

Appendix A

Ethical Dilemma's - Question 20

Confidentiality/Release of Information Issues

Discussed information with Residence Life Staff without client signing a release because I felt she was in danger of harm to herself.

A student committed suicide and we struggled with how much information to divulge to parents.

Continuing issues with confidentiality policy vis a vis Student Health Service which is administratively separate from us.

Assist. VP asked us to do an evaluation on student returning to school after being dismissed 12 years ago for suicide attempt. This is now illegal under ADA.

Counselor who left institution wanted a former clients case notes in order to write a collaborative book with client. Client signed a release form to do this but I viewed it as a dual relationship with a client who had just terminated.

Whether to report sexual abuse by a former teacher.

Higher level administrator asked for information on a student involved in a disciplinary action without a release of information. When not given, the administrator expected us to create a policy change.

Duty to warn involving a faculty member

While against our policy to do so, we were asked to respond to a question about an ex-client in order for that person to become employed.

Client complained formally about services of Center but would not authorize release of counseling session information, some of which included admission of illegal activities.

When to break confidentiality - a student with suicidal thoughts and drinking heavily does not show up for appointment and does not return our calls.

Student had HIV testing, said would kill self if positive. Dilemma involved how to intervene given confidentiality of HIV testing.

Couples Counseling Issues

Client at end of treatment requests counselor to support her divorce against husband. This was not a major focus of counseling work, and also we don't do this kind of work.

Request for the release of records for couples counseling with only one couple signing.

Dual Relationship Issues

Counselor/ombudsman dual role and case involving sexual harassment of student by a faculty member.

Conflict of interest when seeing students off campus.

Supervisor of a graduate student developed what had the appearance of a dual relationship with that assistant.

Staff member began to date practicum student.

Email

What to do when client Emailed suicide intent and counselor did not get to Email until 4 days later - 3 day weekend. What is liability for Email? Temporary solution: do not give out Email address to students and Email back to students that we do not conduct treatment via Email and clinical issues (involving medication, side effects, etc.) must be dealt with over phone or in person to ensure a "live professional" gets the message.

Staff Issues

Intern was disciplined by academic committee for academic judgment problem and excluded for a quarter. We allowed intern to continue as non-enrolled in order to provide continuity of care for client load.

Learning that past intern had practiced beyond scope of competence while on internship.

I was working with a clinician I felt was impaired and should suspend or cut back her practice, but couldn't find help in figuring out the process for encouraging such a change.

Staff member had psychotic break and returned to work after 4 and a half month sick leave. Eight months after return to work is still not "ready" to see difficult clients. Normal job description includes supervision of psychology intern. Dilemma: assign supervision responsibilities or not? How long is reasonable to wait to return to a full job? This is not a disability accommodation case.

Some faculty members have a very bad attitude about granting ADA accommodation.

Staff member failed to follow protocol for student who returned to campus after suicide attempt (at home) student subsequently attempted a second time on campus within one week after first attempt.

Dealing with an intern who might not be adequately skilled to pass.

Dealing with a staff member who had significant family problems affecting her ability to come to work. Family leave was granted.

Staff psychologist wanted to "go after" a student who told untruths about her outside of the counseling relationship - and after client stopped coming. Psychologist "incensed" that her reputation was at stake.

A "Post Doc" trainee expected to have his orals in October, so we introduced him as "doctor" and he has signed his charts as "Ph.D.". however, it is May and he still has not had his orals. I plan to put a note of explanation in the front of each of his charts.

Systems Issues

Student hospitalized for drug overdose. College responded as soon as alerted to the problem; however, student had been using for five days straight prior to notification. Student's physician says that "someone" was negligent. Law suit may be pending.

Legal/Ethical responsibility to homeless student who has severe pathology.

Legal/ethical responsibility issues involved in dealing with student's being seen by private therapist but student uses our on-call system for emergencies.

Denial of services when student presents treatment needs beyond role/mission of our center.

Integration with Health Center - differences with medical/mental health practices and how to compromise.

Administrative pressure not to advertise services for gay/lesbian/bisexual individuals

Appendix B

Video Tapes used in Professional Development - Question 84

Drugs and Alcohol

"Marijuana in the Nineties", FMS Productions
"Eddy Talks" from BACCHUS
"Hard Facts About Drugs" and "Waking Up From Dope"
Educational Video Network, 1341 19th Street, Huntsville, TX 77340

Eating Disorders

"Eating Disorders on College Campuses" - provided for the National Eating Disorders Week
"Slim Hopes"
Media Education Foundation, 26 Center Street, Northampton, MA 01060, (413) 586-4170
"The Famine Within"

Family/Couple Work

"The Angry Couple", Susan Hestler
Newbridge Professional Programs, P.O. Box 949, Hicksville, NY 11802

