Services and Staff:
The UW-L Counseling & Testing Center (CTC) provides free (with the exception of a few assessment services for which there is a fee) and confidential services as an option to UW-L students. The CTC is an IACS-accredited professional center offering a wide range of counseling services. Individual counseling sessions are approximately 45-50 minutes; however, the length, frequency, and goals of sessions will be determined by the student and the provider. The CTC strives to meet the needs of the greater campus community, and as such, utilizes a model of service delivery that is based upon a brief, time-limited approach to counseling. Students are eligible for up to ten (10) sessions per academic year (triage, intake, and group counseling sessions are not counted towards this limit). Cases that extend beyond usual limits are periodically reviewed by counseling staff to help ensure treatment benefit and to consider options for continuation or possible referral to other resources.

The CTC does not provide assessment or treatment services for legal purposes. Should you require services that the CTC does not provide, the provider will assess your needs and provide referral information. Any additional counseling fee (beyond those paid as part of your tuition) will be discussed with you prior to the service being rendered.

You have the right to find the provider that is best for you. If you do not feel satisfied with the counselor or psychologist you are seeing, please talk with that provider about a referral to another CTC provider. All changes must be approved by the treating provider.

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 UW-L 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 without your written permission. Even so, there are a few exceptions to the confidentiality laws and standards, as follows:

- If your counselor believes that you or someone else is in clear and imminent danger of harm, your counselor is legally obligated to inform proper authorities and others in order to help prevent the harm from occurring.
- If you are under the age of 18 and report being abused, your counselor is legally required to notify proper authorities. If you are over 18 and report direct knowledge of abuse to a minor or vulnerable population, your counselor may need to report such abuse to authorities.
- A court can order a counseling center to disclose information about a client.
- Under the Patriot Act, the US government can demand your records if they suspect you of terrorism.

It is also possible that at some point in the future, you may be required by an outside agency to sign a release allowing the agency to review your treatment records. This may occur, for example, if you apply for health or life insurance, or if you apply for licensure or certification in some professions, or if you apply for employment in agencies that require a security clearance (i.e., military, government, business).

Client Records:
Records of any services you receive at the CTC are maintained in a password-protected electronic medical record (EMR) and in locked paper files. CTC shares this EMR with the Student Health Center (SHC) which allows all medical and mental health providers to share information, including psychotherapy notes, thereby improving the coordination of your care. With respect to all aspects of medical record management, all CTC and SHC staff are bound by confidentiality laws and professional ethics. To protect your privacy within the agency, we follow a “need to know” guideline. This means that staff and providers may review your records if they are treating you for concerns that may be related to care you have received at either CTC or SHC.

No Shows/Late Cancellations & Fees:
CTC requires 24 hour notice to cancel or reschedule an appointment, which can be done by calling 608-785-8073. This notice allows us to extend the appointment time to another student. We encourage you to “opt in” to receive email and text message reminders of your appointments. Each failure to provide a 24-hour/prior day cancellation notice or attend a scheduled appointment will be counted as a “No Show.”

Beginning, July 1 2013, a $10.00 No Show fee will be applied to your student bill for each No Show (The first No Show fee is waived). Should you acquire three No Shows in an academic year, CTC reserves the right to refer your care out to another provider in the community. Notice will be provided to you through your provider along with a list of community referrals. Exceptions may be made by your provider for extraordinary circumstances. A student may appeal termination of services to the Director of CTC.

BHM-20 Questionnaire (NOT APPLICABLE FOR STUDENTS RECEIVING ONLY ACADEMIC SKILLS SERVICES):
Before each counseling session, we will ask you to complete a short computerized questionnaire called the BHM-20. Results will help gauge progress towards your goals, assess counseling effectiveness, and improve our services to you and other students.

Please read the following and discuss with your counselor any questions or concerns you may have.
End of Semester Survey:
At the end of each semester, the CTC will be emailing an on-line evaluation to you. The purpose of the evaluation is to gauge your opinions about our services and help us continue to provide quality services to students.

Professional Consultations:
In an effort to provide you with the best possible service, your mental health/academic skills specialist may choose to consult with other CTC or SHC providers, or your provider may be under supervision and be required to consult with other CTC professional staff. Colleagues who provide such consultation are subject to the same confidentiality laws and professional ethics as your counselor.

Risks of Counseling (NOT APPLICABLE FOR STUDENTS RECEIVING ONLY ACADEMIC SKILLS SERVICES):
Research indicates that most people who choose counseling benefit from the experience; even so, it is possible for you to feel worse before you feel better. You are encouraged to consult with your provider to work through any difficult feelings or thoughts you are having. You and your provider will work together to determine your counseling plan to minimize the risks while maximizing the benefits of counseling.

Concerns about Our Services:
Should you have any concerns about the services you receive here, please consider addressing them with your counselor or the Director of CTC.

Eligibility for Training:
If you have any plans to pursue a career in counseling and at some point may wish to engage in future training at the CTC, please discuss your plans with your provider to learn about how to address any potential conflicts of interest and/or receive referrals for other counseling options. Students who receive ongoing counseling services at the CTC may not be eligible to be future trainees at this center.

MY (Client) SIGNATURE BELOW INDICATES THAT I HAVE HAD THE OPPORTUNITY TO DISCUSS ANY QUESTIONS I HAVE ABOUT THE COUNSELING PROCESS (as described above) AND AGREE TO PROCEED WITH COUNSELING:

Client’s Signature: ________________________________ Date: ________________
Counselor’s Signature: ______________________________ Date: ________________