

## **WHEN TO REFER A STUDENT TO THE COUNSELING CENTER**

### **WARNING SIGNS**

- You find yourself doing more personal counseling than academic advising with a student
- A student seems excessively tired, anxious, depressed, irritable, angry, or sad
- You notice marked changes in a student's appearance or habits (*e.g.*, deterioration in grooming, hygiene, weight loss, interpersonal withdrawal, acceleration in activity or speech, or change in academic performance)
- A student seems hopeless or helpless
- A student's use of alcohol or other substances interferes with her/his relationships or work
- A student's thoughts or actions appear bizarre or unusual

### **REFERRING A STUDENT**

If you notice any of the above warning signs, inform the student of your concern in a straight-forward manner. Be specific regarding the behavior patterns you have observed. At this point, suggest that he/she consider personal counseling and refer the student to the Counseling Center or feel free to walk them over. Encourage the student to call the Counseling Center to set up an appointment. *Except in emergencies, the student will be allowed the option of declining a referral for counseling.*

## **CONFIDENTIALITY**

Federal and state laws along with professional ethical standards prohibit the disclosure of any information you provide us unless we have your prior written consent. Thus, if a HWS official or your parents or anyone else should inquire about your receiving services here, we would not be able to disclose any information about you (including whether or not you have used the Counseling Center) without your written permission

### **EXCEPTIONS TO CONFIDENTIALITY**

- If you are in danger of hurting yourself or another, your counselor is obligated to protect you or the other person
- If you are 17 or younger your counselor is obligated to inform your parents that you are attending counseling and obtain their consent for services. Your parents/guardian also have a right to request a copy of your records
- If your counselor suspects that a minor abused or neglected
- If your counselor receives a court order to release a copy of your file

*If a situation calls for a breach in confidentiality, please be assured that the Counseling Center will make every effort to protect your privacy and only disclose essential information. If confidential information needs to be shared with a third party, your counselor will try to discuss the situation with you prior to taking any action*



91 St Clair Street Geneva, NY 14456  
Phone: 315-781-3388 Fax: 315-781-4455

**Regular Hours:**  
Monday—Friday  
9am—12pm, 1:30pm—5pm

**Daily Urgent Care Hours:**  
9am—12pm, 1:30—4pm

**After Hours:**  
Dial 315-781-3388 option 1  
Call Campus Safety 315-781-3333  
Call 911

### **HOW TO MAKE AN APPOINTMENT**

- Call the office
- Walk in during business hours
- Schedule online via Schedulicity
- Look for the below icon by visiting our website. If you have an issues or cannot find an appointment in the near future, please give us a call.

 **Schedule Now**

## OUR COMMITMENT

The Counseling Center is committed to enhance the well-being of students through facilitating their emotional, interpersonal, and intellectual development. We provide emotional support, impart life skills, and encourage self-reflection all with the purpose of empowering students to navigate their way toward greater autonomy and effectiveness. We work to create a safe environment that is inclusive and welcoming atmosphere of all students. Additionally, we serve as consultants to the greater campus, promoting an informed, prepared and safe community.

Additional, the CC staff is committed to deliver professional services. Our professional guidelines and personal values call us to recognize prejudice, privilege, and discrimination in all of its forms (including gender identity, race, ethnicity, culture, religion, sexual orientation, disability, socioeconomic status, and more) and to become aware of its effects on individuals and groups

## COUNSELING CENTER SERVICES OFFERED:

- \* Free confidential initial counseling for students
- \* Individual Therapy
- \* Group Therapy
- \* Consultation for Faculty/Staff
- \* Psycho—Educational (Outreach Programming)
- \* 24-Hours crisis assessment and intervention.

## WHAT STUDENTS SHOULD EXPECT DURING THEIR SESSIONS

CC counselors provide an opportunity for students to explore any personal problems or concerns that they may have.

During an initial appointment, the student and counselor will discuss the issues that brought them to the Center and work on developing a treatment plan to address their concerns.

Individual counseling is offered on a time-limited basis. The student and counselor will discuss the options available and together will decide on the number of sessions depending on needs of the student and on availability of services.

A *counseling group* is a small group of people (usually 4-8) who meet weekly along with one or two CC staff members to talk about their concerns. With several groups available each semester, there is usually one to fit most schedules and can be the optimal form of therapy for many students across a wide range of issues.

## CALL FOR ASSISTANCE

### COUNSELING CENTER

315-781-3388

### CRISIS HOTLINE

315-781-3388 (OPTION 1)

### CAMPUS SAFETY

315-781-3333

## WHEN IN DOUBT, REACH OUT!

## CAMPUS RESOURCES:

*Off campus dial 315 area code*

Campus Safety:	781-3333
Counseling Center:	781-3388
CTL:	781-3351
FLH (Hubbs)	781-3600
Residential Education	781-3880
Student Affairs	781-3900
Title IX	781-3922
HO Deans	781-3300
WS Deans	781-3467
Chaplain	781-3617