance should contact the ASUN Counseling Center for an intake during office hours. Intakes are for the purpose of determining client needs for services from the ASUN Counseling Center. On occasion, a client's needs may be met during that first meeting. More often, however, clients will return for subsequent appointments.
- Students needing to make an appointment may telephone or come to the ASUN Counseling Center in person. Every effort is made to accommodate the schedule of the student with the earliest appointment available. If the student is in crisis, a clinician will see the individual immediately.

- If a former client of the ASUN Counseling Center returns for treatment within three (3) months of their last appointment, they may have their file re-activated and restart counseling without repeating an intake session. This will be contingent upon availability of the counselor, and in some instances may require a referral to another provider. Returning clients will complete a Follow-up form.
- For minor students to receive psychological services, it is necessary for the parent or legal guardian to grant permission for such services to occur. The PARENTAL PERMISSION AND MEDICAL CONSENT TO TREAT A MINOR form must be filled out and signed before treatment may begin. (See appendix for form)

### **Return Appointments**

- Counselors are responsible for scheduling assigned clients for return appointments. In the event of a cancelation, no-show, or rescheduled appointment, the appointment must be appropriately marked and noted on a tracking form as a means for tracking and statistical reporting purposes.
- Counselor's attempts to contact the client will be noted in the client's file by completing the File Documentation note.
- If the counselor is unable to contact the client by the client's preferred contact method within a reasonable time (generally 2 – 3 attempts), file will be made inactive until such time as the client contacts the ASUN Counseling Center. The counselor will complete the appropriate termination forms.
- If a client cancels or reschedules an appointment, the administrative staff member will mark the schedule and document any message in the comment section of the tracking document for that appointment. Counselors will document client messages to cancel or reschedule in the client's appointment case note for that date using the File Documentation note.
- Clients will be asked to notify the ASUN Counseling Center if they are unable to keep their appointment.

### **Clinicians' Schedules**

- Walk-in/intake appointments usually last from 20-30 minutes.
- Appointments after walk-in/intake are scheduled for 50-55 minutes.
- NOTE: Only in rare instances will sessions go over the scheduled time, (For instance, in the event of a crisis likely to precipitate hospitalization or other serious potential for harm to self or others).

### **No Show/Cancellation Policy**

- When a client fails to show for or cancels his/her appointment the counselor should contact the client within the same week via the client's preferred method.



- The client will be reminded of the importance of keeping appointments and will be given the opportunity to reschedule.
- The client will be informed that if s/he fails to keep the rescheduled appointment, the counseling record will be made inactive until such time the client re-contacts the ASUN Counseling Center. Re-activation will then be subject to staff and services availability.
- If a client indicates that s/he no longer wishes to continue counseling sessions, the counselor will cancel any future scheduled appointments and will complete the appropriate termination forms, and the client file will become inactive.
- A former client returning to treatment after a three-month break in service will complete a new intake. If the situation warrants (for instance, crisis exigency), the ASUN Counseling Center staff may allow the previous counselor to resume counseling a former client without completing a formal staffing.

### **Waiting List**

- The ASUN Counseling Center will make every effort to avoid a waiting list. Should ASUN Counseling Center usage require a wait list for individual counseling, clients will be offered placement in a counseling group as an alternative to the wait list.
- Should a wait list be required, the ASUN Counseling Center staff will supervise client triage to ensure client needs are appropriately prioritized.

### **Crisis/Emergency Procedures**

#### **A Student In Crisis:**

- May include a student who self-identifies verbally or behaviorally that s/he is in crisis. An example would be a student who may be disoriented, confused or extremely distraught.
- May be referred by a faculty or staff member or may be accompanied to the ASUN Counseling Center by a faculty or staff member, or another student.

#### **Students In Crisis During Office Hours:**

- A caller in crisis should be invited to the ASUN Counseling Center to meet with a counselor. If a caller does not choose to use ASUN Counseling Center services, they may be directed to an outside agency with any expense being the caller's responsibility.
- In the case that the caller is a student on campus, the clinician may go to the student's location after consulting with the Vice Chancellor of Student Affairs. It is preferred that the student will present to the ASUN Counseling Center. Safety of the counselor and the student is of primary concern, and the ASUN Campus Police may be asked to accompany the counselor to assess the situation for safety concerns

- In the instance that a counselor is not available, the student should be referred to emergency services at a local mental health facility. Use of any such facilities is at student expense.
- If a client's crisis is ongoing or requires treatment beyond the capabilities of the ASUN Counseling Center (i.e., the client is suicidal or experiencing a psychotic episode), the client will be referred to a local hospital emergency room or to a local mental health crisis unit.
- The ASUN Campus Police Department may be asked to transport the client if the Vice Chancellor for Student Affairs and/or the counselor determine that is necessary. The counselor may travel in his/her separate vehicle if the VCSA determines that is necessary.
- In no case will ASUN Counseling Center personnel transport clients in a private vehicle.

### **Students In Crisis After Office Hours:**

- During after hours, weekends and holidays that the office is not open, students experiencing mental health emergencies such as psychological trauma or thoughts of seriously harming self or others. Please call 911 and ask for assistance or go to the nearest emergency room.

