

**LAKELAND UNIVERSITY COUNSELING CENTER
POLICIES AND PROCEDURES**

2026 - 2027

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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, emotionally, socially, and spiritually, in accordance with Lakeland University's mission and values and trauma-informed principles. 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 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 virtually). We seek to enhance retention efforts and student success initiatives with timely clinical interventions and ongoing support for all students at Lakeland's Sheboygan campus.

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 provide educational groups and training to students/staff in response to identified campus needs.

To respect diversity, and to promote equity.

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 and mental health.

To contribute to the development of emerging mental health professionals by providing supervision to counseling trainees and/or counseling graduate assistants.

To serve the university, the local community, and the counseling profession.

To maintain high professional and ethical standards.

Access 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, 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 920-565-1034 ext. 2388

Staci Haley LPC, CSAC, Campus Counselor: haleys@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, appointments, and services is posted on the counseling page of the LU website:

<https://lakeland.edu/student-experience/health-and-counseling/counseling-services>

Walk-ins/Drop-ins and Emergencies

Drop-in/walk-in appointments cannot always be accommodated due to busy 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), Sheboygan County Crisis Line (local, free 24/7 at 920-459-3151), 911, or 988. For less urgent (and urgent) support there is a national “Hopeline” text service at 741-741

Eligibility for Services

Currently enrolled traditional undergraduate students at the Sheboygan campus are eligible for services at the counseling center. Summer appointments are available for students who are enrolled in summer and/or fall classes. We are currently unable to provide counseling services to employees, or to center/online students. Employees can receive contracted services – up to six counseling sessions - through Lakeland’s Employee Assistance Program (EAP). Contact HR for more details.

Missed Appointments

Inconsistent attendance at scheduled appointments interferes with the effectiveness of counseling and 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 and counselor agree that 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 provided if needed. Students can switch to another campus counselor for any reason, at any time.

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.
- Peer support: Short-term support and referral help for non-clinical issues such as relationship, academic, stress, self-esteem, work/life balance, etc. Peer support is offered in-person for Sheboygan campus student. The peer support provider is a trained graduate student with lived experience of similar challenges, who can give and receive help in a confidential, non-judgmental space. Contact counseling center for more information, or to connect with a PSP.
- Telehealth: counseling services can be delivered virtually. We use doxy.me, a secure and confidential clinical site that requires no download. 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 of student affairs/dean of students, and only when related to an identified 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 only be released 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: we can help with referrals to other resources on campus, such as Prevea 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 Prevea 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. If a student is in crisis, further assistance can be obtained through the Sheboygan County Crisis Line (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 Website and Social Media

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/student-experience/health-and-counseling/counseling-services>

Students can follow us on Facebook at "Lakeland University Counseling Center", or Instagram @lu counselingcenter

Counseling Services Scope of Practice

- Long-term counseling: the Counseling Center does not provide long-term intensive counseling for students diagnosed with serious psychiatric conditions or for those who are at a recurring high risk of harming themselves or others. Counselors will meet with students needing such treatment to provide short-term symptomatic support, to assess needs, and to assist with referrals to off-campus resources. There are no session limits, but we use clinical discretion in recommending frequency and duration of appointments.
- Substance misuse and addiction: we can provide treatment for students struggling with substance use/ misuse and other addictions and can help with referrals when the level of care needed extends beyond our scope of practice.
- Legal cases: the Counseling Center does not offer court-mandated or forensically-oriented services (i.e. for criminal or civil court cases) unless there is a pre-arranged agreement.
- Emotional support animals: LU counselors do not perform evaluations for Emotional Support Animal (ESA) requests. Students are encouraged to contact an independent health professional who is trained in this form of assessment. Students must work with the ADA (Americans with Disability Act) coordinator on campus to discuss eligibility for an ESA.
- Class excuses: LU counselors do not provide class excuses but will work with students to find an appointment time outside of classes. For emergency mental health situations, students can provide professors with documentation from emergency services, or the hospital.

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/ethics>

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.

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 brief consults) students will be sent confidential electronic data forms (informed consent, intake, and brief screening) to complete before they meet with a counselor. Our clinical records are separate from academic records.

They are held for at least seven years after service termination. 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 an imminent and foreseeable safety concern, in which case information is released on a need-to-know basis.

Use of Email and Social Media

LU Counselors include an automatically generated "signature" on their e-mail, containing an advisory indicating that the confidentiality of messages sent via e-mail cannot be assured. We use a confidential and/or encrypted setting on Outlook and advise that others use it in communications with us.

Counselors will only contact students for scheduling matters, unless you have given written permission otherwise; even then, personal information should never be shared via e-mail. Engaging in an email exchange implies consent to use it for scheduling; alternatively, we can schedule by phone.

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). Counselors 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 how to proceed.

In crisis situations, the Sheboygan County Crisis Line may be contacted, and they may refer to Mobile Crisis. They will help 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. Crisis services 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 usually be involved in safety planning. The student's emergency contact may be called under certain circumstances.

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 voluntary hospitalization and will be transported to the nearest inpatient unit. 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

Upon return to campus, students should contact their LU counselor, or the director of the counseling center, within 48 hours of discharge, to schedule a review of the hospital discharge plan. The meeting may also be arranged by the VP/dean of students 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/dean, the director of 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 (short or long term) in place if needed.

Students are encouraged to sign a release of information at the hospital so that a discharge plan can be sent to the Counseling Center. Since this can take a few days, the student can also provide the LU counselor with a hard copy hospital discharge plan upon their return to campus.

Crisis Flow Chart: The below flowchart illustrates how Crisis Situations will operate during and after business hours:

Crisis Situation Occurs Non-Hospitalization
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During Business Hours	After Business Hours
Step 1: Contact counseling center, or campus safety if counselors are busy	Step 1: Contact hall director and/or campus safety
Step 2: If indicated, suicide risk screening (C-SSR) will be conducted by counselors or campus safety to assess ongoing needs, both immediate and longer-term. The Sheboygan County Crisis Line may be called for assistance and they may refer to Mobile Crisis.	Step 2: If indicated, campus safety will conduct a suicide risk assessment and call the Sheboygan County Crisis Line for further on-campus assistance if necessary. If a safety plan is created, the plan will not include a student peer but may include a hall director, or a local emergency contact, with student's permission.
Step 3: Student will be monitored periodically by hall director or campus safety (frequency determined on a case-by-case basis)	Step 3: 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
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Step 1: Campus Safety will call Mobile Crisis or law enforcement.
Step 2: If indicated, student will be transported to hospital emergency room by Mobile Crisis, ambulance, or law enforcement.
Step 3: 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

Sheboygan County Crisis Line	920-459-3151
National Suicide Prevention Lifeline	Call or text 988
HOPELINE	Text "HOPELINE" TO 741741
Psychology Today Counselor Directory	https://www.psychologytoday.com/us
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 (24/7) or 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 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, if you consent.
- 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, per your preference) information that is mutually agreed upon between you and your therapist with an outside party. You may revoke a written authorization permitting the 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 counselor or the director of counseling services.

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 of 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.