



Columbus College of Art & Design

Counseling & Wellness Center Service Administration Policies

Eligibility for Services

All currently registered and enrolled, degree-seeking students are eligible for Counseling & Wellness Center (CWC) services (exclusively Bachelor and Masters students). Services are provided to students free of charge. There is no current session limit on services, but the number of sessions and type of services available will be determined by a clinician's clinical judgment on an individual basis.

Incoming First-Year Students and Transfer Students

Students enrolled for an upcoming semester, Fall or Spring, will qualify to receive services once the student is on campus and the semester/orientation has commenced. Prior to the beginning of the semester, (the summer prior to Fall classes beginning or Winter Break prior to Spring semester) incoming students will qualify only for Consultation services to discuss treatment options on campus, link to resources in their community, and determine the best level of care for the student's mental health needs. (See Consultation policy below for more information)

Students Under 18 Years of Age

Per Ohio Revised Code 5122.04, upon the request of a minor fourteen years of age or older, a mental health professional may provide outpatient mental health services, excluding the use of medication, without the consent or knowledge of the minor's parent or guardian. Except as otherwise provided in this section, the minor's parent or guardian shall not be informed of the services without the minor's consent unless the mental health professional treating the minor determines that there is a compelling need for disclosure based on a substantial probability of harm to the minor or to other persons, and if the minor is notified of the mental health professional's intent to inform the minor's parent, or guardian.

Services provided to a minor pursuant to this section shall be limited to not more than six sessions or thirty days of services whichever occurs sooner. After the sixth session or thirty days of services the mental health professional shall terminate the services or, with the consent of the minor, notify the parent, or guardian, to obtain consent to provide further outpatient services.

Transfer, Withdrawal or Taking a Semester Off

If a student chooses to un-enroll for a period of time for any reason (a semester or longer) or chooses to transfer, the student is no longer eligible for ongoing services with the CWC until their return. The CWC will do their best to provide referrals for ongoing care but cannot guarantee ongoing services once the student leaves CCAD. The student is welcome to return to CWC services once enrolled in classes at CCAD upon return.

Graduating Students

Students are no longer eligible for CWC services post-graduation. The CWC will provide services through the end of the month of graduation (Ex. May graduation students will qualify for services through May 31st) Referrals for ongoing care will be provided but the CWC cannot guarantee ongoing services with outside clinicians.

Summer Programs, Adult Art Classes, & Non-Degree Seeking Students

CWC services are only available to students registered as full or part time in a degree-seeking bachelor or master level CCAD program. Students or visitors are not eligible for services during summer programming (College Preview), Saturday Morning Art Classes (SMAC), Adult Art Classes, or non-degree seeking registered classes or programs. Mental health crisis services are to be facilitated by the hosting program in conjunction with CCAD Safety & Security.

Service Changes: Summer & CCAD Breaks

The CWC operates at a limited capacity over the summer months and will maintain Ongoing Counseling only as clinically necessary as determined by the assigned clinician and the Director of the Counseling & Wellness Center. Single Session Therapy will be offered through the summer and will remain available for in person services or telehealth services for students residing within Ohio.

Upon return from summer break, students will need to schedule an Initial Single Session Therapy appointment online to re-engage in Ongoing Counseling services and complete updated paperwork. There is no guarantee that a student who received Ongoing Counseling in prior years will qualify for Ongoing Counseling in the upcoming year. Ongoing Counseling is determined by clinical need and clinician availability, both of which change year to year. If a student returns and is unable to schedule with their preferred therapist, they will be waitlisted and encouraged to continue scheduling Single Session Therapy sessions until availability is possible. It is not guaranteed that a student be scheduled with their preferred counselor for Ongoing Counseling.

The CWC does not operate during CCAD's observed holidays and breaks and will not respond to email or offer counseling services during these times. Students should contact CWC Safety & Security, 911 or local emergency services if a crisis arises during these times.

(Office Closures include: Labor Day, Thanksgiving Break, Winter Break, MLK Day, Memorial Day, Juneteenth, and Independence Day)

The CWC is unable to provide services for any student residing outside of Ohio at any time.

Forms & Documentation

Students requesting services with the CWC are required to complete forms annually, even if the student has received services in prior years with the CWC. This helps the CWC maintain the most up-to-date information and provide accurate services.