## **INFORMATION TO REFERRING PERSONS**

### **Referring Persons**

A form to facilitate client referrals is available on the ASUN Counseling Center [web page](#). While this form is not necessary for a referral for services, a faculty, staff or family member may use it to facilitate and encourage a student/client to begin services at the ASUN Counseling Center.

In addition, with the client's signature, ASUN Counseling Center staff may confirm the client's original contact with the ASUN Counseling Center to the referring source. Any subsequent communications must only be with a properly executed Release of Information.

### **Procedures For Clinicians**

- Information pertaining to ASUN Counseling Center clients is provided to referral sources only with written consent by the client (ROI). Clinical staff members should determine whether a client wishes information to be made available, and, if so, have appropriate ROI forms signed.
- Any referring person who seeks discussion about a client must be informed that we cannot release client information without a client's written permission. The referrer should be urged to discuss this issue with the client or referred person.
- If a client agrees to allow sharing of treatment related information for any reason, a Release of Information form must be properly executed, scanned, and entered in the client's file.

### **Information Regarding Prior Treatment**

- Clients who have previously sought consultation or psychological treatment from other medical or mental health facilities may elect to make records of this treatment available to ASUN Counseling Center clinicians.
- To facilitate the transmission of medical records, a Release of Information form must be properly executed and submitted to the previous treatment provider.

### **Referral for Services Outside the Counseling Center**

Guidelines: Referrals for services other than personal counseling within the Center, or for services outside the Center, depend on the needs of the client.

If a referral is necessary, it will most likely be to one of the several places listed below:

- Student Support Services or the Academic Support Center
- Outside ASUN (any costs to be borne by the client)
- A private physician for medical assessment/treatment
- A private clinician for psychotherapy or psychiatric treatment
- Other agencies, such as the Northeast Arkansas Council on Family Violence, Workforce Development, or a medical or a mental health facility for medical or psychiatric evaluation, etc. A non-exhaustive list of appropriate referral resources is available in the appendix of this document.

### **Procedures for Referral Out of the ASUN Counseling Center**

- When a client is referred out of the ASUN Counseling Center it must be noted on the Intake Summary or current case note. It is appropriate to also note this on a termination summary if required.
- With the client's written authorization (ROI), the clinician may assist the referral by contacting the referral agency or person to insure facilitate the client transfer.

### **CLIENT EVALUATION OF SERVICES**

The ASUN Counseling Center seeks feedback from clients regarding their satisfaction with general assistance and clinician services.

The following procedures are followed in collection of this information:

- Once per semester the client satisfaction survey administered to all current clients of the ASUN Counseling Center (to be completed at the time of their appointment). The client satisfaction survey evaluation form is be provided to all members of any couple or family seen for premarital, marital, or family counseling.

- The ASUN Counseling Center staff will direct the client to complete the Client Satisfaction Survey through the Microsoft Forms. All Client Satisfaction responses are confidential and non-identifiable.
- Returned surveys are reviewed by the ASUN Counseling Center staff and VCSA and non-identified client responses will be shared.
- Data from completed surveys are compiled for each academic year and summarized in the Annual Report.

## **RECORD MAINTENANCE**

### **General Guidelines**

- All clients receiving services from the ASUN Counseling Center must have a file. Client files are accessible only to ASUN Counseling Center staff members. Copies of records may be made with a properly executed Release of Information.
- Files are retained for a period of seven years after services termination date. At that time, they are destroyed.

### **Contents Of Files**

- Client files contain the information listed below. However, contents can vary by client.
  - Confidential information sheet
    - Client Information
  - Inform consent for personal counseling
    - Should be verbally reviewed during the intake session to ensure that the client understands the conditions and limitations.
  - Client contact information
  - Progress Notes
    - Must be Completed for Each Session
  - Specific Service Notes
    - Document non-counseling services like Disability Service Teacher Education, Psychological Evaluations, etc.
  - File Documentation Notes
    - Provide a record of client contacts for appointment scheduling or other incidental activities or procedures that may need to be recorded.
  - Termination Notes (at completion of service)
    - Document the course of treatment, goals met, and disposition of client upon discharge.

- Crisis Intervention documentation
  - Document any outside the office crisis services, usually provided outside normal business hours, and become part of a client record. Crisis Intervention for non-clients will be maintained in a non-client record note.

At intake, prior to meeting with the client, the staff member will review client Confidential Information Sheet and other forms for completeness and signature on the Informed Consent.

The Informed Consent should be verbally reviewed during the intake session to ensure that the client understands the conditions and limitations.

Within 24 hours after intake the clinician will complete the Confidential Information Sheet.

Entries should be brief, legible, and avoid unnecessarily specific details regarding sensitive issues.

Diagnosis and/or descriptive codes are required for statistical reporting purposes only.

Progress notes must be completed and forwarded to the ASUN Counseling Center Staff on a weekly basis.

By the third full session, a treatment plan will be developed with the aid of the client and will be maintained in the client's file. A diagnosis is also required at this time (for reporting purposes only).

