THE WHITE BOOK
Chapter 4
Cadet Support Services
Section 4:
Citadel Counseling Center

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I. **Organization**: The Citadel Counseling Center ~~consists of a Director of The Citadel Counseling Center, mental health professional and an administrative specialist~~ operates within the MUSC clinic at the Infirmary. It is staffed by licensed mental health providers—including clinical social workers, professional counselors, psychiatrists—as well as supervised mental health professionals, such as psychiatry residents, fellows, and interns. The office is located at ~~203 Richardson Ave~~ 9 Hammond Ave in The Infirmary building and maintains a website at www.citadel.edu/counseling.

The office hours are Monday-Friday ~~0800-1200 and 1300-1630~~ 0700-1600 during the fall and spring semesters; alternative hours are posted for furloughs and summer session.

The overall mission of The Citadel Counseling Center is to provide ~~short-term~~ counseling and medication management services that address the emotional and social concerns of currently enrolled undergraduate and graduate students.

II. **Functions**: The main functions of The Citadel Counseling Center are to:

A. Provide ~~short-term~~ clinical counseling services to address personal difficulties
B. Facilitate emergency services including crisis intervention and coordination of hospitalization for mental health concerns
~~C. Provide alcohol, substance, and tobacco use evaluations and assistance~~
~~D. Offer assistance related to sexual assault prevention and response~~
E. Engage in professional consultation services to enhance student wellness
F. Provide outreach and other educational opportunities

III. **Procedures:**

A. Provide ~~short-term~~ "student-centered" counseling services

1. **Definition of "~~short-term~~" "student-centered":** Services provided by The Citadel Counseling Center are time-limited based on individual treatment needs. After completing an intake assessment, the staff member will offer ~~short-term~~ counseling if the student's concerns can be addressed adequately ~~in a short-term model~~ in the outpatient clinic setting. The staff member will offer to facilitate an off-campus referral if the student's concerns cannot be addressed adequately ~~in a short-term model~~ at the counseling center.
2. **Definition of "counseling services":** ~~Short-term~~ Counseling services are appropriate for situational difficulties. This includes (but is not limited to):
    i. **Emotional/Psychological Concerns:**
        a. Depression
        b. Anxiety
        c. Adjustment to military college lifestyle
        d. Stress management
        e. Relationship or other interpersonal issues
        f. Bereavement and grief
        g. Alcohol, substance, and tobacco use concerns
    ii. **Career Counseling:**
        a. Counselors can assist students with decision-making processes regarding academic majors and/or career paths by helping students better understand their interests, skills and abilities.
        b. Counselors can provide referrals to the Career Center for more comprehensive evaluations and detailed guidance.
    iii. **Academic Effectiveness Counseling:**
        a. Counselors can provide support to students experiencing academic difficulties by helping them recognize the reasons behind these difficulties and providing tools to increase coping skills to improve academic performance. Academic concerns may include:
            i. Issues with motivation or concentration
            ii. Test/performance anxiety
            iii. Time management
        b. Counselors can also encourage students to seek additional support by providing referrals to the Student Success Center.

3. **Counseling Staff Credentials:** All members of the counseling staff are Masters or Doctorate level clinicians. Counselors provide evidence-based interventions designed to meet the individual needs of the student seeking services.
4. **Eligibility:** Currently enrolled undergraduate and graduate students are eligible for counseling services.
    i. The Citadel Counseling Center staff is not able to provide video or tele-counseling to enrolled students ~~participating in study abroad programs or online classes~~ outside of the State of South Carolina.
        a. Instead, The Citadel Counseling Center staff can provide students with telephone consultation services and offer referrals for accessible services.
5. **Confidentiality:** All staff of The Citadel Counseling Center comply with state laws and national ethics regarding confidentiality.
    i. Communications between a counselor and student will not be disclosed to anyone without the client completing a written authorization to release information form.
    ii. Legal and ethical exceptions to confidentiality:
        a. When there is a clear and substantial risk of imminent/serious harm to the student or another person
        b. In the case of child abuse or abuse of a vulnerable adult
        c. In the event of a court order for information
    iii. The Citadel Counseling Center staff outline confidentiality policies (including exceptions) during the client's first appointment.
6. **Scheduling:** All counseling services are provided in person at The Citadel Counseling Center.
    i. Students may schedule a first-time intake appointment by calling or visiting the office during posted business hours.
    ii. Ongoing appointments may be scheduled at the conclusion of each session or by telephone.
    iii. Individual counseling sessions are 50 minutes in length.
    iv. Unless experiencing an emergency, students may not schedule sessions during times of other obligations, such as academic classes or military duties. The Citadel Counseling Center staff will not provide students with excuses for missed classes or duties.
7. **Fees:** ~~Short-term~~ Counseling services are free to all students currently enrolled at The Citadel.
    i. If a counselor recommends that a student seek long-term psychotherapy services, a psychiatric evaluation, or other specialized mental health

services with an off-campus provider, the student is responsible for any applicable fees or payments.

