

Administrative Manual

SAATAVANA DESALITE COUNSELLING & WELLNESS CENTRE

II: Introduction

Saantavana Desalite Counselling and Wellness Centre at St Francis De Sales College was established in the year 2024 with the aim of promoting positive mental health and well-being of students and staff. The Counselling cell, as it was previously known, started in 2012. This manual outlines the policies, procedures and guidelines for the effective functioning of the Centre.

Scope:

To create the optimal therapeutic environment through counseling for the purpose of:

- Promoting the students' development in all aspects of personal (mental, emotional, social, physical) well-being and academic growth.
- Enabling the students and staff to gain the maximum benefit from the facilities.
- Helping students from various social, economic, linguistic backgrounds adapt to the requirements of college life .
- Ascertaining that the students make continuous progress on the path of self – awareness and discover new ways to develop their potential and talents to the fullest.
- Conduct orientation program to the students and faculties of various departments of the college on various aspects related to counselling.

Overall, the centre aims at creating a safe learning environment and safeguard the rights of all members of the institution.

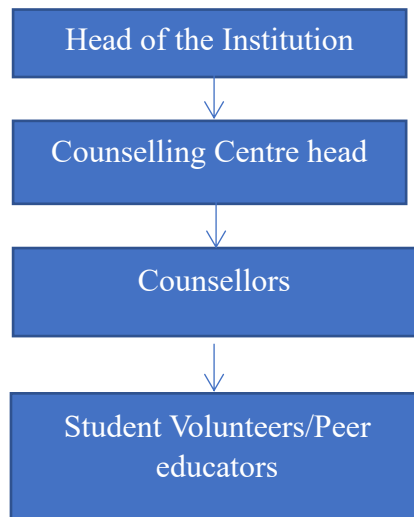
Objectives:

- To provide a safe and confidential space for students and staff to address their mental health concerns.
- To enhance students' emotional resilience and coping strategies.
- To promote mental health awareness and reduce stigma on campus.
- To support students in achieving personal, academic, and career-related goals.

- To offer crisis intervention and immediate support during emergencies.
- To provide training and workshops on mental health topics for students, faculty, and staff through in house counsellors as well as external professional bodies.
- To disseminate information and sensitize students on issues pertaining to promoting positive mental health.
- To provide internship opportunities to students of Psychology.

II. Organisation and Governance

- **Centre Structure:**



Counselling Centre Head:

- Reports directly to the Head of the Institution.
- Submits quarterly reports to the Head of the Institution.

Counsellors

- Reports to the Counselling Centre Head regarding counselling sessions, support programs and workshops.

Student Volunteers/ Peer Educators

- Report to the designated counsellors for guidance and planning of student engagement programs.

III: Roles and Responsibilities:

Counselling Centre Head

- Provide counselling to students and staff.
- Provide psychological assessments and interventions.
- Facilitate workshops and support groups.
- Oversee daily operations and counsellors' performance.
- Co-ordinate meetings and events
- Develop policies, protocols and guidelines.
- Maintain records and coordinate appointments.

Counsellors

- Provide counselling to studentst
- Conduct psychological assessments and interventions.
- Facilitate workshops
- Coordinate events.

Student volunteers/Peer educators

- Provide mental health awareness campaigns
- Act as a bridge between students and counsellors.

Staff Management

Induction and Orientation:

- **Induction Program:**
 - New counsellors will be given a formal induction by the Counselling Center Head.
 - Introductions to the center's mission, vision, and operational guidelines.
 - Overview of college policies, student demographics, and common mental health concerns.
- **Orientation Activities:**

- Familiarization with the reporting structure, roles, and responsibilities.
- Training on the use of administrative systems and record-keeping protocols.
- Discussion on ethical guidelines, confidentiality, and cultural sensitivity..
- **Mentoring & Skill Development:**
 - Opportunities to shadow experienced counsellors in their sessions.
- **Evaluation:**
 - Feedback sessions to ensure continuous professional development.

Transition Process for Transfer/Resignation/Termination:

In case of transfer/ resignation/ termination of the Centre head

- All the necessary documents of the centre will be handed over to the IQAC Criteria Incharge.
- Confidential records and counselling registers will be handed over to the Head of the institution

In case of transfer/ resignation/ termination of the counsellors

- All the necessary documents and records will be handed over to the centre head.

IV. Operational Framework

Processes and Procedures for Services and Functions:

- Students/ faculty can walk-in (by their own choice) to the counselling cell.
- Students can mail the concern to the given e-mail address and then approach the cell.
- Students can approach the respective class mentor/faculty, who will then refer the student to the cell.
- In certain cases, faculty might refer the student for counselling.
- Utmost confidentiality will be maintained of what is being discussed with the counsellor.

List of Files and Registers Maintained:

- Intake forms
- Consent forms
- Counselling registers
- Confidential files
- Letters of Communication.

V. Performance Management

Measurable Outcomes:

1. Student Reach and Engagement:

- Number of students accessing counselling services.
- Attendance and participation in workshops, webinars, and outreach programs.

