



مركز الإرشاد الجامعي
University Counseling Center

University Counseling Center Policy and Procedure Manual

Revised April 2017



Table of Contents

Vision.....	3
Mission	3
Values.....	3
<i>Healthy Organizational Climate</i>	3
<i>Diversity</i>	3
<i>Confidentiality</i>	3
<i>Striving for Excellence</i>	4
<i>Collaboration</i>	4
About UCC.....	4
Goals of UCC.....	4
Scope.....	4
UCC Counseling Services & Types of Counseling Services.....	5
Definition of Services.....	5
Individual Counseling.....	5
<i>Personal Counseling</i>	5
<i>Academic Counseling</i>	5
<i>Career/Vocational Counseling</i>	5
Group Counseling	6
Counseling Services Sanctioned by the University	6
Crisis Intervention.....	6
Procedure for Crisis Intervention.....	7
Confidentiality and Record Management	8
Release of information Policy.....	8
Counseling Code of Ethics	8
UCC Hours and Locations	9
Outreach Services	10
Supervision.....	10
Referrals.....	10
Research	11
Termination of Services	11
Evaluation of Services.....	12
Recruitment.....	14
UCC International Faculty Recruitment Procedure.....	15
UCC Saudi Faculty and Personnel Recruitment Procedure.....	16
Minimum Degree Requirements for UCC Positions.....	17
References.....	18
Appendices	19
Appendix A: Confidentiality Statement.....	19
Appendix B: Authorization to Release Confidential Information.....	20
Appendix C: Informed Consent	21



Vision

To deliver comprehensive and high quality services to all IAU students, faculty, staff, and the community to help them develop their abilities and lifelong learning skills.

Mission

The [University Counseling Center](#) (UCC) is dedicated to providing high quality mental health services that supports students' emotional, personal, social, developmental, and academic concerns. To this end, UCC provides individual and group counseling, academic counseling, career counseling, crisis intervention/emergency services, outreach programs, psychological assessment, and consultation. UCC staff keeps up with the current counseling practice/outcome research, and produce scholarly work that contributes toward the improvement of the UCC services as well as the field of counseling.

Values



Healthy Organizational Climate: UCC staff commit themselves to sustaining a healthy organizational climate characterized by honest, direct, and respectful communication and appropriate conflict resolution. As such, we strive to create a sense of community that is supportive and respectful of individuals finding balance in their personal and professional lives.

Diversity: The UCC seeks to provide a safe, welcoming, and supportive environment for all students, faculty, and staff. We seek to foster a diverse campus community of safety, inclusiveness, and respect.

Confidentiality: The UCC values students' right to privacy and hold their information in the highest confidence. Our procedures are in accordance with professional and ethical guidelines established in our policy manual.



Striving for Excellence: The UCC endeavors to provide high quality services. We adhere to the highest professional and ethical standards, engage in ongoing professional development, strive to remain current with research and new developments related to the practice and outcome of mental health.

Collaboration: The UCC values collaboration within the institution, the Division of Students Affairs, the Division Academic Affairs, and the community. We seek partnerships and opportunities for teamwork in support of enhanced service to students, faculty, and staff.

About UCC

The University Counseling Center (UCC) of Imam Abdulrahman Bin Faisal University was established in 2009 to provide counseling services that can be an integral part of the educational mission of IAU.

The UCC is striving to play essential roles in serving the IAU community through providing counseling services including, but not limited to, individual and group counseling, workshops, crisis intervention and emergency services, preventive and outreach interventions, consultation and referral.

As counseling center professionals, we take our role seriously to provide high-quality services. Our staff members are highly trained to help you with variety of problems ranging from adjustment concerns to psychiatric disorders.

Goals of the UCC

1. To deliver a comprehensive and high quality counseling services to the IAU students, faculty, and staff and help them develop their abilities and lifelong learning skills
2. To play a preventive role assisting students in identifying and learning new skills which will assist them to effectively meet their educational and lifelong goals
3. To support and enhance the healthy growth and development of students through consultation and outreach to the campus community
4. Provide a safe environment for students and play a role in contributing to campus safety

Scope

UCC provide counseling services all students, faculty and staff of Imam Abdulrahman Bin Faisal University through its units and branches that cover all IAU campuses. UCC offers individual and group counseling, psychological assessment, and psychiatric services. Referrals may be made to [King Fahd Hospital of the University](#) as needed.



UCC Counseling Services:

Any student seeking counseling services through the UCC will first be asked to complete a Counseling Request Form. After filling out the form, the student's needs will be evaluated by the counselor before being assigned to a therapist or referred out. Referrals are based upon "scope of practice" limits and the resources of the Counseling Center.

Types of Counseling Services

Counseling Service	Who can benefit from this service?	Who Provides the Service?	How long is it?
Individual Counseling	All IAU students, faculty, and staff.	Professional Counselor	6-8 sessions (each session is approx. 45 min)
Group Counseling		Professional Counselor	4-6 sessions (each session is approx. 45 min)
Consultation		Professional Counselor	As needed.
Psychological Assessment		Clinical Psychologist	As needed. (Depends on the assessment)
Psychiatric Services		Psychiatrist	Intake session (maximum 50 min).

Definition of Services

Individual Counseling

Personal Counseling: University Counseling Center provides individual counseling services to all IAU students, faculty, and staff regarding variety of issues including but not limited to: anxiety, depression, stress, relationship conflicts, loss and grief, sexuality, marital problems, drug and alcohol, smoking, and life decisions.

