

**LAKELAND UNIVERSITY COUNSELING CENTER  
POLICIES AND PROCEDURES**

*2024-2025*

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## **Mission Statement**

The mission of the Lakeland University (LU) Counseling Center is to provide holistic support to students as they develop academically, personally, socially, and spiritually, in accordance with Lakeland University's mission and values. We strive to create an environment in which everyone can feel welcome and affirmed, no matter their unique backgrounds, identities, and beliefs.

## **Vision Statement**

We are strongly committed to enhancing the well-being of students, cultivating positive mental health through campus outreach, educational programs, and direct clinical counseling services (in-person and online). We seek to enhance retention efforts and student success initiatives with timely clinical interventions and ongoing support for students throughout their time at Lakeland.

## **Goal Statement**

- To respect individuals' privacy and confidentiality, guided by professional standards and ethics.
- To provide individual counseling and crisis management in a timely manner to students in need.
- To provide educational groups and trainings to students/staff in response to identified campus needs.
- To respect diversity, and to promote equity for underrepresented groups.
- To provide consultation for staff and faculty.
- To provide preventive programming on campus for students and employees.
- To support retention efforts through intervention, remediation, and education.
- To maintain a strong working alliance with other departments on campus.
- To maintain robust utilization of counseling services through outreach, education, and relationship-building.
- To create a community of care on campus where all members feel competent to help students in distress.
- To build and maintain community partnerships.
- To stay abreast of developments in the field of college counseling.
- To contribute to the development of emerging mental health professionals by providing supervision to counseling trainees.
- To serve the university, the local community, and the counseling profession.
- To maintain high professional and ethical standards.

## Accessibility to Services

### Location

We are located in the Wellness Center on the lower level of Brotz Hall (LL21), opposite the campus safety office.

### Fees

Counseling services are available to students at no cost.

### Scheduling Appointments

Appointments can be made by emailing [counselingcenter@lakeland.edu](mailto:counselingcenter@lakeland.edu), or by emailing counselors directly. General questions about appointments and scheduling can be directed to the front desk. Voicemails will be returned during normal business hours. Emails are not monitored 24/7 but a response can be expected within 24 hours, or 48-72 hours on weekends.

### Hours of Operation & Contact information

**Front desk:** 920-565-1034

**Alex Liosatos**, LPC, Center Director: [liosatos@lakeland.edu](mailto:liosatos@lakeland.edu) 920-565-1034 ext. 2388.

**Christine Jenkins**, LPC, Campus Counselor: [jenkinsca@lakeland.edu](mailto:jenkinsca@lakeland.edu) 920-565-1034 ext. 2387.

We are open 8 a.m. – 5 p.m. Monday through Friday.

Alternative appointment times can sometimes be accommodated by special arrangement. Updated information on hours and appointments is posted on the counseling page of the LU website:

<https://lakeland.edu/Campus-Life/counseling-services>

### Walk-ins/drop-ins and Emergencies

Drop-in/walk-in appointments cannot usually be accommodated due to full schedules. In an emergency/crisis, counselors can briefly assess needs in between student appointments (up to an hour wait) and can help with referrals to emergency services. Please contact the front desk before walking in with an emergency, if possible. Campus safety is available 24/7 and can assist with mental health emergencies.

### After-hours Emergencies

For critical mental health needs after-hours and on weekends, students should contact their Resident Assistant (RA), Hall Director (HD), campus safety (920 565-1126), Mobile Crisis (local, free 24/7 at 920-459-3151), 911, or 988. For less urgent support there is a national “Hopeline” text service at 741-741 or a local warmline (Uplift) staffed from noon to midnight by peer support specialists:

<https://www.mhawisconsin.org/upliftwi>

## **Eligibility for Services**

Currently enrolled traditional undergraduate students are eligible to receive services at the counseling center. Summer appointments are available for students who are enrolled in summer and/or fall classes. We are not able to provide counseling services to center/online students, nor to employees. Center/online students can utilize peer support through the Lakeland University Support Initiative (LUSI). Employees can receive contracted services through Prevea's Employee Assistance Program (EAP).

## **Missed Appointments**

Inconsistent attendance at scheduled appointments interferes with the effectiveness of counseling and also limits our ability to help the greatest number of students. Students who miss an appointment will be sent an email with an invitation to reschedule. Students who miss an appointment without notifying the counselor will typically be allowed no more than one additional consecutive "no show" before future appointments are assumed to be canceled. Three "no shows" in one semester may result in a student becoming ineligible for services for the remainder of that semester, or will result in limited eligibility, for example "same day" appointments only, as available. Counselors will notify students of such decisions via e-mail. There may be exceptions to this policy, at the discretion of the counselor.

