

UNIVERSITY OF CALIFORNIA, RIVERSIDE – COUNSELING CENTER SERVICES INFORMATION SHEET

The Counseling Center offers comprehensive psychological services to all UCR students who pay registration fees. In an effort to better meet the needs of all students, the Center has implemented a brief individual therapy model consisting of up to 8 therapy sessions per academic year. These sessions include an initial assessment of counseling needs and up to 7 additional individual or couple sessions (8 appointments). Additional services include: group therapy, biofeedback training, psychiatric visits, testing, workshops, homework assignments, and referrals.

Initial Assessment

After completing some paperwork, you will meet with an intake counselor to discuss your concerns and explore which service or combination of services might be most helpful for you. The initial session may be sufficient to satisfy your needs. If continued services are recommended, the intake counselor will advise you of the appropriate next steps. When individual or couples therapy is recommended, you will be asked to call the Counseling Center within one week of the initial assessment in order to schedule your counseling session.

Brief Individual or Couples Therapy

One available option is brief therapy as an individual or a couple. When you begin brief therapy, you and your counselor will determine a focus for counseling; set appropriate goals; and develop a plan for reaching those goals (within the 8 allotted sessions).

Exceptions to the 8 session brief therapy model will be considered on a case by case basis. All requests to extend services at the Counseling Center will be made by the assigned clinician in consultation with, and approval by, the Counseling Center Peer Review Committee. If approved, additional session costs will be covered by the student as follows: through the university (USHIP or GSHIP) insurance; or, on a Fee for Service basis (currently \$60 per session).

Group Therapy

In group therapy, you and other group members meet with one or more trained group therapists and talk about problem issues. Group members give feedback to each other by expressing their own feelings about what someone says or does. This interaction gives you opportunities to try out new ways of behaving and to learn more about the ways you interact with others. Both general and specialized groups are offered. You may participate in a group for an entire year if you wish. Group sessions do not count against the 8 annual sessions allotted per year.

Biofeedback Sessions and Relaxation Training

If you are experiencing stress-related symptoms such as test anxiety, headaches, etc. you may find biofeedback and relaxation training useful in reducing your discomfort. Biofeedback uses special computer programs to train you to be more sensitive to your body's tension. Clients may attend a maximum of 6 biofeedback sessions per academic year. These sessions do not count against the 8 annual sessions allotted per year.

Psychiatric Visits

Sometimes, your counselor may refer you to our psychiatrist. Our psychiatrist prescribes medication when appropriate and also is helpful in responding to psycho-medical questions. Currently, these sessions do not count against the 8 annual sessions allotted per year.

Testing

Your counselor may refer you for psychological testing. Tests available at the Center include measures of personality, ability, and vocational interest.

Workshops

Workshops on such topics as stress management, assertiveness, and conflict resolution may be offered by the Counseling Center. Your counselor may suggest that you attend one or more workshops.

Homework Assignments

It is quite common for counselors to suggest homework assignments in conjunction with other Counseling Center services. Examples of homework assignments include: reading books, keeping a journal, listening to a tape or practicing a specific behavior.

Referrals

Sometimes you may present concerns that could be better handled by another department. In these situations, you will be referred to appropriate on-campus services. If you require special psychological assistance or more intensive services, you may be referred to a community hospital or agency or to private practitioners. If a referral to a community agency or practitioner is made, any financial costs will be the responsibility of the student. The Counseling Center can provide a list of approved USHIP/GSHIP providers, as well as additional mental health services in the community.

Confidentiality

Information that you communicate to a clinician is confidential. The fact that you are seeing a clinician does not appear on any academic records. Your identity is kept confidential from anyone outside our Center. Please note, however, that in a professional counseling agency, counselors may consult with each other as needed regarding any of their clients. On occasion, clinicians may consult with medical staff for treatment purposes only.

Paper and/or electronic records are kept on all students receiving counseling services. Records are primarily maintained electronically and all records include case notes, demographic data, record of attendance, and types of services received. All electronic records are safeguarded in the following ways: they are password protected, the Counseling Center data base is protected by a hardware firewall and only Counseling Center personnel have access to it. Paper records are safeguarded by being locked at all times when not in use and only accessible to Counseling Center personnel. Currently Counseling Center and Campus Health share a common software program for clinical records. Although records are maintained separately, occasionally for treatment or insurance purposes, there may be access by Campus Health personnel as allowed by law.

Your right to confidentiality is protected by law in most situations. There are, however, some situations where the disclosure of certain information is legally mandated. These situations include the reasonable suspicion of abuse of children, elderly, or dependent adults; the likelihood of serious harm to oneself or another; by court order; or in cases where a person is deemed to be gravely disabled. Your intake counselor will explain more about confidentiality limits. Also, please feel free to ask your on-going counselor(s) any questions about this.

E-Mail

Communication over the internet, including email, is not secure because third parties can view and store confidential information. Therefore, the Counseling Center does not provide psychological counseling of any kind over the internet, or send confidential information through email. We cannot ensure that email sent to us will be received or responded to promptly. If clients want to reach the Counseling Center immediately, they are asked to call (951) 827-5531.

Non-clinical client communications, such as scheduling appointments, may occasionally be conducted over email at the client's discretion. Appointment reminders will be sent out through secure email system that will require the student's UCR Centralized Authentication Services (CAS) identification for access.

Waiting List

Sometimes you may need to wait for an opening in brief individual or couples therapy, group therapy, or biofeedback sessions. In that event, you may wish to discuss other options with your intake counselor.

Canceled and Missed Appointments

*If you cannot keep a scheduled appointment you must cancel it a minimum of **24 hours** in advance.* Appointments may be cancelled with the receptionist at 951-827-5531 or using the secure portal <https://chconline.ucr.edu>.

*Appointments cancelled less than 24 hours in advance, or missed/no-showed appointments **will be counted as one of your allotted sessions and you will be charged a missed appointment fee of \$20 or \$40 (see <http://counseling.ucr.edu>).*** After two consecutive missed appointments you must speak with a Counseling Center administrator prior to scheduling another appointment.

Emergencies

The Counseling Center is open from 8 a.m. – 5 p.m. Monday- Friday. A Counselor On Duty (COD) is available at the Counseling Center for students, faculty, staff and parents/family members with an immediate crisis, brief consult, or to provide basic Counseling Center information, by phone (951-827-5531) or in-person, weekdays from 8:30 a.m. to 4:30 p.m.

24-Hour Services

After-hours, mental health therapists are available for crisis counseling and consultation by phone at 951-827-5531 (951-UCR-TALK or 2-TALK from campus phones), 24 hours daily. For other emergencies you may call UC Police Department at 951-827-5222.

For more information, please visit us at counseling.ucr.edu.