B. Facilitate emergency services including crisis intervention and coordination of hospitalization for mental health concerns

1. **Emergency services (including crisis intervention):** The Citadel Counseling Center staff will accommodate any student who believes s/he is having a mental health emergency. Emergencies include suicidal thoughts with a plan to kill him/herself, homicidal thoughts, and symptoms of psychosis.
    i. If a student is experiencing an emergency during normal business hours, the student will communicate his/her emergency clearly to the administrative specialist, who will make arrangements for the student to be seen by an available counselor.
    ii. If a student is experiencing an emergency after hours (including evenings and weekends when the college is open during the fall and spring semesters), students may go to the Infirmary for an assessment by the Infirmary nurse.
        a. The Infirmary nurse will contact the on-call counselor as needed and arrangements will be made for the student to be seen at The Citadel Counseling Center when appropriate.
    iii. If a student is experiencing an emergency, a student may also contact Citadel Public Safety, call 911 or go to a hospital emergency room. If a student is experiencing an emergency when The Citadel Counseling Center and the Infirmary are closed, a student should contact Citadel Public Safety, call 911 or go to a hospital emergency room.
        a. Any expenses incurred for transportation and treatment off-campus will be the student's financial responsibility.
2. **Coordination of hospitalization for mental health concerns:** In the event of possible imminent danger, The Citadel Counseling Center staff will coordinate an evaluation and possible admission at a local off-campus hospital to ensure the safety of the student.
    i. With the student's written permission, The Citadel Counseling Center staff will also coordinate with on-campus support entities including ~~the Infirmary,~~ Public Safety, Academic Affairs, and the Commandant's Office as needed for accountability and continuity of care before, during and after hospitalization.
    ii. ~~With the student's written permission~~ When appropriate, The Citadel Counseling Center staff will collaborate with the evaluating/admitting hospital regarding discharge planning and will work with the student to

determine if he/she would like to return to campus, outprocess for personal reasons, or request a voluntary medical discharge.

iii. With the student's written permission, The Citadel Counseling Center staff will consult with the Campus Assessment Team (CAT) regarding the student's eligibility to return to campus.

~~**C. Provide alcohol, substance, and alcohol use evaluations and assistance**~~

~~1. **Mandated alcohol assessment and education:** If a cadet receives an alcohol violation, the cadet will receive a referral to attend a minimum of two sessions with a member of The Citadel Counseling Center staff.~~

~~i. The first session includes an in-depth intake assessment that specifically addresses the details of the violation, the cadet's current and historical utilization of alcohol and any negative consequences experienced as a result of alcohol use. Other concerns addressed in traditional short-term counseling will also be explored (i.e. emotional, academic, interpersonal).~~

~~a. The cadet will be asked to sign an authorization to release information form prior to the beginning of the intake assessment, granting permission for The Citadel Counseling Center to exchange information regarding the cadet's attendance with the Commandant's Office.~~

~~ii. At the conclusion of the intake assessment, the cadet will complete an online assessment and an educational program in The Citadel Counseling Center in order to prepare for the second session, considered the "feedback" portion of the evaluation.~~

~~iii. The second session includes a review of the results of the online assessment and educational program, as well as a discussion of concerns, risk reduction techniques and strategies to address any other concerns.~~

~~a. The cadet will also be provided with educational materials and referrals for on and off-campus support services as needed (i.e. Campus Alcohol and Drug Information Center- CADIC, AA meetings, off-campus mental health professionals).~~

~~iii. At the conclusion of both the assessment and feedback sessions, with the student's written permission, The Citadel Counseling Center will send a memorandum to the Commandant's Office confirming the cadet's attendance.~~

~~2. **Alcohol, substance, and tobacco use prevention education:** Students may disclose concerns regarding alcohol, substance or tobacco use during a traditional counseling intake or during a mandated alcohol assessment.~~

i. The Citadel Counseling Center staff can address alcohol, substance, and tobacco use concerns by providing educational materials, short-term counseling if appropriate, referrals for on-campus support services (i.e. CADIC), and referrals for off-campus support including AA meetings, NA meetings, and/or off-campus long-term treatment if necessary.

