



OWENS
COMMUNITY COLLEGE

Policies and Procedures Manual

Student Mental Health Services

(567) 661-2107

Toledo-area Campus • P.O. Box 10,000 • Toledo, Ohio 43699-1947

Findlay-area Campus • 3200 Bright Road • Findlay, Ohio 45840

Learning Center at The Source • 1301 Monroe St. • Toledo, OH 43604

Arrowhead Park Learning Center • 1724 Indian Wood Circle • Maumee, OH 43537

Student Mental Health Services (SMHS) assists students in resolving personal difficulties and in acquiring those skills, attitudes, and resources necessary to both succeed in the college environment and pursue productive and satisfying lives. SMHS strives to contribute to the overall educational mission of the college by facilitating the academic, emotional, and social development of students and by serving as mental health consultant to the campus community. Principles that guide the work of SMHS include respect for diversity, purposeful and holistic student development, and ethical and legal responsibility.

SMHS is a part of Owens Community College's Behavioral Consultation Team and is housed within the Division of Student Affairs.

I. Foundations

A. Mission

The mission of SMHS is guided by the mission of Owens Community College: "We believe in serving our students and our communities. Your success is our mission." It is the mission of SMHS to foster personal and academic success through offering individualized and comprehensive support for the personal growth and wellness of students.

B. Vision

SMHS at Owens Community College aspires to offer exceptional and comprehensive SMHS consisting of mental health assessment, counseling, crisis support, linkage to community services, coordination of care, prevention, and education. Through providing services to students, SMHS will support the mission of Owens Community College and actively promote a learning environment that supports personal and academic success.

C. Philosophy

Owens Community College recognizes that the academic journey is stressful in itself and that additional external factors may detract from the academic experience. SMHS acknowledges the role of positive mental health in academic success and is focused on assisting students in overcoming challenges and increasing opportunities. Through working with students and the college community, SMHS strives to create an environment that empowers students to positively respond to challenges and opportunities which will lead to both personal and academic development.

D. Equal Opportunity

SMHS will provide services on a fair, equitable, and non-discriminatory basis in accordance with institutional policies and with all applicable state/provincial and federal statutes and regulations. SMHS will maintain an educational and work environment free from discrimination in accordance with the law and institutional policy.

II. Goals

The four primary goals of SMHS are to:

- A. Provide individual mental health assessment, including crisis intervention, services (as appropriate and based upon capacity), and referral to address the personal, career, and social concerns of a diverse student population and, as a result, assist students in overcoming obstacles to their educational success.
- B. Provide outreach programming that enhances the well-being of the campus community.
- C. Provide consultation services that enhance the well-being of the campus community.
- D. Provide training experiences for master's level graduate students so they can become effective providers of mental health services.

III. Services

Prior to engaging in services offered by SMHS, students must complete the Client Consent Form. The Client Consent Form provides students with information on the services offered by SMHS, the risks and benefits of services, confidentiality, attendance policy, and emergency contact information.

A. Assessment

1. Initial Assessment

a. Student Information Form

Gathers demographic information, past treatment information, as well as reasons for presenting to SMHS.

b. Counseling Center Assessment of Psychological Symptoms (CCAP)

1. Instrument is intended to meet the clinical, research, and administrative needs of the college, while also contributing valuable information to the science of mental health in college students.

2. CCAP-62

i. 62 item instrument consisting of 8 subscales (depression, anxiety, social anxiety, academic distress, eating concerns, family distress, hostility, and substance abuse) related to psychological symptoms of distress in college students and also includes a general measure of distress.

ii. CCAP-62 is best suited for initial and post-intervention assessments and can be used to monitor ongoing treatment.

3. CCAP-34

i. 34 item instrument that assesses on same subscales as CCAP-62, except for family distress.

ii. Can be used as a brief assessment and suited for repeated measurements at each session due to its brevity.

2. Mental Health Assessment

1. Completed by SMHS clinician to gain an overall picture of how well a student is doing emotionally, cognitively, and socially.