Academic Counseling: University Counseling Center provides individual counseling for students who presents academic concerns. Professional Counselors provide services to help students to deal with issues including but not limited to: test anxiety, academic stress, learning difficulties, learning strategies, developing study skills, time management, and teamwork skills.

Career/Vocational Counseling: University Counseling Center provides psychological testing such as Holland Career Inventory to help students determining their career tendencies. UCC provides career counseling when students discuss their concerns regarding current or future career related programs. UCC also works closely with the [Alumni and Career Development Center](#).



Group Counseling

University Counseling Center provides group counseling services to minimum of 2 and maximum of 8 individuals in which individuals share similar concerns to promote emotional, behavioral, psychological, and social development. The service may include psycho-educational groups, structured groups, and focus groups. Group counseling approximately lasts for 4-6 weeks.

Counseling Services Sanctioned by the University

In some instances, students may be referred or mandated to receive counseling services. These instances include but not limited to: low academic performance (as measured by GPA), smoking on campus (smoking on campus is prohibited in all open and closed areas), and behavioral conduct issues. Confidentiality for these students is limited as the counselors are responsible to communicate with referral source to provide the following information: student's attendance and participation, treatment plan, and progress reports. Students are informed regarding the limits of confidentiality in such cases. Only the information relevant to referral reason is shared with the referral source, and counselors maintain confidentiality for client's information that is not necessary to share with the third party.

Crisis Intervention

Crisis intervention is a service provided to students who are in acute emotional distress. Counselors are available to handle emergencies such as suicide attempts, suicide threats, physical assault, violence, and other types of crisis. Students in crisis can visit one of the counseling centers or call during regular business hours (Sunday-Thursday 8:00am to 3:00pm) at 013 333 0 844 (for male campus), 013 333 0 849 (for female campus), or UCC Hot-Line at 013 333 3 000. For after hours, students may call 997 for emergency services.

