



UNIVERSITY OF MARYLAND  
EASTERN SHORE

DIVISION OF ENROLLMENT MANAGEMENT AND STUDENT EXPERIENCE

# UMES Counseling Services FAQ

**Perhaps you have been thinking about coming to counseling or someone has suggested counseling to you. Perhaps you have already decided to seek counseling, but you're not sure what to expect. This document is designed to answer some basic questions you might have about the counseling process.**

## **Q: What is counseling?**

University of Maryland Eastern Shore students, like any college students, typically encounter a great deal of stress (i.e., academic, interpersonal, family, work, financial) during the course of their educational experience. While most students cope successfully with the demands of college life most of the time, there will be times when many students experience distress and will benefit from our staff. Counseling takes place in the context of a helping relationship in which the counselor and the client work together to resolve a problem, change behavior or foster personal growth and awareness.

## **Q: What about Confidentiality?**

Confidentiality is an important part of establishing trust and effective counseling relationships. Confidentiality laws also prohibit us from sharing any information about a student's counseling contacts without the expressed permission of the student.

## **Q: Why do students go to counseling?**

Typically, students seek counseling for difficulties with adjustment, problems with relationships, self-esteem, sexual orientation, as well as serious emotional and behavioral issues such as depression, anxiety disorders, substance abuse. We encourage students to consult us about any matters that concern them.

## **Q: What services are offered?**

We provide short-term services that are both in-person and virtual Monday-Friday from 8:30AM-5:00 PM. We also offer evening hours during the Fall and Winter Semesters until 7:00PM. Services include:

- Individual Counseling
- Group Counseling
- Couples Counseling
- Psychiatric Services
- Referral Services
- Consultation
- Case Management
- Outreach/Workshops
- Healthy Hawks Mental Health Support Services

**“Note”: We do not provide counseling or other services by e-mail or other electronic media.**

## **Q: What is Healthy Hawks?**

- A 24/7/365 mental health support line for in-the-moment support from counselors and connections to next steps, regardless of time of day or student location – Call (410)651-HELP (4357) to reach the 24/7 Support Line.
- Meditation and Mindfulness App – Enjoy a Headspace subscription for free. It helps students build coping and resiliency skills and offers more than 1,000 hours of mindfulness and mental well-being content.
- Self-guided online mental health & wellness program – With SilverCloud, learn how to manage stress and this online tool also teaches better coping skills, helps with managing emotions and more! You even have the option to work with a coach if you prefer.
- The Wellness Hub which includes articles and videos on mental health and wellness topics including: Mental and Emotional Health, Fitness and Nutrition, Academic Performance, Stress Management, Healthy Relationships and more– To access the Wellness Hub go to <https://umeshealthyhawks.com/> or download the CampusWell app at [campuswell.com/get-the-app](https://campuswell.com/get-the-app).

## **Q: Who provides the Services?**

Counseling Services are provided by professional clinical staff to include licensed social workers, licensed professional counselors, case manager, and a psychiatrist or psychiatric mental health nurse practitioner.

**Q: Do you provide documentation for me to have an Emotional Support Animal?**

We do not provide documentation for an Emotional Support Animal. While an animal may be able to provide comfort to you, it is not within our training or scope of practice to provide the documentation supporting the presence of a disability that substantially limits an area of major functioning to an extent that requires the presence of an animal. You may request a summary of treatment. All request for an Emotional Support Animal must be requested through the Office of Institutional Equity and Compliance [https://umes-accommodate.symplicity.com/public\\_accommodation/](https://umes-accommodate.symplicity.com/public_accommodation/)

**Q: How do I make an Appointment?**

Appointments can be made by phone, in person, or on-line.

***By Phone***

Call (410) 651-6449 and speak to the Administrative Assistant.

***In Person***

Visit our office (Student Development Center- Second Floor, Suite 2260) and ask to make an appointment.

On-line

<https://wwwcp.umes.edu/counselingservices/referral-form/>

**\*NOTE: You cannot make an appointment for another person. All appointments must be made by the person seeking counseling. You can make a consultation appointment with a counselor to discuss concerns about another person.**

**Q: What is the cost of your services?**

**UMES Counseling Services are available to all currently enrolled students at no cost.**

