



The Office of Counseling Services
Henderson Center 2nd Floor Counseling Suite
Melody M. Pannell, MSW
University Counselor
(804) 342 - 3812
counseling@vuu.edu

Purpose

The Office of Counseling Services provides a range of professional counseling, preventative and educational services that support and address the holistic development of students in a nurturing, safe, non - judgmental and confidential environment. Our purpose is to educate, support, and empower students to overcome varied obstacles that may interfere with their goal of successful matriculation. A variety of supportive services are provided to encourage and empower students to develop a sense of identity, integrity and purpose through successfully moving through autonomy, developing competence, managing emotions in a healthy manner and developing mature interpersonal relationships.

Location

The Office of Counseling Services is located on the second floor of the Henderson Center in Health Services.

Hours/Access to Services

The Office of Counseling is open from 8:30am to 4:30pm, Monday through Friday. Evening programs and services are scheduled throughout the academic year in order to meet the needs of the student body. To access services, students may stop by the office to schedule an appointment in person or they may schedule an appointment by contacting the University Counselor at (804) 342 - 3812 or e-mailing counseling@vuu.edu. To ensure adequate time and attention is provided to each student, scheduled appointments are the preferred method of access. Walk-ins are accepted if scheduling permits. Campus Police should be called for all emergency situations (See Emergency Protocol)

Eligibility

All currently enrolled full-time and part-time VUU students are eligible for all services provided.

Therapeutic Model

Our focus is “The Seven Dimensions of Wellness” Model with a particular focus on Mind, Body and Spirit. We work collaboratively with the various departments throughout Enrollment Management and Student Affairs as well as The Division of Academic Affairs and other offices to provide “wrap – around” services that will ensure, educate, empower and enhance our student’s developmental process in an effective and positive manner.

Our Wellness Model is implemented by seven focuses:

- Crisis Intervention and Retention Management
- Awareness and Prevention Education
- Academic Advising and Student Achievement
- Spiritual and Cultural Enrichment
- Leadership and Integrity Development
- Mental Health and Wellness Enhancement
- Community Service and Collaborative Partnerships

Services Provided

- *Individual Counseling*
- *Group Counseling*
- *Academic Coaching*
- *Awareness and Prevention Programs*
- *Peer Education and Trainings*
- *Clinical Assessments and Referral*
- *Crisis Intervention and Management*

Cost of Service

The services provided by The Office of Counseling Services are at no cost to the student body.

However, if The Office of Counseling Services needs to refer you to an outside Mental Health Professional, you, your insurance or your parent or guardian will be responsible for any associated cost of the outside services provided.

Confidentiality

All information disclosed in clinical sessions is confidential and may not be released to anyone outside of The Office of Counseling Services without your written permission. The Office of Counseling Services adheres to professional, legal, and ethical guidelines established by professional organizations and state law. Legal and ethical exceptions to confidentiality include:

- (1) when there exists a substantial likelihood that, as a result of mental illness, you will, in the near future cause serious physical harm to self or others
- (2) when there is knowledge or suspicion of abuse or neglect of children or elderly persons
- (3) when a court subpoenas clinical records
- (4) when an individual cites his/her treatment/clinical record in a legal proceeding.
- (5) In cases of life threatening situations parents and/or responsible others may be contacted
- (6) as otherwise required by law

Counseling Treatment Process

- **The Student Success Treatment Plan:**

- ✓ **Referral Process:** Students come into The Office of Counseling Services through an “Early Alert” Academic Referral, Integrity Referral, Family/Friend Referral, Outside Mental Health Provider Referral or Self - Referral. Please use The Student Referral Form.
- ✓ **Initial Intake Process:** An appointment is made for the student to go through an Initial Intake Process that involves an Academic, Financial, Social, Emotional, Mental, Physical and Spiritual Overall Evaluation and Assessment. A determination is made if the student is at a “high” or “low” risk concerning safety and/or retention.
- ✓ **Treatment Modality:** If it is assessed that a student needs ongoing support, recommendations are made for the best suited Treatment Modality. The student is then assigned to Individual Counseling, Academic Coaching or Group Counseling. A Student Success Counseling Treatment Plan or Student Success Academic Coaching Action Plan is then developed to address any obstacles that may interfere with the student’s successful matriculation. The Student Success Treatment Plan may include collaborations with other offices to endure that the student is fully supported in all areas.
- ✓ **Treatment Goals:** may include addressing the below Problem Areas/Concerns:

- ✓ Academic Probation
- ✓ Test Anxiety
- ✓ Time Management
- ✓ Financial Aid Probation/Stressors
- ✓ Anger Management
- ✓ Conflict Mediation and Resolution
- ✓ Self – Esteem
- ✓ Interpersonal Relationships
- ✓ Stress Management
- ✓ Depression and Anxiety
- ✓ Substance Abuse

- ✓ Sexual Assault
- ✓ Domestic /Dating Violence
- ✓ Sexual Identity/Orientation
- ✓ Spiritual Development
- ✓ Assertiveness/Communication Skills
- ✓ Grief and Bereavement
- ✓ Positive Decision Making Skills
- ✓ Integrity/Character Development
- ✓ Academic/Career Advisement
- ✓ Eating Disorders
- ✓ Mental Health Clinical Diagnosis

Administrative Policies

Incoming/New Student Health Concern/Special Needs/IEP

All students are requested to inform The Office of Counseling Services of any documented Health Concern, Special Needs or IEP. A copy of such documentation should be forwarded to The Office of Counseling Services upon receipt. A Health Wellness Plan or an Academic Success Action Plan will be drafted for the student within the first 6 weeks of the academic semester. The Office of Counseling Services will partner with Admissions, Health Center, The Center for Undergraduate Studies and other offices to ensure the academic success and overall well - being of the student.

Previous Mental Health History

All students are required to immediately inform and participate in an Individual Counseling Intake Session with The University Counselor if they are currently under the care of a Mental Health Professional, have a history or current Mental Health Diagnosis and/or if they are currently taking any prescribed medications to treat a Mental Health diagnosis. Failure to abide by this policy may result in a temporary or permanent “Clinical Leave” or “Administrative Withdrawal” from Virginia Union University.

Recommended Clinical Counseling Mandates

A Student may be “Clinically Mandated” by The University Counselor to actively participate in recommended counseling through The Office of Counseling Services or an Outside Qualified Mental Health Provider in order to remain enrolled as a residential or commuter student. Failure to abide by this policy may result in a temporary or permanent “Clinical Leave” or “Administrative Withdrawal” from Virginia Union University.

Student Integrity and Conduct

All students who are given mandatory sanctions to receive counseling by The Office of Student Integrity and Conduct must contact The Office of Counseling Services by e - mail and set - up a scheduled appointment. Mandated students must attend 4 Individual Counseling Student Integrity Sessions. Failure to comply with these sanctions will result in a “Student Integrity Hold” being placed on a student’s account along with possible additional sanctions.

Absence of Counselor Non-Emergency and Emergency Protocols

A University Counselor is on-call 24-hours a day throughout the academic year to respond to psychological emergencies at (804) 342 - 3812/ (804) 257 - 5874. To access a University Counselor after-hours for an emergency or crisis situation please call The Residence Life Hall Director On - Duty at (804) 971 - 3493 and/or Campus Police at (804) 257-5777

Solution Focused Brief Therapy (SFBT)

Solution-focused therapy, sometimes called "brief therapy," focuses on what students would like to achieve through counseling rather than on their troubles or mental health issues. The counseling will help the student envision a desirable future, and then map out the small and large changes necessary for the student to undergo to realize their vision. The Counselor will seize on any successes the student experiences, to encourage them to build on her strengths rather than dwell on her problems or limitations.