2. Will help clinician in determining if student meets criteria for DSM-IV TR diagnosis.

3. Outcome of assessment will provide students with recommendations for follow up services.

3. Risk Assessment

1. Completed by SMHS clinician to assess students' risk of harm to self and/or others.

2. Outcome of assessment will determine level of services needed.
3. Risk Assessments can be mandated at the discretion of the Dean of Student Life (or designee) or Behavioral Consultation Team to address students' risk of harm to self and others and must be completed by independently licensed clinicians only.
4. Costs of mandated risk assessments shall be incurred by the student should assessment be completed by an external resource.

**After initial assessment, recommendations will be made for services through SMHS, or services in the external community. If external services are recommended, SMHS will remain involved until the referral and connection process has been completed.

B. Consultation

1. Faculty and staff members may contact SMHS for consultation regarding issues/concerns that may arise with students. Consultation may include answering questions regarding how to address issues/concerns with students, whether a referral to SMHS should occur, or general information regarding mental health services or resources.
2. Students may contact SMHS for consultation as needed regarding personal concerns, information on how to assist peers, or general information regarding mental health services or resources.

C. Crisis Intervention

1. What is a crisis?
A student is considered to be experiencing a crisis when his/her mental or emotional condition results in a behavior that constitutes an imminent danger to that individual or another person.
2. Crisis situations
 - a. Suicidal ideations, plans, or attempts
 - b. Homicidal ideations, plans, or actions
 - c. Loss of contact with reality, which may include hallucinations, extreme confusion, unresponsiveness, uncontrolled behavior, extremely irrational or incoherent speech.
3. Crisis Intervention Protocols
 - a. Whenever possible, faculty/staff should attempt to address crisis with a student one-to-one in order to help de-escalate the crisis situation (Please see SMHS website for tips on assisting students in distress).
 - b. If student is in imminent danger of harm to self or others, please contact Department of Public Safety immediately (x7575).
 - c. Contact SMHS to consult regarding next steps.
 - d. If SMHS unavailable, contact Dean of Student Life (Chris Giordano, x7129)
 - e. SMHS can meet with student to complete an assessment and determine students' risk of harm to self or others.
 - f. Faculty/Staff can escort student to SMHS or SMHS clinician can come to the student if escorting the student does not seem feasible at the time.
 - g. If a student is determined to be at moderate or high risk of harm to self or others and is in a program which requires placement in a clinical setting or providing services in the community (i.e., nursing, internships) SMHS will notify overseeing faculty of risk.
 - h. SMHS will work with the student to identify plans for follow up care and obtain necessary releases of information to ensure that student has followed up with referrals and recommendations.

D. Counseling

1. Counseling related services will be available to all enrolled students based on recommendations generated from mental health assessment and students' interest in participating.
2. Students with medical insurance will be linked to counseling services in the external community, but can continue with SMHS until they have an appointment with a community provider.
3. Counseling services will be goal oriented and focus on helping students resolve issues that impede educational success. Students will develop goals for counseling with a counselor. Progress towards established goals will be reviewed at the end of each semester in order to determine efficacy of services and students' need to continue in counseling services.
4. Length of involvement with counseling services will be determined by the student's individual need and the capacity of SMHS to assist at the time of service.

E. SMHS Website: www.owens.edu/smhs/

1. SMHS Homepage

- a. SMHS overview
- b. Location, Hours, Telephone Numbers
- c. Emergency Contact Information
- d. Emergency and Crisis Resources
 - [Rescue Mental Health Services \(Lucas County\)](#)
 - [The Link \(Wood County\)](#)
 - [Century Health \(Hancock County\)](#)
 - [National Suicide Hotline](#)
- e. Confidentiality Policy

2. About SMHS

- a. Mission of SMHS
- b. Vision of SMHS
- c. Philosophy of SMHS
- d. Equal Opportunity

3. Goals of SMHS

4. Services available through SMHS

5. Information for Students

- a. Directions for initiating services with SMHS
- b. Location, Telephone information, and hours of SMHS
- c. Emergency and Crisis information
- d. Online resources
 - i. Ulifeline.org
 - ii. [Screening for Mental Health](#)
 - iii. [National Suicide Prevention Hotline](#)
 - iv. Maketheconnection.net (for veterans)
 - v. [Virtual pamphlet collection from University of Chicago](#) which houses information on various mental health related issues.
 - vi. [United Way 2-1-1](#)