Students are not eligible for services until the required forms are completed. Students may request a copy of the forms at any time.

The student that will be attending the counseling session must complete the forms themselves or be present while someone is assisting them if assistance is required. Paperwork completed on behalf of a student without their knowledge is considered fraudulent and will not be accepted.

These forms may include but are not limited to the following:

- Informed Consent for Services
- Supervisory Disclosure
- Counseling Center Assessment of Psychological Symptoms (CCAPS) (*Required each SST visit)
- Initial/Follow Up Appointment Focus & Goals (*Required each SST visit)
- Client Information (Standardized Data Set: SDS)

*In addition to annual forms, some forms are required to be completed prior to each Single Session Therapy appointment.

Single Session Therapy

The CWC service model requires all students to begin services by attending an Initial Single Session Therapy appointment, scheduled by visiting the CWC website, completing paperwork, and scheduling the appointment to best fit student needs. The initial appointment will be focused on presenting concern for counseling, student needs, and initial recommendations. Further treatment recommendations may include referrals for continued Single Session Therapy scheduled online at the student's convenience, waitlist for ongoing counseling, or referral to outside services.

**Initial Single Session Therapy is not available via telehealth and will only be available for in-office appointments.

Ongoing Counseling & Waitlist

The CWC offers Ongoing Counseling on a limited basis based on counselor availability and student need. If a student requests Ongoing Counseling (traditionally bi-weekly, 50-minute sessions), the assessing counselor will add the student to the appropriate waitlist. The CWC team will meet weekly for case consultation and assignment of waitlisted students. If a student is determined to meet the level of care for ongoing counseling and a counselor is available, the student will be contacted by the assigned counselor to schedule an Intake Appointment followed by Ongoing Counseling appointments. If a student does not meet criteria for Ongoing Counseling with the CWC or there is no CWC counselor availability, the student will be provided with community referrals. Students provided outside referrals or on the waitlist are still eligible, and encouraged, to schedule Follow Up Single Session Appointments via the CWC website at any time. The CWC cannot



guarantee linkage to outside services but will do their best to provide adequate referrals based on student needs, income, and insurance.

Consultation Appointments

Current and future students, parents/guardians, faculty/staff, outside clinicians, friends, etc. can request a consultation appointment by emailing the CWC at counseling@ccad.edu. In a consultation session, the requesting individual can provide information about a current or future CCAD student and the clinician will provide appropriate recommendations for treatment or referrals. In accordance with HIPAA, the CWC will not provide any information specific to a student unless a Release of Information has been previously signed. The CWC cannot confirm or deny any reported student's involvement with the CWC and will only provide generalized recommendations.

Students incoming to CCAD that do not yet qualify for Single Session Therapy or Ongoing Counseling can request a consultation for referrals prior to their beginning at CCAD, services available on campus, and/or next steps once the student arrives on campus.

Currently enrolled students can request a consultation to discuss what counseling may look like with the CWC to determine if it is a good fit or to request referrals to outside services.

Consultation is not a substitute for therapy and will not be treated as such. If the scheduled clinician feels that the level of care exceeds what is appropriate for a consultation session, the clinician will provide appropriate community referrals and terminate the session. Consultation sessions should not be used for emergency or urgent situations. Please call 911 or contact your local emergency/mental health services for emergency/urgent situations.

Consultation is not a referral appointment. The CWC is unable to reach out to a student directly following a consultation. Guidance may be provided on encouraging the student to schedule, or access to other emergency resources if necessary.

Crisis/Walk-In

The CWC is unable to accommodate walk-in crisis appointments. If a student is in immediate crisis, they should visit the CCAD Safety & Security Office in the Administrative Building, call Safety & Security at 614.222.6165 or call 911. The Safety & Security Office has a "regulation room" available for students that need a space to regulate their emotions and/or seek support.

In the event that a student visits the CWC in crisis, the first available counselor will meet with the student to assist- this may not be immediate. If the student is a harm to themselves or others, they will be escorted to the Safety & Security office for assistance. If the student is able to regulate emotions and credibly verify their safety to themselves/others, the student will be encouraged to schedule an appointment with the CWC or their primary mental health provider for appropriate treatment options.



