

## Counseling Center Updates: Fall Semester, 2021

We provide counseling services to all traditional undergraduate students enrolled in fall classes.

Counselors are providing counseling sessions by video or phone, and limited in-person sessions, masks required. Sessions are typically scheduled for 45 – 50 minutes.

### Telemental health (telehealth)

For video sessions we use a platform called doxy.me: <https://doxy.me/> or Microsoft Teams, both secure and HIPAA-compliant platforms.

For telehealth services, intake and consent forms will be provided electronically to be completed, signed, and returned by email. The student will show their student ID before proceeding with the first video session or will be asked verbally for student ID number before a phone call. Video is preferred, and will usually be required for the first full (intake) session.

### Private office use

There is a private office available in the counseling center for use by students who:

- Have an appointment with a counselor but do not have a private environment in which to comfortably complete an online counseling session.
- Do not have the necessary technology (a camera/webcam for video sessions, a working phone for phone sessions) to participate in virtual counseling.

### Out-of-state students

Where state licensing laws prohibit counseling with a Wisconsin-licensed provider, we will help undergraduate students transition to a clinician in their

home state during breaks, if needed. We can do limited phone check-ins for established clients out-of-state. Please contact us for more information.

### Kellett Students

Kellett students are not eligible for counseling services unless also enrolled in the traditional program, but they can use the Lakeland University Support Initiative (LUSI) which is a peer support service, staffed by graduate students from the Master of Arts in Counseling (MAC) program. Please contact Alex: [LiosatosA@lakeland.edu](mailto:LiosatosA@lakeland.edu) for more information.

### Brief non-clinical sessions

We can offer briefer appointments of 20 – 25 minutes, no paperwork necessary. These can sometimes be arranged for the same day or the next day. Examples: a non-crisis situational stressor, to meet a counselor to see if counseling would be a good fit, to consult about a friend, or for an existing client who wants to check in briefly. No paperwork is necessary but students will be asked to provide a location and their phone number in case of emergency.

### Peer Support

Tralese Campbell, graduate assistant, is available for peer support sessions, in person. She will listen and help problem-solve and can refer to a counselor if needed. She also has a Heartmath device in her office which can help you regulate breathing and heart rate, as well as an SAD lamp. Both devices can be booked for use during business hours. Contact Tralese directly to make an appointment: [campbellt@lakeland.edu](mailto:campbellt@lakeland.edu) or call ext. 2382.

### Crisis

Real-time crises can sometimes be accommodated if a counselor is available. Please call 920-565-1034 or call/email counselors directly to find out availability.

Note that not all counselors are full-time. Campus safety is equipped to handle mental health crises and they are available 24 hours (ext. 1126)

### Office hours

Monday through Friday 9 – 5.

Evening/weekend appointments can sometimes be arranged.

To make an appointment, please email: [counselingcenter@lakeland.edu](mailto:counselingcenter@lakeland.edu) or contact the counselors directly (see below).

Please note that phone and emails are not monitored outside of business hours. In a mental health emergency, please call emergency services, or campus safety at 1126.

### Counselor contact information

Alex Liosatos: [liosatos@lakeland.edu](mailto:liosatos@lakeland.edu) (920) 565-1034 ext. 2388.

Amanda Groll: [grolla@lakeland.edu](mailto:grolla@lakeland.edu) (920) 565-1034 ext. 2387.

