



## Counseling Center

Thank you for taking the time to read these guidelines. If you have any questions about this information feel free to ask them of the clinical staff. We believe the information contained in this pamphlet will make your contact with us more productive and satisfying. Students or those who have comments about Center policies and procedures are encouraged to write or call the Director:

The Barbara and David Gibbs Wellness Center, 1st Floor  
Houston, Texas 77005 or by phone (713) 348-3311.

## CLIENT ASSURANCES & RESPONSIBILITIES

# RCC FAQ's

# Client Assurances

***Who Is Eligible For Services?*** - All currently enrolled Rice undergraduate and graduate students are eligible for the services of the Rice Counseling Center.

***What Is An "Intake"?*** - An intake is conducted with a staff counselor or counseling intern who will assess the nature and extent of your concern and whether the Center's services are appropriate for your psychological needs.

***What Kind Of Counseling Is Offered?*** - Due to the demand, services at the Rice Counseling Center are short-term in nature.

Services include:

- ◆ Initial Intake
- ◆ Consultations
- ◆ Crisis Counseling and Education
- ◆ Individual, Couple's and Group Therapy
- ◆ Psychiatric Consultation

***What If I Only Want A Consultation?*** - We are available to faculty, staff, and students for the purpose of addressing questions of a psychological nature or concerns about someone. Consultations do not usually lead to ongoing counseling.

***What Is Group Counseling Or Therapy?*** - Group counseling can offer an effective means to help students gain greater self-awareness, interpersonal sensitivity and skill building in a safe confidential environment.

***What If You Are Assigned To Someone Whose Work Is Being Supervised?***

After the initial intake session you may be assigned to work with a counseling intern who is professionally supervised by a counseling center staff member. Since these sessions may be audio taped you will be notified if you need to give consent for taping and given the name of the person's Counseling Center supervisor.

***CONFIDENTIALITY*** - In general no information about my counseling will be released outside of the Rice Counseling Center to anyone without my written authorization. I do, however, understand that there are certain legal limits to confidentiality and these include the following:

- ◆ When there is a probability of imminent harm to me or another person or a probability of immediate mental or emotional harm to me, my therapist may act to do what is necessary to protect me or others;
- ◆ When a court of law orders a therapist to release information, the therapist is bound by law to comply with such an order;
- ◆ When an individual has reason to believe that a child or an elderly person is in danger of, or is, being physically, emotionally, or sexually abused, that individual is obligated by law to report such abuse to the proper authorities;
- ◆ When information is required to be disclosed as part of a criminal proceeding;
- ◆ If a staff counselor or the consulting psychiatrist has reason to believe that a student has been the victim of sexual exploitation by a former mental health provider during a course of treatment, he/she has a legal duty to report the suspected conduct (though the victim's identity may remain anonymous); and
- ◆ As otherwise provided by law, such as those situations discussed in Texas Health & Safety Code Chapter 611.

## ***EVALUATION***

- ◆ Clients are encouraged to discuss their progress and review their goals with the therapist.
- ◆ Clients who feel they are not making progress may decide to terminate or be referred to another therapist or agency.
- ◆ Concerns about any RCC staff should be directed to the Director of the Center.

## ***RESPECT***

The therapist can be expected to respect you as a human being and convey this respect by:

- ◆ Keeping appointments or attempting to contact you if a change in time is necessary.
- ◆ Giving you his or her complete attention during sessions by avoiding unnecessary interruptions.
- ◆ Providing the most effective assistance possible.





# Client Responsibility

# Therapist Assurances

## *KEEPING APPOINTMENTS*

- ◆ We expect you to notify us at least 24 hours in advance if you cannot keep an appointment.
- ◆ If you do not keep your appointment and do not call to cancel, your appointment time becomes available to another student.
- ◆ If a pattern of missed and failure-to-cancel sessions (2 or more) occurs, this matter will have to be discussed with the therapist before counseling may be resumed.

## *THE COUNSELING EXPERIENCE*

- ◆ While counseling can be of benefit to most people, the counseling process can evoke strong feelings and sometimes produces unanticipated changes in one's behavior.
- ◆ It is important that you discuss with your counselor any question or discomfort you have regarding the counseling process.
- ◆ Your counselor may use different methods or techniques to help you manage your concerns.
- ◆ Therapy is most effective when the client and therapist work together on the agreed upon goals of therapy.
- ◆ To facilitate the therapeutic process the client should be honest with the therapist, discuss concerns openly, complete outside assignments when appropriate and provide feedback to the therapist about the therapeutic relationship.
- ◆ An important part of therapy is to review your progress and discuss your experience, particularly when the therapy is ending.

As professional mental health providers, there are certain options we may exercise in the course of the therapy process.

- ◆ We may confer with each other within the Center to review treatment plans and progress.
- ◆ A student may be referred to another agency, when we feel that our services are not appropriate or sufficient for their psychological needs.
- ◆ Noncompliance with treatment policies at the Center can result in the discontinuation of services.
- ◆ Our responsibilities to you include Adherence to the Ethical Standards of Psychologists of the American Psychological Association, the ethical standards of the National Association of Social Workers, the LPC Board Code of Ethics, and the Ethical Standards of the Physicians of the American Medical Association. These standards require that as Psychologists, Social Workers, and Psychiatrists we:
  - Must safeguard information about clients or patients obtained through examinations, interviews, assessments, consultation or treatment.
  - Refrain from role conflicts such as business arrangements or intimate social/sexual relationships with clients.
  - Follow appropriate and accepted treatment practices within our levels of expertise and competence.
  - Protect the welfare and dignity of the people we serve at all times.

