

**FALL 2020 HEALTH AND COUNSELING SERVICES**

*Health and Counseling Policies and Procedures During COVID-19*

**Policy**

The Washington & Jefferson Student Health & Counseling Service (SHCS) remains committed to supporting student well-being and resilience while maximally protecting students, staff, and faculty on campus. In light of risks due to community spread of the coronavirus, recommendations from the CDC and the PA Department of Health to limit personal contact, practice physical distancing, and wear masks for in person situations, and other limitations, the SHCS will continue to provide care for students on campus remotely whenever possible, via secure telehealth in most cases. Health and counseling services for students residing on campus during the academic semester will be provided according to the following guidelines. Students who are studying remotely from home should call our office so that staff can assist you in getting health or counseling services you may need if you reside in a state other than Pennsylvania where we are not licensed to practice routinely.

**Procedures, Student Health Services**

Health Services will provide telehealth screening and triage for all visits. Only a few in-person visits will be scheduled at the Health Center, and will be limited to one student in the building at a time, by appointment only.

1. Student Health will use telehealth triage prior to any in person office visit for optimal protection of all involved. Students should call 724-223-6107 to schedule a screening.
2. Health Center staff will triage the student's situation and connect the student quickly with the appropriate level of care. In most cases this means the student may remain in their room and consult with the nurse or by phone or video. In cases where a student needs to be seen by a physician, the nurse will direct them to Washington Family Medicine, or in more acute cases, will refer them directly to MedExpress or the Hospital if needed. W&J Campus Safety will help with transportation in these situations.
3. Only routine medical services that cannot be provided via telehealth will happen in the office and these appointments will be scheduled only after a telehealth triage. These services include:
  - a. Routine injection visit
  - b. Urinary symptoms
  - c. Conjunctivitis symptoms
  - d. Pregnancy test
  - e. TB testing
  - f. Depo-Provera injection
4. Students concerned about symptoms of or their own possible exposure to COVID 19 should call the Student Health Service for help, instruction, and support. Students requiring more evaluation

will be screened via a COVID-19 triage protocol, and may be referred to a physician for testing order if needed.

5. Students whose daily self-check screening results for the College reach threshold for follow-up will be contacted directly by the nurse for instruction and support and will be followed daily until quarantine or self-isolation is complete.

### **Procedures, Student Counseling Services**

All psychological, consultation and counseling services will be provided exclusively by teletherapy and remote except in the rare emergency circumstance where the licensed professional staff's judgment indicates that this would be contraindicated.

2. Individual and group counseling. Students may schedule appointments by using these links to register and schedule a first appointment online <https://www.washjeff.edu/student-life/student-health-and-counseling-center> or <https://www.schedulicity.com/scheduling/SCSTLS>, or by calling the Center at 724-223-6107
3. Ongoing counseling appointments. Students will log onto the counseling center webpage to complete the symptom checklist each session, as usual. Counselors will then send a secure link to the student via email to enable the student to join the session.
4. Outreach and Prevention workshops and trainings. Staff will be presenting workshops and training via Zoom or Teams on topics such as suicide prevention, Prez2Prez (peer supporter course), mindfulness, resilience, etc. via remote education and interaction. Students can register for workshops directly online via the links above.
5. Urgent Care Hours. Mondays through Fridays from 3-4 pm will continue to be the crisis consultation hour for counseling. Students may access a counselor without an appointment during this time by calling our office number (724-223-6107) and asking to be seen for Urgent Care counseling.
6. After-hours psychological emergencies. Students will continue to be able to consult with a counselor after-hours in cases of emergency by calling Campus & Public Safety and asking to speak with the psychologist on call. Psychological emergencies include traumatic or life-threatening events, such as suicidal thoughts or feelings, homicidal thoughts or feelings, recent sexual assault, recent death of friend or family member, etc. Students need only leave a first name and phone number where they can be reached by the On-Call person, and do not need to explain the reason for the consultation.
7. Students who do not have access to a private space for teletherapy visits on campus will be scheduled to be seen one at a time, on days when they can use an office space at the Center for this purpose. Due to space limitations and communication difficulties with masks, these services will also be virtual.