

Policy Title:	Mental Health Services
Policy Category	Students\Institutional
Policy Code:	I-STU017
Policy Effective Date:	08/17/2021
COCA Standard:	Element 9.8

PURPOSE / SCOPE:

The purpose of this policy is to outline the system of counseling and mental healthcare services to ICOM students.

DEFINITIONS:

Describe unique term or acronym contained in the policy

POLICY:

Counseling services are available 24 hours a day, seven days a week, in a confidential manner through a combination of services which include the on-site counseling services of the ICOM Behavioral Health Services, StudentLinc (access code icom, all lowercase letters), Idaho State University Counseling Services, Unity Health Care, and additional local resources as needed.

Counseling is encouraged for the well-being of all students, especially those who are experiencing any forms of stress, such as anxiety, academic stress, relationship problems, loneliness, depression, alcohol and/or substance abuse, sexuality conflicts, interpersonal conflicts, test anxiety, concerns related to medical school adjustments, etc. Students may either self-refer or may be identified by and referred to the counseling support services by others, all in a confidential manner.

ICOM Behavioral Health Services

The ICOM Behavioral Health Services provides confidential and culturally sensitive services including individual, couple, and small group counseling. Crisis intervention, outreach, and prevention. The counseling services are provided by our on site, full-time, counseling staff.

Students needing to set up an appointment to see a counselor can:

- Schedule an appointment online at <https://icom-behavioral-health-services.clientsecure.me/>
- Call the Behavioral Health Services phone number (209) 795-4293, or confidentially email ICOM's Behavioral Health Specialist, Jake Price, LPC at jprice@idahocom.org.
- Leave a voicemail or email providing name, call back number, reason for calling or emailing (i.e.) wanting to set up counseling services) and a good time during the day for reaching out.
- Reminder: In case of emergency, and/or the eminent threat of harm to self or others, call 911 for immediate assistance.

24 x 7 Counseling Services

StudentLinc is a Student Assistance Program which provides confidential and professional guidance. Students can call StudentLinc for counseling and referrals. Phone calls are answered by licensed counselors who have extensive clinical experience and are available 24 hours a day, seven days a week.

- StudentLinc provides a toll-free number of which students can call at any time, day or night, and be connected directly to a trained counselor who triages the situation. The number provided for ICOM is specific to ICOM students. StudentLinc also provides a StudentLinc eConnect mobile app with additional resources.
- StudentLinc provides unlimited telephonic counseling and three face-to-face counseling sessions for each concern a student faces. StudentLinc where applicable, will make referrals to local counselors where the student resides who are part of the student's health insurance network.
- Standard protocols govern the interaction and enables counselors to assess the student and determine if emergency intervention is needed.
- Through the 24 x7 hot line, StudentLinc can provide health services, legal assistance, and other various support services. Please visit the website for more information on additional services.

If it is determined that immediate attention is needed (i.e., a student may be a danger to themselves or others) ICOM has developed a relationship with Dr. Ashaye Health System, who provides emergency assistance to our students.

If emergency intervention is not needed, then the student is counseled over the phone and subsequently referred to a list of providers in the local area for follow up.

Unity Health Care is also able to refer a student should they believe the student is experiencing any of the concerns outlined above.

For students who are in crisis or need additional counseling or behavioral health services beyond ISU Counseling Clinic or Unity Health Services, a referral is made to Dr. Ashaye. Students in crisis, who do not need emergency services, will be seen the same day or next business day of the referral. Students who are not in crisis, but need additional services, are seen within five to seven business days.

For emergency situations, call 911.

ISU Counseling Services

The Idaho State University's Counseling Clinic is a LOW-COST service for ICOM students. Many college students experience stressors associated with all aspects of their lives, i.e. academics, familial, relational, etc. The counseling clinic is available to help provide the needed support as student's navigate their lives alongside their educational journey.

The ISU-Meridian Counseling Clinic provides individual, couple, and family counseling. The counseling services are provided by our graduate level Master of Counseling students, Doctoral students, and some faculty from the Department of Counseling under supervision of licensed counselors/faculty members.

Students needing to set up an appointment to see a counselor, should:

- Call the ISU-Meridian’s Counseling Clinic phone number (208) 373-1719 or confidentially email meridianclinic@isu.edu
- Leave a voicemail or email providing your name, call back number, reason for calling or emailing (i.e. wanting to set up counseling services) and a good time during the day to reach you.
- Upon receiving the voicemail, a clinic staff member will be in contact with you within one business day of open clinic hours (Monday – Thursday).
- During the phone call, the clinic staff member will provide you with the information of attending the counseling clinic and expectations of your appointment as well as get basic information about what brought you into counseling services.
- Your first appointment is then scheduled with your counselor!

The ISU Counseling Clinic is there to support students in all that life encompasses. Students can access additional information by visiting the ISU-Meridian Counseling Clinic webpage: <https://isu.edu/clinics/counseling-meridian/>

Student can also access information using the ISU-Meridian Counseling Clinic Facebook Page: <https://www.facebook.com/ISUMeridianCounselingClinic/>

Additional Behavioral Health Resources

Additional services for behavioral services can be found through the following:

- [Idaho Suicide Prevention Hotline](#) 1-208-398-4357
- [National Suicide Prevention Lifeline](#) 1-800-273-8255
- [Veterans Crisis Line](#) 1-800-273-8255, Press 1

PRIMARY POLICY OWNER:

Assistant Dean of Student Services
Behavioral Health Specialist.

CROSS REFERENCE AND SUPPORTING DOCUMENTS:

Provide information and link to other policies or supporting documents referenced within this policy.

CROSS REFERENCE and SUPPORTING DOCUMENTS	LOCATION
Student Handbook	location / hyperlink
ICOM Website	
Item #3	
Item #4	

----- SIGNATURE PAGE FOLLOWS -----

REVIEW & APPROVAL:

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Primary Policy Owner, please select the appropriate box below.

No Change (return to prt@idahocom.org)

Editorial Revisions only (return to prt@idahocom.org)

New Policy – suggested review schedule: Annual Biennial

Date sent to Academic Leadership Council or President’s Council for review: _____

Content Revisions

Date sent to Academic Leadership Council or President’s Council for review: _____

Briefly describe revisions:

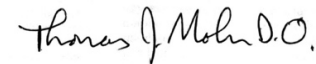
Approved



8/16/2021

Policy Owner

Date



8/17/2021

Dean / CAO

Date



8/17/2021

President /CEO

Date



9/28/2021

Board Chair

Date