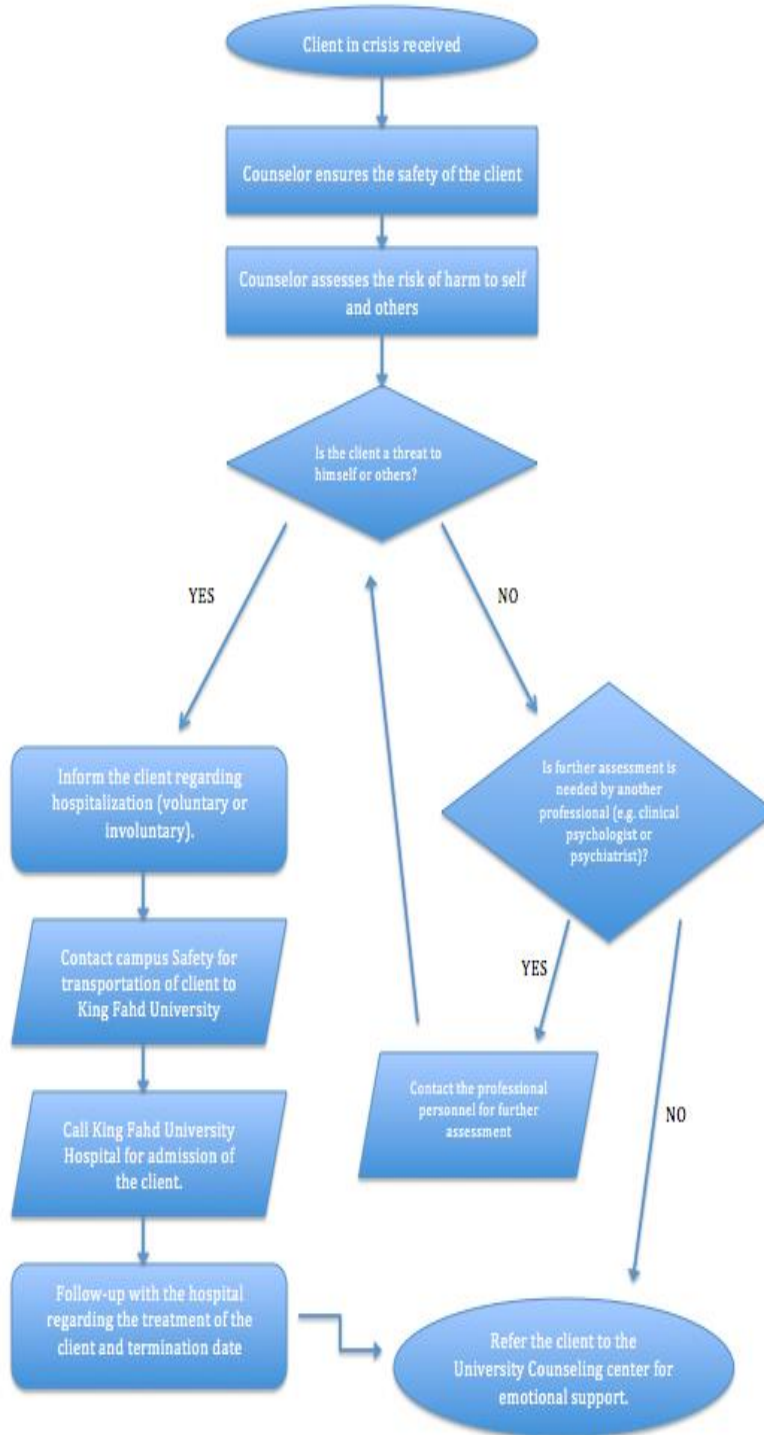


Diagram 2. Procedure for Crisis Intervention



Confidentiality and Record Management

All client related information must be kept confidential. Mental health workers are bounded by the ethical codes to maintain client related information confidential. Clients must be informed regarding the policies on confidentiality, exceptions to confidentiality, and release of information during intake session. The hard copies of the confidential information are kept in locked cabinet that could be accessed only by the Central office counseling staff. Counselors are required to bring the case folders to the Central Office following the case closure. Transportation of the case folders from Counseling Units to Counseling center is done by counselors. In such cases if the internal delivery personnel of IAU is utilized, the folders are transferred in sealed envelope. All the electronic confidential information is stored in a computer at the Central Office with triple password system. All three password are different from each other. Only the director and coordinator/clinical psychologist in the central office have access to the files.

All the hard and soft records are kept for 7 years following the case closure. After 7 years, all the records are destroyed by shredding.

***All counselors sign “Confidentiality Agreement” before starting their work at UCC, and counselors are made aware of the above policy.

Release of Information Policy

Release of information is done after obtaining the consent of the client. Information might be released when requested by the client, when clients is referred to another professional caregiver, or as required by law. When information release is mandated by law, counselors are selective of the information being shared, and only share information relevant to the reason for request of information. Information is only released to qualified recipients.

Counseling Code of Ethics

UCC staff provide services guided by the ethical principles of:

- *autonomy*, or fostering the right to control the direction of one’s life;
- *nonmaleficence*, or avoiding actions that cause harm;
- *beneficence*, or working for the good of the individual and society by promoting mental health and well-being;
- *justice*, or treating individuals equitably and fostering fairness and equality;
- *fidelity*, or honoring commitments and keeping promises, including fulfilling one’s responsibilities of trust in professional relationships; and
- *veracity*, or dealing truthfully with individuals with whom counselors come into professional contact ([ACA Code of Ethics, 2014](#)).



UCC Hours and Locations

Counseling Center is open from Sunday thru Thursday from 8:00 am to 3:00 pm.

