



Counseling Department  
P.O. Box 19000  
Portland, OR 97280-0990

## Personal Counseling Services

Welcome to the Counseling Department at Portland Community College (PCC). This document is an introduction to our department and procedures. If you have questions after reading this information, please discuss them with your counselor.

**WHAT TO EXPECT:** During your initial contact with the department, a counselor will meet with you to discuss the nature of your concerns. You will be asked questions about what brings you to counseling in order to determine appropriate options available to you. The process is confidential as outlined below.

**SERVICES:** PCC Counseling provides assistance in the areas of crisis intervention, problem solving, adjustment issues, and other matters of personal concern that may interfere with your academic success at PCC. We offer short-term individual counseling (1-8 sessions\*), career assessment and some limited psychological testing. If you require services that are outside the scope of assistance provided by our department and/or that involve more long-term, intensive, or specialized care or hospitalization, you may be referred to an appropriate mental health provider in the community.

If you have any questions about experience, credentials, or theoretical orientation, please feel free to discuss them with your counselor. You are also encouraged to talk to your counselor at any time about your working relationship, particularly if your needs are not being met or you are dissatisfied with our services.

**STAFF:** The counseling staff is composed of licensed professional counselors, PhD level counselors, Masters-level counselors, counseling interns and licensed psychologists. Referral to staff will be based on your counselor's professional judgment as well as on your specific needs and preferences.

**AVAILABILITY OF SERVICE:** Personal counseling services are available during regular business hours in Fall, Winter, and Spring terms. We also provide limited access to counseling services in the summer term. The department works on an appointment only basis, except in emergency situations. If a student requires emergency services when PCC counselors on your campus are not available they are advised to contact the Multnomah County Crisis Line 503-988-4888 or 1-800-716-9769, Clackamas County Crisis Line 503-655-8585, Washington County Crisis Line 503-291-9111, or go to a hospital emergency room. Once you begin counseling with a PCC counselor, if s/he is not available and you are in need of support, you have the option of requesting to meet with another counselor.

**CONFIDENTIALITY:** In accordance with state and federal law, as well as professional ethical guidelines established for psychologists and counselors, the PCC counselors maintain confidential records of personal counseling sessions. This means that information shared with your counselor *in his/her office* will not be disclosed to parties outside of the counseling staff without written request for such disclosure. There may be some exceptions to this confidentiality:

1. You give your written permission to share information with specific others.
2. Reporting suspected child, elder and vulnerable-adult abuse.
3. Reporting imminent danger to self or others.
4. In the event of a health or medical emergency.
5. The department's computerized scheduling system identifies students as receiving counseling, but does not disclose records/content of the personal counseling session. College personnel have access to this system.
6. Situations where disclosure may be required by state or federal law.

Counselors may also provide academic advising, which may become part of your educational record. This is distinct from personal counseling which is strictly confidential (as outlined above).

**YOUR BASIC RIGHTS AND RESPONSIBILITIES AS A CLIENT:**

- You have a right to confidentiality (except in the situations outlined under "confidentiality"). If you decide to release information to any party external to the department, you will be asked to sign a "Release of Information" form.
- If dissatisfied with your counselor, you have the right to request a different one. We encourage you to discuss this with your initial counselor, if possible.
- You have a responsibility to keep your appointments or to call and cancel them as soon as you know you cannot keep them.
- It is your responsibility to inform your counselor of address, phone number, or emergency contact information in order to facilitate communication as necessary.
- You have the responsibility to follow through with referrals and for alerting your counselor if any referrals are not viable.
- You have a right to be free from being the object of discrimination on the basis of race, religion, gender, sexual orientation, gender identity, or other unlawful category while receiving services.

*Please sign below to indicate that you understand the information presented in this document and you consent to receiving services through the PCC Counseling Department.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Student I.D. #: G \_\_\_\_\_ Phone: \_\_\_\_\_

May we contact you at this # ?  Yes  No      May we leave a message?  Yes  No

PCC Email: \_\_\_\_\_

Address: \_\_\_\_\_

Emergency Contact: Name \_\_\_\_\_ Phone \_\_\_\_\_

Relationship \_\_\_\_\_

\*Counseling sessions may extend beyond 8 sessions given the nature of the concern and at the discretion of the counselor.