



INFORMED CONSENT FOR COUNSELING SERVICES

The Counseling Process

The counseling process at Galen University is a collaborative partnership between you and a licensed mental health professional aimed at promoting emotional well-being, academic success, and personal development. Counseling is available to all students, faculty, and staff. Together, you and your counselor will identify goals and work toward resolving challenges related to mental health, relationships, trauma, academic pressure, and other personal concerns.

For counseling to be effective, active participation is essential. This includes attending scheduled appointments, engaging openly and honestly, providing feedback on the counseling process, and completing any agreed-upon exercises or strategies between sessions. While counseling can be highly beneficial, it may also bring up difficult emotions or temporary discomfort. If this occurs, your counselor will work with you to adjust the approach and ensure your experience remains supportive and constructive.

Scope of Care

The Counseling Office at Galen University provides mental health counseling, consultation, mental health assessment, and diagnostic services to students, faculty, and staff. Services are designed to support psychological, emotional, and academic well-being. While the Counseling Office does not provide long-term or intensive treatment, referrals to external providers can be made when appropriate. Counseling includes individual sessions, support groups, wellness programming, and psychoeducation.

Confidentiality

The Counseling Office recognizes confidentiality as a core principle of ethical care. Counseling records are securely stored and are not part of your academic or employment file. These records are only accessible to counseling staff and will not be shared without your written consent, except under the following legally mandated or ethically required circumstances:

- If there is a risk of serious harm to yourself, others, or the university community
- In the case of a psychiatric emergency or hospitalization
- If there is disclosure of abuse or neglect of a child, older adult, or individual with a disability
- If a court order is issued requiring the release of records or testimony, following Belizean Law.



- If you are under 18 years of age, your parent(s) or legal guardian(s) may have access to your records.

If you have any questions about confidentiality, please speak with your counselor directly.

Counseling Records

Counseling records are maintained on a secure web-based platform and/or in locked physical files, accessible only to counseling staff. You may request to review your records by scheduling a meeting with your counselor to discuss their contents and ensure full understanding.

Academic and Workplace Accommodations

As part of its services, the Counseling Office may assist students, faculty, and staff in obtaining mental health diagnoses and academic or workplace accommodations when mental health concerns are impacting their performance or well-being. Any documentation provided will be based on a clinical assessment and diagnosis, in accordance with ethical and institutional guidelines. Individuals requesting accommodations must engage in regular counseling and provide consent for any communication with academic or administrative departments.

Counseling Decisions

The frequency, goals, and type of counseling will be determined collaboratively between you and your counselor. You are encouraged to discuss your progress regularly and share any concerns or questions regarding your care. If you do not feel counseling is meeting your needs, alternative options or referrals may be discussed.

Mandated Counseling

In some instances, counseling may be mandated as part of a university process. This includes, but is not limited to, violations of academic integrity (e.g., plagiarism) or outcomes related to sexual misconduct. In such cases, the Counseling Office will provide structured, supportive services focused on insight, accountability, and behavioral change. Participation in mandated counseling is documented for compliance only; clinical content remains confidential as described above.

Communication

Clients may use the designated counseling phone number to schedule, confirm, or cancel appointments and to request general information related to service availability. This number is



for administrative purposes only and should not be used to discuss counseling-related topics or therapeutic concerns. Messages will be responded to during regular business hours (Monday to Friday, 8:00-5:00 pm).

Email is not a secure form of communication. The Counseling Office discourages using email to discuss clinical concerns or personal matters. Email may be used for scheduling appointments or administrative purposes only.

The preferred method for time-sensitive matters is phone communication at 501-638-0907. If your message is urgent, do not email, call/WhatsApp the Counseling Office, or if it is crisis-related, contact emergency services.

Emergency Services

The Counseling Office does not provide crisis or after-hours services. In a mental health emergency, please call 911 or the appropriate emergency contact listed for your region (included below).

Canceling or Missed Appointments

If you are unable to attend a scheduled appointment, please provide at least 24 hours' notice via call, email, or text. Repeated no-shows (3 or more) may result in a reevaluation of your eligibility for continued services and may require a referral to an external provider.

Consent

I certify that I have read, understood, and agree to the information outlined in this Informed Consent for Counseling Services. I have had the opportunity to ask questions and understand that I may withdraw my consent at any time.

Client Name (Printed): _____

Client Signature: _____

Date of Birth: _____

Date: _____

If Client is Under 18 Years of Age:

Parent/Guardian Name (Printed): _____

GALEN UNIVERSITY

Mile 62.5 George Price Highway, P.O. Box 94, Cayo District, Belize, Central America



Parent/Guardian Signature: _____

Date: _____



Emergency services can be found here:

- **In a mental health emergency, call 911 nationwide, or 90 in Belize City only**

Psychiatric Nurse Practitioner at nearest hospital or clinic:

Belmopan

1. **Western Regional Mental Health Clinic-** Floriana Avenue, Tel: 822- 2263
2. **Acute Psychiatric Unit-** Floriana Ave, Tel: 822-2263
3. **Palm View Center-** Maya Mopan, Tel: 820- 2790

San Ignacio

1. **San Ignacio Mental Health Clinic-** Bullet Tree Rd, Tel: 804- 2761

Belize City

1. **Cleopatra White Poly Clinic-** Mental Health Tel: 223-5213/ 223-0131
2. **Central Health Region-** Community Treatment Program Old Nursing School Building Corner of Princess Margaret Drive/ St Thomas, Tel: 223-2722
3. **Port Loyola Mental Health Clinic-** Drop-in Centre Faber's Road/ Gibnut Street Tel:227-5354

Corozal

1. **Corozal Community Hospital-** San Antonio Rd, Santa Rita Tel: 422-3909 or 422-2076 (ambulance)

Orange Walk

1. **Northern Regional Hospital-** Holy Trinity Street, Tel: 322- 1560

Dangriga

1. **Southern Regional Mental Health Clinic –** Dangriga Hummingbird Hwy, Tel: 522-3834

Punta Gorda

1. **Punta Gorda Hospital Counselling clinic-** Main Street, Tel: 722- 2145

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