## **Termination of Services**

Services may terminate when the student, along with the counselor, agrees that the goals/needs have been met; when a student does not show (without canceling 24-hours in advance and rescheduling) for two consecutive appointments, and upon graduation. Students can terminate counseling at any time. It is preferred that students inform the counselor so that a closure appointment can be scheduled, or referrals made as needed.

## **Description of Services**

- **Personal Counseling:** short-term and ongoing individual counseling for matters such as anxiety, depression, identity issues, stress management, relationship concerns, grief and loss, family stress, sexual orientation, gender dysphoria, sexual or relationship violence, homesickness, personal growth and development, and referrals for more intensive or long-term care.
- **Telehealth:** counseling services as outlined above can be delivered virtually. We use doxy.me, a secure and confidential clinical site that requires no downloads. A link is sent to the student via email.
- **Group counseling:** groups are educational, unless indicated and may be facilitated by trainees: a therapy/counseling group will always be facilitated by a licensed professional.
- **Couples counseling:** couples can be seen together as long as there is no past or current individual counseling occurring with the same counselor.

- Academic counseling: counseling services can help with test anxiety, time management, preparation, learning strategies, and motivation.
- Mandated counseling: referrals for sanctioned counseling services, for substance use or conduct issues, will only come from the office of the VP for student affairs/campus life and only where related to mental health need or assessment. Mandatory counseling will usually be completed in 2 – 3 counseling sessions, to include an initial assessment. Information regarding attendance and referral can be released only with the student’s written consent.
- Consultation services: available to all, including faculty and staff, regarding students of concern. We are unable to share information about a student without written consent. Counselors do not usually reach out to students of concern directly without student’s written permission (or inclusion on an introduction email, also with permission) but can assist with next steps toward helping a student in distress.
- Student referrals: help with referrals to other resources on campus, such as health services and the Hayssen Academic Resource Center (HARC) and referrals to off-campus resources such as alternative counseling options and psychiatric care.
- Faculty, staff, and center/online student referrals: help with referrals to on-campus resources such as health services and peer support, and off-campus counseling resources such as the Employee Assistance Program (EAP), psychiatric care, and community counselors.
- Crisis intervention: assessment, brief intervention, and referral for psychiatric hospitalization when availability allows. If a student is in crisis, further assistance can be obtained through Mobile Crisis (a local 24-hour counseling and assessment resource), campus safety, or by calling 988. Law enforcement may be contacted for further assistance when a student is deemed an immediate danger to self or others.
- Outreach programming: education, prevention, and wellness programs for students, faculty, and staff, offered throughout the year.

### **Counseling Services Web Page**

Our website informs students, parents, faculty, and staff about services. The counseling center aspires to provide comprehensive mental health information to the Lakeland community. The counseling center home page is located at: <https://lakeland.edu/Campus-Life/counseling-services>.

Please also follow us on Facebook at Lakeland University Counseling Center, Instagram @lucounselingcenter, or watch our videos (yoga, meditation, mental health) on the YouTube channel: LUCounseling.

## **Counseling Services Scope of Practice**

- Long-term counseling: The Counseling Center does not provide long-term, intensive counseling and psychotherapy for students diagnosed with serious psychiatric conditions, for chronic substance use/abuse, or for those who are at a recurring high risk of harming themselves or others. Counselors will meet with students seeking such treatment to provide short-term symptomatic support, to assess the student's needs, and to assist them with referrals to off-campus resources. We provide counseling services that can typically be resolved over the course of a semester, or in certain cases, an academic year. There are no session limits but we use clinical discretion in recommending frequency and duration of appointments.
- Legal cases: The Counseling Center does not offer court-mandated or forensically-oriented services (i.e. for criminal or civil court cases).
- Emotional support animals: LU counselors do not perform evaluations for Emotional Support Animal (ESA) requests. In order to obtain this evaluation you are encouraged to contact an independent health professional who is trained in this form of assessment.

