Confidentiality

Clients are assured of confidentiality in accordance with ethical and legal standards. Student visits and conversations do not become part of the academic record.

Who Provides Services?

The University Counseling Center staff consists of licensed psychologists and a health promotion specialist. Postdoctoral fellows and advanced doctoral students in clinical and counseling psychology programs also provide services under the supervision of licensed psychologists.

Estela M. Rivero, Ph.D., Director
Judith A. Stanley, Ph.D., Associate Director
Joseph E. Bernier, Ph.D., Assistant Director for Training and Assessment
M. Dolores Cimini, Ph.D., Assistant Director for Prevention and Program Evaluation
Kelly J. Horner, M.A., Director, Sexual Assault Resource Center

Cost

All University Counseling Center services have been paid as part of tuition and University fees.

Hours of Operation

Monday - Friday 9:00am-5:00pm
Summer & Intersession 8:00am-4:00pm

University at Albany Counseling Center

400 Patroon Creek Boulevard, Suite 104
Albany, NY 12206
Phone: (518) 442-5800
Fax: (518) 442-3096
E-mail: consultation@albany.edu
albany.edu/counseling_center/

Additional Student Resources

Career Services
(518) 437-4900
Disability Resource Center
(518) 442-5490
Sexual Assault Resource Center
(518-956-8461
University Health Center
(518) 442-5229 for appointments
Residential Life
(518) 442-5875
University Police Department
Non-emergency: (518) 442-3130
Emergency: (518) 442-3131

Helping Students Succeed

A Guide for University at Albany Faculty & Staff

University Counseling Center
Division for Student Success
Phone: (518) 442-5800
consultation@albany.edu

Developed in part under grant #SM058467-02, SAMHSA, U.S. Department of Health and Human Services. The University Counseling Center is solely responsible for the content of this brochure.
Consultation Services for Faculty & Staff

**Individual Consultation**
We invite faculty and staff to contact us with any questions or concerns about a student. We will work with you to develop an action plan for assisting students in distress. To consult with a psychologist, call (518) 442-5800 during weekday business hours and ask to speak to a staff psychologist or send an email to consultation@albany.edu.

**Office or Department Consultation**
Do you often find yourself making referrals to the Counseling Center? Managing verbally threatening students? Concerned about potentially suicidal comments? If you and your colleagues encounter a particular problematic situation with students, let us know. We can arrange a group consultation or an interactive presentation for groups of any size.

**Post-Crisis Intervention**
We are available to provide post-crisis intervention. Psychological support following a crisis can help ease the negative after-effects of a traumatic event.

**Guest Lectures & Seminars**
We present in-class lectures and seminars regarding topics that complement academic learning with a focus on mental, behavioral, and sexual health issues.

---

**Signs of Student Distress**

**Problems in academic performance**
Marked drop in grades, participation, or class attendance; test anxiety; missed exams.

**Change in personal patterns**
Repeated expressions of emotional distress (fear, anxiety, depression, anger); disturbance in sleeping or eating; increased irritability or extreme suspiciousness; incoherent speech, or writing.

**Change in personal relationships**
Death of someone close; problems in intimate relationships; family problems; problems with roommates.

**References to harming self or others**
Hopelessness; suicidal thoughts or feelings; intention or plans to commit suicide or harm others.

**Making a Referral**
- Express interest in the student and concern for their wellbeing.
- Be specific regarding the behavior that concerns you.
- Ask the student to consider a referral to the Counseling Center. Follow up with the student later.
- If the student agrees to the referral, offer to call the Counseling Center on their behalf. Some students will prefer to make their own contact, but a distressed student might appreciate your assistance.

---

**Responding to Urgent Situations**

**Rapid Response**
If you have concerns about a student and would like assistance, call the Counseling Center at (518) 442-5800. Identify yourself as a faculty or staff member and tell the receptionist that you need to speak with a staff psychologist. Please indicate if the situation is an emergency or requires immediate attention.

**What is an “Emergency”?**
- Suicide attempt or stated intention
- Behavior posing threat to the individual
- Behavior posing a threat to others

**How to Help in an Emergency**
- Offer a quiet and safe place for the student to talk and for you to listen
- Maintain a straightforward, considerate, helpful attitude
- If the student seems violent or disruptive, alert a coworker but don’t leave the person alone unless you feel that you are in danger
- Make arrangements for appropriate intervention and aid (call 911)

**You Can Help!**
Early identification of issues and concerns typically results in a better outcome, including successful semester completion.

*If you are unsure whether or not a situation is urgent, please consult with us. Remember, safety supercedes privacy!*