

COUNSELING AND HEALTH SERVICES

Information
for **Faculty**
and **Staff**

* THE STUDENT
COUNSELING CENTER

* THE STUDENT HEALTH CENTER

* THE ALCOHOL AND OTHER DRUG
EDUCATION CENTER

* THE CAREER SERVICES CENTER

* THE PEER EDUCATION PROGRAM



LASALLE
UNIVERSITY

DIVISION OF STUDENT AFFAIRS

LA SALLE UNIVERSITY COUNSELING AND HEALTH SERVICES GENERAL INFORMATION

Counseling and Health Services provides health care, personal counseling, crisis intervention, and alcohol and other drug intervention and education, as well as career planning, exploration, and development for all full-time La Salle University students. In addition, Counseling and Health Services supports the La Salle University Peer Educators, a group of students trained to heighten awareness among their peers about relevant social health issues.

Counseling and Health Services includes:

The Student Counseling Center

215.951.1355
McShain Hall

The Alcohol and Other Drug Education Center

215.951.1357
McShain Hall

The Student Health Center

215.951.1565
North Residence Halls Complex

The Career Services Center

215.951.1075
409 Administration Building

The Peer Education Program

215.951.1357
McShain Hall

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The mission of the Student Counseling Center is to support students in realizing their educational goals by helping them resolve problem areas that may be interfering with these accomplishments. Typical concerns of students who present themselves at the Student Counseling Center include: depression, anxiety, stress, relationship difficulties, family problems, eating disorders, adjustment to living away from home, developmental issues, and substance misuse.

Specifically, the Student Counseling Center ...

- provides support, counseling, and crisis intervention to students with personal concerns and/or adjustment issues;
- helps students work through problem areas that are interfering with their academic success;
- helps with decision making as it relates to areas of study and potential academic goals;
- offers consultation to faculty, administrators, and staff regarding student concerns and behavioral management; and
- provides a variety of psycho-educational programs upon request and periodically offers support groups on topics such as family issues, self-esteem, eating disorders, date rape, etc.

Eligibility for Student Counseling Services

All full-time students are eligible for counseling services at no cost.

Availability of Student Counseling Center Staff

The Student Counseling Center staff, comprised of licensed psychologists, counselors, and doctoral interns, is available during regular working hours. A consulting psychiatrist is available to clients of the Student Counseling Center by appointment once a week. Please note that the Student Counseling Center staff is not generally available after hours or on weekends. If a student needs more support than a weekly appointment, he or she will be referred to community-based therapists, support groups, and/or given crisis line numbers.

Appointments

Generally, appointments are scheduled for 50 minutes once a week. To schedule an appointment, students can stop by or call the Student Counseling Center (215.951.1355). Requests for counseling services are usually accommodated within one to two weeks of the request. Students who need to cancel or reschedule an appointment are expected to inform the Student Counseling Center 24 hours in advance. Our 1 p.m. hour each day is set aside for walk-in appointments.

Emergencies

Psychological emergencies (i.e. risk of harm to self or others) are seen immediately during working hours. In a crisis or emergency situation requiring immediate attention during off hours, the Resident Coordinator on duty (215.951.1552) or Safety and Security (215.951.2111) should be contacted or the student can go directly to the Crisis Response Center on the third floor of the Germantown Community Center Hospital (215.951.8300).

Confidentiality

In accordance with the ethical guidelines of the American Psychological Association and the American College Personnel Association, information will be shared with a third party only upon written consent by the student involved or as may be required by the law (in situations in which there is a strong suspicion and/or evidence that the student is at risk of being a danger to self or others).

For more information about the Student Counseling Center, call 215.951.1355.

The mission of the Alcohol and Other Drug Education Center (AODEC) is to educate the La Salle community about the realities of alcohol and other drug use, provide accurate information about psychoactive substances, assist students in the assessment of the risks associated with their usage of alcohol or other drugs, and provide referral and/or treatment for problems associated with misuse. Typical student concerns can range from uncertainty about the decision to drink or abstain to the impact of alcohol and other drugs in daily life to personal issues about the use of alcohol and/or other drugs or use by a family member or friend.

Specifically, the AODEC Program...