If a student arrives in crisis, is unable to credibly verify their safety, and leaves the CWC office, the CWC will contact CCAD Safety & Security and/or the Dean of Students for an immediate safety check. This disclosure is allowed per the exception to confidentiality, “the student is a risk to themselves or others” (See section below).

Confidentiality

The CWC is required to abide by HIPAA and FERPA requirements for record management and counseling services. To release any information to a source outside of the CWC, a student must sign a Release of Information form. A Release of Information can be revoked at any time. This form is required to release any information to parents or guardians, CCAD faculty/staff, outside medical providers, or requests for accommodation letters. The CWC will not release information prior to a release being signed.

There are some exceptions to confidentiality in which a release is not required. While these situations are rare, the possibility does exist and requires the CWC to provide additional information:

- The disclosure is mandated by a court order. Under certain circumstances, a judge can order the release of confidential information.
- There is a medical emergency and disclosure is necessary for appropriate assistance.
- The student is a risk to themselves or others. (Self-Harm, Suicidal/Homicidal Ideation)
- Suspected or reported abuse or neglect of a child (anyone under 18), elderly (anyone over 65), disabled adult or pet.

Additionally, the following communications of confidential information occur for CWC functioning:

- Staff within the CWC may consult with one another with regard to continuity of care and determining the best approaches to different client concerns and situations.
- Clinicians under supervision will discuss client information with their supervisor.

Title IX

The CWC is a completely confidential space for students that want to discuss sensitive information related to a Title IX case or ongoing situation. The CWC is exempt from campus-wide mandated reporting requirements for Title IX circumstances (sexual assault, discrimination, etc.) and will remain a confidential space for students to discuss events. The CWC will support a student (complainant or respondent) whether or not the student chooses to pursue and participate in the Title IX reporting process.

The Title IX Coordinator at CCAD is the Dean of Students, Athena Sanders. She can be reached via email at asanders@ccad.edu to file a complaint, discuss details of a possible Title IX situation, or for additional campus support. Contacting the Title IX Coordinator does not immediately start the Title IX investigation process; a complaint must be made to the Title IX Coordinator via writing to officially begin the investigation process and, potentially, a live hearing. Additional mandated



reporters on campus include faculty and staff, RAs, and Safety & Security officers. A student wishing to report can speak with any of the above listed individuals to begin the process.

If a student would like support through the Title IX investigation process, the student (complainant or respondent) can schedule an appointment through the CWC website. The CWC will not participate in the Title IX investigation process in any way, including reference letters, interviews, or clinical documentation release. A student can choose to get copies of their clinical documentation (session notes) at any time, per HIPAA requirements. If a student should choose to provide the documentation to support a Title IX investigation, that will be the sole decision of the student.

Care & Response Team (CART)

The CWC, primarily the CWC Director, is a member of CCAD's Care and Response Team. This team convenes to address reports of student risk related to self or others in alignment with NABITA (National Association of Behavioral Intervention and Threat Assessment) standards for assessing risk. The CWC serves as a confidential, mental health consultant on this team and will abide by the same confidentiality requirements throughout the duration of the participation in this team. Identifying information of any student utilizing CWC services will not be disclosed to CART unless a release of information has been provided.

CWC Records

CWC records are kept completely separate from any other college or academic records. Students have the right to request to review records with a clinician or obtain a copy of their records at any time. Per Ohio law (Ohio Revised Code 4757-5-09), records are maintained for seven years following the last activity on the client file and are then destroyed. Relevant information from records will be forwarded to appropriate professionals only if a Release of Information form is signed. Confidentiality of client records is protected by federal and state laws, and by the professional codes of ethics of mental health clinicians. Violation of these laws and regulations by a professional is a crime, and suspected violations may be reported to the Director of the CWC or to the Ohio clinician, Social Worker, and Marriage and Family Therapist Board at cswmft.ohio.gov/wps/portal/gov/cswmft/.

Communication & Social Media

The CWC is open Monday through Friday (excluding CCAD holidays and breaks) from 9am-4:30pm. All communication will be done during those times. The CWC is not available outside office hours and should not be utilized for emergencies. The CWC is best reached via email at counseling@ccad.edu for questions, concerns, or scheduling changes. This inbox is monitored by all staff. Any email communication will be copied into your CWC record for documentation purposes. If you have an urgent need or emergency, please contact CCAD Safety & Security or 911.



