

# University of Dubuque Counseling Services' Policy and Procedure Manual

Counseling Services

The Smeltzer-Kelly Health Center

1994 Grace Street

Dubuque, Iowa 52001

563.589.3911

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/>

2020 – 2021

**Updated to reflect impact of COVID-19**

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## *Mission Statements and Goals*

### **The Smeltzer-Kelly Health Center**

UD's Counseling Services reports to the Smeltzer-Kelly Health Center. The staff are committed to working in partnership with all students to ensure that a student's college experience is both rewarding and positive. The University strives to provide a learning environment that is supportive yet challenging, and we ask each and every student to become productive, responsible, and an engaged member of the University community.

The Smeltzer-Kelly Health Center will be:

- Reasonably accessible to all students
- Open and inviting
- Responsive to student concerns
- Fair and compassionate, while holding students accountable to the UD Mission and Student Success Commitment

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/>

### **UD's Counseling Services**

#### *Mission*

The mission of Counseling Services is to provide a safe and confidential environment for the UD Community, which supports lifelong learning and educational success to better assist in reaching personal goals.

#### *Goals*

1. Implement and provide appropriate referral services that support the recruitment and retention of students.
2. Promote overall mental health and well-being for the UD community.
3. Provide services that support academic success.
4. Promote activities that increase awareness of intervention and prevention services.
5. Provide quality services with standards of professional practice and ethical conduct.

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/>

## *UD's Counseling Services*

### **Services Offered**

- Personal counseling
- Crisis intervention
- Assessment and referral for campus, community, and off-campus resources
- Skill development for academic success, such as coping skills, self-esteem building, stress management, time management, and motivational skills
- *College Response* Online Mental Health Screening

### **\*The following University pages for Counseling Services provide additional information relevant to the above listing**

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/CounselingServices/>

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/ParentsGuardians/>

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/Resources/>

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/Resources/AdditionalOff-CampusResources/>

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/Resources/EmotionalWellnessResources/>

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/Resources/WellnessInitiatives/>

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/Resources/WellnessInitiatives/OnlineScreening/>

**\*\*Please see the most current Student Handbook edition, which provides additional information and policies relevant to the above listing of services**

## *Signs of Distress and How to Help*

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/Resources/SignsofDistressandHowtoHelp/>

It is important for you to know that you are not alone when working with a person who appears to be in distress. In order to know the best course of action, it may be important to consult with colleagues, supervisors, counselors, or others who might be able to help provide suggestions for working with a person who is expressing distress.

A person may ask you to keep what they tell you “secret” or “confidential.” Please recognize that this may not be prudent in all circumstances. If you are concerned that a person might be at risk (to themselves or others), consultations with another professional might be necessary. You may also consult with the Dean of Student Formation, Director of Human Resources, or a member of the counseling staff without providing the name of the person.

### **Academic Signs**

- Deterioration in quality of work
- Missed assignments or appointments
- Repeated absence from class or lab
- Continual requests for unusual accommodations (i.e., late papers, extensions, postponed exams, etc.)
- Essays or papers that have themes of hopelessness, social isolation, rage, or despair
- Lack of engagement in participation-oriented classes or with lab mates
- Inappropriate disruptions or monopolizing classroom time

### **Physical and Psychological Signs**

- Depression. Clinically depressed individuals will exhibit multiple symptoms beyond a few days. Some of these symptoms are sleep disturbances, poor concentration, change in appetite, loss of interest in pleasurable activities, withdrawal, poor hygiene, loss of self-esteem, and preoccupation with death.
- Agitation or Acting out. This would represent a departure from normal or socially appropriate behavior. It might include being disruptive, restlessness, or hyperactivity, being antagonistic, and increase alcohol and/or drug abuse.
- Disorientation. You may witness a diminishment in awareness of what is going on around them, forgetting or losing things, misperception of facts or reality, rambling or disconnected speech, and behavior that seems out of context.
- Drug and Alcohol Abuse. Signs of intoxication during class or interaction with University officials are indicative of a problem that requires attention.
- Suicidal Thoughts. Early messages of distress can range from “I don’t want to be here,” to a series of vague “good-byes,” to “I’m going to kill myself.” Non-verbal messages could include giving away valued items, and putting legal financial and University affairs in order. All of the above messages should be taken seriously.

- Violence and Aggression. You may become aware of students who may be dangerous to others. This may be manifested by physically violent behavior, verbal threats, threatening e-mail or letters, harassing or stalking behavior, and papers or exams that contain violent or threatening material.