Cognitive Behavioral (CBT)

Cognitive-behavioral therapy stresses the role of thinking in how we feel and what we do. It is based on the belief that thoughts, rather than people or events, cause our negative feelings. The Counselor assists the student in identifying, testing the reality of, and correcting dysfunctional beliefs underlying his or her thinking. The counselor then helps the student modify those thoughts and the behaviors that flow from them. CBT is a structured collaboration between counselor and student and often calls for homework assignments. CBT has been clinically proven to help students in a relatively short amount of time with a wide range of disorders, including depression and anxiety.

Coaching

Life coaching is an increasingly popular profession that has no specific licensing or academic requirements, however, certified trainings are required. Though psychologists also often consider themselves life coaches, these therapists don't focus on treating mental illness. Instead, they help individuals realize their goals in school, work and in life. A coach, for example, may help a student become a better manager of their academic and personal responsibilities and goals.

Strength - Based Perspective

The Strength - Based perspective is an approach to the process of practice rather than a theory. The primary goal of this practice concept is minimizing the weaknesses and maximizing the strengths of the student, whether the student is an individual, group or community. Client empowerment is a central theme to this approach. You cannot empower a student by berating shortcomings or failures. Empowerment comes from three things: 1) valuing oneself, 2) having achievable goals, and 3) creating a plan to reach these goals that has the potential to be successful.

Group Therapy

Group therapy is a form of psychotherapy where two or more clients work with one or more therapists or counselors. This method is a popular format for support groups, where group members can learn from the experiences of others and offer advice. Group Therapy is very beneficial and effective. It is common for those suffering from a mental illness or problem behavior to feel alone, isolated or different. Group therapy can help clients by providing a peer

group of individuals that are currently experiencing the same symptoms or who have recovered from a similar problem. Group members can also provide emotional support and a safe forum to practice new behaviors.

Overall Information on General Mental Health Concerns

Mental Health and Wellness is "a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community". One of the ways in which your Mental Health can be measured, is by looking at how effectively and successfully you are presently functioning in your everyday life. Your ability to recover and bounce back from challenging situations and events, are all signs of having good Mental Health and Wellness.

Therefore, it is important that you are aware of the many challenges, issues and common factors that may affect students on a college campus and how to respond to these concerns and or crisis appropriately.

Stress

Stress is what you feel when you have to handle more than you are used to. When you are stressed, your body responds as though you are in danger. It makes hormones that speed up your heart, make you breathe faster, and give you a burst of energy. This is called the fight-or-flight stress response. Some stress is normal and even useful. Stress can help if you need to work hard or react quickly. For example, it can help you win a race or finish an important job on time.

But if stress happens too often or lasts too long, it can have bad effects. It can be linked to headaches, an upset stomach, back pain, and trouble sleeping. It can weaken your immune system, making it harder to fight off disease. If you already have a health problem, stress may make it worse. It can make you moody, tense, or depressed. Your relationships, may suffer, and you may not do well at work or school.

Post-Traumatic Stress

Individuals who have experienced a traumatic event often experience psychological stress. In most cases, these are normal reactions to abnormal events. These stress reactions may appear immediately after the traumatic event or sometimes hours, days or weeks later. These stress reactions often vary in duration and severity. Professional assistance may prove helpful in reducing the severity and duration of these stress reactions.

Grief

It is hard to lose someone or something we care about. This is true even if we think we are prepared. Feeling grief after a loss is something all people share. However, the types of losses that are mourned, ways to grieve, and the help wanted are different for each person. Knowing a little more about what to expect can be beneficial. It is also important to know that you can find help. And sometimes, the very process of reaching out and telling others what you need can be helpful in itself.

Depression

Most people have felt sad or depressed at times. Feeling depressed can be a normal reaction to loss, life's struggles, or an injured self-esteem.

But when feelings of intense sadness -- including feeling helpless, hopeless, and worthless -- last for days to weeks and keep you from functioning normally, your depression may be something more than sadness. It may very well be clinical depression -- a treatable medical condition.

Suicidal Thoughts

Many people have fleeting thoughts of death. Fleeting thoughts of death are less of a problem and are much different from actively planning to commit suicide. Your risk of committing suicide is increased if you think about death and killing yourself often, or if you have made a suicide plan.