Any contact by ASUN email, postal service, text or telephone must be documented in a File Documentation note. Other incidental information or correspondence should also be documented in this way.

Upon planned termination of service, the clinician will complete a Termination form. On occasion a client will attend intake but will not return for additional services. These instances require documentation of attempts to schedule an appointment (File Documentation notes) and a Termination for Failure to Attend note.

### **Documentation of Other Client Contacts**

- Client files will not be required for participants of workshops, seminars, etc., but these contacts will be counted, and workshop or seminar leaders will collect program evaluation forms for each presentation.

### **Confidentiality of Files**

- File security levels will be set by the ASUN Counseling Center staff and/or VCSA.
- Client files may not be left visible on computer screens when other clinicians or visitors are in an office. Files should be closed when not in use. If a clinician is to be absent from their office, they should be logged off and computer locked.

## **Use of Diagnoses**

- No psychiatric diagnosis is required for persons using our services, as they are presumed to be “clients” seeking consultation about life problems rather than “patients” with medical or psychiatric illness.
- Current DSM classifications will be used, however, for statistical reporting purposes, and an appropriate diagnosis or “V code” should be used when appropriate.
- A clinician concerned about the presence of a major psychiatric disorder will be referred to a Mental Health Clinic or a Private Clinic.

## **RELEASE OF INFORMATION**

- No information regarding a client will be released to anyone without a properly executed Release of Information from the client.
- Client files are not to be copied and released to the client, or anyone else, without a properly executed Release of Information from the client. When the client has completed the appropriate forms, a copy of the record or a summary letter will be prepared by the Director or designee.
- If the client is no longer has easy access to campus, a notarized release form from that client is required for release of information from the file. Upon receipt of a completed ROI, the file will be copied and mailed to the required recipient.
- A new Release of Information form, specific to the situation, should be obtained each time a client’s record information is requested.

## **REQUEST FOR EXCUSE FROM CLASS**

- The ASUN Counseling Center will not issue excuses on a routine basis. It is the client’s responsibility to communicate directly with faculty regarding his/her academic assignments.
- However, the ASUN Counseling Center can, with a properly executed release of information form verify the client’s participation in counseling. This must be approved by the ASUN Counseling Center Staff.

## **REQUEST FOR LETTERS FOR FINANCIAL AID APPEAL**

- Any correspondence regarding verification of a client’s clinical issues and participation in counseling to substantiate a Financial Aid appeal or withdraw from a class must be approved by the ASUN Counseling Center staff and/or VCSA (or designee).

## **OUTREACH PROGRAM DEVELOPMENT**

### **Expectation**

- Each clinician is expected to develop new outreach efforts consistent with the mission of the ASUN Counseling Center.
- Outreach should be developed based on feedback gathered from needs assessment and client surveys and should relate to the client population currently being served.

### **Development**

- Program goals are to be established and submitted to the director prior to development of new outreach activities. Activities requiring expenditures must include a proposed budget.
- Evaluations will be administered for all outreach activities. The counselor developing the outreach activity will develop an evaluation specific to the activity and review it with the director. In those rare instances where a short timeline exists for a one-time presentation, generic evaluation forms may be used with approval by the director.
- The counselor having a leadership role for an outreach activity will submit an activity report to include the program goals, activities accomplished, expenditures, and outcomes (Evaluation Data). The report is to be submitted to the director within two weeks of program completion.
- All official correspondence, marketing materials (posters, flyers, etc.) and program materials (handouts, power points, etc.) are to be cleared by the director prior to distribution or use. All advertisement for an outreach or event is the responsibility of the staff member in charge of the event.

### **Consultation**

- Clinicians are frequently called upon to provide consultation to faculty, staff, students, campus groups, and parents on a variety of issues.
- Consultations involving a specific client require a properly executed Release of Information and must be documented in the client's file.
- Consultation appointments must be placed in the internal database as either an Internal or External Consultation. These conversations should be documented in the appropriate consultation note.
- Consultation issues beyond a clinician's ability/scope of practice must be referred to the ASUN Counseling Center staff and/or VCSA.

### **Interview/Media Requests**

- All requests for interviews that come from all outlets should be referred to the Vice Chancellor for Student Affairs.

- ASUN Counseling Center clinicians may provide informational interviews requested by ASUN students provided the demand does not interfere with student and outreach programming services. Coordination through the Marketing and Communications shared leadership process is required.

## **RESEARCH POLICY**

- Clinicians are encouraged to pursue research to enhance personal development and increase the knowledge of the profession. Research projects require approval of the Director and compliance with research policies of the center and institution.
- The research may not interfere with client or outreach programming services. All research must adhere to ethical guidelines.
- Any research involving ASUN Counseling Center clients, trainees, policies, or data must be approved by the VCSA. A potential researcher should submit a research proposal to the director with the research question, procedures, sample, rationale and an informed consent that states the purpose, requirement, potential risk and potential benefits. The potential researcher must provide evidence of approval by the ASUN Internal Research Board.