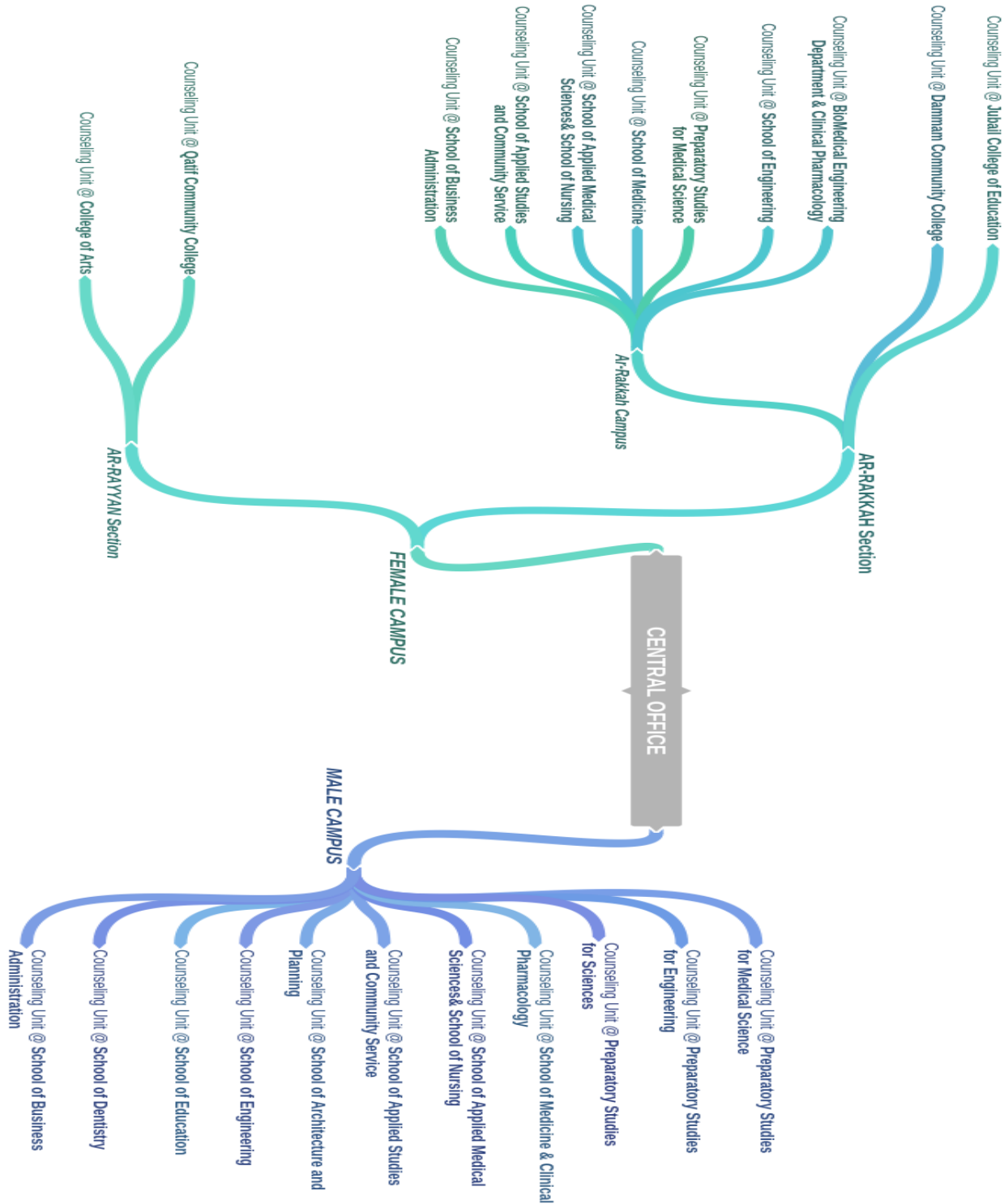


Diagram 1. University Counseling Center Locations



Outreach Services

University Counseling Center uses every opportunity for outreach. The staff of the UCC recognizes that many IAU students will not be inclined to utilize the counseling services due to stigma associated with receiving mental health services. In order to address the needs of these students in alternative ways, the UCC offers preventive and reactive outreach services. These services are designed to facilitate the mission UCC as well as the mission of IAU and are developed with regard to current student/campus trends and pertinent developmental, academic, social, and career related issues.

The UCC is represented on most of the campus-wide events. The UCC has expanded its services by serving at 23 satellite offices (Diagram 1) among the main and other campuses as an outreach effort and to increase accessibility. The methods for outreach includes workshops, lectures, exhibitions at campus wide events, emails, flyers, brochures, and roll-up posters located around the campus.

Supervision

“Supervision is an intervention that is provided by a senior member of a profession to a junior member or members of that same profession. This relationship is evaluative, extends over time, and has the simultaneous purposes of enhancing the professional functioning of the junior member(s), monitoring the quality of professional services offered to the clients she, he, or they see(s), and serving as a gatekeeper of those who are to enter the particular profession.”
(Bernard and Goodyear, 2004, p.8).

The staff at UCC receives bi-weekly supervision to assure quality of services, and professional and ethical conduct.

Referrals

Students are referred when there is a need for a service that is not provided by the UCC. The UCC utilizes King Fahd Hospital of the University as the main referral source for psychiatric services and in-patient care. The UCC seeks to increase partnership and collaboration with community mental health resources and is always in search of new referral sources to ensure students receive specialized treatment, which they may need.



Research

The UCC staff keeps up with the up-to-date research to inform their services by evidence. The UCC encourages counselors to conduct research while adhering to the ethical codes. The UCC also support students and faculty conducting research when a request is received for support. The IAU requires faculty members to produce research for promotion, allowances, and offers rewards for published research.

Counselors conducting research must familiarize themselves with related section of UCC Code of Ethic and must pay close attention to participation of students and clients in research(see below).

“G.2.b. Student/Supervisee Participation

Researchers who involve students or supervisees in research make clear to them that the decision regarding participation in research activities does not affect their academic standing or supervisory relationship. Students or supervisees who choose not to participate in research are provided with an appropriate alternative to fulfill their academic or clinical requirements.

G.2.c. Client Participation

Counselors conducting research involving clients make clear in the informed consent process that clients are free to choose whether to participate in research activities. Counselors take necessary precautions to protect clients from adverse consequences of declining or withdrawing from participation.” (ACA Code of Ethics, 2015).

Termination of Services

Counseling services are completely voluntary (except for the situations when sanctioned by the university) and students can withdraw from the services at any time. Counselors may terminate the service when:

- the clients have achieved the therapeutic goals,
- counselors believe that the therapy is not beneficial for the client,
- the clients miss 4 appointments or make several cancelations,
- a referral is made to another provider,
- students left Imam Abdulrahman Bin Faisal University .

Counselors inform clients regarding the termination of services in a timely manner to prepare students for transitioning out of therapy. The termination of counseling service must be a joint decision of the client and counselor with respect to client's' autonomy.



Evaluation of Services

At the UCC, we value quality assurance and strive for excellence. To this end, we continuously evaluate our direct and indirect services to students, faculty, and staff.

The UCC Annual Report

The UCC is committed to ongoing self-evaluation in order to maintain effectiveness and assure quality of services. It is the responsibility of the Director and the coordinator to compile an Annual Report and present it to the [Dean of the Academic Affairs](#). Annual report is created based on the data collected in the central office as well as the data received from satellite offices. The purpose of annual report is to assure the quality and effectiveness of the services, documentation, dissemination of the information regarding UCC service utilization, needs assessment, trend analysis, reference for upcoming year's plan, and comparison with normative data.

The UCC Annual report include the following information:

Demographics Statistics: This section includes information on the gender, major, department, age, and referral source of the clients.

Counseling Services Statistics: This section includes the total number of services provided by the UCC as well as the total number of beneficiary. This services are individual counseling, group counseling, workshops, consultation, psychological assessment, and campus wide events.

Satisfaction Survey Results: This section includes the results from the satisfaction and evaluation surveys collected from students, faculty, and the UCC staff.

Counselor Evaluation and Supervision Reports: This section includes the information on Counselor Evaluation reports, which indicates performance evaluation, as well as the supervision related data (e.g. supervisory visits).

