



## **PARENT/GUARDIAN CONSENT FOR COUNSELING**

Your child/student is requesting counseling services at the UCF Counseling and Psychological Services (CAPS). Parent/guardian consent is necessary for them to receive counseling and psychological services because they are under 18 years of age. The purpose of this form is to inform you about the counseling process and your student's rights and responsibilities regarding clinical services.

The process for arranging counseling involves your student scheduling an appointment to meet with a counselor. Before the appointment, your student will be asked to complete forms. The forms they will be asked to complete are extensive but provide the counselor with important information about your student's background. However, a counselor-client relationship is not created until your student has visited with a counselor in person.

Your student's first meeting with one of our counselors will be an initial assessment. In the initial assessment, the counselor will help your student clarify their concerns and discuss services that are most likely to be helpful. UCF CAPS offers a variety of services, including individual, couples, group, and career counseling, as well as crisis intervention, referral assistance, workshops, and psychoeducational presentations. However, not all these services are available at all our locations. Many issues can be addressed within the short-term counseling provided and/or additional services offered by CAPS and other UCF offices. If at any time the counselor determines other services are better suited to your student's needs, CAPS will assist your student in setting up services with appropriate off-campus providers.

### **CONFIDENTIALITY**

All CAPS staff members adhere to strict confidentiality standards in accordance with Florida Law. While your student is a minor, you have rights to discuss your student's counseling with her/his/their counselor. After your student becomes 18 years of age, you can have them give the counselor written permission to allow two-way communication between you and the counselor. If your student does not sign such a release at that time, you can communicate information to the counselor, but the counselor will not be able to confirm whether or not your student is continuing in counseling or talk to you about your student's counseling experience. Please note that although you have rights to your student's counseling information until they become 18, it is often in the best interest of college-age clients if their parent/guardian is only involved when requested by the client and/or counselor.

CAPS staff will maintain confidentiality about the fact that your student is in counseling, the information your student discloses in counseling, and your student's counseling records. To provide your student with the best service, the counselor may share information about your student with other CAPS staff for consultation or supervision purposes. Additionally, to ensure the best care for your student in crisis situations, CAPS staff may share information about your student with our after-hours counseling provider. ProtoCall Services Inc. provides after-hours counseling for UCF students and Bay Care Life Management provides after-hours counseling for Valencia students. Both providers adhere to similar confidentiality standards as those described in this section. If you or your student wants us to provide information about your student's counseling to people who are not on staff, CAPS staff will do so with written authorization. Until your student is 18 years old, your written permission is also necessary.

You should be aware that UCF CAPS staff may be required to disclose client information, even without consent, in the following situations:

- When doing so is necessary to protect your student or someone else from imminent physical and/or life-threatening harm.
- When a client lacks the capacity or refuses to care for themselves and such lack of self-care presents substantial threat to their well-being.
- When the abuse, neglect, or exploitation of a student, elder adult, or dependent adult is suspected. Examples of abuse, neglect, or exploitation include, but are not limited to, violence towards a minor, a minor witnessing violence or being in the presence of violence, drug use in front of or while caring for a minor or financial

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exploitation of an elder adult. Examples also include incidents of past abuse, including those described above, if the alleged perpetrator of abuse is currently in a caretaker capacity with or is still present in the home of a minor, elder adult, or dependent adult.

- When a client pursues civil or criminal legal action against UCF CAPS or its staff or when a client makes a complaint to a Professional Board about a counselor.
- When a client is involved in a legal proceeding and there is a court order for the release of the client's records.
- In accordance with the Patriot Act, CAPS may be required to disclose a client's mental health information to authorized federal officials, who are providing protective services to the President of the United States and other important officials or to authorized federal officials who are conducting national security and intelligence activities. By law, CAPS cannot reveal to the client when we have disclosed such information to the government.

In addition, you should be aware of the following limits to confidentiality:

- Information that you or your student allows us to exchange with other professionals outside of CAPS or information you or your student might choose to provide to your counselor via e-mail, fax, or cell phones cannot be guaranteed confidential.
- Personal and confidential information is also stored on staff computers and a CAPS file server, which are protected by passwords and accessible only by CAPS staff. Although rare and unexpected, it is possible that this information could be accessed illegally by others.
- We carry out research to improve our services, and written information provided by your student may be used for this purpose. No identifying information will ever be used in reports resulting from such research.

Students should be aware that, under some circumstances, the Florida Bar, various federal agencies, and some other licensing bodies may require counseling records prior to taking the bar exam, being licensed, or being employed. If you or your student has any questions about confidentiality, please feel free to discuss these questions with the counselor.

