

**SIUE Counseling Services  
New Client Information**

**Important Clinic Policies/Procedures**

You have been assigned to individual counseling. This means that you will meet with the same counselor on a biweekly basis (every other week, approximately twice a month) for 50-minute sessions. Individual counseling at SIUE is short-term and goal focused. Below is some helpful information that all new clients should review.

1. Limits of Confidentiality:

Most limits to confidentiality are to ensure safety. If there is evidence of imminent danger of harm to yourself or other(s), we must take action. If you describe abuse of a child or elder, we must report to the appropriate agency. In addition, a court order may require release of privileged communication.

2. Virtual vs In-person Appointments

a. As of Summer 2022, Counseling Services is offering hybrid option of both virtual and in-person appointments. It should be noted that counselors only have so many in-person appointment slots. If you have a preference, please inform your counselor during your first session.

\*The offering of in-person sessions may change based on department or university guidelines.

b. Counselors and clients may change in-person appointments to virtual at any time. This can be done through email, secure messages, or by calling the office. *Clients may not request an already scheduled virtual appointment be changed to an in-person appointment, however, clients may discuss a preference to switch future appointments to in-person with their counselor during their next session.*

c. Our counselors will not come to in-person sessions sick and we ask that all clients either reschedule or switch in-person appointments to virtual if you are feeling under the weather.

3. Virtual appointments:

a. You must be located in a private space for all virtual appointments (bedroom, office, car, empty classroom, etc.). You cannot have family, friends, roommates, etc. in the room with you. You can have pets in the room with you. If you are unable to find a private space, please reach out to your counselor to see what options are available.

b. You must be located in the state of Illinois or Missouri due to licensure laws. Your counselor will ask you at the beginning of your appointment for the address of your location.

c. Before your first virtual session you will receive a secure message through the SIUE Cougarcare website with a Zoom link to your counselor's virtual waiting room. This link will be used for all future virtual appointments. This same link can be found on the SIUE Counseling Service's website in your counselor's Meet the Provider webpage:

<https://www.siu.edu/counseling/meet-the-providers/index.shtml>

4. Supervision:

All graduate intern counselors or senior staff counselors that hold LPC or LSW licenses require supervision by an LCPC, LCSW, or licensed clinical psychologist. Supervisors in the department

are the Director and Associate Director of SIUE Counseling Services. Supervisors review all clinical documentation, meet with supervisees once a week for supervision, and ensure counselors are practicing ethically. Supervisors are bound by same confidentiality as counselors.

5. Scheduling/Rescheduling:

Scheduling the next counseling appointment is done at the end of every session with your counselor. If you need to cancel or reschedule an appointment, please call the office at 618-650-2842. Do not email your therapist as they will likely be in and out of meetings/appointments all day and will not be able to check email or get back to you quickly. If you cancel or no show to an appointment, you have two weeks to schedule a new appointment before your file is closed (appointment does not have to be within the two-week window).

6. No shows:

Clients have until 15 minutes after their scheduled appointment to arrive before being marked as a no show. If clients do not show up for a virtual appointment, counselors will call clients approximately 5-10 minutes after the appointment starts to check in. If counselors do not hear from clients by the 15 minutes after the appointment (for example 10:15) then the counselor will close out of the Zoom call and cancel the appointment. Counselors will not call clients for no shows to in-person appointments. Whether the appointment is virtual or in-person, counselors will send the client a secure message with instructions on how to reschedule. After 2 no shows counselors will discuss appropriateness of fit with clients, motivation to engage in services, and whether a referral is indicated.

7. Communicating via secure message vs email:

Email is not a secure form of communication; therefore, counselors will typically reach out to clients via secure messages on Cougarcare. Counselors will ask clients for permission to use email for sending handouts. Clients are welcome to email counselors, however, we encourage clients to use secure messaging for increased privacy and security.

8. If the office closes or a provider is out sick:

Should your counselor be unexpectedly out of the office or the office has to close (typically due to inclement weather), clients will receive a phone call informing them of the appointment cancellation. If the client is unable to be reached via phone call, then the office will leave a voicemail. If the office closes due to inclement weather, clients will be contacted to reschedule on the next business day that the office is open.

9. Seeing clients on campus:

It is common for counselors to run into clients on campus in public areas such as the MUC, at campus events, or during outreach presentations. To protect your confidentiality your counselor will not approach you in public spaces or will politely communicate with you like any other student.

10. Summer counseling:

For clients wanting counseling over the summer they must be enrolled in fall classes. Clients will also need to either be enrolled in summer classes OR pay a one-time summer service fee. This fee will allow clients to access both Counseling and Health Services for the entirety of the summer.

