

Information for Getting Started with Individual Counseling

We are glad that you have come to the Counseling Center and are taking the step to be involved with individual counseling. The information below will help familiarize you with getting started--please read it carefully.

1. We will inform you via email (if you gave us permission to do so) of the date and time of your first individual therapy appointment. ***Students are assigned to clinicians on Tuesdays and Fridays when class is in session, so be sure to check your email (it should come from "counseling@appstate.edu") on Tuesday and Friday afternoons in particular.*** It is important that you check your email on these days, as you may have an appointment scheduled as soon as the following day.
2. Please confirm that you plan to attend your appointment by replying to the email you received regarding your appointment *or* by calling the Counseling Center (828-262-3180). **Please let us know as soon as you are able if you are no longer in need of services, or if the appointment time no longer works for you and you need to be re-assigned, so that we are not holding a time for you that another student may need.** If the time that you were scheduled to meet with a clinician no longer works for you, please be advised that we will need an updated copy of your availability and that it may take some time to get you re-assigned.
3. Telehealth is available if you suspect you may be sick. In the interest of protecting you, your fellow students who come to the Counseling Center, and our counselors, please call us to **change your appointment to telemental health** if: a) You feel sick, b) a health provider tells you that you are presumed positive for COVID, or c) you have been instructed to isolate or quarantine by a public health official.
4. Preparing for your first session: If your session is **in person**, please arrive at the Counseling Center, swipe your Banner ID at the Kiosk, and have a seat in the waiting room. If your appointment is through **Zoom Telehealth**, your therapist will email you a link for your appointment prior to that appointment. Please click on the link at the time of your appointment, and you will enter a virtual waiting room until your therapist invites you into the session.
5. Cancellations and No-Shows: **If you cannot make your appointment, please call to cancel or reschedule at least 24 hours in advance.** This advance notice helps us better serve you and other students. **If we do not hear from you and you miss your appointment, you will need to contact us within 48 hours following your missed appointment.** We are working to get as many people as possible in for counseling as quickly as we can, and we will not be able to hold your same appointment time for long.
6. Text Reminders: If you provided a number and gave permission for text messaging when you completed your initial forms, you may receive a text reminding you of your individual therapy appointments.
7. Timeline for Being Assigned to a Therapist: Most new clients will be scheduled for their first individual therapy session within 7-14 days of their initial consultation. During peak times of the semester, assignment to a therapist will likely take longer. Please know that we are making every effort to serve students as well and efficiently as we can, and we appreciate your patience when needed. Options as you are waiting for your first therapy appointment include using the self-help resources provided by your counselor or on our website (counseling.appstate.edu), or by attending a quick access group (a list of these groups should be provided by the counselor you met during initial consultation or by checking our website).
8. Emergencies: If you are experiencing a mental health emergency, please see the back of this page for emergency options in your area.

If you have specific concerns about this procedure, you may contact the Director of the Counseling Center, Dr. Christopher Hogan at 828-262-3180.

Thank you!

EMERGENCY RESOURCES

BOONE AREA - Emergencies During the Day

If you in the Boone area and are experiencing an emergency during Counseling Center hours of operation (generally Mon-Fri 8:00 A.M. to 5:00 P.M.), come to the Counseling Center (in the Miles Anas Building beside the post office) and let the receptionist know that this is an emergency. We will have you speak with a counselor as soon as possible. Examples of emergencies include recent suicidal thoughts, recent sexual assault, homicidal thoughts, the death of a friend or loved one, having unusual experiences such as hearing voices or seeing things other people do not, and other similar events.

BOONE AREA - Emergencies After Hours and Weekends

If you are in the Boone area the Counseling Center offers after-hours emergency coverage. Call the Counseling Center at [828-262-3180](tel:828-262-3180), listen to the message, and select the option to speak with the counselor on call. You may also call Daymark Recovery Services at [\(828\) 264-4357](tel:828-264-4357) for mental health crises.

OTHER AREAS - Emergencies

If you are outside of the Boone area, please call the National Suicide Prevention Lifeline (988), call 911, or consider contacting the appropriate emergency resource listed below.

POPULATION SERVED	AGENCY	WEBSITE	PHONE #
All	National Suicide Prevention Lifeline	www.suicidepreventionlifeline.org <i>(Features services via online chat)</i>	988 <i>Deaf, Hard of hearing, Hearing loss TTY: (800) 799-4889</i>
Survivors of domestic & sexual violence	OASIS (Opposing Abuse with Service, Information, and Shelter)	www.oasisinc.org	<i>24/7 crisis: (828) 262-5035</i> <i>Office: (828) 264-1532</i>
Trans/gender identity concerns	Trans Lifeline	www.translifeline.org	(877) 565-8860
LGBTQ+ Youth	The Trevor Project	www.thetrevorproject.org <i>(Features services via online chat)</i>	1(800) 488-7386 <i>Text "Trevor" to 1(202) 304-1200</i> <i>Mon-Fri, 3PM-10PM</i>
Veterans	Veterans Crisis Line	www.veteranscrisisline.net	1-800-273-8255 <i>(Press "1")</i> <i>Text: 838255</i>