

SPANDANA
(Sri Gavisiddeshwar Counseling Centre)

Policies and Procedure Manual

With effect from the academic year 2018-19

SPANDANA (SGCC)

Policies and Procedure Manual

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VISION AND MISSION

Vision

The vision of the Spandana: Sri Gavisiddeshwar Counseling Centre (SGCC) is to advance the educational mission of the college by fostering the personal, career, and educational development of students in order to promote their success and persistence in the college community.

Mission

The mission of Spandana: Sri Gavisiddeshwar Counselling center(SGCC) Services is to provide a professional and confidential setting for the psychological, emotional, and developmental support of students as they pursue academic goals and explore personal growth, and act as a resource for faculty and staff to assist with their interactions with students. When this mission is fulfilled, the quality of students' experience at Sri Gavisiddeshwar College is enhanced, and they are more likely to achieve academic and personal success.

Goals derived from Counseling Services' mission statement:

1. Promote the psychological and emotional wellbeing of students.
2. Enhance students' academic and personal functioning.

Counseling Services is not a treatment center. Please consult the Scope of Practice in the Addenda for a full explanation of the limits of service.

Objectives:

- To help students thrive in a safe learning environment
- To promote developmental interpersonal skills to build positive relationships with peers, adults and community around them.
- To students recognize their individual strengths and challenges.
- To develop their personal learning plan for high graduation and their career pathway.
- To link their academic strengths and pre University courses to University education.
- To develop productive work habits in the classroom those apply to the workforce.

- To connect students interest, values, skills and personality in accordance with the world situation.
- To develop leadership ability and advocate to meet clients' needs and remove individual and environmental barriers to develop.

POLICY ON ETHICAL STANDARDS AND CONFIDENTIALITY

Confidentiality Statement Counselors adhere to the legal standards and ethical codes of the National Association of Social Workers (NASW). This means that communications between counselors and students are confidential, with the following exceptions:

- (1) With the written consent of the student or, in the case of the student's death or mental incapacity, with the written consent of the student's personal representative or guardian;
- (2) That the counselor need not treat as confidential a communication, otherwise confidential, that reveals a threat or imminent harm to the client or another person.
- (3) With the order of the court, in the case of the student's death or legal case, with the written consent of the student's personal representative or Lawyer.

Counselors will adhere to all exceptions regarding confidentiality as approved by the State Counseling Association. Both the identity of students and information about them are confidential.

POLICY ON COUNSELING SERVICES

- Generally Sri Gavisiddeshwar counseling Centre remains open for all the working days i.e. Monday to Saturday from 8.30 am to 5.30 pm for all the students of Sri Gavisiddeshwar Arts, Science and Commerce College. There are no scheduled walk-in hours. Appointments are recommended for all the counseling sessions to be sure a counselor is appointed.
- Counselling appointment is made in one day before but emergency counseling services are available without prior permission or appointment. The actual length of counseling session is 30-50 minutes but may vary depend on case and follow up counseling session is maximum of 20 minutes.

POLICY ON ELIGIBILITY SERVICES

- At present all the students of SGVV Trust are eligible to receive services at Spandana (SGCC).
- Although the families of SGVV Trust students may attend occasional consultations together with an SGVVT student who is in Counselling at Spandana.
- SGCC does not offer court mandated or forensically oriented services to SGVVT students.
- If SGVVT student require counseling or psychological services beyond those offered by Spandana. Counselors may help the client to find community resources to meet their requirements.

POLICY ON AFTER HOUR SERVICES

- Emergency counseling services can be secured by contacting counsellor at home (on personal phone)
- The cell phone carried by the counsellor on call all times so that emergency service can be secured even during working hours
- Instruction on calling cell phone along with counselors' cell number will be available at hostel office
- Documentation of any services or consultations provided in response to cell phone activity will be made in student treatment files (If applicable). Counselors should also document their rationale for how they respond to any given emergency call.
- A crisis involving multiple members of the campus (Ex: death of a student). As a rule, one to one session with individual groups on campus when the activities are requested by the client.