## **STAFF MEMBERS' RESPONSIBILITIES**

### **Clinicians**

- Regular Office Hours
- During regular office hours clinicians will:
- Keep schedules clearly marked and up to date.
- Remain readily available on site or by telephone for urgently referred students.
- Complete documentation promptly on the premise.
- Attend meetings unless specifically excused by the VCSA. Other activities should not be scheduled during staff meetings unless there are no other options.
- Participate in guarding client confidentiality.
- Take responsibility for program development and delivery beyond one-to-one counseling work.
- Be responsible for planning to cover responsibilities during necessary absences. This includes rescheduling client appointments, walk-in coverage, etc. The clinician must also ensure that the director is informed of these instances.
- Participate in networking activities with other campus offices and organizations.
- Stay informed about referral possibilities.
- Maintain knowledge/skill base and necessary license(s) by completing appropriate continuing education annually.



- Consult with colleagues as needed.
- Intakes
- During the intake interview the counselor obtains basic information concerning a client's presenting problem, emotional stability, support from family and friends, and overall academic, career and psychological functioning.
- Clients are routinely scheduled for appointments within a week of intake. Clients who are determined to need more immediate assistance are assigned immediately. Clients needing a level of care greater than the Center can provide will receive referral assistance at the time of intake session.

## **COUNSELING**

- The clinician and client will establish therapeutic goals. The clinician will develop a treatment plan with specific objectives to address the client's goals. The clinician will use appropriate strategies, techniques and interventions with consultation and supervision from the Director.

## **LEAVE POLICY**

### **Absences From The Office**

The ASUN Counseling Center leave policy (sick, vacation and Family Medical Leave Act) policy is established by ASUN Human Resources. The links follow:

[https://asun.sharepoint.com/sites/employee\\_center/SitePages/human\\_resources.aspx](https://asun.sharepoint.com/sites/employee_center/SitePages/human_resources.aspx)

### **Planned Leave**

- The VCSA (or designee) must approve all planned absences (vacation, conferences, professional development, or community-service presentations).
- Request for approval of the dates should be submitted to the VCSA via e-mail.
- Every effort should be made to minimize disruptions to client and program services.
- Once the leave is approved, the clinician should place it on the schedule.
- If needed, the clinician should plan for programming coverage.
- The clinician or administrative assistant will complete the appropriate HR leave form in my.asun.edu and submit for approval by the VCSA within the established deadline.

### **Unexpected Leave (Sick, Emergency, Or Family Illness)**

- The clinician will contact the VCSA and the ASUN Counseling Center as soon as possible.
- The clinician is responsible for communicating with the VCSA if program coverage or cancellation is needed.

- The clinician will complete the appropriate HR leave form in my.asun.edu and submit for approval by the VCSA within the established deadline.

## **OFFICE DRESS STANDARD**

- It is important that clinicians dress in a manner that facilitates comfort, trust and comfort for our clients and other constituents. This is generally facilitated by business casual attire, although more casual attire may be appropriate for Fridays or specific circumstances and events where informal attire is considered appropriate.
- The VCSA may be consulted for determination of what might be considered inappropriate.

## **BUDGET AND FINANCIAL POLICIES**

### **Asun Counseling Center: Budget**

- The budget request is prepared by the ASUN Counseling Center staff for the following academic year and is submitted to the appropriate administrative office. Budget requests are generally due during the spring semester at the direction of the Vice Chancellor for Student Affairs.
- Any major requests for new funds or equipment must be discussed with the VCSA in advance of budget preparation.

### **Travel**

- Travel funds must be approved by the VCSA. Awarding of funds is at the director's discretion and pending availability of funds.
- Approved registration fees may be prepaid by the college if time allows or paid by the traveler and reimbursed with other expenses following completion of travel.
- After return to ASUN, travel expenses should be submitted to the Administrative Secretary with all necessary receipts, to ensure prompt payment.

### **Miscellaneous Expenses**

- All expenditures must be approved in advance by the VCSA.

### **Professional Development**

- Clinical staff members are responsible for compliance with continuing education. Requests for leave for conference attendance and for financial assistance must be approved by the VCSA.
- Clinical staff members are encouraged to be involved in leadership of professional organizations and to set goals to continue to develop professional skills.

## **HIRING PROCEDURES**

Hiring procedures of the ASUN Counseling Center are conducted in accord with Arkansas State University-Newport [Standards Operating Procedure](#) as outlined by Human Resources.

### **Equal Opportunity**

ASUN Counseling Center operates in compliance with Arkansas State University-Newport's Affirmative Action Policy.

[https://files.asun.edu/sops/5000/5001\\_Hiring\\_Process\\_for\\_Full\\_Time\\_Faculty\\_and\\_Staff.pdf](https://files.asun.edu/sops/5000/5001_Hiring_Process_for_Full_Time_Faculty_and_Staff.pdf)

# **APPENDICES**

**Appendix A: Relevant Governing Agencies**

**Appendix B: Relevant Codes of Ethics**

**Appendix C: Mandated Reporting Information**

**Appendix D: Privileged Communication**

**Appendix E: Release of Information Form**

**Appendix F: Informed Consent**

**APPENDIX G: ASUN Counseling Center Crisis Client Procedures**

**APPENDIX H: Guidelines for Same Day Crisis Consultations Handout**

## **Appendix A: Relevant Governing Agencies**

Arkansas Board of Examiners in Counseling:

<https://abec.statesolutions.us/>

National Board for Certified Counselors and Affiliates, Inc.