Most people who seriously consider suicide do not want to die. Rather, they see suicide as a solution to a problem and a way to end their pain. People who seriously consider suicide feel hopeless, helpless, and worthless. A person who feels hopeless believes that no one can help with a particular event or problem. A person who feels helpless is immobilized and unable to take steps to solve problems. A person who feels worthless is overwhelmed with a sense of personal failure.

People who have suicidal thoughts may not seek help because they feel they cannot be helped. This usually is not the case. Many people with suicidal thoughts have medical conditions that can be successfully treated. People who have suicidal thoughts often have depression or substance abuse; both of these conditions can be treated. It is important to seek help when suicidal thoughts occur because medical treatment usually is successful in diminishing these thoughts.

Absence of Counselor Non-Emergency and Emergency Protocols

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Non-Emergency Response Protocol

In cases where there is NOT an emergency and a University Counselor is not available, faculty and/or staff should advise the student(s) to leave a message on a University Counselor's voicemail (Ms. Melody M. Pannell 804-342-3812) requesting a return call to schedule an appointment upon counselor's return to the office. The Student may also e-mail counseling@vuu.edu to request an appointment. If the student has a "non - counseling issue," they may be referred to The Office of Enrollment Management and Student Affairs (804 - 257 - 5875) if they need to make a referral to another Student Affairs Practitioner within the division. The student will be contacted directly within one business day.

Mental Health Emergencies

In the event that a student and/or others immediate safety is at risk, this is an emergency. Examples of situations that may be considered an emergency are as follows: (Please note emergency situations are not limited to those listed below)

- Suicide threats, gestures, or attempts;
- Homicidal threats
- Severely disorganized, psychotic, or out of control behaviour.
- Rape, sexual assault, or other trauma;

Emergency Response Protocol

In cases of emergency, faculty/staff should remain with the student and not leave the student unattended. Faculty/Staff should contact a University Counselor immediately if the student is coherent and cooperative. If the student is incoherent or uncooperative, staff should contact the Campus Police immediately at (804) 257 - 5777 for assistance and then contact a University Counselor at (804) 342 - 3812/ (804) 257 - 5874. If a University Counselor is unavailable and the student is coherent and cooperative, faculty/staff should ask the student if he or she will voluntarily go to the hospital emergency room for a mental health evaluation. If the student agrees to go to the hospital voluntarily, faculty/staff should contact the Vice - President of Enrollment Management and Student Affairs at (804) 257 - 5875 or their designee to inform the office of the situation and then contact EMS for transportation to a hospital.

Students can be taken to any of the following facilities:

- a. Medical College of Virginia Emergency Room (MCV)
- b. St Mary's Hospital
- c. Richmond Community Hospital
- d. Chippenham Hospital

The EMS team will determine the hospital based on a rotation schedule that they utilize. If a student is unable or unwilling to consent to voluntarily go to the hospital for an evaluation, staff should (1) Keep the student within their eyesight and within close proximity until help arrives (2) Contact Campus Police (257-5777) for assistance (3) Contact a University Counselor (if available, counselor will handle all of the next steps, if counselor is unavailable, proceed to the next steps) (4) Contact the Vice -President of Enrollment Management and Student Affairs (804) 257 - 5875 (5) Contact Richmond Behavioral Health Authorities (RBHA) and request a pre-screen for involuntary hospitalization. RBHA can be reached at (819-4000) or (819-4100). RBHA will come to the university and do a psychological evaluation of the student. When RBHA arrives on campus they will request that Campus Police be present with the student. If an officer is not available, they will contact an outside officer from the Richmond Police department. After the evaluation if RBHA believes the student should be admitted to a facility, the student will be escorted by the Richmond Police to a facility.



