

We Can Help . . .

UW-Platteville Counseling Services

220 Royce Hall, 1 University Plaza
Platteville, WI 53818-3099

(608) 342-1865

Web: www.uwplatt.edu/counseling

**University of Wisconsin-Platteville
Counseling Services**

***Faculty & Staff
Resource
and
Referral Guide***

Telephone Numbers

Campus Resources

Academic & Career Exploration Services (ACES).....	342-1033
Affirmative Action.....	342-1176
Alcohol Education Program.....	342-1865
Assistant Chancellor for Student Affairs.....	342-1854
Business Office (Cashiers).....	342-1211
Campus Police (24 Hours).....	342-1584
Counseling Services.....	342-1865
Financial Aid.....	342-1836
Health Services.....	342-1891
Multi-Cultural Services.....	342-1555
Career Center.....	342-1183
Registrar.....	342-1321
Services for Students with Disabilities (Voice TDD).....	342-1818
Student Support Services.....	342-1816
Student Housing.....	342-1845
Tutoring Services.....	342-1050
Women's Center.....	342-1453

Community Resources

Community Action Program	348-3782
Family Advocates Crisis Line (24 hours).....	348-4290 or 1-800-924-2624
Family Planning	348-9766
First Call for Help.....	1-800-362-8255
Legal Aid.....	608-935-2741
Platteville City Police (non-emergency).....	348-2313
Social Services.....	608-723-2136
Southwest Health Center and Hospital.....	348-2331
Unified Community Services (24 hour crisis line).....	1-800-362-5717

How Private is Private? An Assurance of Confidentiality

Students sometimes raise questions about the privacy of what is discussed in counseling. University Counseling Services (UCS) adheres to legal standards of the State of Wisconsin and ethical standards of the American Counseling Association which guarantee that everything a student talks about is held in strictest confidence. This confidence can be broken only after the student gives written permission to release information. Counseling Services will not even acknowledge to parents or university personnel that a student has been seen at Counseling Services, unless the student first gives written authorization. An exception to these standards only arises when there is a danger to life or to a vulnerable other, such as in cases of physical or sexual abuse of a child. Additionally, the courts could subpoena counseling records if they were aware they existed and saw them as relevant to a criminal case.

From time to time, UCS counselors consult one another about specific cases in order to provide the most effective service. Also, counselors-in-training discuss their clients with their supervisors. In each instance, the information disclosed remains confidential within Counseling Services, and case consultations are done without the use of names whenever possible. Any exception to this policy requires written consent from the student.

Counseling Services compiles statistics on its services, and periodically the staff uses this data to conduct research on how to improve counseling services. In all cases, any information that would identify individual students is removed from the data.

Any counseling notes taken by the counselor and any other counseling records (test scores, for example) do not become a part of the student's official university file at any time. Students have the right to inspect or receive a copy of their records upon provision of reasonable notice. If students have questions about privacy in counseling, a counselor will be glad to answer them.

Referring Students to University Counseling Services

Listed below are a wide range of issues which can become of concern to students at one time or another. You may or will want to refer students to UCS when one of more of the following arise.

Day-to-Day Living Concerns -- relationships, self-esteem, handling emotions, stress management, time management, identity, sexuality, values clarification, goal-setting, unhappiness, loneliness

Crisis Concerns -- suicidal behavior, alcohol or drug abuse, depression, anxiety, eating disorders, sexual assault and abuse, harassment, grief/loss, self-injurious behavior

Educational/Academic Concerns -- uncertainty about major, decision-making, study skills, motivation, concentration, time management, test anxiety

Individual Testing Interests -- occupational interest inventories, personality inventories, learning and study skills, alcohol/drug assessment

Tips for Making Effective Referrals

1. Help the student clarify what he/she needs or wants. Use “I” statements to express your concerns. For example: “I’m concerned about you. I think it would be helpful for you to talk to a counselor.”
2. Share your knowledge about the services (location, hours, names of staff, testing fees, etc.).
3. Give handouts, brochures, etc. about the service.
4. Assure students of the confidentiality policy of UCS.
5. Explain how to make an initial appointment.
 - a. The student or you can call UCS to make an appointment. If possible, offer to make the call or have the student use your phone and make the call right then.
 - b. A specific counselor can be requested, if desired.
 - c. Students with emergencies will be seen immediately.
6. You may accompany the student to the session if the student wishes you to do so.
7. In some cases you might wish to talk with the counselor beforehand.
8. Follow-up. Encourage the student to get back in touch with you. UCS will not be able to share information unless the student voluntarily signs a release form.

Red Flags Signaling a Severely Distressed Student

If a student exhibits any of the behaviors described below, you may or will want to consider referring him/her to UCS.

1. Drastic decline in academic performance and/or class attendance
2. Inability to concentrate, focus on task, or remain motivated
3. Noticeable gap between aspirations and achievements resulting in expressions of anger, frustration, despair, depression
4. Noticeable changes in mood and/or sudden outbursts
5. Noticeable changes in physical appearance (weight, dress, hygiene)
6. Excessive dependency on others or extreme withdrawal and isolation from others
7. Difficulties in sleeping or talking
8. Expressions of helplessness, hopelessness, worthlessness
9. Verbal expressions or gestures of suicide

If you notice any of the above signs in a student and are uncertain what to do, don't hesitate to consult with one of the UCS counseling staff.

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Guidelines for Talking with Distressed Students

1. **Acknowledge** the student's state of distress and offer to help or to find help for the student.
2. **Encourage the student to talk** and describe his/her situation and feelings in enough detail so you can decide what help is needed.
3. **Listen without making judgments**, offering quick fixes, or dismissing the seriousness of the problem. Try to see the situation through the student's eyes.
4. **Communicate your concern.** Use "I" statements such as "I'm concerned about you." "I think there are people at Counseling Services who can help you."
5. **Give the student alternatives.** Strongly encourage the student to seek assistance through Counseling Services or other appropriate resources.
6. **Know and express your limitations.** You are not expected to be a professional counselor. However, you can serve as an important link to Counseling Services for the student.
7. **Call University Counseling Services (342-1865)** if you think the person is contemplating harming him/her self or others or if you are not sure what to do. Take all threats, hints, and notes seriously.
8. **Call Campus Police (342-1584) and the Assistant Chancellor for Student Affairs (342-1854)** if you think the person is in imminent danger of harming him/her self or others.