



MINOR'S INFORMED CONSENT FOR COUNSELING

Welcome to the UCF Counseling and Psychological Services (CAPS). We want to make your visit as comfortable and productive as possible. The purpose of this form is to inform you about the counseling process and your rights and responsibilities as a client at UCF Counseling and Psychological Services (CAPS). Special conditions apply because you are under 18 years of age. Minors 13-17 years of age are eligible for up to 2 crisis counseling sessions in a one-week period without being required to get parent/guardian consent for these sessions. If you are in crisis, you should notify the front desk when you schedule your appointment. All counseling services beyond those described above require parent/guardian consent until you are 18 years of age.

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

Your first meeting with one of our counselors will be a single session, an initial assessment, or a crisis/triage session. During the first meeting, the counselor will help you clarify your concerns and discuss what services are most appropriate. CAPS offers a variety of services, including single session, short-term brief individual therapy, relationship 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 CAPS staff members adhere to strict confidentiality standards in accordance with Florida Law. While you are a minor, your parent/guardian(s) have rights to discuss your counseling with your counselor. After you become 18, you can give the counselor written permission to allow continued two-way communication between your parent/guardian(s) and the counselor. If you do not give written permission, your parent/guardian(s) can communicate information to your counselor, but the counselor will not be able to confirm whether or not you are continuing in counseling or talk about your counseling experience with your parent/guardian(s). You, your

parent/guardian(s), and your counselor will negotiate what communication, if any, occurs with your parent/guardian(s) while you are in counseling as a minor.

CAPS staff will maintain confidentiality about the fact that you are in counseling, the information you disclose in counseling, and your counseling records. To provide you with the best service, the 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 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 Service 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 on staff, CAPS staff will do so with written authorization. Until you are 18 years old, the written permission of your parent/guardian is also necessary. 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:

- Information that you or your parent/guardian(s) allow us to exchange with other professionals outside of 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 Department of Security and 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 30 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.
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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. If you cannot make an appointment, please call to cancel at least 24 hours in advance of the start of the appointment time. If you miss two individual counseling sessions in a row without canceling, you will be unable to schedule additional appointments at CAPS for the semester unless you are in a crisis situation. 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. When an appointment is made, it takes an available slot away from another client. No-shows and late cancellations cause problems that go beyond a financial impact on CAPS. 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. Clients have 30 days from the date of the appointment to submit an appeal or make a payment for the fee before a hold is placed on your

UCF student account. After 30 days, CAPS will place a hold on your UCF student account, which will prevent students from accessing their diploma. CAPS will attempt to collect outstanding balances. 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.”

Any client returning to CAPS for services will need to pay any existing charges before scheduling an individual, relationship, or group session. They can still have access to same-day services as needed even if charges exist. If a client reaches \$60 in fees, then they cannot schedule any additional individual, relationship, or group sessions, but they may access same-day services. Clients can only participate in group if they have a zero balance (no fees on their CAPS account).

TEXT MESSAGE NOTIFICATION

CAPS utilizes courtesy text messages to communicate with you about information related to your appointments. Confidentiality of these text messages cannot be guaranteed. Messages may include your name, a statement that you have a “CAPS appointment,” the day and time of your appointment, and CAPS phone number. CAPS is not responsible for any fees incurred due to receipt of texts. Technological failures of your phone or the text messaging system will not be considered a valid reason to avoid a fee for a no show, late cancelation, or late reschedule appointment. If you are scheduling an appointment that begins less than 24 hours from the time of the appointment is made, a text reminder may not be sent. For students accessing services at the UCF-Valencia Downtown location, text messages are used to inform you about the status of your appointment. For example, the text message may notify you to return to CAPS office for your counseling appointment.

TELEMENTAL HEALTH SERVICES

In Florida, Telehealth refers to the use of telecommunication technology by a provider to provide care services. This provision of services may consist of audioconferencing or videoconferencing through a personal laptop or computer with a webcam. Telemental health services are offered to improve access to counseling services to UCF students, especially when significant barriers of travel to campus for counseling services exist.

UCF CAPS utilizes the UCF-HIPAA zoom platform to execute telemental health services. In addition, UCF partners with Therapy Assistance Online (TAO) Connect, Inc., which provides another secure videoconferencing platform. When connecting with TAO, telemental health treatment requires that CAPS provides minimal identifying information to be shared with TAO Connect, Inc. including your name, e-mail address, and telephone number. As a service provider, TAO Connect, Inc., adheres to strict confidentiality laws. TAO Connect, Inc. will collect information so that they can provide technical support and to facilitate interaction with your CAPS counselor. The data that TAO Connect, Inc. keeps will be used in evaluating and improving the service.