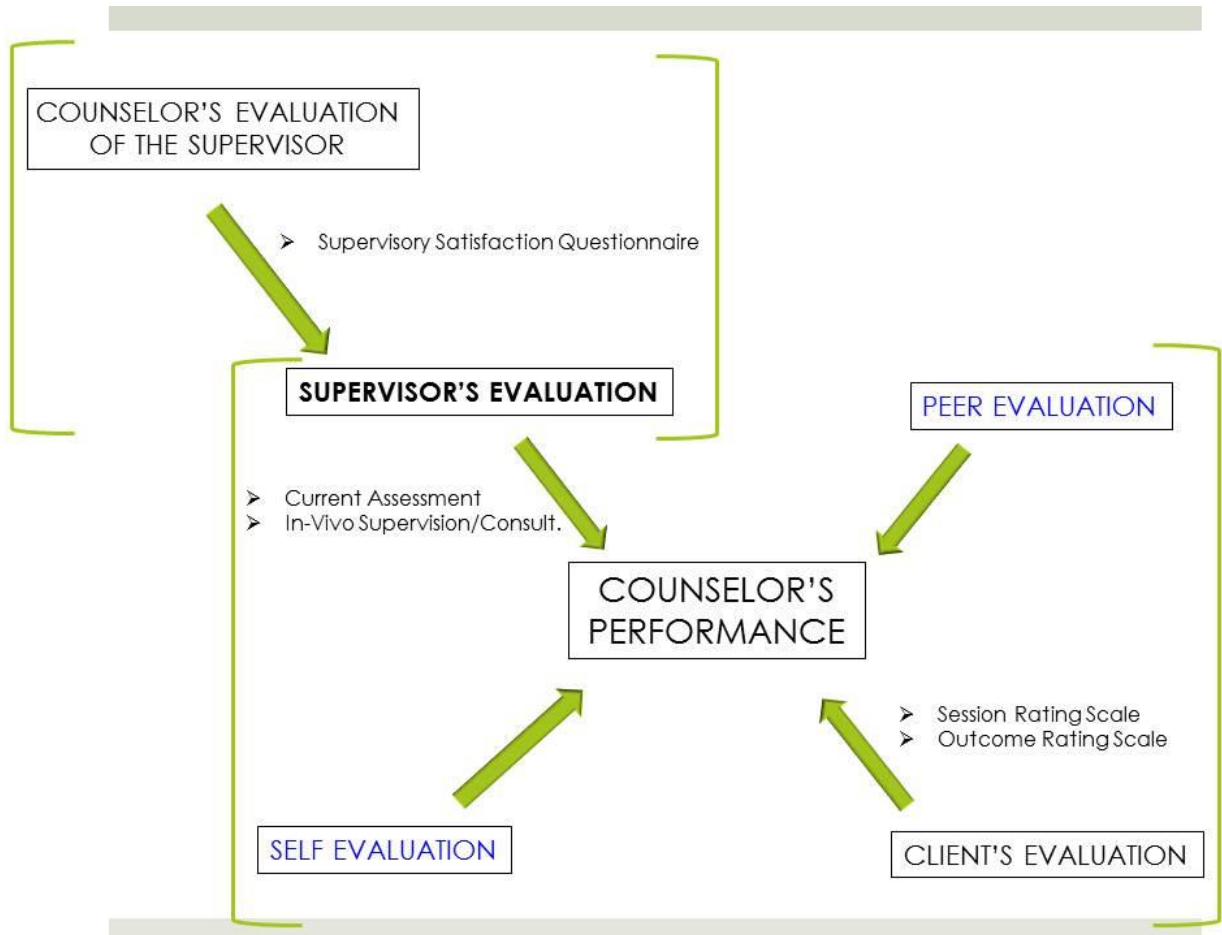
Needs Assessment: This section include the results from needs assessment survey conducted with students and counselors, which is utilized for informing the plan of UCC for upcoming academic year.

Results Summary: Summary of the results is provided in a narrative format to make it easier to communicate to the reader (e.g. Dean of Academic Affairs). This section also includes areas for development to help guide the plan of the UCC for upcoming academic year.



Diagram 3. UCC Evaluation Plan

Diagram 3 represents the plan that was developed for creating a more comprehensive evaluation program to determine the actual performance and the need of the counselors at the UCC. This plan is still in progress and has been partially completed.



