



## **INFORMED CONSENT FORM**

Welcome to the UCF Counseling and Psychological Services (CAPS). We want to make your visit as comfortable and productive as possible. The forms you are being asked to complete are quite extensive but provide your counselor with important information about you and your background. However, a counselor-client relationship is not created until you have met with a counselor in person.

Your first meeting with one of our counselors will be an initial assessment. In the initial assessment, the counselor will help you clarify your concerns and discuss what services are most appropriate. CAPS offers a variety of services, including short-term brief individual therapy, couples counseling, group therapy, and career counseling, as well as crisis intervention, referral assistance, workshops, and psychoeducational presentations – these services may be limited at the Downtown CAPS location. CAPS provide mandated assessments but not mandated counseling. In addition, we use ongoing assessments as part of your treatment plan at CAPS, and you will be completing brief measures when appropriate to improve treatment services and planning. Many issues can be addressed within the short-term counseling provided at CAPS and/or additional services offered by CAPS. If at any time the counselor determines other services are better suited to your needs, CAPS will assist you in setting up services with appropriate off-campus providers.

### **CONFIDENTIALITY**

All UCF CAPS staff members adhere to very strict confidentiality standards, in accordance with Florida Law, and maintain confidentiality about the fact that you are in counseling, the information you disclose in counseling, and your counseling records. Counseling records are kept separate from your UCF and Valencia academic records. To provide you with the best service, your counselor may share information about you with other CAPS staff for consultation or supervision purposes. Additionally, to ensure the best care for you in crisis situations, CAPS staff may share information about you with our after-hours counseling service providers. ProtoCall Services Inc. provides after-hours counseling for UCF students and Bay Care Life Management, Inc. provides after-hours counseling for Valencia students. ProtoCall and Bay Care providers adhere to similar confidentiality standards as those described in this section. If you want us to provide information about your counseling to people who are not CAPS staff, UCF CAPS staff will do so with your written authorization. Counseling records are destroyed or electronically deleted after 7 years since the client's last contact with UCF CAPS.

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

- When doing so is necessary to protect you 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 child, 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 exploitation of an elder adult. Examples may also include incidents of past abuse, including those described above.
- When a client pursues civil or criminal legal action against the 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, UCF Counseling and Psychological Services may 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, UCF 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:

- Per your consent, information that you allow us to exchange with other professionals outside of UCF CAPS or information you 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 UCF CAPS file server, which are protected by passwords and accessible only by the CAPS. 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 that you provide may be used for this purpose. No identifying information will ever be used in reports resulting from such research.

Students should also 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 have any questions about confidentiality, you may ask your counselor.

CAPS partners with various UCF university offices in order to execute normal business operations. We strive to protect your private information during all our interactions, however at times limited information may be shared for CAPS to execute policies and procedural operations. These offices only obtain absolutely necessary information and nothing more. They are given minimum required access to perform job duties. The following contains a list of partners and our business agreements:

- UCF Information Technology (IT): Assists CAPS with the provision and management of all telecommunication services (voice and data), including support and updates for Titanium Schedule.
- UCF Finance and Accounting and UCF Registrar Office: Assists CAPS with management of fees and book-keeping.
- Bank of America: UCF CAPS' banking institution that assists with collection of fee payments.
- UCF Police Department: Assists with removal of weapons from CAPS premises. According to UCF policy, weapons are not allowed on UCF premises. In addition, according to the Red Flag Law, counselors may have authority to initiate the gun removal process if there is acute dangerousness identified.
- UCF Emergency Management:  
CAPS has security cameras within the waiting room, hallways, and in therapy offices. Cameras in the waiting room and hallways are used for surveillance and are installed to ensure a safe environment. Cameras in the therapy offices are utilized for training purposes, and only are in the record setting after permission from the client is obtained in writing. Recordings automatically delete after 120 days.

In case of an emergency of potential harm to self with non-compliance and fleeing CAPS premises and/or potential harm to others with non-compliance and fleeing CAPS premises, and/or potential active shooter situation, CAPS will have to turn over access of CAPS recordings (surveillance and sessions) to UCF police and security. Privacy of CAPS clients will need to be compromised in these situations to keep the individual and/or campus community safe.

## **BENEFITS AND RISKS**

Counseling has both benefits and risks. It is an active and cooperative effort involving both the client and 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 personal concerns, you may experience greater emotional distress at times. You also may find that positive changes you make may result in a change in the relationships in your life (e.g., gaining relationships, becoming closer in relationships, losing relationships, or relationships feeling more distant). If you have any concerns about your progress or the results of your counseling, we encourage you to discuss them with your counselor at any time. For two weeks each semester, CAPS invites clients to complete the Individual Counselor Evaluation (ICE). This allows CAPS to assess your progress in therapy and to elicit feedback about your counseling experiences. Please note that participating in counseling at CAPS may affect your eligibility to be a trainee or a research assistant within CAPS in the future.

## **COUNSELING & PSYCHOLOGICAL SERVICES IS A TRAINING FACILITY**

The UCF CAPS is a training site and your counselor may be a post-doctoral fellow, doctoral intern, pre-doctoral or pre-master's counselor-in-training. All counselors-in-training will inform you of the name of their supervisor, who can be contacted through our front desk. To provide adequate supervision and training, professional staff and trainees may ask to video or audio record your counseling sessions. In these situations, further explanation about recording will be provided and you will be asked to give separate written consent before any recording occurs. Your decision about recording will not impact your ability to receive services but might affect the timeliness with which you receive services. Any audio or video recordings are deleted within 120 days.

## **CLIENT RESPONSIBILITIES**

- Clients are responsible for complying with their counselors' treatment recommendations. Services may be terminated if clients fail to comply.
- Clients are also expected to behave in a respectful manner towards all UCF CAPS personnel. Failure to do so may also result in termination of services.
- Due to safety considerations and limited space, it is not feasible to bring children to sessions. Presence of young individuals may interfere with our ability to help you effectively. For unusual/special circumstances, it is recommended that the client speaks directly with the counselor prior to the session.
- Only service animals are permitted at CAPS. CAPS does not recognize emotional support animals as service animals. Clients will refrain from bringing emotional support animals to CAPS.
- If you miss two individual counseling sessions without canceling, you will be unable to schedule additional appointments at CAPS for the semester unless you are in a crisis situation.
- If you cannot make an appointment, please call to cancel at least 24 hours in advance of the start of the appointment time. CAPS is available during regular office hours to **any** enrolled UCF student or Valencia Downtown 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 time of your appointment. 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 a month 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/college will only have access to information that a balance is due to an account that does not clearly identify Counseling and Psychological Services 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 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 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 that you have read and fully understand this form and voluntarily agree to participate in counseling services.

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Client Name (Please Print)

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Date

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Signature