

Standard 9 – Element 9.8-1

Evidence Submission

Counseling and Mental Health Services

Policies and Procedures for Counseling and Mental Health Services

The Counseling and Mental Health Services Policy and Procedure is designed to prioritize the well-being and mental health of our students, recognizing that emotional and psychological resilience are vital to their success as future healthcare professionals. This policy outlines the comprehensive services and support systems available, ensuring students have access to confidential counseling, mental health resources, and crisis intervention when needed on-campus or while on clinical placement.

Access & Scheduling

Students have a variety of options and modalities offered both by D'Youville University and third-party providers.

- **In-person, on-campus:** Students can be seen by one of two licensed mental health counselors on campus. Students are able to schedule an appointment directly by emailing wellnesslodge@dyu.edu or completing an Intake Request Form found on the University's SharePoint Page and [website](#).
- **Virtual:** Students can access SaintsCare 24/7 through the website timelycare.com/dyouville or by downloading the TimelyCare-HigherEd app on mobile devices. This service allows students free access to monthly scheduled sessions with a licensed provider who they select, unlimited access to crisis management with licensed providers, and unlimited access to health coaching.
- **Emergency Response:** For daytime mental health emergencies that happen on campus, D'Youville University Campus Safety should be contacted at 716.829.7777. Campus Safety oversees an Emergency Response Plan which includes calling Crisis Services for assistance as well as the Wellness Lodge on campus to respond. For mental health emergencies after-hours or on weekends, D'Youville University Campus Safety or Erie County Crisis Services at 716.834.3131.

Protocols for Students Living in Campus Residence Halls

Within the residential on-call structure, there is an established duty schedule where a professional staff member and para-professional staff member are on duty 24/7 and are available for emergency assistance. Shifts beginning at 8:00pm and run through 8:00am the following day.

Protocols for Students on Clinical Placements

All students can access [SaintsCare](#), which will connect them with a licensed provider in their area while the individual is off campus on clinical placements. Additionally, while on rotation, students will be able to access a list of physical emergent mental health care facilities should they wish to receive in-person care. Available on SharePoint and referenced at new-student orientation, this list will include the following information: Location Name, Location Address, Location Phone Number, Hours of Operation, and Web Address. Students wishing to refer existing care from a university counselor or SaintsCare counselor can discuss this option with their provider.

In case of an emergency, students on clinical placements are instructed to call 911. Meanwhile, any student with a known behavioral health issue will be proactively reached out to by the Office of Student Affairs, the Clinical Coordinators and/or the Associate Deans. This will be done to ensure the safety of the student, their peers and clinical team, and the patient and rotation site. Awareness information related to this will be provided to students, faculty, and staff during orientation and repeated every semester, especially during the clinical years.

<p>Responsible Unit: Wellness Lodge, Student Affairs Adoption Date: Sept. 5, 2024 Last Review Date: Sept. 5, 2024 Next Review Date: Sept 5, 2026</p>
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More information is available at:

<https://www.dyu.edu/campus-life/support-services/wellness-lodge>

Wellness Lodge

[Home](#) ▪ [Campus Life](#) ▪ [Support Services](#) ▪ [Wellness Lodge](#)

Welcome to The Wellness Lodge!

If you are experiencing a mental health emergency and need someone to talk to immediately, please call one of the following numbers:

- **Erie County Crisis Services: 716-834-3131**
- **National Suicide Hotline: 1-800-273-8255**

D'Youville's on-site counseling center The Wellness Lodge is located on the 3rd floor of the [Koessler Administration Building \(KAB\)](#). All services are available to students as needed.



The Wellness Lodge also hosts a variety of wellness programs; including yoga, art as therapy, weekly massage therapy, mindfulness and guided meditation workshops, and other special wellness events. All classes are free for students to participate.

All students have access to 24/7 free and immediate tele-mental health services through SaintsCare powered by TimelyCare.

Schedule an Appointment

SaintsCare

Interested in meeting with a licensed mental health professional virtually? try SaintsCare! All you need to do is register with your .edu address.

SaintsCare can be accessed at [timelycare.com/dyouville](https://www.timelycare.com/dyouville) or by downloading the TimelyCare – Higher Ed app on your mobile device. SaintsCare provides 3 main no-cost services to students:

- TalkNow: 24/7, on-demand access to a mental health professional to talk about

Campus Life

- [Buffalo Campus & Community](#)
- [Graduation](#)
- [Honors Convocation](#)
- [Housing](#)
- [New Student Orientation](#)
- [Recreation & Wellness](#)
- [Student Engagement](#)

Support Services

- [Campus Bookstore](#)
- [Campus Safety](#)
- [Collegiate Science and Technology Entry Program \(CSTEP\)](#)
- [Mailroom](#)
- [Student Conduct Handbook](#)
- [Student Health Information](#)
- [Student Success Center](#)
- [Tech Support](#)
- [The Park Advocacy Center](#)
- [Transportation & Parking](#)
- [Voter Resources](#)
- **Wellness Lodge**
 - [Campus Cupboard](#)

Wellness Lodge

Contact:

Paige Schultze, CMHC

Email: schultzp@dyc.edu

Address: Koessler Administrative Building
Third Floor 301

Hours: Monday - Friday
9 AM - 6 PM



[Visit SaintsCare](#)

[In Person Counseling](#)