## **How to Help a Person in Distress**

### **Listen**

- Stop what you are doing and genuinely listen to what the person is saying
- If appropriate, speak to the person privately to minimize embarrassment

### **Acknowledge**

- Be sure the person is aware that you cannot keep expressions of harm to self or others confidential
- Express concern and interest and let the person know you are listening
- Avoid criticizing or sounding judgmental
- Remember, although it may not seem like a crisis to you, it still feels like one to the person

### **Assess**

- Ask open-ended questions to help you better understand and clarify the problem
- Consider questions like, “What have you thought about doing?” or “Have you had thoughts about suicide?”
- Explore options with the person, but don’t expect to have all the answers

### **Refer**

- Don’t ignore comments about suicide, violence, or harm to self or others
- Clarify the limits of your ability to help
- Offer to accompany the person to the appropriate support office
- Do not agree to keep the problem a secret

Academic Alert: <http://www.dbq.edu/Academics/AcademicAlertForm/>

Student Life Incident Report:

[https://cm.maxient.com/reportingform.php?UnivofDubuque&layout\\_id=1](https://cm.maxient.com/reportingform.php?UnivofDubuque&layout_id=1)

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Counseling & Life Services: 563.589.3911

Dubuque Crisis Line: 855.800.1239

Emergencies: Dial 911

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## ***Tips for Classroom Management and the Distressed Student***

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/Resources/SignsofDistressandHowtoHelp/TipsforClassroomManagement/>

### Faculty and Staff Resource Guide

If you have ever experienced a challenging disciplinary situation in your classroom, you are not alone. The majority of students act in an appropriate and respectful manner, however, there are occasions when students will test the limits of acceptable classroom behavior. Student conduct that substantially or repeatedly interferes with the ability of an instructor to teach or the ability of other students to learn is a violation of our student code of conduct.

### **Campus resources**

- Office of Residence Life: 563.589.3438
- Office of Counseling & Life Services: 563.589.3911
- Office of International Student Services and Study Abroad: 563.589.3712
- Office of Learning Support Services: 563.589.3218
- Safety & Security: 563.589.3333

### **Questions/Concerns**

- Gail Hayes, Dean for Academic Affairs, Graduate and Adult Studies // 120 Severance Hall // 563.589.3349 // [GHayes@dbq.edu](mailto:GHayes@dbq.edu)
- Mike Durnin, Dean of Student Formation // 2nd floor of Peters Commons // 563.589.3270 // [MDurnin@dbq.edu](mailto:MDurnin@dbq.edu)
- Joe Green, Associate Dean for Undergraduate Studies // 119 Severance Hall // 563.589.3570 // [JGreen@dbq.edu](mailto:JGreen@dbq.edu)

### **Reporting Students of Concern**

- Use the Academic Alert Form to report academic concerns and classroom related incivility, this form is found within the 'Resources' menu in Moodle and within MyUD <http://www.dbq.edu/Academics/AcademicAlertForm/>
- Use the Maxient Student Life Incident report form for all non-academically related incidents, this form is found within the 'Resources' menu in Moodle and within MyUD [https://cm.maxient.com/reportingform.php?UnivofDubuque&layout\\_id=1](https://cm.maxient.com/reportingform.php?UnivofDubuque&layout_id=1)

## Confronting a Disruptive Student

Confronting a disruptive student can be an uncomfortable, but necessary experience. If a student's behavior obstructs or disrupts your ability to teach or the ability of others to learn, you may find the following suggestions helpful.

