

**Center for Health & Counseling
Counseling Services**

4600 South Redwood Road, STC035, Salt Lake City, UT 84123 • 801-957-4268 (office) • 801-957-4341 (fax)

Orientation to Counseling Services

Welcome to Counseling Services at the Center for Health & Counseling (CHC). We offer personal counseling to registered SLCC students, faculty and staff at an affordable cost. Services include short-term individual and couple counseling, generally limited to no more than 12 sessions per academic year. Many individuals find they can accomplish their counseling goals with fewer sessions. If you and your counselor conclude your situation requires more than 12 sessions, we will discuss options with you. This may include continuing counseling at CHC, or possible referral to an outside agency. The cost for student individual counseling is \$15 a session. Student couple counseling is \$30 a session. The cost for faculty and staff is \$30 a session. Payment is due at the time of service. Counseling sessions are 50 minutes in length. You can inquire about available counseling appointments at Taylorsville Redwood, South City and Jordan campuses.

Counseling can have both benefits and risks. Since counseling often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, anxiety, or helplessness. On the other hand, counseling has been shown to have many benefits, including better relationships, solutions to specific problems, and significant reduction in feelings of distress. But there is no guarantee of what you will experience.

The best way to contact your counselor is through the reception desk at the Taylorsville Redwood campus at 801-957-4268. If your counselor is not available, the receptionist will leave a message for him or her. When we are closed, you can access after-hours support or crisis services through the University of Utah's Neuropsychiatric Institute (UNI) Crisis Line at (801) 587-3000. We discourage the use of email to communicate with your counselor as we cannot guarantee the confidentiality of email, nor can we guarantee a response time. Please do not use email to communicate with your counselor.

Your Rights and Responsibilities

CHC counselors are committed to maintaining confidentiality regarding the information you share in your counseling sessions. The fact that you are receiving counseling services and the specific content of your counseling record are confidential. No one outside the CHC may have access to your counseling record without your prior, express, written permission documented on an "Authorization for Release of Information" form. The only exceptions to confidentiality are those required by state law, such as mandatory reporting of suspected or known abuse, neglect or exploitation of children or vulnerable adults (e.g. disabled or older adult), or previously unreported communicable disease. In case of imminent danger to yourself or others, CHC may be allowed or required to break confidentiality in order to secure your safety or that of others. Counselors may also be required to give information to judges or courts of law if a valid subpoena or court order is issued.

Counselors work collaboratively with other health care providers at the CHC who are involved in your care. For example, a counselor may consult with a nurse practitioner who may be providing you with medication management for your condition. A counselor on occasion may also consult with another counselor for help about your situation. We work in this manner because we believe it will provide you with the best and most comprehensive care. Information about you will only be exchanged by those involved in your care, and as needed or appropriate. However, please let your counselor know if there is specific information that you do not want shared with other health care providers at CHC involved in your care.

CHC adheres to the ethical guidelines of the National Association of Social Workers and the American Psychological Association, as well as state laws noted above. CHC records are also governed by FERPA and HIPAA standards. Your client record is maintained in a secure, electronic, client management system that is not accessible to other faculty, staff or departments at SLCC. Please ask your counselor if you have any questions.

No Show, Cancellation and Rescheduling Fee Policy

We ask that you only schedule appointments you are confident you will keep. If you need to change or cancel your appointment time, do not do so by leaving a recorded message. Please call during business hours and speak with a CHC staff person 1) at least one business day prior to your appointment day, and 2) at least 24 hours prior to your appointment time. Be aware that you will be charged a \$10 fee for appointments cancelled or rescheduled less than one business day and 24 hours prior to your appointment time, as well as for any missed appointments / no shows. Overdue accounts may result in a hold on your Banner records. Please arrive on time for your appointment. If you arrive significantly late, your appointment may need to be rescheduled. Repeated rescheduling, no shows and/or cancellation of appointments may result in the loss of eligibility for services. Thank you for assisting us in achieving maximum utilization of this important College resource.

I have read and understand the No Show, Cancellation and Rescheduling Fee Policy.

Client Signature Please Print Name Date

Consent to Treatment

I have read the conditions for participation in counseling and give my consent to be treated at the Center for Health & Counseling - Counseling Services. I understand that I have the opportunity to discuss the information above with my counselor.

Client Signature Please Print Name Date

Therapist Signature / Witness Please Print Name Date