<http://www.nbcc.org/>

## **Appendix B: Relevant Codes of Ethics**

American Counseling Association:

<https://www.counseling.org/knowledge-center/ethics#2014code>

National Board for Certified Counselors:

<https://www.nbcc.org/ethics/ceproviders>

## Appendix C: Mandated Reporting Information

Arkansas State University Policy for Child Maltreatment Reporting:

<http://www.asusystem.edu/dotAsset/2b2213cc-08c8-4149-8fe0-8885ae1faa9d.pdf>

Recognizing and Reporting Child Abuse: Training for Arkansas Mandated Reporters

[http://www.arkansas.gov/reportARchildabuse/mandated\\_reporter.html](http://www.arkansas.gov/reportARchildabuse/mandated_reporter.html)

Relevant Arkansas Statutes

ARK. CODE ANN. § 12-18-305 (2010). Garrett's Law Reports

The Child Abuse Hotline shall accept a report of neglect as defined under § 12-18-103(13)(B) only if the reporter is one (1) of the following mandated reporters and the mandated reporter has reasonable cause to suspect that a child has been subjected to neglect as defined under § 12-18-103(13)(B):

- (1) A licensed nurse;
- (2) Any medical personnel who may be engaged in the admission, examination, care, or treatment of persons;
- (3) An osteopath;
- (4) A physician;
- (5) A resident intern;
- (6) A surgeon; or
- (7) A social worker in a hospital.

ARK. CODE ANN. § 12-18-204 (2010). Unlawful Restriction of Child Abuse Reporting.

(a) (1) A person employed at a school, Head Start program, or day care facility commits the offense of unlawful restriction of child abuse reporting if he or she:

- (A) Prohibits a mandated reporter under this chapter from making a report of child maltreatment or suspected child maltreatment to the Child Abuse Hotline;
  - (B) Requires that a mandated reporter under this chapter receive permission from the person before the mandated reporter makes a report of child maltreatment or suspected child maltreatment to the Child Abuse Hotline; or
  - (C) Knowingly retaliates against a mandated reporter under this chapter for reporting child maltreatment or suspected child maltreatment to the Child Abuse Hotline.
- (2) Nothing in this section shall prohibit any person or institution from requiring a mandatory reporter employed or serving as a volunteer for a person or institution to inform a representative of that person or institution that the reporter has made a report to the Child Abuse Hotline.

(b) Unlawful restriction of child abuse reporting is a Class A misdemeanor.

ARK. CODE ANN. § 12-18-402 (2010). Mandated Reporters.

(a) An individual listed as a mandated reporter under subsection (b) of this section shall immediately notify the Child Abuse Hotline if he or she:

(1) Has reasonable cause to suspect that a child has:

(A) Been subjected to child maltreatment; or National Center for Prosecution of Child Abuse National District Attorneys Association

(B) Died as a result of child maltreatment; or

(2) Observes a child being subjected to conditions or circumstances that would reasonably result in child maltreatment.

(b) The following individuals are mandated reporters under this chapter:

(1) A childcare worker or foster care worker;

(2) A coroner;

(3) A day care center worker;

(4) A dentist;

(5) A dental hygienist;

(6) A domestic abuse advocate;

(7) A domestic violence shelter employee;

(8) A domestic violence shelter volunteer;

(9) An employee of the Department of Human Services;

(10) An employee working under contract for the Division of Youth Services of the Department of Human Services;

(11) A foster parent;

(12) A judge;

(13) A law enforcement official;

(14) A licensed nurse;

(15) Medical personnel who may be engaged in the admission, examination, care, or treatment of persons;

(16) A mental health professional;

(17) An osteopath;

(18) A peace officer;

(19) A physician;

(20) A prosecuting attorney;

(21) A resident intern;

(22) A school counselor;



- (23) A school official;
  - (24) A social worker;
  - (25) A surgeon;
  - (26) A teacher;
  - (27) A court-appointed special advocate program staff member or volunteer;
  - (28) A juvenile intake or probation officer;
  - (29) A clergy member, which includes a minister, priest, rabbi, accredited Christian Science practitioner, or other similar functionary of a religious organization, or an individual reasonably believed to be so by the person consulting him or her, except to the extent the clergy member:
    - (A) Has acquired knowledge of suspected child maltreatment through communications required to be kept confidential pursuant to the religious discipline of the relevant denomination or faith; or
    - (B) Received the knowledge of the suspected child maltreatment from the alleged offender in the context of a statement of admission;
  - (30) An employee of a child advocacy center or a child safety center;
  - (31) Attorney ad litem in the course of his or her duties as attorney ad litem;
  - (32) (A) A sexual abuse advocate or sexual abuse volunteer who works with a victim of sexual abuse as an employee of a community-based victim service or mental health agency such as Safe Places, United Family Services, or Centers for Youth and Families.
    - (B) A sexual abuse advocate or sexual abuse volunteer includes a paid or volunteer sexual abuse advocate who is based with a local law enforcement agency;
  - (33) A rape crisis advocates or rape crisis volunteer;
  - (34) (A) A child abuse advocate or child abuse volunteer who works with a child victim of abuse or maltreatment as an employee of a community-based victim service or a mental health agency such as Safe Places, United Family Services, or Centers for Youth and Families.
    - (B) A child abuse advocate or child abuse volunteer includes a paid or volunteer sexual abuse advocate who is based with a local law enforcement agency;
  - (35) A victim/witness coordinator; or
  - (36) A victim assistance professional or victim assistance volunteer.
- (c) (1) A privilege or contract shall not prevent a person from reporting child maltreatment when he or she is a mandated reporter and required to report under this section.
- (2) A school, Head Start program, or day care facility shall not prohibit an employee or a volunteer from directly reporting child maltreatment to the Child Abuse Hotline.

