

# Disability Services/Counseling Procedures and Online Services for Distance Learning Students:

For contact information on the Education and Career Development office at Haywood Community College, click on the following link:

[http://www.haywood.edu/education\\_and\\_career\\_development\\_services](http://www.haywood.edu/education_and_career_development_services)

Phone: 828 627 4503

FAX: 828 627 4513

HCC provides access to all services for all students. For distance learning students, a detailed list of services and how to access them is located on HCC's Web site, [www.haywood.edu](http://www.haywood.edu), under Academics, Distance Learning, Access to online services for distance learning students, and under the department Website for each of these services (Education and Career Development).

## Disability Services/Counseling Procedures

It is preferred that the counselor and client have at least one "face to face" session before beginning on-line counseling in order to evaluate whether on-line counseling is appropriate. Determine what equipment is available to the student and whether any needs to be purchased.

Paper work needs to be completed that complies with policies and procedures of the college as well as securing personal information on the client. The client is given a professional disclosure form to read and, if required, signed, to indicate: the education and credentials of the counselor; what services will be provided; theory used; confidentiality issues; emergency phone numbers from outside referrals, (hotlines, etc.). A second copy should be maintained by the counselor for his or her file.

Both parties should agree to a subject header to be used with e-mail exchanges so they know it is not spam. Always archive, on separate disk or removable drive (to be kept in locked vault) all emails in a confidential password location. In the event that technology fails, establish a phone contact procedure.

Since the client has access to a computer 24 hours a day, 7 days a week, the counselor and client must agree on a reply time to questions or inquiries submitted by the client. This is typically within 24 hours during a work week. Documentation of each counseling session must be prepared by the counselor and filed in a confidential manner in the student's secure file.

Steps for the student:

1. Email or call the counselor.
2. Fax ADA documentation to the counselor at 828-627-4513 or mail it to the school's physical address if accommodations are being requested. Documentation of disability is not required for counseling, but is required for accommodations.
3. The counselor will respond via email and ask for the appropriate release forms to be signed by the student.
4. If necessary and/or requested, the counselor will make appropriate referrals to community or health service organizations in the student's home community and will assist with the set-up of initial contact and appointments.
5. Counseling will proceed in a manner that is convenient for the student.

HCC Disability Services is located in the Education and Career Development Office in Student Services.