

# COUNSELING SERVICES

Northeast State provides free short-term counseling services for students who are experiencing personal difficulties that impact their ability to pursue their educational goals. A master's level Licensed Professional Counselor/Mental Health Services Provider and East Tennessee State University graduate students completing their master's degree in counseling or social work provide services. The interns receive supervision from off-campus licensed therapists in their profession. In addition, when necessary, effective counseling sometimes requires counselors to receive consultation from off and/or on campus professional, however, student confidentiality is always maintained.

During the first counseling session, your counselor will discuss the counseling process and answer questions you might have about counseling, qualifications of counselors, or services offered by the college. The counselor will invite you to share your current concerns and gather further information about personal and family history. You and your counselor will work to determine how best to serve your needs. If your mental health issue or presenting problem is beyond the counselor's scope of practices, your counselor will refer you to a more appropriate community mental health providers.

## **Clients Rights and Responsibilities**

As a client, you have the right to 1) be treated with dignity and respect, 2) to expect confidentiality of your session except if your counselor believes you may cause serious and foreseeable harm to another person or harm to self, or there are clear suspicions of child abuse, abuse of people with disabilities or elder abuse.

You are encouraged to be an active participant during and between sessions to enhance the change process. If counseling does not meet your expectations, we encourage you to talk with your counselor, who will treat your concerns with care and respect, and when requested will provide referral options. Although early termination is not recommended, you have the right to end counseling at any time.

**Counseling Services Office Hours:** 8:00 a.m. – 4:30 p.m. Appointments after 4:30 may be available on certain days. Sessions are scheduled for 45-50 minutes, but when demand is high, they may be limited to 30 minutes. You are responsible for attending your sessions on time. If you need to miss, cancel or reschedule a session please give 24 hours advance notice when possible. Please call 423.354.2587 or 423.323.0211 or email [Counseling@NortheastState.edu](mailto:Counseling@NortheastState.edu).

Telehealth is available when the campus is closed to students or students are unable to travel to the Blountville campus for health reasons or transportation issues. Telehealth is HIPPA approved and provides confidentiality.

If a mental health crisis occurs during the evenings, weekends or when the college is not in session call local Crisis at **877-928-9062**

## **Counselor Responsibilities**

It is your counselor's responsibility to help you 1) identify and move toward your counseling goals, 2) create an emotionally safe environment for counseling, and 3) respect your perceptions and experiences. Counselors are responsible for being aware of the range and limitations of their own expertise and for using consultation appropriately. Counselors are responsible for beginning and ending sessions on time and for letting clients know when they will not be available.

**Counseling Services**

**Monday – Friday**

**8:00 a.m. – 4:30 pm**

**423.354.2587**

**[counseling@northeaststate.edu](mailto:counseling@northeaststate.edu)**

**24/7 Hotlines**

**Text TN to 741741**

**Call 1-800-273-TALK**

**Call 877-928-9062 (Local Crisis)**