(3) A school, Head Start program, or day care facility shall not require an employee or a volunteer to obtain permission or notify any person, including an employee or a supervisor, before reporting child maltreatment to the Child Abuse Hotline.

ARK. CODE ANN. § 12-17-105 (2010). Notification of Mandatory Reporters.

Each board, commission, or other entity that licenses mandatory reporters of child abuse and neglect shall provide notice to each licensee concerning the online and web-based child abuse reporting program required under § 16-10-138.

ACA 12-12-1708: reporting suspected abuse, neglect, or exploitation of endangered or impaired adults.

(a)(1) Whenever any of the following has observed or has reasonable cause to suspect that an endangered or impaired adult has been subjected to conditions or circumstances which would reasonable result in abuse, sexual abuse, neglect, or exploitation, as defined in this chapter, he or she shall immediately report or cause a report to be made in accordance with the provisions of this section:

Physician

Surgeon

Coroner

Dentist

Dental hygienist

Osteopath

Resident intern

A nurse

Hospital personnel engaged in administration, examination, care, or treatment of persons

Social worker

Case manager

A home health worker

Mental health professional

Peace officer

Law enforcement officer

Facility administrator or owner

Employee of a facility

Employee of the Department of Human Services

Firefighter

Emergency medical technician

An employee of a bank or other financial institution

(2) Whenever a person is required to report under this chapter in his or her capacity as a member of the staff, an employee in a facility, or an employee of the department, he or she shall immediately notify the person in charge of the institution, facility, or agency, or that person's designated agent, who shall then become responsible for making a report or cause a report to be made.

(3) In addition to those persons and officials required to report suspected adult abuse, sexual abuse, or neglect, any other person may make a report if the person has reasonable cause to suspect that an adult has been abused, neglected, or exploited, as defined in this chapter.

(b)(1) A report required under this chapter shall be made to the central registry (800-482-8049) by the receiving agency for abused or neglected adults not residing in long-term care facilities.

(2) A report for abused or neglected adults residing in a long-term care facility shall be made immediately to the local law enforcement agency for the jurisdiction in which the facility is located and to the Office of Long-Term Care of the Division of Medical Services of the Department of Human Services, pursuant to regulations of that office.

(3) The office shall notify this central registry and the office of the Attorney General.

(c) No privilege of contract shall relieve anyone required by this subchapter to make notification of the requirement of making notification.

Amended 2006

## Appendix D: Privileged Communication

Arkansas Rules of Evidence:

Rule 503. Physician and Psychotherapist-Patient Privilege.

(a) Definitions. As used in this rule:

(1) A "patient" is a person who consults or is examined or interviewed by a physician or psychotherapist.

(2) A "physician" is a person authorized to practice medicine in any state or nation, or reasonably believed by the patient so to be.

(3) A "psychotherapist" is (i) a person authorized to practice medicine in any state or nation, or reasonably believed by the patient so to be, while engaged in the diagnosis or treatment of a mental or emotional condition, including alcohol or drug addiction, or, (ii) a person licensed or certified as a psychologist under the laws of any state or nation, while similarly engaged.

(4) A communication is "confidential" if not intended to be disclosed to third persons, except persons present to further the interest of the patient in the consultation, examination, or interview, persons reasonably necessary for the transmission of the communication, or persons who are participating in the diagnosis and treatment under the direction of the physician or psychotherapist, including members of the patient's family.

(5) A "medical record" is any writing, document or electronically stored information pertaining to or created as a result of treatment, diagnosis or examination of a patient.

(b) General Rule of Privilege. A patient has a privilege to refuse to disclose and to prevent any other person from disclosing his medical records or confidential communications made for the purpose of diagnosis or treatment of his physical, mental or emotional condition, including alcohol or drug addiction, among himself, physician or psychotherapist, and persons who are participating in the diagnosis or treatment under the direction of the physician or psychotherapist, including members of the patient's family.

(c) Who May Claim the Privilege. The privilege may be claimed by the patient, his guardian or conservator, or the personal representative of a deceased patient. The person who was the physician or psychotherapist at the time of the communication is presumed to have authority to claim the privilege but only on behalf of the patient.

