

 جامعة الإمارات العربية المتحدة United Arab Emirates University 	Student Affairs Deanship Procedures Manual		Related Policy	SA-06
	Subject		Effective Date	01-Sep-2014
	Counseling and Psychological Services		Most Recent Review Date	01-Dec-2013
	Responsible Office: DVC for Students Affairs & Enrollment		Due Date for Next Review	01-Sep-2016
			Pages of these Procedures	1 of 2

Procedures of Policy No. (6) - Counseling & Psychological Services

1. SCSS clients will be treated with dignity and worth, listened to attentively, informed about their rights and responsibilities, and treated with a non-judgmental attitude.
2. SCSS clients will be informed about the referral service.
3. SCSS clients will be provided with adequate information and resources that they may need within the capacity of the University.
4. All information about clients is strictly confidential. All SCSS staff members are legally, professionally and ethically bound to maintain clients' confidentiality.
5. The SCSS offers the following programs:
 - a) Individual and Group Counseling/Psychotherapy
 - b) Crisis Intervention and Emergency Services
 - c) Outreach Intervention
 - d) Consultation Interventions
 - e) Community Services
 - f) Referral Resources
 - g) Research
 - h) Program Evaluation
 - i) Training
6. Informed Consent
 - a) Counseling staff must obtain informed written consent before initiating services with a client, except in emergency/crisis situations.
 - b) When obtaining informed consent to counseling, the counselor must inform the student/client as early as is feasible about the nature and anticipated course of counseling, involvement of third parties, and the limits of confidentiality if any, and must provide sufficient opportunity for the student/client to ask questions and receive answers.
7. Clinical Supervision

University counselors are expected to subject their work to the scrutiny of a clinical supervisor through regular supervision sessions. The purpose of this review is to enhance the counselor's effectiveness. Any information about clients that is shared in such supervision should be done in accordance with the confidentiality principles.
8. Internal and External Referrals
 - a) Clients accessing SCSS services who have problems or issues that are beyond the scope/qualifications of SCSS will be referred to the appropriate individual or agency (internally or externally) for assistance. Examples of situations that might warrant a referral include but are not limited to:
 - (i) students needing medication due to a psychiatric diagnosis
 - (ii) students with suicidal ideation
 - (iii) when it is in the interests of a student's anonymity
 - (iv) when a student is dissatisfied with SCSS
 - b) When a client accepts a referral, the counselor should attempt to provide the client with necessary information about the referral source.

 جامعة الإمارات العربية المتحدة United Arab Emirates University 	Student Affairs Deanship Procedures Manual		Related Policy	SA-06
			Effective Date	01-Sep-2014
	Subject Counseling and Psychological Services		Most Recent Review Date	01-Dec-2013
	Responsible Office: DVC for Students Affairs & Enrollment		Due Date for Next Review	01-Sep-2016
			Pages of these Procedures	2 of 2

- c) Even when the counselor considers a referral, it will be carried out only after the client is informed about the process and has given consent for the referral. In such instances, the client assumes financial responsibility for continuing treatment outside the University.
- d) In cases where the client manifests severe psychological conditions that require intervention and psychotherapy (e.g., clinical conditions, self-harm), clients are transferred to clinical psychiatric services.

9. Confidentiality

The Student Counseling and Support Services may not release any confidential information to anyone without the written consent of the client unless as in one of the following conditions:

- a) The client is in imminent danger of harm to self or others, and notifying medical or law enforcement authorities is necessary to ensure the client's or others' safety.
- b) There is a reason to suspect abuse of the client by others.
- c) There is a legal obligation, as in a court order signed by a judge, to reveal information.
- d) In case of crisis situations. In such a case, the information is limited to what is necessary to protect the client, and disclosed only to those who are best able to assist.
- e) In the case of clients referred to SCSS by someone; the counselor will confirm the source of referral at the client's first attendance at the first session.
- f) Discussion of sensitive and confidential information will be avoided through emails and mobile devices. Digital records of case reports will be secured in such a way to prevent unauthorized access.

10. Record Keeping/Archiving

- a) The SCSS will archive systematic case records of clients as required by professional standards and applicable codes. The records will include all pertinent documentation related to the service, such as intake and assessment information, case notes, a termination summary, results of any tests or inventories, etc. Information stored will also include contact and background information, signed consent, case notes, process notes and information needed for statistical purposes. Hard copy records will be stored in a secure area, typically in locked file cabinets. In the case of computerized records, password protection and other physical safeguards will be in place to ensure the confidentiality of stored material. All case records are the property of the SCSS.
- b) A record of student information and appointments shall be maintained according to professional standards. Procedures for the disposition of client records should be consistent with professional standards and University guidelines. The complete record should be maintained for a minimum of four years from the last date of service.
- c) Clients may review their records in the presence of a counseling staff member upon written request. The request and review details will be entered in the student's records. Clients may receive copies of the record or otherwise reproduce it in part or whole. Access may be refused to any part of the records under exceptional circumstances. Examples of situations that might warrant a refusal include but are not limited to:
 - The counselor reasonably believes that viewing the records could be harmful for the client.
 - Information concerning the client has been supplied confidentially by a third party.