POLICY ON MANDATE SERVICES

In as much as genuine counseling requires voluntary engagement on the part of clients, mandated counseling is largely untenable. There are, however, instances when a mandated session for evaluation can be useful: because

1. There are occasions when it is prudent to require otherwise unwilling students to undergo an evaluation of their risk to hurt themselves; and
2. On occasion a mandated session can lead to genuinely voluntary counseling. Having stated this, it must also be emphasized that

mandated psychological evaluations should be considered a last resort. In fact, to the extent that Counseling Services becomes perceived as a place where students are required to come for treatment, its central mission of providing voluntary services for students will be fundamentally undetermined.

- Counselling Services does not provide services to students who are required to receive mental health treatment or assessment by a court of law. Students seeking such services will be referred to licensed professionals in surrounding communities.
- As a rule, Counseling Services only accepts mandated evaluation cases that can be completed over the course of one or two sessions. The only exception occurs when a student returns to Spandana after a medical leave (or leave of absence) that comes about because of a suicide attempt or self-harm gesture. In such cases, the Spandana may mandate that such students participate in ongoing evaluations of their danger to themselves over a period of several weeks, but no more than one academic semester.
- Counseling Services only accepts mandated evaluation cases for which the staff has the expertise and resources to offer competent evaluation. An example for which Counseling Services cannot provide competent evaluation is one that requires expertise in forensic psychology. When Spandana staff lack the necessary expertise or resources to offer competent evaluation, staff members work with the Spandana counsellors and/or the student to identify any viable community resources.
- Counseling Services' staff only provides information relating to students' mandated evaluation sessions to the Spandana when students provide their written consent. The only exception occurs when a student presents a clear and imminent danger to self or others—then Spandana staff actively work with the principal to address the potential danger.
- Students who decline to provide Spandana staff with permission to provide the Spandana with information relating to their participation in mandated evaluation sessions may face potential consequences from the Heads of the various departments.
- Any communication between Spandana staff and the students' mandated evaluation sessions will also involve the student in question. Thus, for

example, the communication may take place during a face-to-face meeting with a dean that also includes the student, or may take the form of a telephone call made in the student's presence by means of a "speaker telephone," or may take the form of a memorandum reviewed in advance by the student and/or copied to the student.

POLICY ON ALTERNATIVES FOR STUDENTS MANDATED TO PARTICIPATE IN COUNSELING

Any students mandated by the Spandana or by the Staff Council to participate in an evaluation session(s) at Counseling Services are also afforded the alternative of securing evaluations from appropriate licensed mental health professionals in the community.

POLICY ON SERVICES TO IMMINENTLY DANGEROUS STUDENTS

- In managing cases where imminent danger to a student or someone else is at issue, Spandana staff will act to minimize the danger in consultation with their professional colleagues. Should center colleagues be unavailable, staff will seek professional consultation with other colleagues.
- In keeping with professional ethics codes and legal requirements, maintaining the safety of students and others takes precedence over maintaining the confidentiality of clients. Even so, in the event of a necessary disclosure of confidential information, only information vital to contributing to safety will be communicated with concerned authority.
- In most circumstances, Spandana (SGCC) and the families of significantly suicidal or dangerous students will be notified of the situation so that they can provide support and help in making decisions about the student. The rationale for notifying or not notifying the deans and families in these circumstances will be carefully documented in students' files. The counsellors will contact families of suicidal or dangerous students unless the counselor involved has a previous relationship with the family.
- Careful and prompt documentation will be made of consultations secured and steps taken to minimize danger.

- Counselors will follow the appropriate protocols of the College when a student has made a serious suicide threat or self-harm attempt.

POLICY ON SUPPORTING STUDENT MEDICAL LEAVES

- Spandana (SGCC) staff support student medical leaves from S.G. College when significant psychological problems (clinical depression) or personal concerns (serious illness in family) have markedly undermined a student's ability to function academically. The decision to grant a medical leave, however, is ultimately the responsibility of the Spandana.
- Spandana staff will document their support of a student's medical leave in the student's Counselling folder. With the student's written permission, this documentation may be shared with the Spandana.
- Whenever appropriate, Spandana staff may recommend that a student who is granted a medical leave participate in treatment with a (licensed or certified) mental health professional before returning to Spandana. The student may be asked by the SGCC to provide evidence of having successfully participated in treatment when requesting to return from a medical leave of absence.