## **BENEFITS AND RISKS**

Counseling has both benefits and risks. It is an active and cooperative effort involving both the client and the counselor. Counseling may result in better emotional and mental health and positive changes in behaviors and coping ability. However, through the normal process of counseling and discussing your student's personal concerns, your student may experience greater emotional distress at times. Your student also may find that the positive changes that they make may result in changes in the relationships in their life (e.g., developing new relationships, becoming closer or distant in relationships, or ending/losing relationships). If you or your student has any concerns about your student's progress or the results of their counseling, we encourage you or your student to discuss them with their counselor at any time. Please note that participating in counseling at UCF CAPS may affect your student's eligibility to be a trainee or a research assistant within CAPS in the future.

## **COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS) IS A TRAINING FACILITY**

CAPS is a training site and your student's counselor may be a pre-doctoral or pre-master's counselor in training. All counselors in training will inform your student of the name of their supervisor, who can be contacted through our front desk. In order to provide adequate supervision and training, professional staff and trainees may ask to video or audio record your student's counseling sessions. In these situations, further explanation about recording will be provided, and you and your student will be asked to give separate written consent before any recording occurs. Your and your student's decision about recording will not impact your student's ability to receive services, but might affect the timeliness with which they receive services.

## **CLIENT RESPONSIBILITIES**

Clients are responsible for complying with their counselors' treatment recommendations. Services may be terminated if clients fail to comply. Clients are expected to behave in a respectful manner toward all CAPS personnel. Failure to do so may also result in termination of services.

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We ask that clients schedule their own appointments. If your student cannot attend an appointment, they should call to cancel at least 24 hours in advance before the start of the appointment time. CAPS has a policy and fee system that will be outlined in the consent form regarding attendance at scheduled appointments.

If they miss two counseling sessions without canceling, they will be unable to schedule additional appointments at CAPS for the remainder of that semester unless they are in a crisis situation. CAPS is available during regular office hours to **any** enrolled UCF student experiencing a crisis or psychological emergency, regardless of prior missed appointments.

### **ATTENDANCE POLICY INFORMED CONSENT**

*This policy has been established to help us serve you better.*

It is necessary for us to make appointments in order to see our clients as efficiently as possible. No-shows and late-cancellations cause problems that go beyond a financial impact on CAPS. When an appointment is made, it takes an available time slot away from another client. No-shows and late cancellations/reschedules delay the delivery of mental health care to other clients, some who are in crisis.

A “no-show” is missing a scheduled appointment. Please note, you are considered late for your session if you arrive after the start of your session, and it is up to your counselor’s discretion if you are able to be seen in the remaining time or if a rescheduling of the appointment is necessary. A “late cancellation/reschedule” is canceling/rescheduling an appointment without calling us 24 hours in advance before the start of the appointment time. We understand that situations such as medical emergencies occasionally arise when an appointment cannot be kept and adequate notice is not possible. These situations will be considered on a case by case basis. You may file an appeal within 30 days of any charges assessed.

A charge of \$30.00 will be assessed for each no-show or late cancellation/reschedule office visit appointment if less than 24 hours’ notice is given. This fee should be paid prior to scheduling additional services, not including crisis services. CAPS will attempt to collect outstanding balances by sending invoices to the designated address. Any outstanding balance beyond 90 days will result in a hold being placed on your university/college record. To maintain confidentiality of your seeking services, the university will only have access to information that a balance is due to an account that does not clearly identify CAPS and the fee will be listed as a “CC Program.”

### **STUDENT ENROLLMENT & PAYMENT OF SERVICES**

UCF students are eligible to receive services at the main campus and at the CAPS satellite locations in Rosen and Downtown. UCF students are eligible for free of charge CAPS services as part of their payment of a health fee. This eligibility is for the semester in which they are enrolled.

Valencia Downtown students are eligible for CAPS services at the UCF-Valencia Downtown location only. Valencia Downtown students are defined as Valencia College students currently enrolled in at least 1 class offered at the UCF-Valencia Downtown location or Valencia College students residing in campus housing located at the UCF-Valencia Downtown location.

Valencia Downtown students have two options of payment.

- 1) The first option is that Valencia Downtown students may participate in fee for service at the Downtown location only and pay \$60.00 per session out of pocket for the initial assessment and individual counseling services determined to be appropriate and within CAPS’ short-term model of treatment.
- 2) Valencia Downtown students may utilize Bay Care to obtain a referral to receive services at CAPS Downtown location. With Bay Care approval, Bay Care will cover up to 3 sessions at the CAPS Downtown location and Bay Care will pay CAPS \$60.00 per session on behalf of the student. The student is still responsible for any fees accrued for no-show and late cancellation/rescheduled appointments.

Please sign below to indicate agreement with the following.

I am the parent/legal guardian of (Student’s Name)\_\_\_\_\_. Student’s DOB\_\_\_\_\_.

I have received a copy of UCF CAPS Parent/Guardian Consent for counseling form. I have read and fully understand the information contained in this form. I hereby give my permission to the professional staff of UCF CAPS to engage in counseling with my student.

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Name of Parent/Legal Guardian

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Signature of Parent/Legal Guardian

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Date

*CAPS August 2019*