- offers individual counseling for students to help determine if problems or the potential for problems exist, as well as pre-treatment counseling for students who may be at risk of developing problems;
- conducts confidential personal assessments to provide students with professional opinions on their personal use of alcohol;
- provides assessment and counseling services to students who belong to families with alcohol and other drug issues;
- organizes support groups for students in recovery;
- provides consultation and presentations for classes, residence halls, and other on- and off-campus groups related to substance use;
- fosters student, staff, and faculty awareness of alcohol-related information through a series of experiential programs;
- offers educational sessions for students who violate the alcohol/drug policies of the University; and
- refers to campus and community resources when necessary or requested and consults with students on alcohol-and-other-drug-related academic projects.

AOD Resources

Located in McShain Hall next to the Student Counseling Center, the AODEC provides books, articles, pamphlets, videotapes, and other educational materials related to the use/abuse of alcohol and other drugs. These resources are available for students, staff, and faculty who wish to learn more about an alcohol and other drug topic.

Several online self-assessment questionnaires are also available for individuals wanting to explore their own substance usage.

Availability of Alcohol and Other Drug Education Center Staff

The Alcohol and Other Drug Education Center staff is available during normal working hours (8:30 a.m. to 4:30 p.m.) and some evenings by appointment only.

Appointments

Generally, appointments are scheduled for 50 minutes once a week. To schedule an appointment, students can stop by or call the Alcohol and Other Drug Education Center (215.951.1357). Requests for services are usually accommodated within one to two weeks of the request. Students who need to cancel or reschedule an appointment are expected to inform the Alcohol and Other Drug Education Center 24 hours in advance.

Emergencies

In case of alcohol and other drug emergencies (i.e. alcohol poisoning, other drug overdose) requiring immediate attention during off hours, the Resident

Coordinator on duty (215.951.1552) or Safety and Security (215.951.2111) should be contacted, or the student can go directly to the Germantown Hospital Emergency Room or Einstein Medical Center Trauma Center, both of which are in close proximity to the University. The Crisis Response Center at Germantown Community Center Hospital is located on the third floor (215.951.8300).

Confidentiality

In accordance with the ethical guidelines of the American College Personnel Association and the Certification Board for Addiction Counselors, information will be shared with a third party only upon written consent by the student involved or as may be required by the law (in situations in which there is a strong suspicion and/or evidence that the student is at risk of being a danger to self or others).

To clarify information or for consultation on an alcohol and other drug issue, an Alcohol and Other Drug counselor is available by appointment.

For more information, the Alcohol and Other Drug Education Center can be reached at (215.951.1357).

The mission of the Student Health Center is to maintain optimum physical and emotional health of the La Salle University student body through the provision of quality, accessible, comprehensive, and cost-effective health care. The Student Health Center also promotes healthy behavior and lifestyle choices through ongoing educational outreach and programming.

Specifically, the Student Health Center offers...

- routine health care (i.e., physical exams, immunizations, screenings, etc.);
- evaluation and treatment for acute illnesses and injuries;
- treatment for infections (i.e., strep throat, bronchitis, urinary tract infections, etc.);
- prescription medications (most medications prescribed for students are free or available at a nominal cost);
- allergy injections;
- wellness and health assessments;
- free over-the-counter medications;
- women’s health care (i.e., pelvic exams, breast exams, etc.);
- screening tests for strep throat, mononucleosis, urinary tract infections, pregnancy, and sexually transmitted diseases;
- sexual health information and/or counseling; and
- referrals to specialists and campus and community resources.

** Please note: The Student Health Center does not provide notes for missed classes except in situations of hospitalization.

Eligibility and Cost

All full-time undergraduate and graduate students are eligible for Student Health Center services. Graduate students must meet the same health requirements as undergraduate students (i.e. completed health form on file) in order to receive services. Most care provided by the nurse practitioners and University consulting physician is free. The exceptions would include hospital emergency room care, x-rays, laboratory testing, most immunizations, specialists' fees, and hospitalization. Laboratory fees and immunization charges must be paid (by check, cash, or Gold Card) at time of service or billed home.

Appointments

The Student Health Center has regular weekday hours (8:30 a.m.–4 p.m.) during the academic year. No appointments are necessary to see one of the nurse practitioners. Physician visits, for consultation, will be arranged through the nurse practitioner.

University Policies Regarding Health Requirements

- **Health Insurance**

Health insurance is required for all full-time undergraduates, international students, and resident graduate students. Information about and applications for the University-endorsed student health insurance are available at the Student Health Center and the Dean of Students' office. For students under the age of 23, family health insurance will generally provide coverage.