107 South Fifth Street
Richmond, VA 23219
804-819-4000

CRISIS SERVICES (24/7)
Click Here or Dial for More Info
804-819-4100

Resources

- <http://www.rbha.org/>
- National Suicide Prevention Hotline 1 (800) 273 - TALK
- <http://www.activeminds.org/>
- <http://www.suicidepreventionlifeline.org/>
- <http://www.campusuicidepreventionva.org/index.php>
- Virginia Family Violence & Sexual Assault Hotline 1-800-838-8238
- <http://www.vadv.org/>
- Richmond YWCA Hotline 804-643-0888
- <http://www.ywcarichmond.org/get-help/sexual-violence>
- The National Domestic Violence Hotline 1-800-799- SAFE
- <http://www.ndvh.org>
- The Red Flag Campaign (Domestic Violence Awareness and By Stander Training)
- <http://www.theredflagcampaign.org/>

- <http://rivercityccs.com/>
- <http://www.dailyplanetva.org/services/>
- Crisis One Hotline 804.980.5373
- http://interceptyouth.com/crisis_one.php

Substance Abuse Treatment and Prevention Program

The Office of Counseling provides Substance Abuse Awareness, Education, Preventative Services, Assessments, and Treatment through on site Counseling Services and additional Outside Mental Health Providers and Community Partnerships.

Substance Abuse Awareness, Education, Preventative, Assessments and Treatment Services are provided through the following venues:

- ✓ Residence Life and Housing Staff Training (August)
- ✓ New Student Orientation Seminars (August)
- ✓ GST Class Seminars (September/October)
- ✓ Healthy Mind Body and Spirit Peer Education Training and Seminars (Year Round)
- ✓ Monthly D.A.R.E. Workshops (Year Round)
- ✓ Individual Counseling (As Scheduled)
- ✓ Alcohol Collegiate Awareness Month (April)
- ✓ Check - Yourself Resource Grant Program - SAMHSA (Year Round)
- ✓ Online Resources and Substance Abuse Education (Year Round)

The Below Substance Abuse Assessments are used:

- ✓ Alcohol Use Disorder Identification Test (AUDIT - C)
- ✓ CAGE AID
- ✓ DAST - 10

<http://www.integration.samhsa.gov/clinical-practice/screening-tools>

The Below Online Resources and Community Partners are used:

- ✓ National Alliance on Mental Health
<http://www.nami.org/>
- ✓ Substance Abuse and Mental Health Services Administration
<http://www.samhsa.gov/>
- ✓ River City Comprehensive Counseling Services
<http://rivercityccs.com/service/act/>
- ✓ Richmond Behavior Health Authority
<http://www.rbha.org/>

Mental Health Substance Abuse Diagnosis

Criteria for Substance Abuse

- ✓ Failure to fulfill major role obligations at work, school, home such as repeated absences or poor work performance related to substance use; substance-related absences, suspensions, or expulsions from school; neglect of children or household
 - ✓ Frequent use of substances in situation in which it is physically hazardous (e.g., driving an automobile or operating a machine when impaired by substance use)
 - ✓ Frequent legal problems (e.g. arrests, disorderly conduct) for substance abuse
 - ✓ Continued use despite having persistent or recurrent social or interpersonal problems (e.g., arguments with spouse about consequences of intoxication, physical fights)
-

Criteria for Substance Dependence

- ✓ Dependence or significant impairment or distress, as manifested by 3 or more of the following during a 12 month period:
 - ✓ Tolerance or markedly increased amounts of the substance to achieve intoxication or desired effect or markedly diminished effect with continued use of the same amount of substance
 - ✓ Withdrawal symptoms or the use of certain substances to avoid withdrawal symptoms
-

- ✓ Use of a substance in larger amounts or over a longer period than was intended persistent desire or unsuccessful efforts to cut down or control substance use
 - ✓ Involvement in chronic behavior to obtain the substance, use the substance, or recover from its effects
 - ✓ Reduction or abandonment of social, occupational or recreational activities because of substance use
 - ✓ Use of substances even though there is a persistent or recurrent physical or psychological problem that is likely to have been caused or exacerbated by the substance
-

Administrative Policies

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CARE TEAM (Crisis and Response Efforts)

The CARE Team has been established to address the immediate concerns of students that have been noted as “High Risk” for Safety, Mental Health, Physical Wellness and/or Integrity and Conduct problems. The CARE Team consists of The Office of Counseling Services, The Office of Housing and Residence Life, The Office of Student Conduct and Integrity, The Health Center and Campus Police and a Faculty Liaison and/or Academic Affairs representative.