## **Code of Ethics and Confidentiality Statement**

LU Counselors adhere to the ethical standards and best practices of the American Counseling Association (ACA), see <https://www.counseling.org/resources/aca-code-of-ethics.pdf>

Confidentiality is strictly maintained. It is our objective to follow the Privacy Standards of the Federal Health Insurance Portability and Accountability Act (HIPAA) and requirements of Wisconsin statutes while still holding to the requirements of the Family Educational Rights and Privacy Act (FERPA). The exceptions to confidentiality are on the Informed Consent form which students receive and sign electronically before their first meeting with a counselor (Appendix A)

See Appendix A for the full Lakeland University Counseling Center Confidentiality Policy.

## **Records Management Policy Statement**

We use an electronic health records (EHR) system, Titanium, which is specific to college counseling needs and is HIPAA-compliant. Prior to the first full appointment (not including consults) students will be sent confidential electronic data forms (informed consent, intake, and brief screening) to fill out before they meet with a counselor. Our health records are separate from academic records. They are held for at least seven years after service termination and then deleted. No part of a student's health records will be released without written consent of the student aside from the rare instance of a court subpoena or where there is imminent danger, in which case information is released on a need-to-know basis.

## **Use of Electronic Mail and Social Media**

LU Counselors utilize an automatically generated "signature" on their e-mail, containing an advisory indicating that the confidentiality of messages sent via e-mail cannot be assured.

Counselors will only contact students for scheduling matters or to collect confidential counseling center evaluations, unless you have given written permission otherwise; even then, personal health information should never be shared via e-mail.

LU counselors do not accept friend or contact requests from current or former clients on any social networking site (Facebook, Instagram, etc). It may compromise student confidentiality and counselor privacy. It may also blur the boundaries of the therapeutic relationship.

### **Crisis Intervention Policy Statement**

Crisis intervention is an in-office service that can be provided to students who are in serious or immediate emotional distress (depending on availability). Counseling services staff are trained to handle emergencies such as suicide attempts, suicide threats, reports of rape or attempted rape, sexual assault, physical assault, or other types of crisis. Students in crisis can call the counseling services front desk or contact campus safety at ext. 1126 for guidance on what to do.

Mobile Crisis may be contacted in the case of a crisis. Mobile Crisis will determine the needs of the student using the concept of the “least restrictive environment.” If the student is deemed safe to stay on campus with a safety plan, Mobile Crisis will contact campus safety, who will enlist the help of a hall director on duty, if the student agrees. Mobile Crisis will create a safety plan using either natural supports such as a local emergency contact (contact information provided by campus safety with student’s permission), or a hall director. Peers/friends will not be involved in safety planning.

When a student in crisis is referred for psychiatric hospitalization they will usually be transported to the local hospital emergency room by Mobile Crisis, local ambulance, or law enforcement, for safety and liability reasons. If it’s determined that immediate hospitalization is needed, the student will be encouraged to agree to a voluntary hospitalization. If the student is a danger to self or other and does not agree to, or is incapable of agreeing to, a voluntary hospitalization, a 24-hour immediate detention or a 72-hour emergency detention may be pursued by medical providers and/or law enforcement in order to assure safety and well-being.

### **Hospital Discharges**

Students are encouraged to sign a release of information at the hospital so that a discharge plan can be sent to the Counseling Center, or the student will provide the LU counselor with a hospital discharge plan upon their return to campus.

Students should contact their LU counselor, or the director of the counseling center, within 48 hours of discharge if possible, to schedule a meeting to review the hospital discharge plan. The meeting may also be arranged by the VP for student affairs under certain circumstances. The meeting will be private, but can include other campus representatives at student’s request, and as appropriate, such as the VP for student affairs, the director for residence life, or the Americans with Disabilities Act (ADA) coordinator. The purpose of the meeting is to review the safety and well-being of the student, to schedule follow-up appointments, and put accommodations in place if needed.

The below flowchart is how Crisis Situations will operate during and after business hours:

**Crisis Situation Occurs  
Non-Hospitalization**

| During Business Hours   | After Business Hours  |
|---|---|
| <b>Step 1:</b> Contact counseling center, or campus safety if counselors are busy   | <b>Step 1:</b> Contact hall director and/or campus safety   |
| <b>Step 2:</b> If indicated, suicide risk screening (C-SSR) will be conducted by counselors or campus safety to assess ongoing needs, both immediate and longer-term. Mobile Crisis may be called for assistance. | <b>Step 2:</b> If indicated, campus safety will conduct a suicide risk assessment and call Mobile Crisis for further on-campus assistance if necessary. If Mobile crisis creates a safety plan, the plan will not include a student peer but may include a hall director, or a local emergency contact, with student's permission |
| <b>Step 3:</b> Student will be monitored periodically by hall director or campus safety (frequency determined on a case-by-case basis)  | <b>Step 3:</b> Student will be monitored periodically by hall director or campus safety (frequency determined on a case-by-case basis) or Mobile Crisis phone calls.  |

