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Confidentiality is a priority as Students must be provided with a safe, supportive, and empathetic space to express themselves. Information shared with the CS during individual sessions is subject to full confidentiality, including personal information, the content of the sessions, the number and frequency of sessions, and anything else that the Student has shared.

Though the counseling process is highly confidential, there are several situations where the counselor must report/release the information provided with or without the Student permission. The counselor has the right to report to their immediate supervisor and the General Counsel of AUK:

If the counselor assumes that the Student might be of danger to himself/herself or others:

If the counselor suspects child abuse (below 18 years old), including sexual abuse, physical abuse, and neglect; and/or

If the counselor suspects abuse of elderly and vulnerable adults to the General Counsel of AUK.

In keeping with professional ethics codes, maintaining the safety of Students and others takes precedence over maintaining the confidentiality of Students. In the event of a necessary disclosure of confidential information, only information vital to contributing to safety will be disclosed, and then only to persons in a position to make appropriate use of the information.

The Student may review his/her records of the counseling sessions, upon written request, which will become part of his/her counseling records. The counselor can give the Student a summary report of the therapeutic notes. Yet, the Student

Students in crisis can visit or call the Counseling Services during regular business hours; outside of hours, Students should contact the Office of Student Affairs by visiting room 47, Ground Floor, or sending an e-mail to <a href="mailto:auk.Studentaffairs@auk.edu.krd">auk.Studentaffairs@auk.edu.krd</a>.

Individual Counseling: An individual counseling session is a process through which Student-clients work one-on-one with a professional psychologist in a safe, caring, and confidential environment.

- 5. During business hours, the AUK Institutional Relations Manager will call the emergency psychiatric team ahead of time. The AUK representative should identify him or herself as an AUK staff member, discuss the admission, and check on bed availability.
- 6. An AUK representative assigned by the AUK President will contact the Student to inform them about the Student
- 7. Before returning to AUK, the Student must submit a medical clearance from the psychiatrist, which will state the assessment and an ongoing treatment plan, if applicable. The statement should clearly state that the Student can resume studies and

The Student has been referred to another counselor or agency for specialized care The Student makes repetitive cancellations (two consecutive cancellations) The Student misses appointments (two consecutively missed appointments)

In the cases of the last two, the Student will be notified of their ineligibility to utilize Counseling Services via e-mail by his/ her Counselor.

The CS provides consultation to faculty and staff who might have concerns about a Student, including academic, behavioral, emotional, or personal. Support may include:

Assisting members of the university community to develop a greater understanding of the mental health needs of the Students and gain a better understanding of the services offered.

Improving the quality of life on campus by raising awareness about the importance of mental health in personal and professional development.