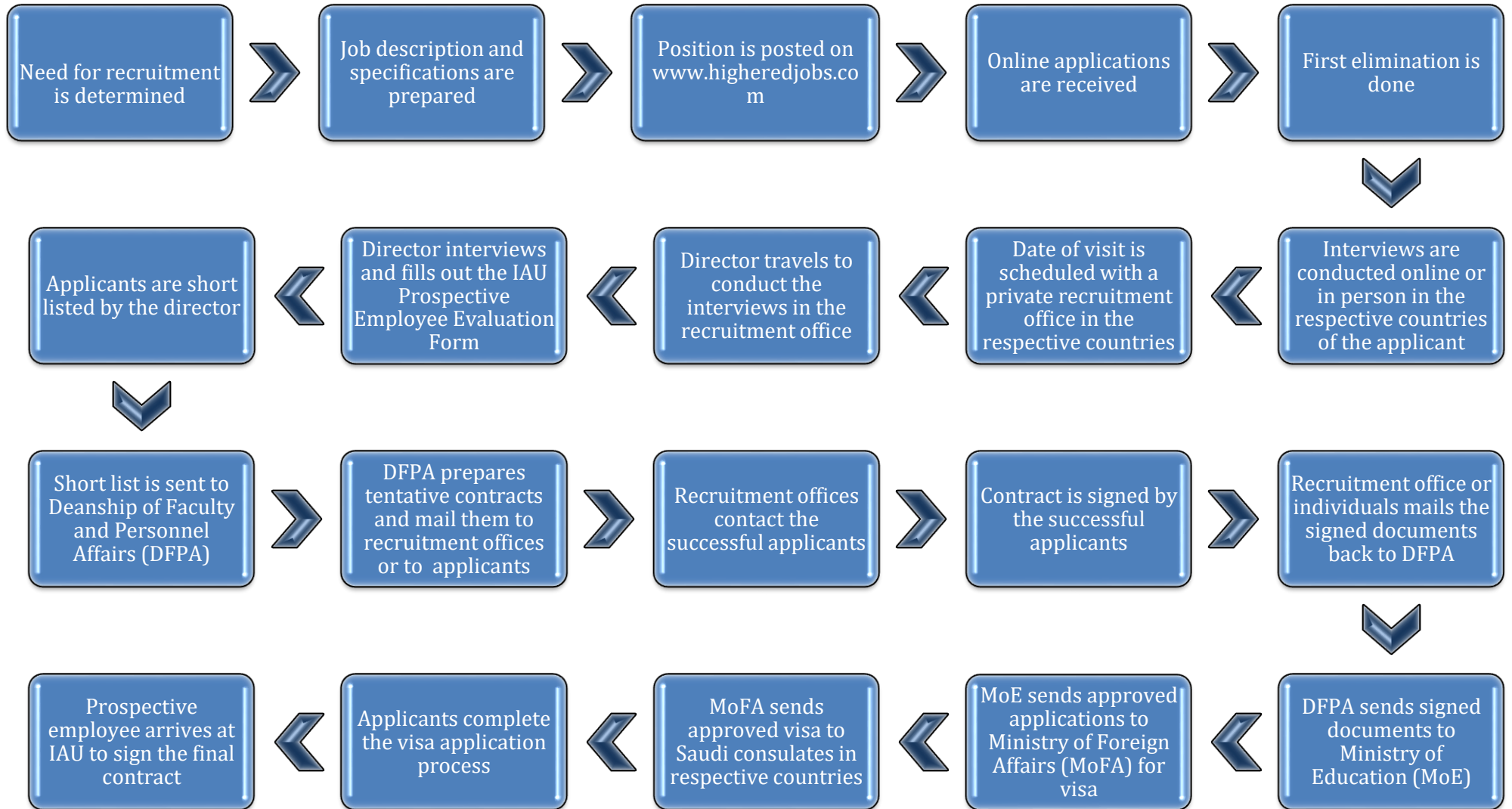


Recruitment

UCC is determined to hire qualified professional staff and ensure diversity among its counselors in terms of educational and demographical background. Hiring process for domestic and international employees differs. For domestic hiring, job advertisement is located on www.uod.edu.sa; and for international job advertisement, www.higheredjobs.com is utilized. UCC also gives great consideration to hiring by referral. UCC employees' are encouraged to provide recommendation for prospective employees whenever there is a new opening.