**Crisis Situation Occurs/In progress  
Hospitalization**

|  |
|--|
| <b>Step 1:</b> Campus Safety will call Mobile Crisis or law enforcement  |
| <b>Step 2:</b> If indicated, student will be transported to hospital by Mobile Crisis, ambulance, or law enforcement.  |
| <b>Step 3:</b> If emergency room staff assesses the need for immediate hospitalization, student will be admitted voluntarily. If the student does not agree to, or is incapable of agreeing to, a voluntary hospitalization, a 24-hour immediate detention or a 72-hour emergency detention may be pursued in order to assure the student's safety and well-being. |

### Community and other Resources

|  |  |
|--|--|
| Mobile Crisis/Sheboygan County Mental Health Crisis Line | 920-459-3151   |
| Lifeline Crisis Chat                                     | <a href="http://www.crisischat.org">www.crisischat.org</a> |
| HOPELINE   | Text "HOPELINE" TO 741741                                  |
| National Suicide Prevention Lifeline                     | 1-800-273-8255<br>or 988                                   |
| COPE Hotline   | 262-377-2673   |
| Mental Health America of Sheboygan                       | 920-458-3951   |
| Department of Health and Human Services                  | 920-459-6400   |
| Catholic Charities                                       | 920-458-5726   |
| Lutheran Social Services                                 | 920-458-4161   |
| Aurora Behavioral Health Services (Sheboygan Clinic)     | 920-457-4461   |
| Prevea Behavioral Care Health                            | 920-458-5557   |
| Domestic Violence Crisis Center (Safe Harbor)            | 1-800-499-7640<br>or<br>920-452-7640                       |

## APPENDIX A

### Lakeland University Counseling Center Confidentiality Policies

The Lakeland University (LU) Counseling Center staff provides confidential services. Laws and professional ethics protect students' privacy, although there are a few rare exceptions, listed in this document. Aside from these rare cases, we will only disclose information with the student's written permission.

#### Notice of Privacy Practices

Counseling records are kept separate from all other academic files to ensure that students' privacy and confidentiality are maintained. Records are kept within the electronic health records (EHR) system Titanium, which is only used and accessed by the professional counselors in the counseling center.

No information from these records is released without the knowledge and written consent of the student except for those rare instances where clinicians are required by law or by court order to reveal particular information. This notice describes how mental health information about you may be used and disclosed by the LU Counseling Center and how you can access this information.

#### Understanding Your Protected Health Information (PHI)

When you visit the LU Counseling Center, a chart is compiled which contains your mental health information (for example, intake information, signed documents, presenting concerns, medication, progress notes, screening results). Your record is the property of the counseling center, but the information within belongs to you as well. Being aware of what is in your record will help you to make more informed decisions when authorizing disclosure to others. In using and disclosing your protected health information (PHI), it is our objective to follow the Privacy Standards of the Federal Health Insurance Portability and Accountability Act (HIPAA) and requirements of Wisconsin law while still adhering to the Family Educational Rights and Privacy Act (FERPA). Records under FERPA are treated as "treatment records" and are therefore separate from other academic records.

#### *Your mental health and/or medical record serves as:*

- A basis for planning your care and treatment.
- A means of communication among the mental health professionals who may contribute to your care.
- A legal document describing the care you received.
- A tool with which we can assess and continually work to improve the care we render and the outcomes we achieve.

## **Responsibilities of the LU Counseling Center concerning your Protected Health Information (PHI)**

### *The LU Counseling Center will:*

- Maintain the privacy of your PHI as required by law and provide you with notice of our legal duties and privacy practices.
- Abide by the terms of this notice currently in effect. We have the right to change our notice of privacy practices and to make the new provisions effective for all protected health information that we maintain, including that obtained prior to the change. Should our information practices change, we will post new changes on our web page, within the policies and procedures manual.
- Notify you if we are unable to agree to a requested restriction.
- Accommodate reasonable requests to communicate with you about PHI by alternative means or at alternative locations.
- Use or disclose your health information only with your authorization except as described in this notice.