POLICY ON DOCUMENTATION OF SERVICES AND CLINICAL FILES

- All counseling services provided to Spandana undergraduate students will be documented in student counseling files. "Hard" paper copies of such documentation will be placed in the student files as soon as such documentation is available. There are no electronic files kept by Counseling Services.
- All "hard copy" documentation of services and other confidential information will be kept in filing cabinets in a locked room in Counseling Services. No student files will be removed from the premises, unless required by a court order or some other extraordinary circumstance.
- Students will complete the New Client Information Sheet at the time of their first session each academic year.

- Students will read the Consent for Services form and if in agreement, will sign and date the form at the time of their first session
- Progress notes will be completed within 24 hours of services. Progress notes will include subjective and objective observations, assessment of need, and a plan for future services
- Documentation of couples counseling will be made in each student's individual file. References to a student's romantic partner in such documentation should be limited to a non-specific euphemism (i.e., "partner," "boyfriend," etc.) or to the partner's first name, so that the partner's identity will maintain some degree of confidentiality in the event the student's treatment documentation is released (i.e., by court order, or by some other appropriate means).
- Missed, canceled, or rescheduled appointments require a brief note by the counselor indicating what occurred. If a counselor sends a student a letter or e-mail relating to the appointment, a copy of the correspondence may substitute for the note documenting the missed, canceled, or rescheduled appointment.
- Documentation of emergency or other services provided after regular working hours (including any services or consultations accessed by means of the emergency cell phone) will be completed as soon as practically possible, using the "Progress Note" form. The original form will be kept in the student's counseling file (if applicable).
- Copies of any correspondence (including e-mail messages) with or about clients will be included in student counseling files.
- All documentation of services completed by counselors will include a signature block with the documenting counselor's name, degree, and professional licensure (if any).
- Clinical files will be organized in chronological order such that the most current documents will appear "on top."
- In keeping with Indiana state law, "hard copies" of documentation of services will be shredded or otherwise destroyed approximately seven years after the student in question graduates or otherwise leaves S.G. College.

POLICY ON MAKING COUNSELING APPOINTMENTS

- SGVVT students take appointments to see the counsellors of their choice by going or giving call to Spandana. Students are required to give a name, section, stream and hostel.
- Wardens are need to bring the hostilities in right time, given appointment time and should not bring more students at a time without making appointment.

POLICY ON CLIENTS' MISSED APPOINTMENTS

Any student who misses an appointment will typically be encouraged to reschedule the appointment, usually via e-mail or cell phone using the original appointment details. Any exceptions to this practice will be documented in the student's file. Exceptions might occur, for example, if a student has already received encouragement to reschedule after other recently missed appointments.

POLICY ON EVALUATION SERVICE

Students attending Counselling session at Spandana (SGCC) will be invited to complete any anonymous or with name paper and pencil feedback form.

PROCEDURES FOR REFERRALS TO HEALTH SERVICES FOR PSYCHOTROPIC MEDS

- All referrals from Spandana (SGCC) for higher treatments will enable using the "Referral Form" (see sample in the "Forms" section of this manual). A copy of these completed forms will be kept in students' counseling files, and may serve as an ongoing means of communication between counselors and Health Services providers.
- As a rule, evaluations for psychotropic medications will be scheduled with Health Services' consulting physician. The physician's appointments typically are 10 minutes in length, and are not appropriate for a thorough psychiatric evaluation. The most common counseling referrals to the Health Services' physician are for medications for depression and/or anxiety.

- In the event that a student requires a more thorough evaluation for psychotropic medication, the student will be referred to either a psychiatry practice in the community. The client should pay for their medical charges and doctor consultation.
- Urgent or emergency evaluations for psychotropic medications that cannot be accommodated using the procedures just described will be referred to the local hospital emergency room.