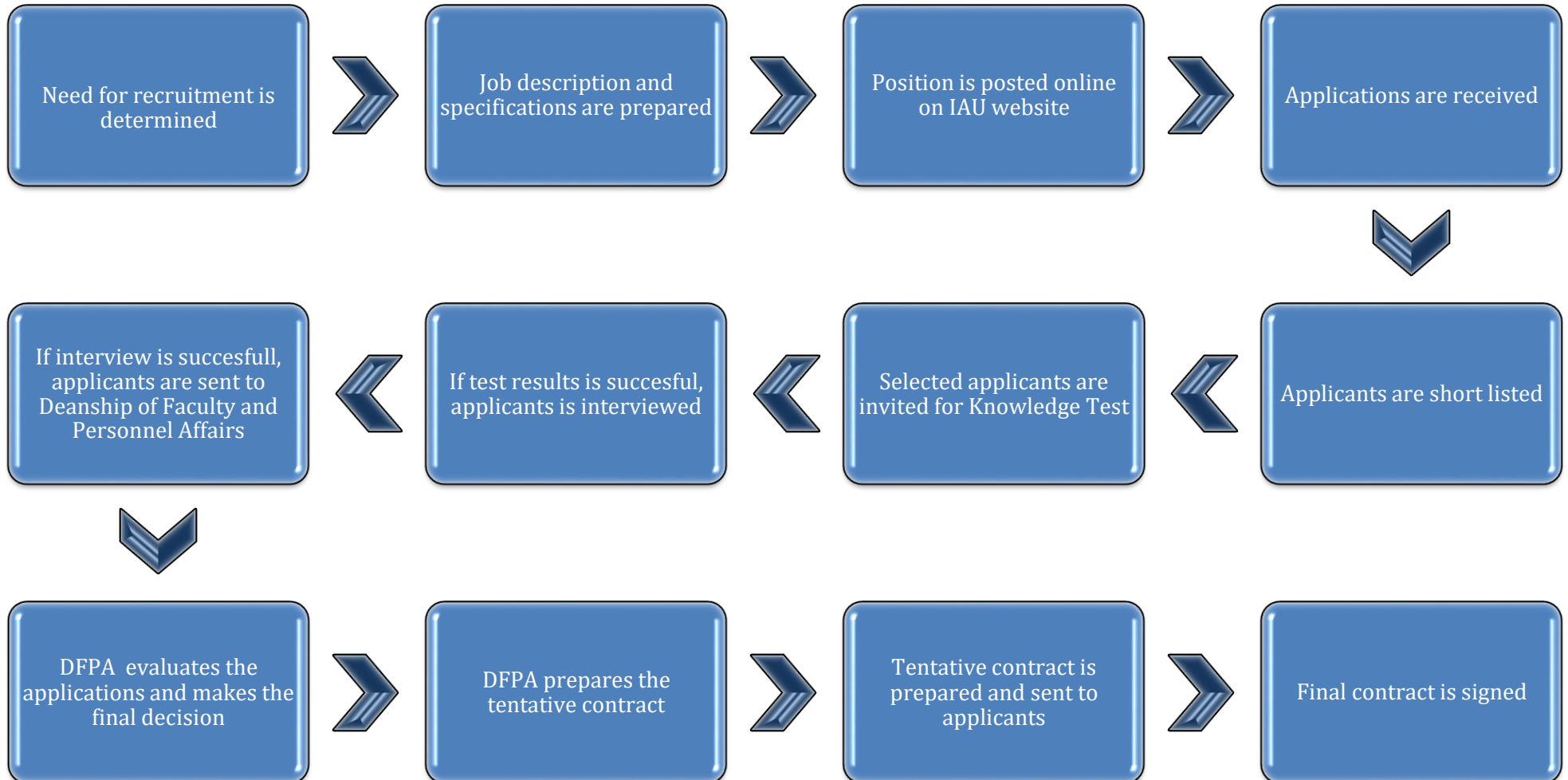


UCC International Faculty Recruitment Procedure



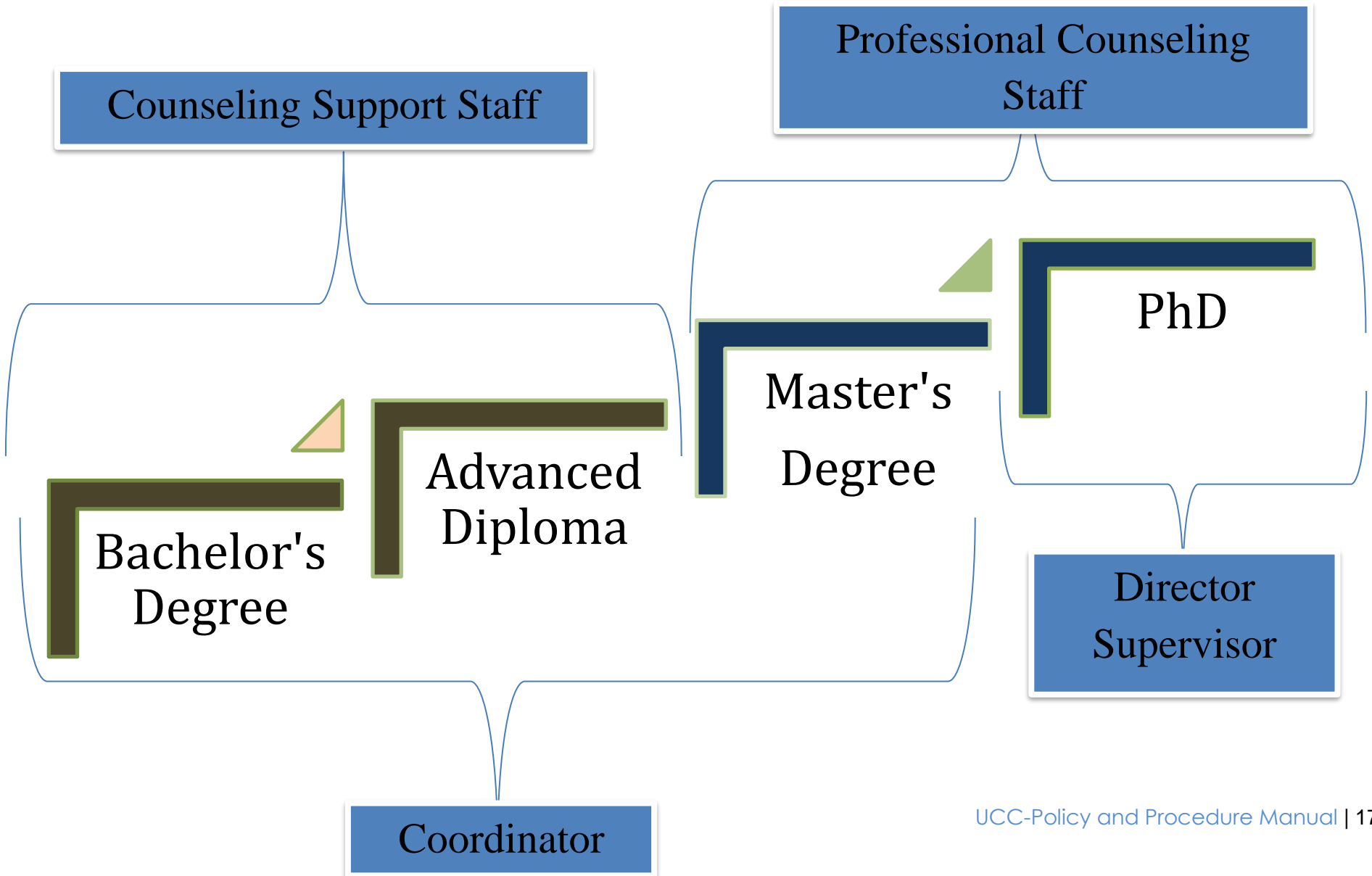


UCC Saudi Faculty and Personnel Recruitment Procedure





Minimum Degree Requirements for UCC Positions





References

American Counselling Association. (2014). ACA code of ethics. *Alexandria, VA: author.*