- **Mandatory Immunizations**

Non-compliance with the University-required vaccinations will result in a medical hold, which will stop a student from being able to register for the following semester. All students are notified by letter if they are missing any of the required immunizations in an attempt to prevent them from being placed on a medical hold.

Emergencies

Normal business hours: Students should visit the Student Health Center or call La Salle Security and Safety (215.951.2111).

After hours, non-life-threatening medical situations: The Community Development staff member (215.951.1552) on duty should be contacted to reach a nurse practitioner who is available for consultation.

Crisis situation requiring immediate attention: Emergency care is available at the Germantown Hospital Emergency Room or Einstein Medical Center Trauma Center, both of which are in close proximity to the University. Call La Salle Security and Safety (215.951.2111), who will provide transportation or, if needed, will contact Philadelphia Rescue.

Confidentiality

All services provided by the Student Health Center are confidential. Information will not be released to faculty, staff, administrators, or parents without the student's permission, unless there is a threat to self or others.

The Career Services Center is committed to preparing students for the realities of an increasingly diverse workplace through all aspects of career development and planning, experiential education, and campus recruiting programs. The Career Services Center, acting as an interface between the University and the professional world, provides quality services and programs to the communities we serve—students (undergraduate and graduate), alumni, and employers, as well as University administrative and academic departments.

Specifically, the Career Services Center ...

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- offers individual consultations with a career counselor to engage in self-assessment, formulate educational plans, set career goals, select a major, refine résumés and cover letters, or address other career-related concerns;
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- provides opportunities for students to obtain career-related work experience while enrolled at La Salle through internships, cooperative education, and summer jobs;
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- conducts workshops to effectively prepare students for all aspects of the employment process, including résumé-writing, interview skills, handling job fairs, and conducting a search;
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- offers mock interviews to prepare students for today’s competitive job or graduate school interviews;
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- maintains full-time, part-time, co-op, internship, and summer job postings via eXploreNet, our online system, and job books;
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- sponsors career fairs and networking events to connect students and alumni with employers eager to discuss internships, co-ops, and full- and part-time positions and to help students learn more about the variety of occupations and careers;
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- coordinates on-campus interviewing for full-time and internship/co-op positions with local and national employers, Fortune 500 businesses, and social service and government agencies; and
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- maintains graduate school information, including catalogs, directories, and preparation resources, such as GRE, GMAT, and LSAT information, and GRE or GMAT with PowerPrep software.

Resources

eXploreNet (lasalle.erecruiting.com): an online system that allows students to maintain a personal profile, upload resumes, view the Career Services calendar, apply to campus recruiters, schedule interviews, view job postings, identify alumni mentors, and much more.

Self-Assessment Tools: the Career Services Center utilizes the Self-Directed Search, DISCOVER, and the Myers Briggs Type Indicator to help students examine and clarify their interests, abilities, and values and then choose the course of study and identify occupations that are most appropriate for them.

The Vault: an online database filled with company research, career profiles, industry overviews, insider reports, discussion forums, guidebooks, job postings, and more to research potential careers, industries, and employers. The Vault is accessible through the La Salle University portal in the Student Affairs channel.

NACELink: provides students with access to thousands of additional job postings and employers connected through the National Association of Colleges and Employers, of which La Salle is a member.

Directories and Catalogs: local directories of businesses, government agencies, and nonprofit organizations, as well as graduate school catalogs and directories, are available for use in the Center.

Eligibility

All currently enrolled students and alumni are eligible to utilize the Career Services Center at no cost.

Office Hours and Appointments

The Career Services Center hours

Academic Year:

Monday–Thursday, 8:30 a.m.–6:30 p.m.

Friday, 8:30 a.m.–4:30 p.m.

Summer:

Monday–Thursday, 8:30 a.m.–4:30 p.m.

Friday, 8:30 a.m.–3:30 p.m.

Students should call (215.951.1075) or stop by the Career Services Center (Administration Building 409) to schedule an appointment with a career counselor or staff member. Daily walk-in hours (no appointment needed) are offered from 10–11 a.m. and 1:30–2:30 p.m.

A career counselor will also be available (by appointment on selected days) at La Salle's Bucks and Montgomery county campuses. Appointments at these locations must be made in advance by calling our Main Campus office at 215.951.1075.