POLICY ON MAINTAINING COUNSELING SERVICES' WEBSITE

Given the important and growing role Spandana (SGCC) website plays in informing students, parents, faculty, and staff about services, the Coordinator/ In charge of Spandana (SGCC) will maintain website page. Spandana (SGCC) aspires to have a comprehensive website page <http://www.sgcollegekoppal.com/counselling centre>. The coordinator/ in charge of Spandana (SGCC) Services also maintains information on the Counseling channel.

STANDARD ON PRIVACY AND CONFIDENTIALITY FROM NASW'S CODE OF ETHICS, PRIVACY AND CONFIDENTIALITY

- Social workers should respect clients' right to privacy. Social workers should not solicit private information from or about clients except for compelling professional reasons. Once private information is shared, standards of confidentiality apply.
- Social workers may disclose confidential information when appropriate with valid consent from a client or a person legally authorized to consent on behalf of a client.
- Social workers should protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. The general expectation that social workers will keep information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a client or others. In all instances, social workers should disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed.

- Social workers should inform clients, to the extent possible, about the disclosure of confidential information and the potential consequences, when feasible before the disclosure is made. This applies whether social workers disclose confidential information on the basis of a legal requirement or client consent.
- Social workers should discuss with clients and other interested parties the nature of confidentiality and limitations of clients' right to confidentiality. Social workers should review with client's circumstances where confidential information may be requested and where disclosure of confidential information may be legally required. This discussion should occur as soon as possible in the social worker-client relationship and as needed throughout the course of the relationship.
- When social workers provide counseling services to families, couples, or groups, social workers should seek agreement among the parties involved concerning each individual's right to confidentiality and obligation to preserve the confidentiality of information shared by others. This agreement should include consideration of whether confidential information may be exchanged in person or electronically, among clients or with others outside of formal counseling sessions. Social workers should inform participants in family, couples, or group counseling that social workers cannot guarantee that all participants will honor such agreements.
- Social workers should inform clients involved in family, couples, marital, or group counseling of the social worker's, employer's, and agency's policy concerning the social worker's disclosure of confidential information among the parties involved in the counseling.
- Social workers should not disclose confidential information to third-party payers unless clients have authorized such disclosure.
- Social workers should not discuss confidential information, electronically or in person, in any setting unless privacy can be ensured. Social workers should not discuss confidential information in public or semi-public areas such as hallways, waiting rooms, elevators, and restaurants.

- Social workers should protect the confidentiality of clients during legal proceedings to the extent permitted by law. When a court of law or other legally authorized body orders social workers to disclose confidential or privileged information without a client's consent and such disclosure could cause harm to the client, social workers should request that the court withdraw the order or limit the order as narrowly as possible or maintain the records under seal, unavailable for public inspection.
- Social workers should protect the confidentiality of clients when responding to requests from members of the media.
- Social workers should protect the confidentiality of clients' written and electronic records and other sensitive information. Social workers should take reasonable steps to ensure that clients' records are stored in a secure location and that clients' records are not available to others who are not authorized to have access.
- Social workers should take reasonable steps to protect the confidentiality of electronic communications, including information provided to clients or third parties. Social workers should use applicable safeguards (such as encryption, firewalls, and passwords) when using electronic communications such as e-mail, online posts, online chat sessions, mobile communication, and text messages.
- Social workers should develop and disclose policies and procedures for notifying clients of any breach of confidential information in a timely manner.
- In the event of unauthorized access to client records or information, including any unauthorized access to the social worker's electronic communication or storage systems, social workers should inform clients of such disclosures, consistent with applicable laws and professional standards.
- Social workers should develop and inform clients about their policies, consistent with prevailing social work ethical standards, on the use of electronic technology, including Internet-based search engines, to gather information about clients.

- Social workers should avoid searching or gathering client information electronically unless there are compelling professional reasons, and when appropriate, with the client's informed consent.
- Social workers should avoid posting any identifying or confidential information about clients on professional websites or other forms of social media.
- Social workers should take reasonable precautions to protect client confidentiality in the event of the social worker's termination of practice, incapacitation, or death.
- Social workers should not disclose identifying information when discussing clients for teaching or training purposes unless the client has consented to disclosure of confidential information.
- Social workers should not disclose identifying information when discussing clients with consultants unless the client has consented to disclosure of confidential information or there is a compelling need for such disclosure.
- Social workers should protect the confidentiality of deceased clients consistent with the preceding standards.