(d) Exceptions:

(1) Proceedings for hospitalization. There is no privilege under this rule for communications relevant to an issue in proceedings to hospitalize the patient for mental illness, if the psychotherapist in the course of diagnosis or treatment has determined that the patient is in need of hospitalization.

(2) Examination by order of court. If the court orders an examination of the physical, mental, or emotional condition of a patient, whether a party or a witness, communications made in the course thereof are not privileged under this rule with respect to the particular purpose for which the examination is ordered unless the court orders otherwise.

(3) Condition and element of claim or defense.

A. There is no privilege under this rule as to medical records or communications

relevant to an issue of the physical, mental, or emotional condition of the patient in any proceeding in which he or she relies upon the condition as an element of his or her claim or defense, or, after the patient's death, in any proceeding in which any party relies upon the condition as an element of his or her claim or defense.

B. Any informal, ex parte contact or communication with the patient's physician or psychotherapist is prohibited, unless the patient expressly consents. The patient shall not be required, by order of court or otherwise, to authorize any communication with the physician or psychotherapist other than (i) the furnishing of medical records, and (ii) communications in the context of formal discovery procedures.

History: Amended May 13, 1991, effective July 1, 1991; amended January 22, 1998

Relevant Statutes:

§ 12-12-518. Privileged communications as evidence - Exception.

It is the public policy of the State of Arkansas to protect the health, safety, and the welfare of minors within the state. In order to effectuate that policy:

(1) Any provision of the Arkansas Uniform Rules of Evidence notwithstanding, and except as provided in subdivision (2) of this section, any privilege between husband and wife or between any professional person, except lawyer/client and between a minister, including a Christian Science practitioner, and any person confessing to or being counseled by a minister, shall not constitute grounds for excluding evidence at any proceeding regarding child abuse, sexual abuse, or neglect of a child.

(2) Any provision to the Arkansas Uniform Rules of Evidence notwithstanding, any privilege between a minister, including a Christian Science practitioner, and any person confessing to or being counseled by the minister shall not constitute grounds for excluding evidence at any dependent/neglect proceeding or proceedings involving the custody of a minor.

(3) When any physician, psychologist, psychiatrist, or licensed counselor or therapist conducts interviews with or provides therapy to any subject of a report of suspected child maltreatment for purposes related to child maltreatment, the physician, psychologist, psychiatrist, or licensed counselor or therapist shall be deemed to be performing services on behalf of the child.

(4) Adult subjects of a report of suspected child maltreatment cannot invoke privilege on the child's behalf.

(5) Transcripts of testimony introduced in a child maltreatment proceeding pursuant to this section shall not be received into evidence in any other civil or criminal proceeding.

History. Acts 1991, No. 1208, § 13.

§ 17-27-311 - Privileged communication

2012 Arkansas Code

Title 17 - Professions, Occupations, and Businesses

Subtitle 2 - Nonmedical Professions

Chapter 27 - Counselors  
Subchapter 3 - -- Licensing

Universal Citation: [AR Code § 17-27-311 \(2012\)](#)

(a) For the purposes of this chapter, the confidential relations and communications between a licensed counselor and a client, a licensed associate counselor and a client, a licensed marriage and family therapist and a client, or between a licensed associate marriage and family therapist and a client are placed upon the same basis as those between an attorney and a client.

(b) Nothing in this chapter shall be construed to require that any privileged communication be disclosed.

## **Appendix E: Release of Information Form**

[https://files.asun.edu/admissions/Permission\\_to\\_Release\\_Student\\_Record\\_Information.pdf](https://files.asun.edu/admissions/Permission_to_Release_Student_Record_Information.pdf)

## Appendix F: Informed Consent

### INFORMED CONSENT

- The ASUN Counseling Center adheres to strict confidentiality guidelines set by each professional's national & state ethical codes/guidelines. All conversations, both by telephone and in person, shall be confidential. Communications will be made by phone and/or email (unless otherwise requested by the client). All records kept by the Counseling Center staff relating to clients (18 years of age, or older) shall be kept confidential, except in these cases:
- When the client is determined to be a threat to the health & safety of himself/herself or another, including abuse of a child, elder or disabled adult.
- When documents are court ordered to be released to the property of the court with signed release of information.
- When the ASUN Counseling Center professional staff/interns discuss case material for the purpose of consultation, supervision, or treatment planning.
- When the client has given consent to share specified information with identified person(s).
- Clients under age 18 must have a parent/guardian sign this form before treatment begins. The client, counselor & parents will together identify confidentiality parameters for future treatment.

### ELIGIBILITY FOR SERVICES

- The ASUN Counseling Center provides services only to currently enrolled students, and, in the case of couples counseling, spouse or partner. Current/former clients seeking a graduate internship may be excluded from the training program if it appears a harmful/inappropriate dual relationship exists.

