**Service Provision**

UCC provides a variety of mental health services to current UCC students who are experiencing difficulties that may be impacting their academic lives, such as personal counseling and case management. Individual sessions may be up to 1 hour meetings that are goal oriented and focused on addressing concerns, identifying helpful strategies, developing a specific plan of action, identification of community and campus resources, and referrals for ongoing needs.

Students are provided 6 individual sessions per academic year. Group sessions can be made available to the student as an option once the session limit has been met. Services are available only during regular business hours in fall, winter, spring terms. There are reduced hours of availability in the summer.

During high demand times, student’s requests for services, may exceed the capacity of UCC staff to respond immediately. During these times, you may have to wait for a regularly scheduled appointment. Individuals who need more care will be referred to clinical providers or programs in the community.

If you are not on campus or it is after hours, and you need immediate assistance, please contact Compass Behavioral Health 24 HOUR CRISIS HELP: 541-440-3532 or 800-866-9780 or 911

**Cancellation Policy**

If you are unable to keep an appointment, call at least 24 hours in advance or AS SOON AS POSSIBLE.

If you do not call or email within 24 hours of your appointment or no show an appointment, this will count as one of your 6 counseling sessions per academic year.

**Referral Source**

I learned about UCC Services from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

I give my permission for the Life Coach to tell the referral source that I sought out services

**Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_\_\_**

**Confidentiality**

Therapeutic relationships are based on safety and respect. As such, confidentiality is considered essential for effective service. There are limits to confidentiality. The limits include threat of suicide, homicide or serious and foreseeable harm to self or others; abuse of a minor, elder or disabled person; court orders; or professional consultation. In those cases, the provider will be legally and ethically mandated to disclose.

The CARES (Care, Assess, Respond, Evaluate and Support) team on campus is a behavioral intervention team designed to provide support to students on campus via behavioral intervention. In the event that you discontinue services abruptly, or without a plan or contact, or where the Life Coach has concerns about your wellbeing or safety, consultation with this team may occur.

Treatment records, or the content and records of services, will be kept separate from educational records. Records related to services are available to the student to access upon request. If the provider determines that releasing them would cause serious harm, they reserve the right not to release them or it may be arranged for the student to view the records with the provider present. With a signed release of information from the student, we will communicate with and provide records to other individuals and entities.

Student appointments will be scheduled in the confidential Advisortrac system. Access to the provider calendar is limited to those UCC staff who require access to it for the exclusive purposes of scheduling, program supervision and service tracking, or technical support.

**I have read the above statement regarding the conditions of receiving services at Umpqua Community College. I accept these conditions and give my consent to participate in services, through the Division of Student Services at Umpqua Community College. If I have additional concerns, I will discuss this with the staff prior to beginning the process.**

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Printed Name UCC ID Number

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Signature Date