## **Your Protected Health Information (PHI) Rights**

### *You have the right to:*

- Review and obtain a paper copy of the notice of information practices upon request.
- Review and obtain copies of your protected health information. A review of a Counseling Center record needs to be requested in writing. If possible, records should be reviewed in the presence of the treating therapist.
- Request and provide written authorization and permission to release information (both verbally and/or in writing) for purposes of outside treatment and health care operations.
- Revoke your authorization in writing at any time to use, disclose, or restrict health information except to the extent that action has already been taken.
- Request a restriction on certain uses and disclosures of protected health information. The LU Counseling Center may not be required to agree to the restriction request. You should address restriction requests, in writing, to the director of the LU Counseling Center.
- Request that we amend your health information. This request must be submitted in writing, with the reasons supporting the amendment.
- Obtain an accounting of disclosures of your health information for purposes other than treatment and care operation and certain other activities for the last seven years.

## **Disclosures for Treatment and Health Operations**

The LU Counseling Center will use your PHI, *with your consent*, in the following circumstances:

- Disclosure to Others Outside of the Counseling Center  
If you give the LU Counseling Center written authorization, we will discuss (verbally and/or in writing) information that is mutually agreed upon between you and your therapist with an outside party. You may revoke a written

authorization permitting a release of your protected health information at any time. However, the revocation will not affect any use or disclosures permitted by your authorization while it was in effect. The LU Counseling Center will not use or disclose your PHI without your authorization except as described below:

- For Health Care Operations  
The LU Counseling Center may use information in your health record to assess the performance, operations, and outcome of services. Data will never include identifying information.
- General Contact  
With your permission, the LU Counseling Center may contact you by email to provide appointment reminders, information about treatment alternatives, and other health-related benefits and services that may be of interest to you. The LU Counseling Center only uses e-mail as a form of communication when it relates to appointment scheduling, counseling center evaluation (anonymous surveys) or for general informational and educational purposes.

The LU Counseling Center can use your PHI, ***WITHOUT your consent or authorization***, in the following circumstances:

- Child Abuse  
If the LU Counseling Center has reasonable cause to suspect that a child/minor has been, or is in danger of abuse, neglect, or threatened with abuse or neglect, a report must be made to a relevant county department, child welfare agency, police, or sheriff's department.
- Elder Abuse  
If the LU Counseling Center has reasonable cause to suspect that an elder person is the victim of abuse, neglect, domestic violence, or other crimes, a report must be filed with the relevant county department or state official.
- Serious Threat to Health or Safety  
If the LU Counseling Center has reasonable cause to suspect, exercising best judgment and professional care and skill, that you may cause imminent harm to yourself or another person, steps may be taken to notify or assist in notifying a family member, personal representative, LU Official(s), police, and/or anyone else who may help maintain your, or another's physical safety. A plan may be developed which requires an assessment for commitment proceedings.
- Judicial or Administrative Proceedings  
If you are involved in a court proceeding and a request is made for information about your diagnosis, treatment, and/or mental health records, such information is privileged under state law and will NOT be released without written authorization from you or your personal or legally-appointed representative. The privilege does not apply when a third party is evaluating you or where the evaluation is court ordered. A court order may also require, without your consent, the release of LU Counseling Center records.
- As Required by Law for National Security and Law Enforcement  
We may disclose your health information, under certain circumstances, to military authorities. The LU Counseling Center may disclose to authorized federal officials health information required for lawful intelligence, counterintelligence, and other national security activities. The LU Counseling

Center may also disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

- Law/Health Oversight  
As required by law, we may disclose your health information for investigative purposes. For example, if the Wisconsin Department of Regulation and Licensing requests that we release records to them in order for the Examining Board to investigate a complaint against a provider, we must comply with the request.
- As Required by Law for Purposes of Public Health  
The LU Counseling Center may disclose certain kinds of health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.
- Consultation/Office Management  
Therapists may consult with other therapists in the LU Counseling Center to help manage and coordinate your treatment.

### **For More Information or to Report a Problem**

If you have questions and would like additional information, please ask your clinician. Your clinician will provide you with more information.

If you are concerned that your privacy rights have been violated, or if you disagree with a decision the LU Counseling Center has made about access to your health information, or if you would like to make a request to amend or restrict the use or disclosure of your health information, you may discuss these issues with a campus counselor or the director for counseling services.

If you believe that your privacy rights have been violated, you may also file a complaint with the Secretary of the U.S. Department of Health and Human Services.

The LU Counseling Center respects your right to the privacy of your health information. There will be no retaliation in any way for filing a complaint with the U.S. Department of Health and Human Services or any other appropriate agency, department, or person.