1. Clearly articulate rules regarding attendance, tardiness, class participation, academic misconduct, use of electronic devices, and appropriate conduct on the course syllabus. Specify consequences (i.e., reports to the Dean of Student Formation) and follow through in a fair and consistent manner. Reference acceptable computer use and email policies where appropriate.
2. Model professional behavior. Respond to inappropriate remarks in a professional, mature manner. Put-downs or witty comebacks may escalate a situation or minimize a student concern.
3. Disruptive students are not always aware that they are bothering others. Moving closer to the disruptive student, pausing until everyone quiets down, and/or making direct eye contact could make a difference.
4. When the disruption is isolated to one student, speak privately with the student. Use "I" messages such as, "When I see you \_\_\_\_\_; I feel \_\_\_\_\_; and I need the activity to stop."
5. Seek consultation from experienced colleagues and/or your department chair.
6. If the disruption continues, issue a written warning to the student addressing concerns and consequences for non-compliance (i.e., risk of a lower grade if classroom participation is a percentage of the course grade and/or referral to the Dean of Student Formation).
7. If a student prevents you from moving on to another topic, take control of the discussion, express the need to cover all the material, and invite the student to continue the conversation during your office hours.
8. If initial strategies are not effective, give the student the option of modifying the undesirable behavior or leaving the class for the remainder of the period. Instructors may tell a student to leave class temporarily, but adjudication by the Dean of Student Formation is necessary for permanent removal.
9. If you are seeing a pattern of disruptive behavior, consult with your department chair. All students are required to comply with regulations set forth in our student handbook. Inform the Dean of Student Formation if the behavior continues.
10. Document all incidents and your attempts to resolve the situation in a factual and objective manner, using exact words whenever possible. Contact the Dean of Student Formation about referring students for disciplinary action.
11. If a student is making threats of violence to themselves and/or to others, immediately contact 911. Document the incident(s) and forward the information to the Dean of Student Formation as soon as possible.

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**Threats of violent to self and/or others must result in immediate contact to 911**

## *Helping Students in Distress*

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/Resources/SignsofDistressandHowtoHelp/TipsforHelpingStudentsinDistress/>

Faculty and Staff Resource Guide

### **Dean of Student Formation**

The Dean of Student Formation office and the UD CARES Team work to identify individuals who need assistance in order to avert crisis and to keep both the student and campus community safe and healthy.

### **Campus Resources**

- Office of Residence Life: 563.589.3438
- Office of Counseling & Life Services: 563.589.3911
- Office of International Student Services and Study Abroad: 563.589.3712
- Office of Learning Support Services: 563.589.3218
- Office of Safety & Security: 563.589.3333

### **Dubuque Community Resources**

- City of Dubuque Police Department – General Information: 563.589.4410
- Domestic Violence Crisis Line through Waypoint Services: 800.208.0388
- Emergency: 911
- Finley Hospital: 563.582.1881
- Mercy Health Center: 563.589.8000
- Mental Health Crisis Line through Hillcrest Family Services: 855.800.1239
- Sexual Assault Crisis Line through the Riverview Center: 888.557.0310

### **Questions/Concerns**

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### **Reporting Students of Concern**

Academic Alert: <http://www.dbq.edu/Academics/AcademicAlertForm/>

Student Life Incident Report: [https://cm.maxient.com/reportingform.php?UnivofDubuque&layout\\_id=1](https://cm.maxient.com/reportingform.php?UnivofDubuque&layout_id=1)

Dangerous Student  
Verbal or physical threats to harm self or others; violent or overtly dangerous behavior; safety is an immediate concern



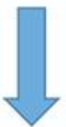
CALL 911

Disruptive or Disturbing Student  
Demonstrates atypical behavior or communications; disruptive to the living or learning environment; safety is not an immediate concern



Consultation or Referral  
Counseling & Life Services  
563.589.3911

Distressed Student  
A student who may be nervous, very sad, agitated, paranoid, highly anxious, lacks motivation or concentration in class; sleeping in class; dramatic weight change; behavior suggesting substance abuse; sudden changes in typical behavior; and/or marked changes in academic performance



Academic Concern  
Faculty, Department Chair; Academic Dean or Associate Dean



Consultation or Referral  
Counseling & Life Services, or Dean of Student Formation

## *Service Accessibility*

UD's Counseling Services was established to provide helpful and effective programs, counseling, and crisis management services to students. Counseling Services Team works collaboratively with students, academic and co-curricular departments, faculty and staff members, and other pertinent departments, as well as off-campus resources to enhance academic, personal, and career success.

### **Eligibility for Services**

- Currently enrolled University of Dubuque (UD) undergraduate and graduate students are eligible to receive Counseling Services.
- Although the families and/or partners of undergraduate and graduate students enrolled at the University of Dubuque (UD) may attend occasional consultations together with an enrolled UD student who is in counseling at the University of Dubuque's Counseling Services, no ongoing counseling services are available to non-University of Dubuque students.
- UD's Counseling Services does not offer, University mandate, court-mandate, or forensically oriented services to University of Dubuque students.
- UD's Counseling Services does collaborate with the Department of Aviation to assist students with appropriate AODA referrals, per the Department's policy on substance abuse testing results.
- Should a University of Dubuque student require counseling or psychological services beyond those offered by UD's Counseling Services, counselors and/or the campus Health Service Administrator will work with the student to identify community resources to meet their needs. Examples of services beyond those offered by UD's Counseling Services include prescription and management of psychotropic medication; medical services; long-term counseling requiring multiple sessions each week or long-term weekly counseling; group counseling; intensive outpatient counseling; counseling for students with active eating disorders that require intensive medical, psychiatric, and/or nutritional services; drug and alcohol assessment and treatment; and other similarly complex services as determined by the counseling team.