D. Offer assistance related to sexual assault prevention and response

1. **Short-term counseling:** Services are available for students who have concerns about any form of sexual misconduct, including relationship violence, sexual harassment, and sexual assault. The Citadel Counseling Center staff will maintain confidentiality standards at all times, regardless of whether or not the student decides to pursue additional on or off-campus support.
    i. Services include short-term counseling if appropriate, safety planning, consultation, and referrals.
2. **Referrals:** The Citadel Counseling Center staff can offer referrals to students interested in seeking specialized treatment or assistance on-campus and off-campus.
    i. **On campus:** The Citadel Counseling Center staff may refer students to the CARE (Campus Advocacy, Response, and Education) team, an Ombusperson, Public Safety, the Title IX Coordinator, the Infirmary or the Chaplain.
    ii. **Off-campus:** If the student is interested in pursuing support off-campus, The Citadel Counseling Center staff will provide resources for community partners including (but not limited to) the Charleston Police Department, local hospitals, People Against Rape, the Department of Defense Safe Helpline, the Rape, Abuse and Incest National Network confidential support hotline, and/or off-campus mental health professionals.

E. Engage in professional consultation services to enhance student wellness

1. **Consultation services to address student concerns:** The Citadel Counseling Center staff can provide professional consultation services to individuals who are concerned about a student, including recommendations regarding how to encourage the student to seek counseling. However, the counselor will not disclose to this individual whether or not the student has been receiving counseling unless the student has provided written authorization to release this information. Examples of individuals who may receive consultation services include:
    i. Administrators, TAC officers, other staff and faculty
    ii. Infirmary staff and other medical professionals

iii. Citadel students (cadet leaders, classmates, roommates, etc.)
iv. Family members and other off-campus individuals
v. Off-campus mental health providers

2. **Consultation services for security clearances and other record requests:** If The Citadel Counseling Center receives a request for records for a security clearance, background check, or for any other reason, the staff will contact the student for consultation and/or refer to the MUSC Records Department. The consultation will involve verification of identity, a description of the records request, and a summary of information that can be released, if any. The student will be asked to sign an authorization to release information form, providing permission for the Counseling Center to release information to the requesting agency. Requests for copies of materials from the student's electronic health record will be referred to the MUSC Medical Records Department.
3. **Consultation services for voluntary medical discharge due to mental health reasons:** If a student requests a voluntary medical discharge for mental health reasons, the staff will consult with the student. The consultation will involve a review of mental health concerns and how these concerns impact the student's functioning. The student will be asked to sign an authorization to release information form, providing permission for the Counseling Center to receive information from any off-campus health care providers. The student will also be asked to sign an authorization to release information form, providing permission for the Counseling Center to release information to the Campus Assessment Team (CAT).

F. Provide outreach and other educational opportunities

1. **Classroom presentations:** The Citadel Counseling Center staff is available to present educational programs during cadet military training and in academic classes at The Citadel. Programs provided include an Introduction to Counseling Center Services and Stress Management for Students.
2. ~~**Resource library:** The Citadel Counseling Center has several resources related to personal and mental health issues which are available to borrow. These resources include books, pamphlets, and DVDs. Students, staff, and faculty are encouraged to stop by the Counseling Center to borrow resources from our library. Topics include but are not limited to:~~
   - ~~i. Anger management~~
   - ~~ii. Anxiety~~
   - ~~iii. Attention deficit disorder~~
   - ~~iv. Depression~~

v. Eating disorders
vi. Relationship issues
vii. Self esteem
viii. Sexual assault
ix. Substance abuse

3. **Free and private online mental health screenings:** The Citadel Counseling Center website provides a link to the screenings website that has been made available specifically to Citadel students.
    i. Responses are confidential, and although group statistical data will be accessible by The Citadel Counseling Center staff, individual identifying information will not.
    ii. Students who complete the screenings will be provided with immediate feedback regarding their scores and are encouraged to contact The Citadel Counseling Center for more information if needed.
    iii. Screenings include topics such as depression, anxiety, eating disorders, alcohol abuse and post-traumatic stress disorder.