CWC Staff are not permitted to connect with any past or present students through social networking sites or electronic social media. Additionally, CWC Staff are not permitted to communicate via personal phone calls or text messaging with past or present students. This policy is put in place to protect the boundaries of the therapeutic relationship and is in accordance with Ohio CSWMFT bylaws.

Safety Concerns

Students are required to submit electronic forms to the CWC prior to scheduled appointments. These forms will ask information about potential safety concerns, including but not limited to suicidal or homicidal thoughts. If a submitted form indicates safety concerns such as suicidal or homicidal ideation and the student does not attend the appointment or respond to attempts at communication, the clinician may contact emergency services to perform a wellness check at the location(s) the clinician reasonably believes the student may be.

If a student is deemed to be a risk to themselves or others while in session with a CWC clinician, the student and clinician will discuss options for hospitalization. The CWC encourages all students to be open and honest with their clinician to ensure their own safety and wellbeing are the priority. In rare situations, if a student is unwilling to voluntarily participate in hospitalization in a crisis situation, the CWC will work with CCAD Safety & Security for involuntary psychiatric hospitalization.

Post-Psychiatric Hospitalization

The CWC is happy to be a part of the ongoing mental health treatment of students returning from psychiatric hospitalization. Students are encouraged, but not required, to attend a meeting with Disability & Access Services and the CWC to discuss best options for returning to campus and finishing the semester. This meeting will outline options for classwork and provide options for communicating with professors effectively regarding absences. The CWC will meet with the student independently to address discharge recommendations and determine if the CWC is still a suitable option for continued mental health care. If it is determined that the student is better served by a more intensive level of care, the CWC will assist in facilitating any referrals and can be used for brief therapy by attending Single Session Therapy appointments between more intensive treatment options.

Level of Care & Referrals

The CWC is a non-intensive treatment center and if student concerns are beyond the scope of care provided by the CWC by necessitating more long-term, intensive, or specialized care, staff will make appropriate referrals to services in the community. Students have the right to disagree with or refuse to follow recommendations made by CWC staff, and this will not cause you to be denied other appropriate services or referrals by CWC staff; however, when serious health, safety, or medical concerns are present, this right may be suspended. Students always have the right to consult with outside referral sources.

Academic Accommodation or Support Letters



An accommodation letter will not be provided on an initial visit in any situation. Accommodation letters for the classroom, housing, or any other functional area of living will be provided only after an established relationship has been made with a CWC clinician and is determined to be necessary. Letters will not be provided based on a prior practitioner's diagnosis or treatment; a student must have an active diagnosis established by the CWC with active engagement in treatment goals prior to an accommodation letter being provided. If a student disengages with services, they will not be eligible for any support letter until services are reestablished with appropriate treatment goals. Similarly, if a student graduates or withdraws from CCAD, they are no longer eligible for an accommodation or support letter as the CWC is no longer the student's active care provider. If a letter was previously provided, the student can request a copy of the letter; however, it will be up to the receiving party if they accept a letter that is previously dated.

The CWC will provide support letters for a petition for incomplete, medical withdrawal, or gender affirming care only on a case by case basis with consultation between the student and any outside providers.

The CWC does not provide Emotional Support Animal Letters.

Telehealth Services

The CWC offers telehealth services on a limited basis. Telehealth is mental health counseling (therapy) or consultation services conducted over video conference, phone calls, or other electronic video or voice services. These technologies are the primary medium for the therapy sessions. Telehealth can be requested by the student but is left to the discretion of the therapist if telehealth is an appropriate therapy modality. Telehealth is not offered for a first-time visit (Initial Single Session Therapy).

To engage in telehealth services the student must have access to and full ability to use the equipment and programs needed to conduct telehealth services. This may include a computer with microphone and camera or a smartphone; a reliable mode of connectivity either over the internet or mobile network; and a web or app based telehealth platform decided upon by the CWC. The CWC is currently utilizing a HIPAA compliant Microsoft Teams account to conduct video and audio telehealth services.

There will be no recording of the telehealth services by either the client or the clinician without prior written consent from each party.

All CWC clinicians are licensed in the state of Ohio and are only able to provide services for students within the state of Ohio. If a student is outside of Ohio, the clinician will provide consultation and work to identify an appropriate referral.