### **Fees**

UD's Counseling Services are available to students at no extra fee. Students who receive services by off-campus providers and/or treatment services are financially responsible for those off-campus services. Any accepted referral/recommendation to off-campus services/resources made by UD's Counseling Services Team for students, will be the financial responsibility of the referred student.

## **Services to Faculty and Staff**

UD's Counseling Services Team does not provide direct counseling services for University of Dubuque faculty or staff. However, referrals for community counseling services are available to assist faculty and staff members with issues of a personal nature. Also, per request, review of the faculty/staff member's insurance provider will be conducted with an Authorized Release Form signed to the insurance provider, in an effort to review counseling service and/or Employee Assistance Program benefits for initial intake and counseling services.

## *Confidentiality*

At intake, students will be presented with an Informed Consent/Statement of Confidentiality form which outlines the limits of confidentiality. The student's signature on the form will signify that they have read, understand, and agree to the policy. When obtaining informed consent/statement of confidentiality to counseling, the Counselor must inform the student as early as feasible in the counseling relationship about the nature and the anticipated course of counseling, involvement of third parties, the limits of confidentiality, and provide sufficient opportunity for the student to ask questions and to receive answers.

When the Counseling Services Team believes that a student poses a clear and present danger to themselves and/or to others, the Counseling Services Team may selectively release information, without the student's consent, to aid in the care and protection of the student or the endangered others.

When the Counseling Services Team has reasonable cause to suspect that a child (a person under 18 years of age) has been subjected to child maltreatment, which may involve physical abuse, sexual abuse, neglect, sexual exploitation or abandonment, as defined by Iowa law, the Counseling Services Team may selectively release information, without the student's consent, to aid in the care and protection of that child. The Counseling Services Team is further required by Iowa law to report this information to the Department of Human Services. The Counseling Services Team is also required to report elderly abuse and abuse of a vulnerable adult.

The Family Educational Rights and Privacy Act of 1974 (FERPA) provides that student records maintained by physicians, psychologists, psychiatrists, or other recognized professionals and paraprofessionals are not educational records. Therefore, student files do not become part of any permanent record at the University, but are the property of UD's Counseling Services.

Students may review their records, in the presence of a Counseling Service Team member, upon written request. The request and the fact that a copy of the records were given will be documented in the student's file.

Iowa law recognizes the privilege that attaches to the counselor-client relationship. The Authorization for Release of Information form will be used when a student desires for counseling information to be shared with a third party.

## *Hours of Operation*

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/>

### **Contact Information**

Emergency: 911

Dubuque Crisis Line: 855.800.1239

*Toll Free hotline 24 hours/7 days per week, all calls are confidential.*

UD's Counseling Services: **Due to concerns of COVID-19, services are provided through a virtual format.** Please contact our Confidential Answering Service to schedule an appointment, 563.589.3911

*\*\*\* Please be advised that e-mail is not considered a secure form of communication; confidentiality cannot be guaranteed if you forward information of an urgent nature. UD's Counseling & Life Services' staff only monitor and respond to e-mail during regular office hours.*

### **Crisis Management, 24/7**

Calls received for UD's Counseling Services are answered 24 hours/7 days per week by its contracted confidential Call Center at 563.589.3911, which is certified in HIPAA compliancy. Per the caller request, they will be patched immediately to the on-call Crisis Counselor 24 hours/7 days per week, in collaboration with Iowa Helpline/Hillcrest Family Services however, if the situation warrants, the Call Center will notify first responders (911).

If UD's Counseling Services Team members are not available and the situation does not warrant first responders (911), the University collaborates with Hillcrest Family Services and their Crisis Mobilization Unit to guarantee an on-campus Crisis Counselor to a distressed person within 30 minutes of the initiated request. The crisis response can occur 24 hours/7days per week based on the needs of the campus community. All efforts are made by any of the following personnel to ensure the safety of the distressed person until the Crisis Counselor arrives and intervenes with the distressed person, as the following personnel are trained in Mental Health First Aid: UD's Safety & Security Officers; Residential Directors; Residential Assistants; Assistant Dean/Director of Residence Life; Dean of Student Formation; Dean of Student Engagement; Health Service Administrator; Coordinator of Safety & Awareness; and other faculty and staff members who have received formal training within their helping service field and/or received training in Mental Health First Aid.



