

# Longwood University

## Counseling and Psychological Services (CAPS)

### SCOPE OF SERVICES

The mission of the Longwood University CAPS is to provide confidential services in order to assist students in improving mental health and achieving academic and personal goals. Mental Health programs and services are offered to help students live more effective, responsible, and satisfying lives and to contribute to the learning that will enable them to be “citizen leaders who are prepared to make a positive contribution to the common good of society.”

ELIGIBILITY FOR SERVICES: Currently enrolled Longwood University students

#### SERVICES

**Initial Consultation** - Students will meet with a counselor/psychologist for up to 30 minutes to discuss their concerns, in their own words. The counselor/psychologist will have some questions to help clarify the situation; and by the end of the initial consultation, the provider and student will create a Personalized Well-Being Plan.

**Well-Being Clinics** - Students will be asked to complete at least two of the four skill-building sessions as a prerequisite to intensive counseling. Grounded in Dialectical Behavior Therapy (DBT), the clinics introduce mindfulness, interpersonal effectiveness, emotion regulation, distress tolerance, and making change. Students will learn universally-applicable skills to become more aware of their thoughts, improve relationships with others, manage changing emotional states, cope when emotions are strong, and make lasting change.

**Intake** - Before intensive individual counseling, students will be scheduled to return to CAPS for an intake. During the 45-50 minute intake, the counselor/psychologist collects relevant history and additional information and makes a plan for addressing the concerns.

Group approaches are frequently the most effective way to explore and support changes students wish to make. CAPS hosts a variety of groups in which students gain specific skills and strategies to meet personal goals, explore interpersonal challenges, and gain support and encouragement.

- Most students benefit from group counseling
- CAPS offers a variety of groups
- Students can be self-referred or referred after the Initial Consultation
- Group counseling is offered at no additional cost
- Groups sessions are weekly
- There is no limit on the number of group therapy sessions a student may attend

Intensive individual counseling is a unique, confidential, and collaborative relationship between a professional and a person seeking help in which both the skills of the counselor/psychologist and the helping environment assist the student with learning to relate to themselves and others in healthier ways. Counseling offers an opportunity to share thoughts and feelings, explore issues of concern, gain awareness and insight, make decisions, problem-solve, learn skills, and to take charge of life.

- Students can be referred after the Intake.
- Students are seen no more than one session per week. The exception might be a student in crisis or a temporary situation that requires more frequent monitoring.
- Typically, due to demand for services, intensive individual counseling sessions occur every-other-week.
- CAPS strives to provide counseling to any eligible student. However there may be times of heavy demand when intensive individual counseling will not be available without a significant wait.

Crisis intervention is offered to any student who faces a psychological emergency in which there is a need for immediate assistance. Crisis intervention is different than counseling and includes an assessment of immediate risk, crisis stabilization, and brief supportive services which are provided in collaboration with other resources. Crisis intervention can be accessed through the 24/7 mental health crisis support line through the WellTrack Boost app or by calling CAPS (434.395.2409, option 2).

Formal, comprehensive testing for ADHD and Specific Learning Disorders and brief assessments to target specific questions regarding diagnostic clarity are provided by Licensed Clinical Psychologists. There is a charge for testing services.

Outreach services are provided to enhance the well-being of the Longwood community. CAPS has developed interactive presentations on a variety of well-being topics, including a Brief Overview of CAPS Services, Stress & Anxiety Management, Healthy Relationships, Emotion Regulation, Distress Tolerance, and Well-Being. An Outreach Request Form can be found on the CAPS website.

LIMITS OF SERVICE: Although most services are provided by CAPS, there are times when the students' needs are not within the scope of services. CAPS reserves the right to refer in the following situations:

1. Students who require more than weekly individual therapy for an extended period of time.
2. Students who have had extensive treatment in the past and needs/expects extensive long-term additional treatment.
3. Students who require excessive utilization of crisis intervention.
4. Students who present a chronic, ongoing risk of harm to self or others, and whose symptoms do not respond to outpatient crisis intervention or require specialized services. This includes students with a history of multiple hospitalizations, chronic suicidality, homicidality, and/or a history of repeated suicide attempts.
5. Students presenting with a concern or disorder that requires expertise or resources not sufficiently available at CAPS. Examples may include, but are not limited to court-ordered/mandated assessments and treatment, forensic assessments, and extensive treatment for eating disorders.
6. Students who are unable to maintain prolonged periods without treatment (i.e., academic breaks).
7. Students who attend counseling but are unwilling to follow a treatment plan.
8. Students who are noncompliant with treatment, as defined by excessive no-shows, repeated stops and starts to counseling, and/or repeated requests to change providers.
9. Students requesting assessment and/or documentation for an Emotional Support Animal (see policy).
10. Students returning to CAPS who have not demonstrated decreased need for or adequate benefit from prior CAPS services.
11. Students under the age of 18 and are without the properly authorized permission to engage in ongoing treatment.
12. Students have a dual-relationship with the CAPS provider (e.g., the clinician teaches a course in which the student is registered), leading to potential ethical dilemmas.
13. Students who demonstrate harassing, menacing, threatening, or violent threats or behaviors toward a member of the CAPS Team.

Students unable to attend counseling due to being enrolled in distance programs or completing degree requirements away from the Farmville campus will be provided a phone assessment and assistance with a referral in the student's area.