PROCEDURES AND GUIDELINES GOVERNING LEARNING SKILLS SERVICES

Please read and sign these guidelines and bring them with you to your appointment. These procedures and guidelines apply to intake and counselling appointments.

IF YOU ARE HERE FOR A 15 MINUTE INTAKE APPOINTMENT:

Individuals seeking learning skills services will first receive a 15-minute intake appointment. This appointment is an opportunity for us to gain an understanding of the nature of your concerns. The counsellor will ask you some questions to help determine the best course of action for meeting your learning skills goals. Possible recommendations include attending skill-building presentations, accessing help in the PAL (Peer Assisted Learning) Centre, and learning from online resources. For some clients additional counselling sessions will be a favourable option. Please remain assured that the counsellor will work with you to create a plan that suits your needs, interests and service availability.

IF YOU ARE HERE FOR A 50-MINUTE COUNSELLING APPOINTMENT:

After the initial intake appointment, the counsellor may recommend additional counselling sessions, which includes first completing a Learning Skills Assessment Form (available from reception and online: sdc.uwo.ca/learning). When the completed form is submitted to reception staff, you will be permitted to book an appointment (or join the appointment waiting list if applicable).

CONFIDENTIALITY

The information you provide to your counsellor, including verbal, written, electronic, recorded or by means of questionnaires, is confidential with the following exceptions:

1) We are required by law to report to the appropriate authorities any suspicions that a child (i.e., someone who is presently under 16 years of age) has been or is being abused or mistreated. We may also make a report if we have suspicions that a youth under age 18 is in need of protection.

2) We are required by law to report to the appropriate authorities any suspicions that someone who resides in a Long-Term Care Home or Retirement Home has been or is being abused or neglected.

3) If you are in serious and imminent danger of hurting yourself, we may need to reveal to an appropriate third party (including your Emergency Contact person, your parents, and/or emergency personnel) enough information to help you.

4) If you are a Western employee, we are required by law to comply with workplace legislation to protect you from violence or harassment at the workplace. In compliance with that legislation we may determine that it is necessary to disclose to others at the University, including Campus Police Service, or to external police agencies, information that you provide.

5) If you are involved in a legal proceeding, the court may subpoena our records.

6) If you reveal to us that you have been sexually abused by a health care provider who is covered by the Regulated Health Professions Act (e.g., physicians, psychologists) we are required by law to report the name of the offending member to his or her governing body, although we will not reveal your name unless we receive written permission from you to do so. It should be noted that the current legal definition of sexual abuse includes both touching of a sexual nature and demeaning remarks of a sexual nature.

7) Learning Skills Services takes seriously its role to foster a safe campus for you and for others. By seeking services here, you are consenting to an evaluation of the risk that you present to
the physical health and safety of others. Accordingly, any student whose words, actions, or mental health issues in our determination present a potential risk of serious bodily harm to others shall be responded to vigorously. This response may include (but is not limited to) consultation with your Emergency Contact person, your parents, other professionals, university personnel or police who may have information relevant to a risk assessment. You may be referred to a specialist for further risk assessment evaluation; refusal to accept such a referral will be communicated to relevant university personnel and may necessitate the termination of learning skill services.

8) Individuals from within Learning Skills Services may consult with each other if they deem this consultation to be relevant to the provision of services for you.

See also “Uses and Disclosures of Your Personal Health Information” in the Learning Skills Services Privacy Statement. Please be assured that information you provide will not become part of your school record.

LATENESS, NO-SHOW AND CANCELLATION POLICIES
You are required to give a minimum 24 HOURS NOTICE TO CANCEL an appointment. Students who fail to give adequate notice on 2 occasions will have their counselling sessions terminated and will need to contact reception regarding accessing alternate learning skills services and/or being placed on a waiting list. Intake appointments are only scheduled for 15 minutes, so it is imperative that you arrive on time. If you arrive late, please check in at the reception desk to determine if you will need to book an alternate appointment time.

I _____________________________________________________ (please print name)
have read and understood the LEARNING SKILLS SERVICES PRIVACY STATEMENT and the above PROCEDURES AND GUIDELINES, and have had any questions answered to my satisfaction.

__________________________________
Client signature

__________________________________
Date

__________________________________
Client student number

__________________________________
Counsellor signature

__________________________________
Date

Rev.July 2018