**FAQ’s for King’s College Counseling Center**

## What are the typical areas that the Counseling Center works with?

* Below is a list of some of the areas but (not limited to these) that typically are discussed in work at the Counseling Center…
	+ feeling overwhelmed
	+ roommate problems
	+ relationship problems
	+ anxiety
	+ depression
	+ difficulty in transitioning from high school to college
	+ conflict at home
	+ grief/loss
	+ perfectionism
	+ changes in mood or behavior
	+ homesickness
	+ self-confidence struggles
	+ controlling food and/or substance intake
	+ senior concerns
	+ managing stress
	+ anger management
	+ references to suicide
	+ personal identity struggles

## What does it cost to come to the Counseling Center?

* There is no out of pocket cost to the student to receive counseling services at the Counseling Center as it is an included cost within your tuition package.

# Who is eligible for services?

* Enrolled undergraduate students at King's College. Also, students enrolled in the professional phase of the Physician Assistant program.

## What will be your operating procedures to begin the Fall 2020 Semester?

* Counseling services will be offered for the Fall 2020 semester during typical office hours of Monday-Friday 8:30-4:30pm. BY APPOINTMENT ONLY. No walk-ins will be accepted. Conducting the Counseling Center’s operations virtually is promoted in order to minimize unnecessary opportunities for transmission of illnesses. To make an appointment, students can call 570-208-5873 or email counselingcenterstaff@kings.edu to either an appointment. Students can also request an appointment on our Student Web Portal at <https://kings.titaniumhwc.com/Hwc/>
* Signs will be posted on the door of the Counseling Center reminding of operating procedures and instructions.

## What will appointments be like to start the Fall 2020 Semester?

* For the safety of everyone and to limit transmission of illnesses, counselors will be in their offices on campus but will utilize telemental health as the primary modality for holding sessions.
* A simple format will be utilized in executing telemental health sessions. This format will be communicated to the student when making an appointment.
* Students should find a private space on campus that they could talk during the session. If finding a private space is difficult, please email the us at counselingcenterstaff@kings.edu. We are working on securing private spaces on campus for students to hold sessions.
* Students will be asked to complete any documents needed in preparation for session prior to the time of the appointment on the student web portal. This includes routine administrations of CCAPS assessment and any initial session forms including intake form, informed consents, etc. Please know, these documents are very important to the counseling process, so if documents are not completed the session may be cancelled and moved pending completion of the documents.
* When it is safe and beneficial to all parties to do so, (We hope that is sooner than later!), we will begin to resume in- person sessions progressively. We will communicate to students and campus at large as this occurs by email, social media, etc.

## How can students make an appointment?

* Students should call the Counseling Center at 570-208-5873 or email at counselingcenterstaff@kings.edu or request an appointment on our student web portal at <https://kings.titaniumhwc.com/Hwc/>. To minimize foot traffic and in person-contact, students should not attempt to walk-in to schedule appointments.

## Will the Counseling Center be taking Walk-Ins?

* No. We will not be taking Walk-Ins. Students must schedule an appointment for all services.

## What is the frequency of appointments for a student working with the Counseling Center?

* Frequency of sessions is determined on a case by case basis. Often, as a general arrangement, students meet weekly with a counselor until struggles begin to alleviate. Session will get more spread out as struggles are managed.

## What should one do if a student needs assistance urgently for mental health related matters?

* During normal business hours, please call the Counseling Center at 570-208-5873 and we will direct you on the next step.
* After normal business hours there will be a Counselor On-Call scheduled each week, as in any typical semester. This service can be accessed by contacting switchboard at 570-208-5900.

## What is the capacity of the Counseling Center for Fall 2020 Semester?

* We will keep the center suite occupied mostly to staff to minimize risk of illness transmission. However, as it becomes safe to do so we will progressively look to have in- person sessions. When that occurs, we will never have more than 4 students in the Counseling Center at a time: one in each office and 1 in designated waiting area. The waiting room will be properly arranged, and signage placed to guide adequate physical distancing. Appointments would be staggered by time increments to assure capacity and distance is kept once we resume in-person sessions.

## How will the Counseling Center be disinfected and cleaned?

* The center will be cleaned routinely by King’s College personnel.
* Counseling Center staff will also wipe down high touch areas frequently with disinfecting wipes and other lower touch areas variably.
* Counselors and staff will only be utilizing their own workspaces except for common work areas.

## Will PPE be utilized in the Counseling Center?

* Yes, PPE will be utilized within the office where possible, needed, or recommended.

## Will the Counseling Center be conducting any Outreach Programs?

* The Counseling Center typically holds and coordinates various outreach and prevention programs throughout the semester. For the Fall 2020 semester, most outreach will likely be done via social media and email due to the existing group restrictions in place. Zoom programs might be set up as well.
* The HOPE Peer educators (a group of trained student ambassadors to the Counseling Center) will remain active this semester and will work to find ways to reach students with information, contests, and inspiration throughout the semester.