

UCD Student Counselling Service

University College Dublin, Student Centre, Belfield. Dublin 4, Tel: 01 716 3134/ 3143

'We aim to provide a professional and respectful service to the Students of UCD. All students are welcome. There is no charge for the Student Counselling Service.'

Please read this Information Leaflet before deciding whether to register for the UCD Student Counselling Service. After reading the leaflet, if you decide to register you will be asked to complete and sign the Registration Form confirming that you have read and agreed to attend the Service on the basis of the information provided in this Leaflet.

General Information

The UCD Student Counselling Service is a confidential service staffed by professionally qualified psychologists, counsellors, and psychotherapists. Its aim is to provide easily accessible support for students when personal issues arise that affect their happiness, well-being, capacity to cope, relationships or learning. There is no charge to students using the Student Counselling Service.

Reasons for Attending Counselling

Some of the typical reasons for students attending the Counselling Service include difficulties in day-to-day coping, relationship difficulties, issues around sexuality, academic concerns, family difficulties, social anxieties, mood changes, stress or past or present traumatic events. Any issues of concern to a student can be discussed at counselling.

Counselling provides an invitation to speak privately with a professional about any problems that are worrying or upsetting. Talking to people who are trained in a special way to listen to problems can deepen a person's understanding of what is happening and can help develop alternative ways of dealing with the situation. It is often helpful to attend counselling when ways of coping with a difficulty have been tried and are not working so that new ways of understanding and managing the problem can be explored.

Referral to the Counselling Service

Students can self-refer to the counselling service by contacting the reception in the Student Health & Counselling Service on 01 716 3134/3143 or by calling in to the service. The service is located on the 1st floor of the Student Centre. Students may also be referred to the service by a member of staff of the university or by a professional outside the University such as a family GP. Appointments are offered as soon as possible but at times during the year there may be a waiting list. However, if a student is in crisis an appointment will be offered on the day of referral, if possible. Also if a student particularly wishes to see a male or female counsellor this can be organised subject to counsellor availability.

Contacting Students Regarding Appointments

At times during the year students may have to wait a number of months before receiving an initial counselling appointment. When appointments become available, students will be contacted by email to inform them of this and they will be asked to get in touch with the service to organise an initial intake appointment.

IMPORTANT: If students do not respond to two consecutive emails informing them of available appointments, they will receive a final email asking them to reply within one week to indicate whether they wish to remain on the list. If they do not reply to this email, their name will be removed from the waiting list and they will need to re-register if they wish to access the service in future.

UCD connect email accounts will be routinely used to contact students so it is important that students regularly access their UCD email.

Attending Counselling Appointments

At the first meeting between a student and a counsellor, the counsellor will explain how the service works and answer any questions that a student has. Consultations typically last up to 50 minutes and students attend weekly, fortnightly or at less frequent intervals depending on the student's

needs. Students usually attend for between 1-6 appointments. It may be possible to attend for more than 6 appointments should the need arise and this will be discussed between the student and the counsellor.

Cancelling a Counselling Appointment

Due to the high demand on the service we request that if a student needs to cancel an appointment that they try to give 48 hours notice so that the appointment can be offered to another student on the waiting list.

Non-Attendance at Counselling Appointment

Due to the high demand on the service we request that students attend their counselling appointments unless this is unavoidable. Students who do not attend their initial intake counselling appointment will not be contacted to arrange another appointment and will have to get back in touch with the service should they wish to attend in future.

Confidentiality

The consultation between a student and a counsellor is confidential and is not disclosed to anyone outside the Student Counselling Service except in circumstances where a student gives consent for the counsellor to discuss the situation with an academic, a student advisor, a chaplain, a doctor or nurse, a parent or any other person. There are some exceptions to confidentiality as outlined below.

NB: Limits of Confidentiality

Confidentiality may be broken by the counsellor in the following circumstances;

- if there is a significant and / or immediate risk of a student harming himself or herself
- if there is a significant and / or immediate risk of a student harming other people
- in situations where a vulnerable person such as child may be a risk of harm
- in situations where a student discloses a serious criminal offence
- if notes / records are subpoenaed by a court of law in relation to a criminal offence
- ***if a student discloses any incident/s of child sexual abuse and / or significant incident/s of child neglect, child emotional abuse or child physical abuse, past or present, counsellors are legally obliged to make a report to the Child and Family Agency (TUSLA) under The Children First Act 2015. This report will be made in collaboration with the designated UCD Child Protection Officer (CPO). (For more information see <http://www.tusla.ie/children-first>).***

At the first appointment with a counsellor students can ask any questions about confidentiality.

Opening Hours

Monday to Friday 9.00am – 1.00pm & 2.00pm - 4.30pm

Please note in term time the service may be able offer some late evening appointments on one or two evenings per week.

Please don't be a "DNA"

- DNA stands for "Did Not Attend" appointment.
- A DNA is not the same as a cancelled appointment as the counsellor is waiting for and expecting the student to attend their appointment.
- Due to the high demand on the Counselling Service we would respectfully request that students try not to DNA appointments unless this is unavoidable. We would ask that if you are planning not to attend a counselling appointment that you contact the service on 716 3133 or 716 3134 as soon as possible to cancel your appointment. In this case we can offer you an alternative appointment or if you have decided to stop attending you can let us know so that we can offer the appointment to another student.

For more information please see our website: <http://www.ucd.ie/studentcounselling/>

Thank you for reading this. If you decide to register for the Service please now complete and sign the UCD Student Counselling Service Registration Form.