Telehealth services may not be appropriate for all mental health treatment. If the clinician believes a student will be better served by traditional, face-to-face, services, the student will be referred to



services available in their area. Examples include but are not limited to, first-time appointments, crisis situations, emergency mental health situations, and persistent mental health concerns. Each clinician will use their clinical discretion to determine appropriateness of telehealth services for each student. As a result, some clinicians may not provide telehealth services at all.

There are risks and consequences regarding telehealth services. This includes, but is not limited to, the possibility, despite reasonable efforts on the part of the clinician, that technical failures could disrupt or distort the transmission of my health information; unauthorized persons could interrupt the transmission of my health information; and/or unauthorized persons could access the electronic storage of my health information. In the event of a technical failure, a contingency plan will be made for the remainder of the session.

Discontinuation of Services/ Change in Therapist

A student can choose to discontinue services with the CWC at any time. If the student is engaged in ongoing counseling sessions with an assigned counselor, the student is encouraged but not required to provide notice that they wish to discontinue services. If a student is attending Single Session Therapy, they can discontinue scheduling sessions at any time. A student can also request a change in therapist by speaking with their current therapist, scheduling a new Single Session Therapy appointment online, or by emailing the CWC at counseling@ccad.edu.

A therapist may choose to discontinue a therapeutic relationship with a student at their discretion at any time. Should this happen, the therapist will not release HIPAA related details if another student is involved. The therapist will provide adequate rationale for why the current therapist is no longer an appropriate fit for ongoing services with that provider. Reasonable accommodations will be made to quickly transfer the student to a new therapist or outside referral with minimal impact to therapeutic goals. This process will be completed only on a limited basis, with consultation between the initial therapist, Director of the CWC, and new therapist upon transfer. Reasons for termination of services or transfer to another clinician may include, but is not limited to:

- Conflict of interest between several clients seen by the same therapist.
- Outside of therapist scope of practice.
- Student has treatment needs that are better fulfilled by another therapist in the CWC.

If a student has a concern about their current therapist, they can email the Director of Counseling & Wellness, Katie Goettemoeller at kgoettemoeller@ccad.edu.

If there are any concerns or grievances regarding ethical practice of your clinician that has not been satisfactory addressed by the CWC you can contact the Counselor, Social Worker and Marriage and Family Therapist at their website: cswmft.ohio.gov/wps/portal/gov/cswmft/.

Termination of Services



A student will be terminated from Ongoing Counseling services following 45 days of having no scheduled appointments and no contact with their assigned counselor with reasonable outreach attempts (at least 3 documented attempts via the therapist). Following termination, a student is eligible to schedule Single Session Therapy appointments online to re-engage but if Ongoing Counseling becomes necessary again, the student will be placed on a waitlist until there is counselor availability.

Refusal or Discontinuation of Services

The CWC can, in limited situations, choose to refuse or immediately discontinue services to a student. In these situations, the CWC will provide referrals to an appropriate level of care and will communicate next steps clearly with the student. The CWC will not, under any circumstances, refuse or discontinue services without extensive communication with the student and reasonable attempts to continue to provide appropriate services.

These situations may include, but are not limited to the following:

- Repeated refusal by the student to complete required paperwork despite reasonable accommodations to assist in completion (Ex. disability accommodations, assistance in reading/writing, support measures).
- The student has exceeded the level of care the CWC is capable of providing and has been provided appropriate referrals for ongoing services to the best of the CWC ability.
- The student requires speciality/ unique treatment and care that is out of the scope of practice of the CWC.
- It has become apparent that the CWC is no longer a good fit for the student's needs due to continued disregard for treatment recommendations, active refusal of services, or repeated egregious behavior during sessions or within the CWC.
- Continued misuse of services including excessive walk-in requests without scheduled appointments or apparent disregard for treatment recommendations resulting in Dean of Student or Safety & Security involvement.
- Continued request for academic accommodation letters, support letters, or otherwise without active engagement in services.
- The student becomes an imminent risk to themselves, CWC staff, or other students through egregious acts within the CWC (Ex. Threatening staff, students, or unwillingness to leave the CWC upon being asked).
- The student is excessively absent to scheduled appointments despite appropriately provided reminders, scheduling accommodations, and other changes to best fit the student and therapist needs.