

D'YOUVILLE UNIVERSITY

D'Youville University Wellness Lodge

Statement of Understanding

Eligibility for Services

Our services are available to all currently enrolled D'Youville University students.

Scheduling an Appointment

You can make a confidential appointment by visiting the Wellness Lodge Page of the D'Youville University website. From there, open the drop-down menu “Schedule with a licensed mental health professional,” and click the “Book Appointment” link. You will be asked to create an account to schedule an appointment.

SCHEDULE WITH A LICENSED MENTAL HEALTH PROFESSIONAL

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 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 anything at anytime
- Scheduled Counseling: scheduled options to speak to a licensed counselor
- Health Coaching: access to a nutritional specialist to help you adopt healthier lifestyle behaviors

→ Schedule Now

The Wellness Lodge In-Person Appointments

If you are interested in meeting with a licensed mental health professional in-person, we have a counselor who can meet with you on-campus.

→ Book Appointment

What to Expect

Please read our [Statement of Understanding](#) prior to your initial session.

Counseling Staff and Services

The Wellness Lodge offers you a place and time to speak openly about any issues, difficulties, questions or concerns you are experiencing. During your session, your counselor will listen and help you better understand yourself and your situation. Together,

you will develop goals for therapy. Results of counseling can vary, and a positive outcome is dependent upon your efforts along with those of your counselor. Sessions are typically scheduled biweekly or as determined by you and your counselor. You may at any time discuss the discontinuance or change in the frequency of your appointments. All D'Youville students are eligible for 6 sessions per academic year.

Limitations of Treatment

There are some situations in which The Wellness Lodge may not be able to provide services:

1. Treatment for disorders of such severity that we cannot provide adequate care (i.e., treatment for an eating disorder that requires closely coordinated medical, nutritional, and therapeutic interventions).
2. Treatment that falls beyond our areas of expertise or outside the scope of services (i.e., situations requiring more intensive monitoring than can be offered).
3. Court-ordered services (i.e., requirements of adjudicated legal sanctions or forensic oriented treatment).
4. For students needing or requesting to meet more frequently than is available at The Wellness Lodge.
5. For students who frequently do not show for scheduled appointments.
6. For students whose behavior creates a hostile environment affecting staff or other students. Should your counselor determine that your needs require resources or competencies beyond what can be provided, you will be assisted with a referral to an appropriate off-campus provider.

Medication Services

Your counselor will assist you with a referral to a community provider for medication management if appropriate.

Communication with your Counselor

Counselors are often not immediately available by telephone or email. When your counselor is unavailable during weekdays, please send a brief email explaining your needs. Email should be used for scheduling and non-emergency conversations. Social media and counselor cell phones will not be used as forms of communication with students.

Confidentiality

The Wellness Lodge will not release any information about you without your written consent, except as authorized or required by law. This is limited to protecting you or others from an imminent threat to health or safety and the abuse or neglect of a child, an elderly person, or a person with a disability. We may also disclose confidential information if you need emergency care. In this case, the information disclosed will be limited to that necessary to ensure your safety.

Record Keeping

In accordance with state and federal law, as well as professional ethical guidelines, The Wellness Lodge maintains confidential records of all client contacts. Counseling records are separate from all other educational records. Records are maintained for six years following the last activity on file and are then destroyed. You have the right to request a review of your records with your counselor. Relevant information from records can be forwarded to appropriate professionals when the client signs an authorization form.

Attendance Policy

If possible, give 24 hours' notice if you cannot make your appointment. Frequent cancellations and no-shows can affect your progress in treatment and inhibit timely access to care for other students. These patterns will be addressed when necessary to determine the appropriateness of continued care at this level.

Emergency Services

If a mental health emergency occurs when The Wellness Lodge is not open, please contact Crisis Services at (716) 834-3131 or 911.

Evaluation and Assessment

The Wellness Lodge operates under the Office of Student Affairs and continuously seeks to evaluate and improve services by gathering anonymous data. This information is used for an annual report of services, program planning, and assessing current needs. The data is routinely compiled and reported with no client-identifying information included.

Minors Seeking Treatment

If you are under 18 years of age, consent must be obtained from a parent or guardian. Minors under the age of 18 must understand that parents or guardians have the right to access counseling records based on New York State law.

The Wellness Lodge may provide services to students under the age of 18 without parental consent only when the following conditions are met:

1. The student is knowingly and voluntarily seeking counseling services, AND
2. The provision of counseling services is clinically indicated and necessary to the minor's well-being, AND
3. A parent or guardian is not reasonably available, or, a parent or guardian has refused to give such consent, and a physician determines that treatment is necessary and in the best interest of the student.

Furthermore, The Wellness Lodge may provide an initial intake interview to a student under the age of 18 without parental consent or involvement to determine whether the above criteria are present. This policy complies with the New York State Public Health Law. In general, parents/guardians are asked to agree to relinquish full access to your records. If they agree, records will be provided only with general information about your treatment, unless there is a substantial risk of harm to yourself or others.