



Center for Counseling & Student Development  
Wellbeing Center at Warner Hall  
280 The Green  
Newark, DE 19716-6501  
Phone: 302-831-2141  
Fax: 302-831-2148

## CONSENT FOR TREATMENT

### Welcome to the Center for Counseling and Student Development (CCSD)

You have taken a positive step by deciding to explore services at CCSD. CCSD offers both counseling and psychiatric services. Counseling services are available to all students who are eligible to pay the Wellbeing Fee or are enrolled in the Associate of Arts Program (AAP). Counselors provide short-term group and individual assistance to students dealing with personal, career, and educational concerns.

Counseling services on main campus are available Monday through Friday from 8:30AM until 5:00PM (last appointment at 4:30pm) and may vary during holidays and breaks. If you need emergency services during these times, please see those options below. AAP students should refer to their counselor for hours and availability.

### How Does the Counseling Process Start?

A 30-minute interview (triage appointment) is the first step in beginning your counseling journey. The purpose of this interview is to determine the type of help you may need. You will be provided one of the following options:

1. **If it is determined that our in-person services can likely meet your needs:** the counselor will schedule your first counseling appointment during the triage. In some instances, the counselor will inform you that you will be contacted within a few weeks of your triage interview to schedule your first counseling appointment. Please note that the demand for counseling services can be higher at certain times of the year, which can result in limited availability or longer wait times for a regular counseling appointment. During these times, you are welcome to use the self-help resources on our website, the UD Helpline, or TimelyCare for support.
2. **If it is determined that your needs are better served with longer-term and/or more specialized resources or you cannot wait for services (in times of limited counselor availability):** you will receive referrals to other sources of assistance on or off campus. You are encouraged to work with our Care Coordinator who will support you through the referral process. You are required to use your personal health care insurance to cover any costs associated with off-campus treatment.
3. **All students are eligible for TimelyCare:** TimelyCare offers up to 9 free scheduled telehealth counseling sessions per academic year (and unlimited on demand TalkNow or health coaching sessions). For scheduled counseling, students can select their counselor and availability, including evenings and weekends. Note: Students can access TimelyCare directly (without prior Counseling Center authorization) at any point during their academic career.

### What Can I Expect from Counseling?

CCSD will do our best to support and understand you, your symptoms and patterns, as well as to help you clarify what it is that you want for yourself. Counseling is not an exact science and so predictions of the effect are not precise or guaranteed. The outcome of your counseling depends largely on your willingness to engage in this process, which may, at times, result in discomfort as you explore emotionally difficult issues. Although most people benefit from counseling, some people might not find it helpful and very few people may have a negative experience.

CCSD counselors are committed to treating all students with respect, regardless of race, age, gender, sexual orientation, or religion. We also strive to provide services with cultural humility and attention to issues related to social justice and oppression.

CCSD counselors demonstrate respect by keeping appointments, making every effort to notify you if a change in time is necessary, and by avoiding interruptions during sessions.

## When Might Counseling Services End?

Counseling services end when you have met the goals of your treatment established with the counselor at the beginning of your work. Ideally, this ending is mutually agreed upon. However, you have the right to end counseling services at any time. If you decide to discontinue counseling at CCSD, please inform the CCSD counselor with whom you are working or call the office and notify the front desk of your decision.

Additionally, counseling services may end in the following circumstances:

1. If counseling services are **not being effectively used** (e.g., not following treatment recommendations) or if you need a **higher level of care** than CCSD can provide, we can work to explore off-campus treatment options.
2. If you **cannot safely or respectfully engage in services**, CCSD may discharge you from our care.
3. **Inconsistent Attendance:** Ongoing and consistent visits are required to provide good counseling. We require **24-hour notice** of any appointment change or cancellation. Same-day cancellations are viewed the same as not showing for your appointment. If you miss an appointment, you must contact CCSD within **3 business days** if you want to schedule another appointment. If we do not hear from you within that time, unfortunately we are unable to guarantee another appointment with that counselor. Missing **2 consecutive appointments or 3 appointments within a semester** will result in being discharged from CCSD. If you would like to request to resume treatment with a CCSD counselor after administrative discharge due to attendance, we ask that you meet briefly with the Associate Director of Clinical Services to discuss and address potential attendance barriers.
4. **When Away from Campus:** If you are leaving the state of Delaware for winter session, summer, study abroad, or any other extended break, your counselor may speak with you about the need to establish care with another provider to continue your counseling journey while you are away. TimelyCare has counselors who can provide treatment in multiple locations and/or we can work to explore referrals in your community.
5. **Medical Leave or Withdrawal from the University:** In the event of medical leave or withdrawal from the University, we are unable to continue providing counseling services. We will attempt to discuss the process of transferring your care to an off-campus provider.
6. **Graduation:** You will not be eligible for services at CCSD after you graduate. Your counselor will discuss with you the process of transferring your care and your records to a new provider before you graduate. You may continue accessing TimelyCare services up to 60 days following graduation.

If you are being discharged from CCSD for any of the above reasons, please be assured that we will refer you to TimelyCare or work with you to find a community provider with whom you can pursue continued care.