6. Information for faculty and staff

- a. Distressed Student response guides for both Toledo & Findlay campuses
- b. Referral process
- c. Definitions of crisis situations
- d. Crisis Intervention Protocols
- e. After Hours response protocols
- f. Resources for faculty and staff
 - Warning signs of suicide
 - Recognizing students with mental health problems

7. Resources

- a. Emergency and Crisis Contacts
- b. Online mental health screening and resources
- c. Warning Signs of Suicide
- d. Recognizing Student Mental Health problems
- e. Responding to Distressed Students

F. Community Resources

1. Pamphlets

- a. Behavioral Connections – The SAAFE Center, Victims Services
- b. Financial Opportunity Center
- c. Financial Stability Collaborative
- d. Lucas County Domestic Violence Resource Center
- e. YWCA Battered Women’s Shelter

2. National, State, and Local Organizations

- a. National Suicide Prevention Hotline
- b. United Way 2-1-1
- c. National Alliance on Mental Illness

3. Coordination with external providers

- a. Unison Behavioral Health Group
- b. University of Toledo Medical Center
- c. Planned Parenthood
- d. Bureau of Vocational Rehabilitation Services
- e. The Zepf Center
- f. Harbor Behavioral Healthcare
- g. Behavioral Connections

G. Presentations by SMHS

- 1. New Student Orientation
- 2. New Employee Orientation
- 3. Trainings for departments or student groups.

IV. Policies/Procedures

A. Eligibility for services

1. All students currently enrolled in 6 or more credit hours are eligible for student mental health services. Services are defined as an initial assessment appointment in which recommendations will be made regarding whether a student will continue to receive services through Owens SMHS or if a referral will be made for other on-campus or external services.
2. Students who withdraw voluntarily from the college during the semester may continue to receive services for the remainder of the semester upon the approval of the Director of SMHS. This approval is based on the Director's assessment of the appropriateness of continuing care at the College.
3. Students who are suspended from the College during the semester are not eligible to receive services for the remainder of the semester unless they receive the approval to do so from the Dean of Student Life in consultation with the Director of SMHS.
4. All faculty and staff are eligible for consultation regarding student mental-health related issues. For faculty and staff seeking psychological treatment, please contact your mental health service provider or access the Owens Employee Assistance Program (EAP) through the Department of Human Resources.

B. Availability of Services

1. There will be no charge for services
2. Students can contact SMHS directly to schedule an appointment either by telephone or in person ("walk-in")
 - a. Students will be scheduled for the earliest available assessment appointment
 - b. Students who present as "walk-ins" will be asked to indicate if they are in an emergency or not. If yes, they will be seen that same day for an assessment; if no, they will be scheduled for the earliest available initial assessment appointment.
3. Services will be provided on a first-come, first-served basis.
NOTE: Priority of care is at the discretion of the Director of SMHS based upon urgency, acuity, and severity of presenting cases. When need exceeds the capacity for SMHS to provide services, SMHS will facilitate referral for external services while providing continuity of care (see the section Assessment for Services)
4. Faculty/Staff may refer students and/or contact SMHS to facilitate the scheduling of the initial appointment (see section E below).

C. Assessment for Services

1. After the initial assessment, a recommendation for use of SMHS (as well as other campus and community resources) will be made in light of the student's presenting problem, eligibility considerations, assessment results, staff clinical expertise, and other factors.
2. In some cases, none of the services offered through SMHS will be recommended and only outside referrals will be made.
3. It is important to remember that providing an initial assessment, forming a clinical decision, and making a referral is the provision of service, not the refusal of service.

