

Frequently Asked Questions

King's College Counseling Center

August 3rd, 2020

- 1. Can the Counseling Center help with a wide range of difficulties or issues?** Yes, Counseling Center staff have experience assisting students with wide range of difficulties and issues, including (but not limited to) 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, and personal identity struggles.
- 2. What does it cost to come to the Counseling Center?** There is no out-of-pocket cost to the student for services at the Counseling Center. Full access to the center is included in each student's tuition package.
- 3. Who is eligible for services?** Each enrolled undergraduate student at King's College is eligible for services, as are students enrolled in the professional phase of the Physician Assistant program.
- 4. What operating procedures will be implemented for the Fall 2020 semester?** Counseling services will be offered for the Fall 2020 semester during typical office hours, Monday through Friday, 8:30am to 4:30pm. Services will be by appointment only. We cannot accommodate walk-ins. We promote virtual Counseling Center services in order to better ensure the safety and well-being of all members of the College community. To make an appointment, students may call 570-208-5873 or email the center at counselingcenterstaff@kings.edu . 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 that reinforce these operating procedures.
- 5. How will appointments be conducted for the Fall 2020 semester?** Towards enhancing safety and limiting the transmission of illnesses, counselors will be in their campus offices 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. For an appointment, the student should find a private space on campus that allows for uninterrupted communication during the session. If finding a quiet and private space proves difficult, the student should email the center (counselingcenterstaff@kings.edu) for guidance. We are working on securing private spaces on campus for students to hold these sessions. Preparatory documents should be completed by the student on the web portal before a session. This includes routine administration of a CCAPS assessment and any initial session forms (intake form, informed consent, etc.). Please know, these documents are very important to the counseling process, so if documents are not completed the session may be postponed until the documents are completed. Only when it is safe and beneficial to all parties will we resume in-person sessions. We will communicate to students and campus at large by email and social media about all such developments.
- 6. How can students make appointments?** 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 visit the center unannounced to schedule appointments.

- 7. Will the Counseling Center accept walk-in appointments?** No. We will not be accepting walk-ins. For all services, students must schedule appointments in advance.
- 8. 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. In many cases, students meet weekly with a counselor until difficulties begin to lessen, at which point sessions could be gradually spread out.
- 9. What should one do if a student needs assistance urgently for matters related to mental health?** During normal business hours, a student could call the Counseling Center (570-208-5873) and will be assisted immediately. After normal business hours, a Counselor On-Call is available to assist students. This service can be accessed by contacting switchboard at 570-208-5900.
- 10. What is the capacity of the Counseling Center for Fall 2020 Semester?** To maintain recommended social distancing guidelines and minimize the risk of transmission of illnesses, the center suite of the Counseling Center will be occupied principally by staff. When the College determines it is safe to relax these measures, we will progressively look to have in-person sessions, at which point the Center will never have more than four students in the Counseling Center at a time (one in each office, and one in the designated waiting area). When these in-person sessions become available, the waiting room will be properly arranged, signage will provide guidance on adequate physical distancing, and appointments will be staggered by time increments to assure proper capacity and distancing is maintained.
- 11. 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 confine themselves to their own workspaces and common work areas.
- 12. Will personal protective equipment (PPE) be utilized in the Counseling Center?** Yes, PPE will be utilized in the center where possible, needed, or recommended.
- 13. 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 restrictions on group gatherings. 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 provide students with helpful information, contests, and inspiration throughout the semester.