Clinical Leave

Virginia Union University reserves the right to implement an official Clinical Leave when it is diagnosed that a student may be a threat/harm to themselves or others. The definition of a Clinical Leave is a temporary physical removal from campus and all campus activities for the purpose of mandated clinical treatment. A Clinical Leave can only be released upon the Clinical Assessment and approval of The University Counselor. The Office of Counseling Services will release the Clinical Leave if all Clinical Requirements and Mandates are fulfilled and documented and in a timely and satisfactory manner. A “release” of a Clinical Leave is separate from any other official University “Holds,” Probations or non - admittance to the University and may not guarantee that a student will be given permission to be re-admitted to the university. All necessary departments and offices such as the Registers Office, Academic Affairs, Residence Life and Financial Aid will be notified immediately of any official Clinical Leaves in order to process the student information accordingly.

The Office of Counseling Services will continue to strive to meet the mental, physical, emotional, spiritual and academic needs of our students through individualized services, group counseling, mentoring programs, leadership trainings, academic advising/coaching, education seminars and campus - wide awareness programs. Strong partnerships and collaborations will continue to be developed, implemented and evaluated to ensure the effective communication, response and treatment of the overall mental health needs and safety of our students.

**The Office of Counseling Services
Student Referral Form**

Date: _____

Name of Referral Source: _____

Position/Department: _____

Referral Source Contact Information: _____

(Campus Ext.)

(Campus E - mail)

Level of Concern: 1 ____ 2 ____ 3 ____ (1 - minimal) (2 - moderate) (3 - High)

*****Please Contact Campus Police at (804) 257 - 5777 for any Emergency Situations *****

Student Data

(Please complete to the best of your current knowledge)

Student Name: _____

Please Print

(Last)

(First)

(MI)

Student ID#: _____ E - mail Address: _____

Race: _____ Gender: _____ DOB: _____

Campus/Off - Campus Address:

Home Address: (if different) _____

Home/Cell Phone: _____

Academic History

Classification: Freshman _____ Sophomore _____ Junior _____ Senior _____

Major: _____ Minor: _____

Current GPA: _____ Cumulative GPA: _____

Credit Hours Achieved: _____

Academic Advisor: _____

Academic Probation? Yes ___ No ___

Financial Aid Probation? Yes ___ No ___

At a Glance Referral Assessment

(Check "yes" or "no" only if you have knowledge of the below questions- otherwise leave blank)

1. Is the student showing signs of Depression? Yes ___ No ___
2. Is the student displaying signs of Substance Abuse? Yes ___ No ___
3. Is the student displaying signs of Anxiety? Yes ___ No ___
4. Is the student displaying a lack of Anger Management? Yes ___ No ___
5. Is the student displaying Academic Stress? Yes ___ No ___
6. Has the student reported Financial Stress? Yes ___ No ___
7. Has the student reported Family Stress? Yes ___ No ___
8. Has the student reported an incident of Abuse? Yes ___ No ___
9. Has the student reported Homicidal Ideations? Yes ___ No ___
10. Has the student reported Suicidal Ideations? Yes ___ No ___

Additional Comments:

Signature of Referral Source

Date

Please note that all information concerning the follow - up of this referral is confidential unless a Consent Form is completed giving the Counselor permission to disclose student information.

To be completed by The Office of Counseling Services Only

Date Referral Received: _____

Receiving Counselor: _____

Date of Student Outreach Efforts: _____

Student willing to participate: Yes ___ No ___

Intake Appointment: _____

Recommended Treatment Modality: Individual: ___ Group: ___ Outside Referral: ___

CARE Team Consultation: Yes ___ No ___

Assigned Counselor: _____

Follow - up Notes:

Counselor's Signature

Date