THE PEER EDUCATION PROGRAM

*“Students
educating
students”*

La Salle University Peer Educators are students committed to promoting well-being within the La Salle University community. The Peer Educators aim to heighten awareness among their fellow students about social health issues such as substance abuse, eating disorders, dating violence, AIDS/HIV prevention, and more. Members of this student group are trained to facilitate workshops, programs, and other events to help their peers learn more about pertinent health issues in order to make low-risk decisions that reflect a healthy lifestyle.

For more information about the La Salle Peer Educators, contact the Alcohol and other Drug Education Center at 215.951.5157.

GENERAL INFORMATION FOR FACULTY AND STAFF

The following information is presented to assist faculty and staff members in handling certain situations, such as when and how to make a referral to Counseling and Health Services, signs and symptoms indicating a need for counseling and medical intervention, and how to talk to someone who needs help.

When to Make a Referral

A referral is usually indicated in the following situations:

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- The student's emotional or physical problems are interfering with his or her academic performance.
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- The student's emotional or physical needs require immediate attention.
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- You observe signs or symptoms of distress and/or maladjustment in a student, indicating a need for intervention.
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- A student presents a problem or requests information about a medical or emotional issue that is outside your range of knowledge.
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- You suspect that a student is misusing alcohol or other drugs.
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- The student is unsure or lacks confidence about his or her choice of major or future career paths.
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- You know the student on a non-professional basis (i.e. friend, neighbor, relative, etc.).

How to Make a Referral

The following are suggestions to assist in making a referral. If you are unsure about whether to make a referral, the Counseling and Health Services staff (215.951.1355), the Senior Associate Dean of Students (215.951.1916), or the Dean of Students (215.951.1017) is available for consultation.

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- When you have determined that the student might benefit from personal counseling, career counseling, or medical intervention, it is usually best to speak directly to the student in a straightforward fashion that will show your concern for his or her welfare. It is not advisable to attempt to deceive or trick the student into seeking help. Be specific regarding the behaviors or symptoms that have raised your concerns, and avoid making generalizations about the student.
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- Here are some guidelines to help faculty and staff members in talking to a student who needs help:
 1. Be prepared. Learn the basic facts about the issue you are confronting.
 2. Discuss how you feel about the situation with someone you trust before approaching the student.
 3. Choose your time and place carefully.
 4. Be clear and straightforward when speaking with the student. Give specific examples.
 5. Confront behavior, not values.
 6. Communicate your concern for the student rather than dislike for the behavior.
 7. Become familiar with the support services that are available to refer the student.
-
- EXCEPT IN EMERGENCIES, the option must be left open for the student to accept or refuse help. If the student is reluctant for whatever reason, simply express your acceptance of those feelings so that your own relationship with the student is not jeopardized. Give the student an opportunity to consider your recommendations by suggesting that he or she might need some time to think it over. If the student emphatically refuses, then respect the decision and leave the situation open for possible reconsideration at a later time.
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- If the student agrees to the referral, suggest that he or she immediately call to schedule an appointment. You may offer to let the student use your phone to set up the appointment.
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- Follow up with the student at a later date to show your continued interest, even if the student did not follow through with the referral. *Please note: Due to professional legal and ethical standards, Counseling and Health Services staff cannot reveal information regarding a student without written permission from the student (exception: if a student demonstrates he or she is at imminent risk of harm to self or others).
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- If you believe the student is in danger of self-harm or harm to others, a mandated referral may be in order. Call the Dean of Students (215.951.1017), the Senior Associate Dean of Students (215.951.1916), or the Director of the Counseling Center (215.951.1355) for assistance.

Signs and Symptoms Indicating the Need for Counseling and Health Services' Intervention

The following checklist of symptoms can be useful in determining a student's potential need for counseling, alcohol or other drug intervention, or health care. It is important to note that many of the following symptoms can be within the normal range of behavior for traditional college-age students when the duration of symptoms is brief. However, when clusters of signs and/or symptoms are long-lasting or you have reason to believe a student has a problem or is at risk of self-harm, a referral to Counseling and Health Services is indicated.

