

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 a licensed mental health counselor 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](#). A shuttle bus will run between the main campus and 285 Delaware Ave, providing free and convenient transportation throughout the day between campus facilities, encouraging access and utilization of health resources.
- **Virtual:** Students can access SaintsCare (powered by TimelyCare) 24/7 through the website <https://app.timelycare.com/auth/login> 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 begin 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 of information related to this will be provided to students, faculty, and staff during orientation and repeated every semester, especially during the clinical years.

Responsible Unit: Student Services Last Review Date: October 2026 Next Review Date: June 2027
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More information is available at:

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