There are always risks with telemental health services, including, but not limited to, the possibility that: the transmission of your confidential information could be disrupted or distorted by technical failures or interrupted by unauthorized persons, and/or the electronic storage of counseling information could be accessed by unauthorized persons. CAPS counselors typically provide services from UCF; however, clinicians may also work from home. They take reasonable efforts to operate in a secure and confidential space, minimizing interruptions and distractions.

As with all CAPS services, electronic records of services will be maintained by UCF CAPS. Your counselor and CAPS will protect the confidentiality of clients and the content of telemental health sessions. You may withdraw or withhold consent from teletherapy services at any time. You may also terminate telemental health treatment at any time.

Client Eligibility & Responsibilities:

Enrolled UCF students who live in Florida may be eligible to participate in telemental health services. To engage in services, you must physically be located in Florida, with the exception of crisis consultations; if you are physically located outside of Florida, you must immediately notify the counselor. You will need a computer or laptop with a microphone, speakers, and a camera for audio and/or videoconferencing. You will need a reliable internet connection and the ability to have space that ensures your privacy (you are alone in the room), has sufficient lighting, and is free from distractions or interruptions. You are responsible for maintaining confidentiality on your end of the electronic communication (i.e., being in a private space while audio- or videoconferencing). You should be dressed if you were attending an in-person face to face session. You will meet with your counselor only at the agreed upon time, and you may not record telemental health services. Your sessions with the CAPS counselor will only be recorded with your written consent.

Address of the physical location where you: 1) plan to access Telemental Health services from (this cannot be a P.O. Box) and/or 2) when CAPS needs to revert to video sessions due to pandemic or other reasons:

Address: _____

City: _____

State: _____

Zip: _____

Emergency/Crisis Situations:

In any mental health treatment or counseling a small number of people do not respond or improve. We depend on you to follow the procedures below, if you are in crisis:

- If you are in distress or crisis and need to speak to a mental health counselor during our business hours you may call CAPS office to speak to the counselor on duty or seek same day appointment.
- CAPS offers a 24 hours a day, 7 days a week after hours crisis line, whether or not UCF is open. You can call the main number (407-823-2811) and choosing option 5 to speak to a mental health counselor.
- If you are in imminent danger to yourself or others, call 911 or have someone take you to an emergency room at the nearest hospital.
- If we are concerned about you, if we lose contact with you, or if you fail to show for a scheduled audio- or videoconference, we will contact you by phone to check on your wellbeing. In addition, if you are showing signs of being in real trouble, we require that we have permission to contact someone to ensure your safety.

1) A close personal contact such as a parent, spouse, sibling, or friend with whom you have on-going contact:

Personal Contact Name: _____

Personal Contact Relationship: _____

Personal Contact Phone: _____

2) A professional contact or friend, such as a student affairs professional, a residence hall director, or a personal physician:

Professional or Friend Contact Name: _____

Professional or Friend Relationship: _____

Professional or Friend Contact Phone: _____

3) The office or agency that does crisis well-being checks in your community (typically a 24 hour crisis service or the police department):

Click on the option that best represents your local contact:

Brevard County Sheriff's Office

Central Area – 321-633-7162

North Area – 321-264-5100

South Area – 321-952-6371

772 Area Code – 772-663-6269

Lake County Sheriff's Office – 352-343-2101

Orange County Sheriff's Office – 407-836-4375

Polk County Sheriff's Office – 863-298-6200

Seminole County Sheriff's Office – 407-665-6650

Volusia County Sheriff's Office

West Volusia – 386-736-5999

Daytona Beach – 386-248-1777

New Smyrna Beach – 386-423-3888

South West Volusia – 407-323-0151

Osceola County Sheriff's Office – 407-348-2222

If none of the local police departments apply, please type in your local police department and contact phone number: _____

The following statements are also important for safety planning, especially when engaging in telemental health services.

- If I show signs of deterioration or distress that indicate that I may be in danger, I grant CAPS and my therapist permission to contact me by phone and to leave a message.
 - If I show signs of deterioration or distress that indicate I may be in danger, and I fail to respond to phone messages, I grant CAPS permission to contact those individuals listed above to verify my well-being.
 - If I show indicators that I may be at serious risk for self-harm or harm to others, I understand that CAPS is required to contact the crisis response contact above to ensure my safety. This may also take the form of a wellbeing check conducted through my local police department.
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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 6 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.
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Please type your legal name below to indicate that you have read and fully understand this entire form and voluntarily agree to participate in counseling services at UCF CAPS:

Signature: _____

Date: _____

UCF PID or VID: _____