D. Criteria for Referral to Community Service Providers

A student shall be referred off campus for services based on the following criteria:

- a. Student's needs are beyond the scope of practice available at SMHS (i.e., substance abuse, eating disorders, severe mood disorders, psychotic disorders, or any other mental health issues which require medical treatment)
- b. Student is likely to have or is prone to frequent crises (i.e., other professional staff frequently involved in emergency care and/or case management of student, student likely to require 24 hour monitoring, etc.).
- c. Student refuses to provide information necessary for assessment/initial assessment
- d. Student refuses to sign Informed Consent Form
- e. Student is seeking an evaluation for legal or other purposes (i.e., documentation or support of psychological disabilities, forensic evaluation, and child custody evaluation).
- f. Court ordered treatment
- g. Student needs a service that we do not provide or that another office specializes in (i.e. hypnosis, academic advising, job search, study skills).
- h. Student does not appear motivated to change, or, if motivated, is unwilling to follow clinician's professional recommendation for treatment (non-compliance).
- i. Student and clinician are unable to arrive at mutual therapeutic expectations.
- j. Student is likely to have a significantly shorter wait for services through an external provider.

NOTE: Students are responsible for the charges incurred from external services.

E. Referring a student to SMHS

- 1. Faculty/Staff will be able to submit referrals through e-mail or telephone call to SMHS.
- 2. Reasons for referral to SMHS may include but are not limited to:
 - a. Declining academic performance
 - b. Increased absences
 - c. Family issues
 - d. Mental health concerns
 - e. Adjustment issues
- 3. Whenever possible, faculty and staff are expected to address individual concerns with students (in private) prior to making a counseling referral.
- 4. Once referral has been received by SMHS, SMHS will acknowledge receipt by e-mailing the referral source indicating only that the referral has been received (see section G on confidentiality).

F. Electronic Services Option

Electronic services will be available to students who are not able to present in the SMHS office for services due to distance, scheduling conflicts, or family and/or work responsibilities.

- 1. Electronic Service Delivery
 - a. Requires an initial face/face meeting, which may be via video, audio, or electronically to verify the electronic service delivery to the student.
 - b. Steps shall be taken to address imposter concerns, such as by using passwords to identify the client in future electronic contacts.

2. Type of Electronic Service Delivery
Electronic service delivery in any form offered or rendered primarily by electronic or technology-assisted approaches when the counselor is not located in the same place during delivery of services.
 - a. The Tele-presence room on the Toledo Campus will be utilized to provide face-to-face services to students located at the Findlay Campus..
 - b. Telephone services will be available; however, initial contact must be through a face-to-face meeting either via the Tele-presence room, Skype, or Face Time. A password will be created to verify identity for participating in telephone services.
 - c. Counselors are able to meet with students through the use of Skype or Face Time as long as privacy is maintained.
3. Informed Consent
 - a. Should include information defining electronic service delivery as practiced, potential risks, and ethical considerations.
 - b. Clinicians shall obtain written informed consent.
 - c. Clinicians shall not provide services without written informed consent.
4. Provide local crisis hotline telephone number and local emergency mental health number.
5. Should identify and appropriately trained professional who can provide local assistance, including crisis intervention, if needed.
6. It is the job of SMHS to maintain confidentiality in electronic service delivery

G. Confidentiality

1. FERPA
 - a. If a student participates in SMHS and his/her treatment records are used only by professional directly involved in treatment, FERPA does not apply.
 - b. However, if part of the SMHS record is shared with another part of the college (i.e. disability services because the student is requesting accommodations) or is used for a purpose other than treatment, the part of the treatment record now in possession by the college is covered by FERPA
2. HIPAA
 - a. SMHS records are not considered a covered entity under HIPAA
 - b. HIPAA privacy rules do not apply to student treatment records created on campus whether they are shared with others or solely used for treatment.
 - c. The confidentiality of records kept in SMHS is protected under federal and state medical and confidentiality and disability laws.
3. The [State of Ohio Counselor, Social Worker, Marriage and Family Therapy Board](#) will provide the guidelines for confidentiality within SMHS
4. Release of Information
 - a. Information from SMHS will only be released at the written request of a student who has full knowledge of the nature of the information that is being released and of the parties to whom it is released.
 - b. Without student consent, SMHS is unable to discuss/release information learned as part of the therapeutic relationship with anyone, including campus administration, or even acknowledge that the student is in treatment.