## **Wellness Checks, 24/7**

### *On-Campus Student Resident*

If UD's Counseling Services Team receives information of concern for the safety and wellness of a student who is a resident of the campus and is unsuccessful in contacting and communicating directly with the student, Team members contact the Residence Life Pro Staff (or) the Pro Staff Help Line requesting a wellness check on the student with purposeful follow-up. Residence Life Pro Staff work immediately to locate the student and work collaboratively with the campus Safety & Security Office. Documentation and follow-up is recorded and maintained on file.

### *Off-Campus Student Resident*

If UD's Counseling Services Team receives information of concern for the safety and wellness of a student who is not a resident of the campus and is unsuccessful in contacting and communicating directly with the student, while there is no known on-campus presence by the student (i.e., classes, athletic practice, advisory meeting, etc.), Team members contact the city police department of the student's residency to request a wellness check on the student with purposeful follow-up. Documentation and follow-up is recorded and maintained on file.

## **Counseling Appointments during University Business Hours**

Generally, UD's Counseling Services are available Monday through Friday, 8:00am – 5:00pm. Hours are limited during the following: severe weather related class cancelations and emergent campus closings; nationally recognized holidays; and summer sessions. Evening hours and Saturday hours are available but may vary dependent on staffing. Appointments can be made over the phone, online scheduling, or through email. Appointments are recommended for all counseling sessions to be sure a counselor is available. Students are encouraged to call 563.589.3911 to schedule a counseling appointment. If a student request to be seen on the same date of the call, UD's Counseling Services Team is notified by the Call Center and accommodates the request. The first available Counseling Services Team member will reorganize their schedule and confirm the start time for the consultation.

## **Walk-ins during University Business Hours**

Walk-ins are welcome, however, counselors may or may not be able to see students depending on their availability and the nature of the visit due to impacts of COVID-19. However, if a distressed student presents on their own or accompanied by a fellow student, faculty, or staff member UD's Counseling Services Team will accommodate the distressed student within 30 minutes of the request, by the first available team member. All efforts are made by any of the following personnel to ensure the safety of the distressed person until the first available Counseling Services Team member is able to intervene with the distressed person, as the following personnel are trained in Mental Health First Aid: UD's Safety & Security Officers;

Residential Directors; Residential Assistants; Assistant Dean/Director of Residence Life; Dean of Student Formation; Dean of Student Engagement; Health Service Administrator; Coordinator of Safety & Awareness; and other faculty and staff members who have received formal training within their helping service field and/or received training in Mental Health First Aid.

## *Services to Imminently Dangerous Students*

In managing cases where imminent danger to a student or someone else is at issue, UD's Counseling Services Team will act to minimize the danger in consultation with their professional colleagues. Should colleagues be unavailable, team members will seek professional consultation with other accessible colleagues (i.e., reporting Dean, Small College Counseling Consortium Members).

In keeping with professional codes of ethics and legal requirements, maintaining the safety of students and others takes precedence over maintaining the confidentiality of the student client. Even so, in the event of a necessary disclosure of confidential information, only information vital to contributing to safety will be disclosed, and then only to persons in a position to make appropriate use of the information.

In most circumstances, the Student Life Deans and the families of significantly suicidal or dangerous students will be notified of the situation, so they can provide support and help in making decisions about the student. The rationale for notifying or not notifying the Deans and families in these circumstances will be carefully documented in students' files. The Deans will contact families of suicidal or dangerous students.

Careful and prompt documentation will be made of consultations secured and steps taken to minimize danger.

Counselors will follow the appropriate protocols of the University when a student has made a suicide threat or self-harm attempt.

## *Screening for Admission to a Hospital*

If a student has indicated a plan, threatened to, attempted, or succeeded in inflicting bodily harm to themselves or others, a Counseling Services Team member will conduct a threat assessment. If it is ascertained that the student is suicidal, a Counseling Services Team member will discuss hospital admission with the student.

- If the student will go voluntarily to the hospital, the student will be transported by two professional staff members and the Counseling Services Team member will notify the hospital.
- If the student declines to go to the hospital, first responders (911) will be contacted. Efforts will be made to maintain the safety and well-being of the student, as well as keeping the student informed of the process.

