

**Chapman University Student Psychological Counseling Services (SPCS)**  
**410 N. Glassell Street, Orange, CA (714) 997-6778**

**Eligibility and Services** All full-time undergraduate and graduate students currently enrolled at Chapman University are eligible to request services. Graduate and part-time undergraduate students on the Orange Campus must pay the Health Services fee through the Business Office if they wish to utilize counseling services after the initial screening. Student Psychological Counseling Services (SPCS) provides short term psychological and psychiatric services to eligible students at Chapman University. SPCS does not provide assessment or treatment for legal purposes. Professional services are provided by licensed therapists, psychologists and psychiatrists.

**Your Rights and Responsibilities** Our goal is to assist students with personal and social development including difficulties which may impact academic performance as well. Working with a therapist is most helpful when you are aware of your rights and your responsibilities in that work. You may ask your therapist questions, at any time, about your therapy. **Your Responsibilities: Keeping Appointments** is very important. We ask that you only schedule appointments that you are confident you can keep. *We have firm policies regarding cancellations and no-show appointments. If a student misses a scheduled appointment without calling to cancel and does not contact SPCS within 24 hours following the missed appointment, the same appointment time and/or therapist will no longer be available. Repeated no-show or cancellation of appointments will result in termination of services at SPCS. In that instance, appropriate referrals will be made.* **Active Involvement** on your part in the counseling work is necessary for progress towards your goals to occur. If you are unclear as to what this might entail, please discuss it with your therapist. If you feel that your needs or goals are not being met, please discuss this with your therapist so they can work together with you on your needs, to provide a sense of closure and/or help transition you to another therapist. **Your Rights: (1) Respect.** Our staff is expected to respect you as a person. This respect is conveyed by maintaining professional standards of conduct as a therapist. They will always encourage you to discuss any concerns that may come up for you regarding your experience in counseling. **(2) Confidentiality.** Information shared by you, either now or in a previous contact with us, will be treated confidentially. Any disclosure outside of SPCS will be done only with your written permission. There are **three legally mandated exceptions to confidentiality:** **(1)** if staff believes that you may be a *danger to others*, we are required to share information about you in order to protect whomever is at risk. **(2)** if staff reasonably suspects there has been *any abuse or neglect of any child, dependent adult, or elderly person, or if you have intentional access to unlawful sexual images*, we must report this to a county or state agency. In addition, learning of a minor having sexual relations with an adult or other minor where there is a significant difference in age or maturity level, we may be required to report to a county or state agency **(3)** in rare circumstances, we could be subpoenaed, and thereby required to testify or supply records about you in criminal or civil court proceedings. In addition, if staff determines you are a **danger to yourself**, we are not *required* to report but may report if the situation warrants it. You have the right to end treatment at any time.

As a student receiving services at a university setting, FERPA laws require/allow sharing of some information to various departments, as needed. Chapman University departments and staff CANNOT access the content of your psychotherapy notes and SPCS will NOT provide that information without a consent to release information, or as may be required by law. Your signature below acknowledges that SPCS may share general information to the following department(s): Student Concerns Intervention Team, Residence Life and First Year Experience including Wellness Promotion, Dean of Students Office including Student Affairs Case Manager, Student Conduct, Student Health Center, Public Safety, Fish Interfaith Center, PEER & Health Education – Rape Crisis and AOD Counselor, and Disability Services. **Please note that only information necessary will be shared, as it relates to your treatment and support, and consent can be specifically revoked by you at any time through written notice. Also note that SPCS will inform you with any information requests that are made from these departments.**

**For students with Chapman University Medical Insurance (UnitedHealthcare):** I acknowledge that by having my student insurance and receiving services, it may be possible that my parent(s)/guardian(s) may have access to general information related to the services received, which may include a diagnosis and/or medical services provided (i.e. prescriptions). This is based upon said parent(s)/guardian(s) having student login/password and/or my consenting for information release to them through a separate consent form.  
\_\_\_\_\_ (initial)

**Risks and Benefits** Therapy has been shown to provide significant benefits to individuals including enhanced well-being, improved relationships, greater awareness and improved skills for confronting problems. There are also certain risks of psychotherapy in discussing issues of concern in your life that can bring up feelings of discomfort such as sadness, anger, frustration, and anxiety. Progress is individually determined and there are no guarantees of what you will experience. Every effort will be made by SPCS therapists to support you in your growth.

**Intake Process** After completing the demographic form and questionnaire (CCAPS), a screening appointment will be scheduled for you by the SPCS coordinator, or you will be contacted by phone or email for an appointment to help determine the next step for your needs which may include outside resources. If your individual goals and needs are beyond the scope of SPCS, you may be referred to short-term case management services at the Office of the Vice President for Student Affairs and Dean of Students. The Case Manager assesses to determine a student's needs, then formulates and recommends case action plans on a variety of student concerns. This includes referrals to on-campus services and off campus providers, such as therapists, treatment centers, doctors, social agencies, and in-patient and outpatient programs. After exploring your concerns during your first 50 minute intake appointment, your therapist will talk with you about various options currently available for counseling, what treatments in a brief therapy modality might be beneficial for you and how many sessions are recommended, and/or referrals to outside agencies and individuals, if appropriate. Records at SPCS are managed and stored on the confidential electronic system, Titanium Schedule. **Please be aware by listing your email as a way to contact you, your confidentiality in regard to that communication cannot be guaranteed.** Email/text correspondence are for purposes of arranging appointments/cancellations only.

**Contacting Therapist & Emergencies** You may leave a message for your therapist at the number provided to you, and you should receive a call back within 24 hours, or the next business day. For psychological emergencies, SPCS After Hours Crisis and Consultation line can be accessed at (714) 997-6778 option 2, you may call Public Safety at 714-997-6763, dial 911 or if you can safely transport yourself, go to the nearest emergency room. A psychological emergency exists when, if someone doesn't get immediate help, serious psychological or physical consequences result.

**NOTICE TO CLIENTS** *The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of (marriage and family therapists, licensed educational psychologists, clinical social workers, or professional clinical counselors). You may contact the board online at [www.bbs.ca.gov](http://www.bbs.ca.gov), or by calling (916) 574-7830.*

I have read and understand the above information. I understand the risks and benefits of counseling, the limits to confidentiality and SPCS expectations of me as a client. Furthermore, I understand that I may rescind this consent, in writing, at any time (Signatures will be obtained at first appointment).

We hope your experience at SPCS is a positive one.

THIS IS YOUR COPY.

Thank you!