

Augsburg University

Welcome to the Center for Wellness and Counseling (CWC)

Services We Offer

We offer **confidential, goal-oriented, culturally responsive counseling** to help you address personal and social concerns. Services at CWC are provided by licensed psychologists, licensed independent clinical social workers, and licensed marriage and family therapists. As a currently enrolled Augsburg student, you are eligible for **up to 10 sessions of counseling each academic year (as needed)**. All sessions are free. Our center is open for counseling during fall and spring semesters, and is closed to counseling during the winter/holiday break, spring break, and summer semester. If you and/or your counselor decide you would benefit from longer-term psychotherapy, services that are available year-round, or other specialized services we do not offer, we will help you connect to alternative resources.

Confidentiality

You will be asked to complete information forms, and to complete a brief assessment called the Behavioral Health Monitor that provides information about your well-being, psychological symptoms, and life functioning. This information will help your counselor understand your background and concerns, and enable us to contact you if necessary. **All counseling records are confidential and will ordinarily not be released to any other person or agency without your written consent.** Counseling records are never included in your academic record. Records are maintained in locked cabinets in a secure location, and destroyed after 8 years (in accordance with legal and ethical standards). Please note that state and federal laws and/or professional ethics place some limits on client-counselor confidentiality and may require your counselor to release information, without your permission, to designated authorities. **Legal exceptions to confidentiality requiring our staff to disclose information or take other action include situations when:**

- You state you seriously intend to harm yourself or another person(s). If your counselor believes you are in danger of harming yourself or someone else, s/he may be required or permitted under law to take protective action. This may include seeking appropriate hospitalization, contacting family members or others who can help, notifying a potential victim, or notifying the police.
- You report or describe any physical abuse, neglect, or sexual abuse of children or vulnerable adults within the last three years (this includes the occurrence of abuse or neglect to yourself if you were under age 18 at the time of the abuse).
- You report your use of an illegal drug for a non-medical purpose during a pregnancy.
- You report or describe your sexual exploitation by counseling or health care professionals.
- We must comply if a court subpoenas your counseling records.

Please inform your counselor **if you are under 18** years of age as additional limits on confidentiality may apply.

To assure quality services and comply with state licensing requirements, your counselor may consult with CWC colleagues, with a mental health peer consultation group outside the college, or with a CWC external consultant (e.g. psychologist, psychiatrist) about your counseling.

CWC employs some student workers to staff our reception desk at certain hours during the week. These workers do not have any access to our locked confidential client records; they only have access to the scheduling calendar. They are trained in confidentiality procedures.

Missed Appointments

If you cannot keep an appointment, notify us as soon as possible so that CWC can use the time for another student. If you need to cancel an appointment, call 612-330-1707. We ask that you call by 4:30pm on the **day before** your appointment. If you miss an appointment, or do not cancel the day before, the missed/cancelled appointment will be counted as one of your counseling appointments, and will reduce the maximum number of counseling appointments you are eligible for. CWC provides a “grace period” (the first two missed appointments will not be counted against your maximum number).

E-mail

You and your counselor may occasionally use e-mail for the purpose of scheduling appointments. However, e-mail is not a secure mode of communication, and therefore we recommend that you do not use e-mail to provide personal information to your counselor. Further, counselors do not typically access their email 24/7 (if you need urgent support, we recommend you use our After Hours Phone Counseling).

After-Hours Urgent Phone Counseling

When the CWC office is closed, after-hours phone counseling is available for urgent mental health concerns (612-330-1707, Option 1). These services are provided by ProtoCall, a national organization that serves university counseling centers. ProtoCall is staffed by licensed mental health professionals who abide by the same confidentiality guidelines as CWC does.

Eligibility for Disabilities Support Services on Campus

Please know that if you have or receive a diagnosis of a mental health condition, you may be eligible to receive academic accommodations and support services through Augsburg University’s Center for Learning and Adaptive Services office. Let your counselor know if you would like more information or a referral to the CLASS office.

CWC Role Regarding Litigation

If you are involved in litigation now or in future, your CWC counselor will not serve as a forensic witness or an expert witness. Please discuss with your counselor if you are currently in litigation.

Counseling Outcomes

Most people find counseling very beneficial. At times, painful emotions may come up during counseling and can often be a part of the growth and healing process; however, we encourage you to let your counselor know if you are feeling overwhelmed by the emotions you are experiencing so that your counselor can assist you in self-care and coping, or adjust the counseling process if necessary. Occasionally people feel like counseling does not help, and very rarely, people feel that counseling makes a situation worse. For your counseling to be successful, you and your counselor will need to work together. If you have any concerns about your counseling experience, please inform your counselor so that your concerns can be addressed. If you do not feel you can discuss your concerns with your counselor, you can ask to speak with the Director of CWC.

Feedback and Complaint Process

Students wishing to offer feedback or register a complaint about counseling services should ask to speak with the Director of CWC, Nancy Guilbeault, PhD, LP (612-330-1169). Concerns about the performance of the Director of CWC should be referred to the Dean of Students, Sarah Griesse (612-330-1489).

Please discuss any questions or concerns you have about this information with your counselor prior to signing this sheet. Otherwise, please sign and date after you have read this form. Thank you! Copies are available for your own records on request.

Client Signature

Date

Counselor Initials

Print Full Name

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