5. Mandated Reporting
 - a. Licensed clinicians are identified as Mandated Reporters by Federal and State laws.
 - b. Clinicians are legally required to report information regarding evidence of clear and imminent danger of a student's intent to harm self and/or others.
 - c. Clinicians are legally required to report any suspicions of physical abuse, sexual abuse, or the neglect of any person below 18 years of age, as well as adults with developmental disabilities, and the elderly.
6. Duty to Warn and Protect
 - a. If a clinician determines that a student presents a serious danger of violence to another, s/he incurs an obligation to use reasonable care to protect the intended victim against such danger.
 - b. Clinician must verbally tell the potential victim that there is a foreseeable danger of violence and notify the police.
7. Electronic Communication with SMHS
 - a. Communication with students via e-mail will be limited to scheduling purposes only.
 - b. SMHS will not correspond with students through e-mail due to confidentiality concerns, unless there is an emergent situation and that is the only way to contact a student.
8. Students who are minors
 - a. According to State law, a minor who is at least 14 years of age may request outpatient mental health care if it does not require medication without parental consent.
 - b. If the treatment spans more than 30 days or 6 visits, parental notification is required.

H. Records

1. Records for SMHS will be kept separate from educational records.
2. Records will be maintained securely in SMHS and not shared with anyone without a signed Release of Information Form.
3. Records will be maintained by SMHS for a length of 7 years from date of discharge.
4. Students may request their records from SMHS
 - a. SMHS shall provide students with reasonable access to their records.
 - b. If there is concern that allowing a student access to his/her record could cause serious misunderstanding or harm to the student, SMHS will provide assistance in interpreting the records and consultation with the student.
 - c. Students will have limited access to their records, or portion of their records, only in exceptional circumstances when there is compelling evidence that such access would cause serious harm to the client. Both the students' requests and the rationale for withholding some or all of the records shall be documented in the students' files.
 - d. When providing students with access to their records SMHS shall take steps to protect the confidentiality of other individuals identified or discussed in such records.

I. No Show/Cancellation Policy

1. Students should make every effort to maintain scheduled appointments. If unable to do so, it is highly encouraged that students contact the Department of SMHS to cancel their appointment with a 24-hour notice.
2. Students who do not call or show for 3 appointments will be discharged from services.
3. SMHS staff will attempt to contact student at least once
 - a. Telephone, e-mail, and/or mail
 - b. More extreme methods if increased risk
 - c. Consult with colleagues
 - d. Document all outreach efforts.

J. Excused absences from class

1. Please note that SMHS will only provide support for excused absences from class under extenuating circumstances. Owens Community College faculty members are under no obligation to honor recommendations.
2. Director of SMHS must approve support for excused absences from class.

V. Staff of SMHS

A. Qualified Service Providers

1. Counselors, and counselor trainees who hold a license to practice clinical work, have the appropriate training, and are aware of current research, professional organizations, and community activities related to the profession.
2. Staff must receive specific training on institutional policies and privacy laws, ethics, technology policies, emergency procedures, crisis response, and prevention efforts.

B. Graduate Student Internships

1. Master's level graduate students will be accepted for training opportunities within SMHS.
2. Graduate students seeking internship placement within SMHS will be carefully selected, trained, supervised, and evaluated.
3. At least one hour of supervision will be provided to counselor trainees for every 20 direct contact hours.
4. Students participating in services with a graduate student will have to consent to audio/video taping that will be used for training purposes.
5. Supervisees will be required to submit paperwork for review within 24 hours of meeting with a student.
6. Graduate student interns will abide by Owens Community College employee policies and procedures.

C. Student worker may be used for reception/secretarial duties

1. Must sign confidentiality agreement.
2. Will not be able to participate/receive SMHS due to dual relationship.

D. Ethics

SMHS will abide by the [Code of Ethics](#) provided by the State of Ohio Counselor, Social Worker, Marriage and Family Therapy Board.

VI. Office Hours

A. Monday –Thursday 8 a.m. – 5 p.m.

B. Friday 8 a.m. – 4:30 p.m.

C. Walk-in Hours

1. Mondays 8 a.m. – 11 a.m.
2. Wednesdays 1 p.m. – 3 p.m.
3. Friday 9 a.m. – 11 a.m.

VII. Appendices

A. [Consent Form](#)

B. [CCAP 62](#)

C. [CCAP 34](#)

D. [Student Information Form](#)

E. [Release of Information](#)

F. [Satisfaction Survey](#)