- **Self-Destructive Behavior**
Examples: suicidal or self-destructive ideation, a conversation or written communication that includes the how, when, and where of a suicide plan (this warrants an IMMEDIATE referral to the Counseling Center), other self-destructive types of behavior over a period of time that interfere with the student's functioning (repeatedly missing assignments, frequent absences, taking excessive risks, alienating others, loss of future/career focus, long-term depression).
- **Marked Change in Social Interactions**
Examples: difficulties with getting along in the classroom, withdrawing socially, having continual friction with fellow students, declining interest in extracurricular activities, behaviors indicating confusion and distress.
- **Erratic or Irresponsible Behavior**
Examples: dramatic drop in grades or sudden change in academic performance, repeated absences from class, procrastination, lying, cheating, defiance of authority, fits of anger, fights, rule-breaking.
- **Marked Change in Appearance**
Examples: dramatic change in weight (loss or gain), poor personal hygiene.
- **Signs of Depression**
Examples: expressions of self-reproach, low energy level, tearfulness, insomnia, poor appetite, fatigue, decreased attention and ability to concentrate, restriction in involvement of pleasurable activities.
- **Anxiety Disorders**
Examples: irrational or excessive fear or worry, panic attacks, phobias, obsessive-compulsive behaviors.
- **Difficulties Interfering with Academic Success**
Examples: incapacitating test anxiety, chronic disorganization or procrastination, dissatisfaction with course of study, indecisiveness or conflict about career path, unrealistic career aspirations.

Warning signs of an Alcohol and/or Other Drug Problem

- **Changes in Performance**
Examples: declining grades, increases in absenteeism, apparent memory lapses, difficulty concentrating, fits of anger, verbal or physical fights, “acting out” or aggressive behavior, declining interest in extracurricular activities.
- **Changes in Behavioral/ Physical Well-Being**
Examples: apparent hangovers, bloodshot eyes, dilated pupils, hyperactivity, nervousness, frequent tiredness, excessive sniffing and coughing, unfamiliar scents or smells on person.
- **Emotional and Interpersonal Changes**
Examples: reduced motivation, self-discipline and self-esteem, negativism, defensiveness, secretiveness, erratic behavior and mood swings, withdrawal from others, disorientation, verbal abuse.

Symptoms Indicating the Need for Health Care

- **Marked Change in Physical Appearance**
Examples: sudden weight gain or reduction, bingeing and/or fasting resulting in frequent weight fluctuations, flushed face or unusually pale complexion, rash and/or other skin irritation.
- **Marked Change in Physical Health**
Examples: fatigue, trouble breathing, chest discomfort, weakness/aching in muscles and/or joints, nausea, vomiting, diarrhea, painful urination, headaches, fever, swollen glands (requires IMMEDIATE medical attention, especially when headache or vomiting is accompanied by a stiff neck and fever).
- **Health Issues Interfering with Academic Performance**
Examples: repeated absences from class and/or missed assignments, persistent tiredness and/or sleeping in class, vision or hearing difficulties.

Events in a Student's Life in Which a Referral to Health Services Might be Helpful

- Death or illness of a friend or family member
- Relationship breakup
- Divorce in family
- Rape or sexual assault
- Medical problem
- Academic failure

Indicators for a Referral to the Career Services Center

- Unclear or unsure of their choice of major or career path
- Vague or disparate career goals
- Seeking information about specific careers or employers
- Interested in experiential education (internship/co-ops/summer jobs)
- Questioning the job search process
- Anxious about an interview
- Indecisive about graduate school

COMMUNITY RESOURCES

The following community resources are available to La Salle University faculty and staff as well as students:

La Salle University Safety and Security	215.951.2111
Crisis Response Center at Germantown Medical Center	215.951.8300
Albert Einstein Medical Center Emergency Room	215.456.6666
Alcoholics Anonymous	215.923.7900
Narcotics Anonymous	215.629.6757
Suicide Prevention Hotline	215.686.4420
AIDS Hotline	215.985.AIDS
Women Organized Against Rape	215.985.3333
Women Against Abuse	215.386.7777
American Anorexia and Bulimia Society	215.221.1864

Local Pharmacies:

Banks Pharmacy 335 W. Tabor Road	215.927.6700
Esquire Rite Aid 6701 N. Broad St. (Broad and Chew)	215.424.7400



COUNSELING AND HEALTH SERVICES

- The Student Counseling Center
- The Student Health Center
- The Alcohol and Other Drug Education Center
- The Career Services Center
- The Peer Education Program

1900 West Olney Avenue
Philadelphia, PA 19141