2. Service Quality and Feedback:

- Percentage of positive feedback received from students.
- Average rating of counsellors and services in feedback surveys.

3. Response Time:

- Average time taken to respond to appointment requests.
- Time taken to provide crisis intervention services.

4. Outcomes and Impact:

- Percentage of students reporting improved mental health and coping skills.
- Success stories and qualitative feedback from students.

5. Operational Efficiency:

- Adherence to operating hours and appointment schedules.
- Accuracy and completeness of record-keeping.

6. Awareness Initiatives:

- Frequency and reach of mental health awareness campaigns.
- Collaboration with student bodies and faculty for mental health promotion.

- **Review and Evaluation:**

Review and evaluation will be conducted by the Head of the Institution once a year through peer and individual feedback.

The Centre head will conduct periodic review of counsellors through peer feedback mechanisms and discussions.

VI. Compliance

- **Compliance:**

The Centre operates according to the policies and guidelines laid down by the institution.

Confidentiality policies

- The cell follows all the ethical principles of counselling professionals and consider it important to protect the confidentiality of any information received in the interactions between the counsellor and the client.
- Confidentiality is breached only if it entails any danger to the life, safety of the client, or a third party, or, to the welfare of the institution.
- All the documents of the cell, including case histories are maintained confidentially.

VII. Communication and Stakeholder Engagement

- **Communication to Stakeholders:**

Communication to the stakeholders (in-house:students, faculty and parents) are through emails, phone calls and face-to-face.

Communication to stakeholders (external agencies and partners) are through emails and phone calls.

VIII. Appendices

Counselling Intake form

Date: _____ Student ID: _____
Name: _____ Date of Birth: _____
Gender: _____ Course of study: Bachelors/
Masters _____
Type of residence: Day scholar/ Hostelite / Others _____
Present Address: _____
Home address: _____
Email id: _____
Phone number: _____
Emergency contact person: _____ Phone: _____
Relationship: _____

Counselling History

Have you previously had counselling?.....

Current reason for seeking
counselling.....

List any concerns you have
.....

Are you currently taking any medication?.....If yes, please mention the names of the medication being taken.....

Any family history of physical/ mental illness.....

Mental health checklist

Informed Consent form

Counselling is a confidential process designed to help you address your concerns, come to a greater understanding of yourself, and learn effective personal and interpersonal coping strategies. It involves a relationship between you and the counsellor who has the expertise, desire and willingness to help you accomplish your individual goals. Counselling may involve sharing sensitive, personal, and private information that may at times be distressing. During the course of this counselling experience, it is normal to experience feelings of anxiety or confusion. If, at any point during the session you experience increased anxiety or confusion, please discuss it with the counsellor.

CONFIDENTIALITY

All counselling information including scheduling of appointments, content of your sessions, progress and all records will be maintained confidential. No information would be used or shared without your permission.

Confidentiality may be breached:

- If there is any evidence of a clear and imminent danger or harm to self/ others.
- If it is required to be legally informed to the authorities responsible for ensuring safety.
- If it required by the court of law.

By signing below, you acknowledge that you have read and understand the information and agree to participate in the counselling process.

Signed:

Date:

Place:

Parent/ Guardian Consent Form

I (name).....hereby give consent for my child to attend counselling sessions at (centre name).....

I understand that because counselling is based on a trusting relationship between the counsellor and the client, the counsellor will keep all the information shared during the process of counselling confidential, except in certain situations where ethical responsibility limits confidentiality, like

- Your ward reveals information hinting harm to self/others.
- Your ward/ another person may be in physical danger.
- Any threat to the welfare of institution.

By signing this form, I consent for my child to participate in counselling.

Signature of parent/guardian

Place

Date

ASSENT FORM

This form provides you information about the counselling process.

Counselling is a confidential process designed to help you address your concerns, come to a greater understanding of yourself, and learn effective personal and interpersonal coping strategies. It involves a relationship between you and the counsellor who has the expertise, desire and willingness to help you accomplish your individual goals. Counselling may involve sharing sensitive, personal, and private information that may at times be distressing. During the course of this counselling experience, it is normal to experience feelings of anxiety or confusion. If, at any point during the session you experience increased anxiety or confusion, please discuss it with the counsellor. All information that is discussed during the session will be kept confidential, unless

- There is any danger involved to you/ others or to the welfare of the institution.
- There involves any harm to self/ others.
- The information shared requires legal/ support from authorities.

I have read and understood this document. All my questions have been answered to satisfaction and I consent to participate in the counselling sessions.

Signature:

Place:

Date:

SAANTVANA DESALITE COUNSELLING & WELLNESS CENTRE

COUNSELLING REFERRAL FORM

Name of the person referring:

Institution's name:

Date & time:

Details of the referred

Student name	
Class/Grade	
Gender	Male/Female
Age & Date of Birth	
Father's name & Contact details	
Mother's name and contact details	
Reasons for referral	