General Skills/Psychology

Diagnosing DSM IV
DeShazer - "Coming Through the Ceiling" - Solution-Focused Therapy
Tapes accompanying the Comer text on Abnormal Psychology
Tapes from the Erikson Foundation
"Closet Narcissistic Disorder: The Masterson Approach"
Newbridge Professional Programs, P.O. Box 949, Hicksville, NY 11802
Robert Coles - ACPA talk in Boston, 3/95
Video series from Newbridge Professional Program
Bradshaw tapes
APA tape on PR for psychologists
"ADD from A to Z" by Dr. Hollowell, M.D.
"Depression: A Cognitive Therapy Approach", Arthur Freeman
"Mixed Anxiety and Depression: A Cognitive Behavioral Approach" - D. Michenbaum
"Assessment and Treatment of Psychological Disorders"
Newbridge Professional Programs, 338 East 38th Street, New York, NY 10016
"The Compulsive Mind" (OCD)
"Depression" Films for Humanities and Sciences
"Lily" Comorbidity Depression and Anxiety, see Lily Pharmaceutical Rep.
"Brief Therapy", Budman
"Love and Work: One Woman's Study" - Menninger
"A Different Reality" - pertained to disabilities
"Panic Attacks" from NIMH

Group Therapy

"Understanding Group Therapy", Yalom Tapes
University of CA extension
Peg Carrol - ACA "Group Work: Leading the here and now" Provocative and illust. for intern training

Multiculturalism/Diversity

Sankofa - Feature film on slavery in US - very powerful, provoked good discussion
"Color of Fear"
Lee Kin Wah, Stir Fry Productions, 1222 Preservation Park Way, Oakland, CA 94162, 1-800-370-STIR
"Cold Water" - understanding cultural differences of college students
"Skin Deep" - Diversity issues

Sexual Assault/Rape/Abuse

"The Abused Woman", Lenore Walker (Newbridge)

"Acquaintance Rape"

"Rape Assessment Procedures"

"Sexual Assault" - Learning Corp. of America

"Playing the Game" about date rape

Healthvisions Productions

"Women and Violence"

"Trauma and Memory Parts I and II"

"False Prophets of the False Memory Foundation"

Miscellaneous

"No Greater Love"

"The Collector" about sexual obsession/fatal attraction

A Trans Gender Tape

UNH Health Services, Durham, NH

"Power Dead Even Rule" by Dr. Pat Heim, Cor-vision

"Dancing Outlaw"

"Violence in the Community"

Appendix C

Innovative Programs (programs listed with ID numbers for networking purposes) - Question 85

Academic Enhancement/Faculty Assistance

- 038 Working with departments to develop a plan when dealing with potentially dangerous students in the classroom and their office.
- 033 Faculty/Staff Guide for Dealing with Emotionally Distressed Students
- 094 Letter to students on probation inviting them in for counseling
- 102 Stating new program for students called LEAP (Learning Enhancement Assessment Process). This is an individual and seminar process to help students locate learning problems and find solution sources.
- 110 1. Academic Success Cafe, 2. Peer Education Outreach Programs (Spring Marigold Giveaway & Field of Dreams Contest), 3. Work with sports teams
- 160 Student engagement in learning, "Take a Professor to Lunch" program
- 318 Intensive program to cope with test anxiety
- 278 Surveyed Dept. Chairpersons on the consultation needs of their faculty
- 303 1. Counseling Services Research Team - undergraduate students(18) mentored collaboratively by Psychology Professors and Counseling Director doing applied counseling research, 2. Success Seminar - co-taught by C.C. and Academic skills for students at risk academically.

Career

- 030 Career workshop for students wanting to go to graduate school. Addresses how, when, where to apply, getting information, and preparing for graduate school while in undergrad.
- 229 Resume kit - a joint venture with a private printing company which provides (donates) resume printing business cards and computer disks to UCS - proceeds from sales (\$20/kit) go to UCS career library acquisitions, and equipment maintenance.

Computer Technology

- 010 Interactive display for College Health Fair. Includes C.C. video, C.C. Jeopardy game, and a "feelings poster" prize.
- 062 A media campaign associated with advertising a series of diversity workshops
- 122 Monthly Email "newsletter" to university community
- 196 WEB site
- 247 Internet Addictions/Internet Relationships
- 291 Meeting Maker: so all counselors can schedule appointments, File Maker Pro: can access general inf. on all students to make intake more confidential

Drug and Alcohol

- 015 CHOICE - Choosing Health Options Involving Community Education: an alcohol and other drug education program.
- 099 Beating the Winter Blues, Natural Highs - student sponsored alternatives to alcohol/drug use, Marijuana Recovery Group

Eating Disorders

- 312 Campus-wide comprehensive eating disorders treatment program, drawing in depts. of psychology, nutrition, and health education, student health center, life skills coordinator and others. This program has several components; screening, individual and group therapy, nutrition consultations, health evaluations, psychoeducational workshops, body image and relaxation group, telephone support network, etc...
- 256 Body and Soul: Finding Balance with Food and Body Image.

Peer Educational

- 073 Peer counselors and freshman advisors working together.
- 087 Peer education for HIV
- 148 Peer Sex Education
- 210 Peer counseling program - upperclassmen assist freshmen students during orientation, registration, and throughout their first year of college.