## **Frequently Asked Questions:**

*Can I ever be seen more than biweekly?*

Currently, SIUE Counseling Services only offers individual counseling on a biweekly basis. This allows the clinic to offer services to more of the student population. If you feel you would benefit from more frequent sessions, we encourage you to talk to your counselor about referral for community care.

*What do I need for virtual appointments?*

You will need access to high-speed internet connection (Wifi), computer or mobile device, a web camera and microphone. Headphones are optional and may increase privacy. You will also need to be located in a private space (such as a private bedroom or office).

*What do I do/where do I go for in-person appointments?*

Counseling Services is co-located with Health Services in Suite 0222 in the lower level of the Student Success Center. If your appointment is in-person, please arrive at the suite a few minutes before your appointment time to check in. At this time, it is required for all visitors to wear a face mask regardless of vaccination status. It can be helpful for students to bring something to drink as well as a sweater or jacket as the lower level of the building can be cold.

*I'm trying to enter the virtual waiting room and the meeting is locked. What do I do?*

If you try to enter a Zoom meeting for your appointment and the meeting is locked first make sure you have the correct appointment date and time. If your appointment date and time is correct and the meeting is locked, please be patient, your counselor is wrapping up a meeting or appointment and will unlock the meeting shortly. Counselors lock all meetings to ensure privacy. Wait several minutes before trying to rejoin the meeting.

*There are technical difficulties during my appointment. What should I do?*

If you experience technical difficulties during a virtual appointment, please close out of the Zoom call and try to re-enter the meeting. Don't worry, your counselor will call you after several minutes to troubleshoot if you don't rejoin the meeting.

*What should I do if I am experiencing a psychological crisis?*

If you feel that you cannot wait until your next counseling appointment on, are experiencing any suicidal or homicidal thoughts, and/or are experiencing significant deterioration in functioning (i.e. psychosis, struggling to attend to basic needs) SIUE Counseling Services offers walk-in crisis hours Monday - Friday from 8:00 a.m. - 12:00 p.m. and 1 p.m. - 4 p.m. To meet with a crisis provider, please call the office at (618) 650-2842 and explain that you need to schedule a crisis appointment with the on-call counselor. If you are experiencing a crisis outside of SIUE Counseling Services hours, please call 911 or see the following crisis resources.

Additional walk-in crisis resources:

Call For Help's The Living Room

- Open Monday, Wednesday, Friday 8:30am-5pm; Tuesday and Thursday 12pm-8pm
- 9400 Lebanon Rd. East St. Louis, IL 62203
- Call 618-397-0968 ext.109 to access services
- Provide phone, virtual, and walk-in appointments
- Their website is: <https://callforhelpinc.org/what-we-do/the-living-room.html>

SSM Behavioral Health Urgent Care - St. Louis

- Open daily from 9 am to 7 pm
- 12355 DePaul Drive Suite 150, St. Louis, MO 63044
- Phone: 314-344-7200

Local crisis hotlines:

-911

-SIUE Police Department: 618-650-3324. You can also ask for a Crisis Intervention Trained (CIT) officer.

-618-877-0316 (Chestnut Health)

-618-462-2331, press 4 (Centerstone)

National crisis hotlines:

-1-800-273-TALK (8255) (Suicide Prevention Lifeline)

-Text HOME to 741741 (Crisis Text Line)

-1-800-656-HOPE (4673) (Sexual Assault Hotline)

-1-800-799-SAFE (7233) (Domestic Violence Hotline)

-866-488-7386 (Trevor Project Lifeline)

-877-565-8860 (Trans Lifeline)

-866-356-6998 (LGBTQ partner abuse & sexual assault helpline)

Emergency Services Near SIUE:

-Call 911

-Anderson Hospital ER 6800 State Route 168 Maryville, IL 62062

-Touchette Regional Center ER 5900 Bond Ave. Centreville, IL 62207

-Gateway Regional Medical Center Psychiatric ER 2100 Madison Ave. Granite City, IL 62040

*What if I am not in crisis but I just need someone to talk to?*

The Illinois Warmline: 1-866-359-7953. Monday - Saturday 8:00 a.m. - 8:00 p.m. The Warmline is staffed by people who identify as individuals with lived experiences with mental health and/or substance use challenges. The service is completely free, and you can find additional information in their brochure here (<https://www.enrole.com/siue/resources/bb529c1c-bab6-4295-89a2-d160b7dc807a.pdf>).