SPANDANA

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Gavimath Campus, Koppal-583 231, Karnataka

Email: Spandanacounselling@gmail.com; Website: www.sgcollegekoppal.com

Students come to Sri Gavisiddeshwar Counselling Centre (SGCC) for a variety of problems and concerns. Typically, a student will be taken for an counselling intake/evaluation process that may take a 1 to 3 sessions. During that time the student and a counsellor will work together to determine what might prove most helpful to the student. In most cases, this will involve brief individual or group psychotherapy at SGCC. Students need on-going, weekly therapy, or specialized care are assisted in finding appropriate referrals to other settings.

At SGCC, individual sessions are 30-50 minutes long and group sessions ranges from 1 hour. Please attend with your appointment of counselling on time we are unable to extend the counselling session due to shortage of time. Students are expected to make every effort to cancel appointments 24 hours in advance so that another student in need of an appointment can use that time.

Involvement in Administrative Actions:

Students sometimes come to SGCC requesting intervention on their behalf in response to academic or disciplinary difficulties. As a matter of policy, SGCC does not intervene in related administrative decisions regarding individual students

Staff Supervision and Consultation:

The staffs of SGCC are comprised of trained experts and include those who work under the supervision of senior staff. To provide you with the best service possible, we may discuss your situation with other staff members of SGCC. In addition, some information is gathered and used to takeout for administrative tasks. All collected information shared with the professionals is kept confidential.

Privacy of Information and Confidentiality:

SGCC will provide information regarding a student's use of the services or personal information only if the student signs a written authorization that meets certain legal requirements, or in certain rare situations which legally essential us to reveal this information without concern of the student consent. A client/student may authorize SGCC to disclose information to individuals of the client's choosing. The following circumstances do not require the consent of the client.

Child Abuse: If we are find minor child is suffering from physical or emotional damage resulting from abuse which is harmful and notable risk of harm to child physical and psychological health or

welfare include child sexual abuse, malnutrition or neglect. We believe that must report to concerned state department of social service

Health Oversight: The licensing authorities of the professions represented in ACC have the power, when necessary, to subpoena relevant records should any counsellor be the focus of an inquiry.

Judicial or Administrative Proceedings: We will not disclose any kind of information without written consent from the client or court order or legal appointed representative by the client. If the client involved in any legal proceeding.

Serious Threat to Health or Safety: If you communicate to your counsellor an explicit threat to kill or inflict serious bodily injury upon an identified person and Concerned authority will take necessary precaution such as warning the potential victims and arranging for hospitalisation of the client must be done by the Concerned authority when there is a threat by the client to others or threat by the himself/herself.

Professional Records:

SGCC is required to keep records of your contacts with us. Counselling records include reasons for consulting with SGCC, diagnosis (if appropriate), client's social and medical history and any past treatment records received from other providers, notations of any professional consultations. Clients may examine and/or receive a copy of their clinical record, if requested in writing, unless the Counsellor believes that such access might be harmful to the client. In those situations, clients have a right to a summary and to have the record sent to another mental health provider or to a designated legal representative. Due to their authorisation, clinical information can be misinterpreted to untrained readers. Accordingly, we may determine that clients should review their records in the presence of their counsellor.

Your signature below indicates that you have read Information about Services and agree to the conditions it describes.

Students ID: Birth date:

Name:

Residence or hostel address:

Preferred phone number:Email:

May SGCC contact you by email? Please check: Yes ___ No ___

May SGCC send you text message appointment reminders?

Please check: Yes ___ No ___

Signature: Date:

Signature of the support Person: Date:

Relationship:.....