### ADDITIONAL INFORMATION

- Individual sessions are usually 50 minutes in length. Active participation in the counseling process is necessary for counseling progress.
- Hard copy client records are shredded after 7 years since last service. Computerized client records will be deleted after 7 years since last service.
- Computerized & hard copy client records are accessible only to The ASUN Counseling Center staff. Computerized records are password protected and stored on a secure server. ASUN Counseling Center records are not part of ASUN student records.
- E-mail & facsimile are not secure media; therefore, while all efforts will be made to keep information secure, confidentiality of e-mail & facsimiles cannot be guaranteed. Timeliness of response to a facsimile or email message cannot be guaranteed.



- Based upon your individualized needs you may be referred to see another health care professional for an additional evaluation, consultation, or ongoing care.

#### CLIENT RIGHTS AND RESPONSIBILITIES

- You have a right to confidentiality within the limitations described above.
- You have the right to be involved in your goal setting/treatment planning process & to be informed of the professional members of your treatment team.
- You have the right to be informed of any potential benefits or risks associated with your treatment. It is not uncommon for symptoms to worsen before they improve.
- You have the right to refuse treatment & to be involved in determining length & frequency of your treatment.
- You have the right to receive treatment from competent mental health care professionals who respect your individualized needs.
- You have the right to request another mental health care professional, a clinician will refer you to an outside professional. Students are responsible for any charges for off-campus counseling and/or psychiatric services. (You have the right to be informed of reason for referral.)
- For clients 18 years of age or older, access to records/treatment information is available only with a written release of information form, signed by the client.
- Please call to cancel/reschedule as soon as you know you will need to miss a session (24 hrs. notice is appreciated).
- If you are more than 15 minutes late for an appointment you may be asked to reschedule.

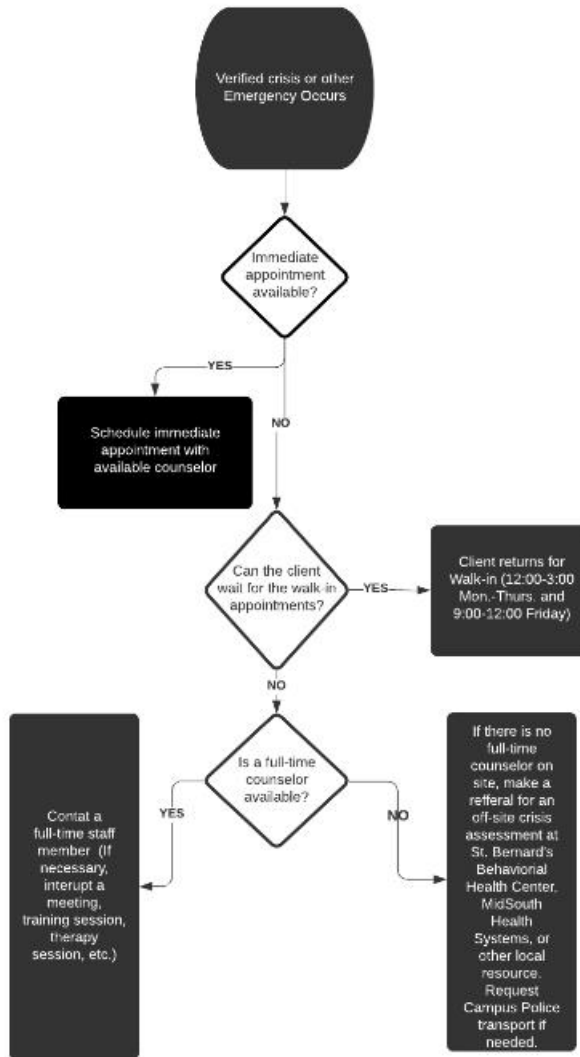
#### AFTER HOURS & EMERGENCY SERVICES

The ASUN Counseling Center normal operating hours are Monday through Friday from 8:00 a.m. through 4:30 p.m. In the event of an emergency, where you are unable to reach the ASUN Office of Counseling Services, call 9-1-1 or obtain safe transportation to the nearest hospital emergency room immediately.

# APPENDIX G: ASUN Counseling Center Crisis Client Procedures



## ASUN Counseling Center Crisis Client Procedure



## **APPENDIX H: Guidelines for Same Day Crisis Consultations Handout**

### **GUIDELINES FOR SAME DAY CRISIS CONSULTATIONS**

Staff members of the ASU Counseling Center are aware that emergencies requiring immediate attention can exist for students seeking our services. Due to the demand on our services and because of previously scheduled appointments, we are not always able to see students immediately. This handout has been prepared to help you decide whether our same-day crisis services are right for you.

Our same-day crisis services are designed to assist students who are confronting life-threatening circumstances, current or recent traumatic crises, or serious mental illness. Examples of such issues include:

- Suicidal thoughts
- The need to be hospitalized
- Thoughts about seriously harming another person
- Recent assault or abuse
- Concern about your own safety
- Knowledge of another person being abused or assaulted
- The safety of someone else
- Hallucinations
- Recent death of a loved one
- Witnessing or experiencing a traumatic event

A counselor will be made available to meet with students in crisis when not being seen immediately could lead to serious consequences or seriously intensify their existing condition.

If you believe your situation is a crisis that cannot wait for a regularly scheduled appointment, please let the counseling center know. A counselor will meet with you today to do a brief assessment and make recommendations on how to proceed.