## Are the Services Confidential?

We will not disclose to any person outside of CCSD that you have used our services or any information that you have shared except as required by State and Federal law:

1. **In instances of suspected abuse or neglect:** If you disclose suspected abuse or neglect of a child or a vulnerable adult (e.g., an elderly or disabled person), we are obligated to report this situation to the appropriate authority. **Please note: If you disclose that you or another person were abused or neglected as a child, we are legally obligated to report this information to the Delaware Division of Family Services. Please discuss this with your CCSD counselor if you have any questions.**

2. **By signed authorization:** You may request (by means of a signed authorization to release of information) that CCSD disclose information to other individuals or agencies of your choice.
3. **In instances where there is imminent danger:** If, in our judgment, you are at risk of harming yourself, others, or property, we may need to take action to ensure safety. This action may include contacting the police, University officials, potential victim(s), a family member, or another person. If it is necessary to send you to the hospital for further evaluation regarding your safety, we will inform the Office of the Dean of Students (ODS). ODS will coordinate class absences and other matters with faculty and relevant parties and will meet with you when you are ready to return to campus.
4. **When required by a court of law:** Where otherwise requested by subpoena or mandated by court order or State/Federal law.

### **CCSD Staff Consultations, Training, and Recordings:**

CCSD staff operate as a team to provide the best possible service to students. Therefore, staff regularly consult with one another about students.

Additionally, CCSD is a center for training and professional development. Unlicensed staff or trainees under the supervision of a licensed counselor discuss their cases with their supervisor. These consultations are for professional and training purposes only. You will be informed if your counselor is under supervision and will be provided the name and contact information of the licensed supervisor of record. Trainees, unlicensed staff, or licensed staff pursuing additional certifications may request to record counseling sessions and/or other clinical services for training purposes. Recordings are stored on a secured drive and are destroyed within 30 days. Recording is never done without your permission.

Students are not permitted to record sessions or telephone conversations with CCSD staff without written consent from the counselor.

### **Records:**

CCSD confidential files are stored electronically and on paper. Fax transmission of paper files may occur at times. All information is secured to prevent unauthorized access. Please note that email is not considered a secure form of communication; therefore, the confidentiality of an email message cannot be guaranteed.

### **What if I Have an Emergency?**

For **urgent** situations, please contact:

- CCSD at (302)831-2141
- UD Helpline is available 24/7/365 at (302)831-1001
- TimelyCare's TalkNow feature which offers on-demand crisis counseling (usually within 5 minutes) 24/7/365 (<https://sites.udel.edu/counseling/timelycare/>). Since TimelyCare requires pre-registration, we strongly encourage all CCSD clients to download the TimelyCare app and register ahead of time.

For **emergencies** involving the safety of yourself or someone else:

- Dial 9-1-1

## What Happens if I Would Like to Meet with my Counselor via Telehealth?

Telehealth is the delivery of counseling services using interactive audio and visual electronic systems between a counselor and student that are not in the same physical location. These services may include counseling, appointment scheduling, communication via electronic chat, electronic scheduling, and distribution of educational materials. In some instances, telehealth may be warranted for your care. The counselor determines whether the condition being treated is appropriate for a telehealth session.

### Important information about telehealth:

1. Telehealth sessions will not be exactly the same as in-person counseling due to the fact that you will not be in the same room as the counselor.
2. **Location:** Regulations about telehealth vary by state and require counselors to be licensed in the state in which the student is located. You will be asked to provide a) your physical location/address at the time of each visit, b) your telephone number, and c) the name and contact information for an emergency contact person.
3. **Requirements:** CCSD requires that you be alone in a private, quiet, well-lit location for your telehealth visit. You must use both audio and video to participate in a telehealth session. You or the counselor can discontinue the telehealth session if it is felt that the videoconferencing connections are inadequate.
4. **Recording:** You are not permitted to record any telehealth sessions without written consent from the counselor.
5. **Potential benefits** of telehealth include easier access to care, the convenience of meeting from a location of your choosing, and continuity of previously-established care.
6. **Potential risks** of telehealth include interruptions, unauthorized access (i.e., release of private information due to viruses, trojans), and technical difficulties.
7. Telehealth **does not provide emergency services**. If you experience an emergency, please call 9-1-1 or go to your local emergency room.
8. You have the right to withhold or withdraw telehealth consent at any time, including in the middle of a video visit, without affecting the right to future care or treatment at CCSD.

### For student athletes only:

In some situations, it is helpful for coaches to be informed about whether a student athlete is attending counseling or psychiatric appointments. If you agree below, we might share this attendance information. However, we will not tell your coach your reasons for counseling or psychiatric services, or what you discuss at CCSD.

YES    NO

### STUDENT CONSENT FOR TREATMENT:

I have read and understand the information provided above regarding consent for treatment at CCSD. I fully understand its contents, including the risks and benefits of the service(s). I understand that I have the right to ask the counselor any questions or concerns I have about the above information and that they will do their best to address these questions or concerns to my satisfaction.

**My signature below indicates that I have read and understand the information above:**

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NAME

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DATE

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UDID NUMBER