CASE HISTORY

A. Socio-demographic profile

Name of the client :
Age :
Sex :
Marital status :
Educational qualification :
Occupation :
Income/ family income :
Religion :
Permanent & Residence Add :
(With Contact no.)
Habits :
Hobbies/interests :
Family type : Nuclear(), Extended (), Joint ()

Childhood history :

Chief complaints :

History of present illness :

History of physical Illness (If any) :

History of Psychiatric Illness (If any) :

B. Referred By :

C. Informant :

D. Emotionally attached with :

E. Relationship towards

| | | | | |
|---|----------|---------|-----------|---------------------|
| 1 | Teachers | Cordial | Uncordial | Mild/Moderate/Sever |
| 2 | Peer | Cordial | Uncordial | Mild/Moderate/Sever |
| 3 | Parents | Cordial | Uncordial | Mild/Moderate/Sever |
| 4 | SWO | Cordial | Uncordial | Mild/Moderate/Sever |
| 5 | Friends | Cordial | Uncordial | Mild/Moderate/Sever |
| 6 | Wardens | Cordial | Uncordial | Mild/Moderate/Sever |

F. Mental Status Examination

- General Appearance and behavior :
- Mood :
- Perception :
- Thought :
- Memory :
- Judgment :

G. Emotional reaction of the client

| | | | | | |
|---|----------------------|--|---|-------------------|--|
| 1 | Shock | | 2 | Crying spells | |
| 3 | Anger | | 4 | Loneliness | |
| 5 | Fear/anxious/worries | | 6 | Isolated/rejected | |
| 7 | Denial | | 8 | Guilt | |
| 9 | Sad/grief | | | | |

H. Family history

| Sl. No. | Name | Age | Sex | Relationship with Client | Educational qualification | Occupation | Health |
|---------|------|-----|-----|--------------------------|---------------------------|------------|--------|
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |

Diagnosis :

Referred to :

Treatment plan :

Signature of the Counsellor

Signature of the Client

Signature of the Support Person with relationship

Address :

Follow up Treatment :

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Follow-up card

Name : _____

Date of Intake : _____

| Sl. No. | Date | Remarks | Signature of the counsellor |
|---------|------|---------|-----------------------------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |

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NEW CLIENT INFORMATION FORM

Please fill this form before consultation with the counsellor

Name: _____

Class: _____ Combination: _____

Permanent Address: _____

Contact No: _____

Previous Counselling or therapy information (if any):

Signature of the client

counsellor

Signature of the

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CONSENT TO RELEASE CONFIDENTIAL INFORMATION FORM

I..... the undersigned, hereby authorize Spandana (SGCC) to exchange with

Name:

Address:

Phone No:

Any information as may be listed below, I Acknowledge that I understand the purpose of the request and authorization is hereby granted voluntarily

Student Information:

Name:

Address:

Phone No.:

Date of Birth:

Requested information / documents

- Summary of Counselling session
- Diagnostic impression
- Details of continuity care:
- Other details :

Note: I understand that this release is valid for a period of three months from the date of issue, I understand that I may revoke or cancel this consent at any time in writing.

Dated this _____ day of _____

By signature below, I consent to disclose of the above mentioned information.

Name of the student:

Signature of the student:

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REFERRAL FORM

Date : _____

Client Name : _____

Length of time Client has been in Counselling : _____

Client's presenting symptoms: _____

Clients' current medications: _____

Clients Mental Health History: _____

Relevant family history: _____

Diagnostic Impression: _____

Counsellors name with signature

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FEEDBACK FORM

Name (Not Mandatory):

Tick (✓) mark on the appropriate response:

| | | |
|----|---|---|
| 1. | Counselling sessions are useful? | a) Highly useful b) Useful c) Useful for some extent d) Not useful |
| 2. | Do you feel counsellors are attentive? | a) Highly attentive b) Attentive c) Attentive for some extent d) Not attentive |
| 3. | After Counselling sessions, you are felt..... | a) Highly relaxed b) Relaxed c) Relaxed for some extent d) Not relaxed |
| 4. | Are you hopeful about the solution of your problem? | a) Highly hopeful b) Hopeful c) Less hopeful d) Not hopeful |
| 5. | Your suggestions to improve Counselling Centre | |