

**APPENDIX A**  
**Cumberland University Counseling Center**  
**Client Information**

**Welcome to the Counseling Center.** We are dedicated to serving you by providing counseling services that foster your academic, career, and personal development. This handout is prepared to give you some basic information regarding our services. Please read and discuss any questions or areas of concern with your counselor.

**Counseling Services:** Counseling is not easily described in general statements. It is a joint effort between the therapist and client to address the concerns of the client. Counseling varies depending on a variety of factors such as the personalities of the counselor and client, the particular problems being addressed, the therapeutic approach and methods used by the counselor, and the motivation of the client.

**The Counseling Process:** At your first visit, you will complete a client questionnaire and meet with a counselor who will help you determine what services you may need. The counselor will share with you what you can reasonably expect regarding the counseling process and will describe some of the benefits as well as some of the risks of counseling. Feel free to ask any questions that you may have. Clear communication and understanding are the cornerstones of a good counseling relationship.

The first session often ends with you and the counselor agreeing on a plan regarding your concerns. If it is determined that your needs will be better served by another counselor or agency, we will assist you with an appropriate referral. An evaluation by a psychiatrist or other medical professional may be recommended if your counselor suspects that medical factors may be contributing to your problem or that medication may be helpful.

**Fees and Eligibility:** Currently registered Cumberland University students are eligible for any of the Center's counseling services at no cost to them.

**GENERAL INFORMATION**

**Center Hours:** Monday – Friday            8:00 a.m. to 12 noon and 1:00 p.m. to 4:30 p.m.

**EMERGENCIES & CRISIS:** For daytime emergencies or crisis, call your therapist or come to the Counseling Center. If an emergency should occur after hours, you may call 911, or you may go to the emergency room at University Medical Center (1411 West Baddour Parkway) or to MacFarland Hospital (500 Park Avenue). A crisis services hotline at Cumberland Mental Health is also available at 1-800-704-2651.

*Please be aware that Cumberland University Counseling Center is unavailable on holidays and at other times when the university is closed.*

**IMPORTANT PHONE NUMBERS:**

Lebanon Police	911
Counseling Center	615-547-1397
Dean of Students	615-547-1225
HomeSafe of Wilson County (Domestic Violence Shelter)	615-444-8955
Mobile Crisis (Cumberland Mental Health)	800-704-2651

**E-Mail Policy:** Because confidentiality of e-mail communications cannot be guaranteed, we ask that you not contact us via e-mail.

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**Confidentiality:** All information shared by you is strictly confidential. Any disclosure outside of the Counseling Center staff will be done only with your prior written permission.

The legal exceptions to your right to confidentiality are: 1) to protect you or others from imminent serious harm; 2) to protect children and impaired adults from abuse; 3) court ordered testimony or release of records; 4) to parents of minors (under age 18).

As noted above, when a situation arises in which there is an imminent threat of serious harm to you or others, the Counseling Center staff may share information with others without your consent. Additionally, there may be other situations, as determined by the Counseling Center staff, that are of such a serious or emergency nature that the staff will determine they must contact the individual(s) you have indicated as your crisis/emergency contact. By voluntarily providing us with the information for this emergency contact you should understand that doing so will allow the staff to make such contact at their discretion under situations they deem to be of a serious or emergency nature.

If your counselor is a trainee who receives supervision, a licensed mental health professional staff member provides the appropriate supervision of your counseling.

**Benefits and risks:** Counseling can have both benefits and risks, which you are encouraged to discuss with your counselor. Since counseling and psychotherapy often involve discussing unpleasant aspects of your life, you may for a time experience uncomfortable feelings like sadness, loneliness, frustration and anger. On the other hand, counseling has been shown to have benefits for people. It often leads to better relationships, solutions to specific problems, and significant reductions in distress. However, there are no guarantees of what you will experience.

### **Client Rights:**

1. You have the right to be treated with dignity and respect.
2. You have the right to know the qualifications and professional experience of your therapist.
3. You have the right to expect professional and competent counseling help.
4. You have the right to ask questions about anything related to your treatment.
5. You have the right to know information concerning diagnosis, treatment philosophy, method, and prognosis. You have the right to participate in decisions related to your treatment. You have the right to refuse treatment methods or recommendations.
6. You have the right to request a second opinion and referral to another counselor or agency.
7. You have the right to end therapy at any time. Please discuss your reasons for wanting to stop therapy with your counselor.

### **Client Responsibilities:**

1. You have the responsibility of taking an active role in the counseling process. Participation involves honestly sharing your thoughts, feelings, and concerns. It also may involve following through on assignments or reflecting upon new ideas which may have arisen during your sessions.
2. You have the responsibility of providing information about past and present physical and psychological problems, including hospitalization, medication, and previous treatment.
3. You have the responsibility of keeping your appointments. The time is reserved especially for you. If you are unable to keep your appointment, give 24 hours notice so that the time can be given to another student.
4. You have the responsibility of arriving on time for your appointment. If you are going to be more than 15 minutes late, please call to inform us. Otherwise, you may be required to reschedule.

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**Mandated Assessments:**

1. You have been mandated by the Dean of Students, Athletic Director, Director of Residence Life, or the CU Coaching staff to participate in the assessment process only.
2. Engaging in follow-up counseling services that your counselor recommends is voluntary.
3. If you would like to participate in ongoing counseling services following the assessment, but you desire to do so off-campus, a referral list will be provided to assist you in locating a community provider.
4. Your counselor will request that you sign a consent form for the release of information so that your participation in the assessment process can be shared with the referral source. While you are not obligated to sign this consent form, you should understand that if you refuse to sign this consent form, your counselor cannot inform the referral source that you participated in the assessment.
5. All students who are mandated to participate in a mandatory assessment due to an alcohol or drug policy infraction are assessed using the Brief Alcohol Screening and Intervention for College Students (BASICS) model.