254 M-Pact (Michigan Peers Creating Trust) a peer advising program for student athletes. Program is co-facilitated by Center and Athletics staff.

Psychoeducational

- 022 Psychoeducational classes (1 credit, P/F on 10 topics, new parenting services in conjunction with school counseling program.
- 126 Film Series - contemporary movie is shown on Sunday night in a residence hall and the film is then discussed relative to college student development issues.
- 204 Weekly live radio program on Health and Mental Health called, "Taking Care of Yourself" - guest interview format.
- 308 Development and promotional packets on key student issues, e.g., procrastination, depression, relationships, study skills

Minority/Multiculturalism

- 155 Sister Circle - support group for women minority faculty/staff
- 171 "Counseling Center Self-Guided Tour" computer program
- 177 Peer helper program for Gay, Lesbian, and Bi-sexual
- 180 Diversity Retreat for graduate students in Law, Business, Medicine, Psychology
- 200 Women of Color Group, Brother to Brother Group

Sexual Assault/Abuse

- 002 SAVAP - Sexual Assault Victims Advocate Program: a 24/7 on-call system of peers to respond to victims of sexual assault.
- 079 "Let's Talk About Sex Program", "The Great Shape Debate Program" - Body image, self-esteem, and nutrition, "Relationship Abuse Prevention Week".
- 206 Victory over violence week, Hispanic Policy Network, Minority drop-in counseling program
- 225 2 part group therapy program for resolving past abuse issues, Level I - 6 week, cognitive/psychoeducational, Level II - open ended/process oriented.

Appendix D

Other Counseling Center Policy Statements - Question 68

Policy statements followed by school ID numbers for easy reference.

ADHD informed consent/screening:	297
AIDS Policy:	165, 201, 318
Abortions:	119
Auditory Counseling:	059
Behavioral Review Committee:	328
Use of Ritalin:	012
Child Abuse Reporting/ Sexual Abuse:	118, 201
Client Dissatisfaction with Therapist:	119
Client's Rights and Responsibilities:	121, 324
Crisis Management/Intervention:	014, 108, 119, 162
Confidentiality:	027, 098, 109, 119, 157, 176, 301, 306,316, 324
Conflict of Interest:	095, 118
Couples Counseling:	145
Critical Incident Debriefing:	204
Death of a Student:	221, 260, 285
Disability Assessment:	221
Drug and Alcohol Abuse:	014, 022, 058
Dual Relationships:	030, 095, 146, 312
Eating Disorders:	103, 188, 279
Eligibility for Services:	306
Email:	044, 062
Hospitalization/Emergency:	103, 279
Impaired Trainee:	030
Informed Consent:	098, 122
International Students:	103
Internship Program:	118
Mandated Counseling/Forced Referral:	118, 221
Medication only with concurrent Tx.:	124
Missed Appointments:	027
Peer Counselor Training:	210
Psych. Emergency:	081
Psychological Evaluations:	119
Racial Harassment:	254
Recommendations and Evaluations:	118
Referrals:	306
Release of Records:	118, 161, 206, 306
Responding to Media Inquiries:	206
Sexual Assault/Harassment:	014, 037, 188, 204, 254
Students Going Abroad:	103
Supervision Notes:	201
Supervision:	312
Trainees who wish to utilize counseling:	312
Treatment of Minors:	204
Troubled Student Policy:	272
Use of Psychiatric Services:	124, 286, 303
Violent Clients:	275
Visitors in the Counseling Center:	275
Volunteer Counselors:	306

Appendix E

Comments on Subpoena's - Question 16

- Student was involved in a frat hazing case
- Client sues fast food chain for ill-cooked meat and his resultant "fast food phobia"
- The client had been sexually assaulted and the ASSAILANT sued the CLIENT
- Raw data and computerized test interpretation, state's attorney general said we had to give it to him.
- Woman's complaint of rape against a police officer. Judge subpoenaed records, determined whether they would be used in court.
- Sexual harassment cases against the university.

Appendix F

Examples of Obsessive Pursuit Cases - Question 56

- We counseled a female student who was followed across country. Stalker matriculated from same university, moved into same apartment complex. Stalker eventually drilled a hole in the floor to enter the apartment of our client. He was convicted. Counselor was at trial for support.
- One staff member has been harassed now for 7 years.
- Threatened to be a unabomber
- The pursuer, who was in counseling was encouraged to write a letter and refrain from his pursuit. He wrote a 71 page letter, but ceased the pursuing.
- One of our staff (female) personnel by a former client (female)
- Jealousy/obsessive relationships are a particular issue among our Hispanic students
- One young man felt that God wanted him back with his ex-girlfriend and had student ministry prayer groups pray for this while he was stalking her.
- Kidnapping at gun point
- Student infatuation with professor ended up in court where student was mandated counseling and warned to stay away. Student did NOT understand the problem.
- Of note: 2 pursuers committed suicide.