Bernard, J. M., & Goodyear, R. K. (2004). *Fundamentals of clinical supervision*. Needham Heights, MA: Allyn & Bacon.



Appendices: Appendix A

Confidentiality Statement

All clients' information (e.g. personal, family, treatment plan, session schedule) and any other information of a private or sensitive nature are considered confidential. Confidential information should not be read or discussed by any employee unless pertaining to his or her specific job requirements. Examples of inappropriate disclosures include:

- Employees discussing or revealing any confidential information to friends or family members.
- Employees discussing or revealing any confidential information to other employees without a legitimate need to know.
- Employees discussing the cases in places where others can hear.

The unauthorized disclosure of confidential information by employees can subject each individual employee and the practice to civil and criminal liability. Disclosure of any confidential information to unauthorized persons, or unauthorized access to, or misuse, theft, destruction, alteration, or sabotage of such information, is grounds for immediate disciplinary action up to and including termination.

Employee Confidentiality Agreement

I hereby acknowledge, by my signature below, that I understand that confidential records of clients and data to which I have knowledge and access in the course of my employment with ***Imam Abdulrahman Bin Faisal University -University Counseling Center*** is to be kept confidential, and this confidentiality is a condition of my employment. This information shall not be disclosed to anyone under any circumstances, except to the extent necessary to fulfill my job requirements. I understand that my duty to maintain confidentiality continues even after I am no longer employed.

I am familiar with the guidelines in place at ***Imam Abdulrahman Bin Faisal University - University Counseling Center*** pertaining to the use and disclosure of clients' confidential information. Approval should first be obtained before any disclosure of any confidential information not addressed in the guidelines and policies and procedures of ***Imam Abdulrahman Bin Faisal University -University Counseling Center*** is made. I also understand that the unauthorized disclosure of clients' confidential information of ***Imam Abdulrahman Bin Faisal University -University Counseling Center*** is grounds for disciplinary action, up to and including immediate dismissal.

Date:

Name (Employee):

Signature (Employee):.....

Signature (Supervisor):.....



Appendix B:



Authorization to Release Confidential Information

I _____ authorize the **University Counseling**
(Name of the Student)

Center to release to the person/organization stated below:

the following information pertaining to myself:

- treatment summary
- history/intake
- diagnosis
- psychological test results
- psychiatric evaluation/medication history
- dates of treatment attendance
- other (must specify) _____

This consent will automatically expire one (1) year after the date of my signature as it appears below.

I understand I have the right to refuse to sign this form, and that I may revoke my consent at any time (except to the extent that the information has already been released).

Signature of Client

Date of Birth(Client):

Date

Signature of Witness

Date



Appendix C:
INFORMED CONSENT

Nature of Counseling: Counseling is a confidential process designed to help you address your concerns, come to a greater understanding of yourself, and learn effective personal and interpersonal coping strategies.

Confidentiality: is an essential part of counseling. All aspects of your participation in counseling services at the UCC including the scheduling of appointments, content of counseling sessions, and any records that we keep, are confidential.

Limits of Confidentiality: Your counselor may consult with other counseling staff to provide the best possible care, but your identity will be disguised.

- If there is suspected child abuse, elder abuse, or dependent adult abuse.
- If there is evidence of clear and imminent danger of harm to self and/or others
- If there is a court order or subpoena requesting release of your counseling records
- Clients under 18 do not have full confidentiality from their parents.
- It is also important to be aware of other potential limits of confidentiality that include the following:

- a) Hard records are stored in locked cabinets, and soft copies are stored in secured electronic devices.
- b) All electronic communication compromises your confidentiality, (E-mail is not a preferred way of communication). Cell phones and faxes are used on some occasions.

Termination of Treatment: Counseling services are completely voluntary (except for the situations when sanctioned by the university). **Counselors may terminate the service when:**

- You have achieved the therapeutic goals.
- You have missed 4 appointments or made 4 cancelations.
- A referral is made to another provider.
- You have left Imam Abdulrahman Bin Faisal University.

Termination of counseling service must be a joint decision of you and counselor with respect to your autonomy.
There is **no fee for counseling services**.

We appreciate prompt arrival for appointments. Please notify us at 013 333 0844 (for male campus) and 013 333 0849 (for female campus), if you will be late. 24-hour notice of cancellation allows us to use the time for others.

For Emergencies, we provide Hotline Sunday thru Thursday 8am to 3pm at 013 333 3 000.
You may also call **997**.

I have read, understood, and discussed the above information with the counselor, I understand the risks and benefits of counseling, the nature and limits of confidentiality, and what is expected of me as a client of the University Counseling Services.

Client's Name & Signature _____

Date _____

Therapist's Name & Signature _____

Date _____