In keeping with professional ethics codes and legal requirements, maintaining the safety of students and others takes precedence over maintaining the confidentiality of clients. In the event of a necessary disclosure of confidential information, only information vital to contributing to safety will be disclosed, and then only to persons in a position to make appropriate use of the information.

After the student is referred to the hospital and psychiatric hospitalization is recommended, Counseling Services Team members, the Dean of Student Formation, and/or the Assistant Dean/Director of Residence Life will notify the families of significantly suicidal or dangerous student, so that they can provide support and help in making decisions about the student. The rationale for notifying or not notifying the Student Life Deans and families in these circumstances will be carefully documented in the student's file. The Student Life Deans will contact families of suicidal or dangerous students unless the Counseling Service Team member has a records of release form signed to communicate with family members.

Follow-up and appropriate efforts will be made by the referring Counseling Services Team member to keep abreast of the student's case and recommended outpatient treatment services upon release from the hospital by the attending psychiatrist.

## ***Sexual Misconduct***

<http://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/Resources/SexualMisconduct/>

The University of Dubuque considers rape and sexual assault to be serious offenses, unacceptable within the University or any community. The [University of Dubuque's Title IX Policy can be found here](#).

**All persons are encouraged to report any instance of sexual offense to any of the following support systems:**

For Confidentiality:

- Riverview Center's Sexual Assault Hotline, 563.557.0310
- Iowa Coalition Against Sexual Assault, 515.850.1922
- UD's Counseling & Life Services, 563.589.3911
- UD's Campus Chaplain, 563.589.3582

Those to report to on campus (non-confidential):

- UD's Title IX Coordinator's Office, 563.589.3619
- UD's Dean of Student Formation, Deputy Title IX Coordinator, 563.589.3270
- UD's Director of Residence Life, Deputy Title IX Coordinator, 563.589.3438
- UD's Campus Safety & Security Office, 563.589.3333

Online reporting or by Phone:

- Maxient reporting system to the Student Life Department ([click here](#))
- Anonymous Hotline, 833.290.0001

City of Dubuque information:

- The nearest Emergency Room in Dubuque, either Finley/Unity Point Health Center 563.582.1881 or Mercy Medical Center 563.589.9666

Support systems will respect confidentiality and anonymity as dictated by their professions and accordingly will seek to maintain confidentiality to the extent permitted by law.

Please be advised that email is not considered a secure form of communication--confidentiality cannot be guaranteed if you forward information of an urgent nature. UD's professional staff only monitor and respond to email during regular office hours.

Offenses to be reported include those perpetrated by other students, faculty, staff, other members of the University community, or non-members. Both men and women may be complainants of sexual offenses.

Victims of rape or sexual assault are encouraged to seek medical assistance as soon as possible, early medical care could become important due to measures taken to prevent sexually transmitted diseases and/or pregnancy. The preservation of physical evidence is critical in the event that the victim ultimately chooses to press charges. Showering, douching, changing clothes, brushing teeth and other such measures destroy physical evidence of rape and sexual assault.

## ***Definitions***

Please reference [UD's Title IX Policy](#)

### **Rape**

Rape is defined by the U.S. Department of Justice, as any ‘penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration by a sex organ of another person, without the consent of the victim’.

### **Sexual Assault**

Sexual assault, as defined by the U.S. Department of Justice, is ‘any type of sexual contact or behavior that occurs without the explicit consent of the recipient. Falling under the definition of sexual assault are sexual activities as forced sexual intercourse, forcible sodomy, child molestation, incest, fondling, and attempted rape’.

### **What to do if you have been assaulted:**

- Go to a safe place and contact someone you trust.
- If you want to report the assault, contact the City of Dubuque Police Department ‘911’, any of the support systems listed above, or go to the nearest Medical Facility or Emergency Room.
- If you reside in residential housing, contact your RA or your Hall Director. An on-call system is in place to insure that a professional team member is available to you.
- Consider preserving all physical evidence of the assault and write down or tell the person you trust as much as you can remember about the circumstances of the assault.
- Seek medical assistance, both emergency rooms of Mercy Medical Center and the Unity Point Health Finley Hospital have FREE rape-exam kits.
- Seek support services, Monday–Friday, 8:00 a.m.–5:00 p.m. contact UD’s Counseling Services to talk with a provider who is professional trained to assist victims of assault 563.589.3911.
- Support services after hours, weekends, and holidays, or in the event you want the services of a trained legal advocate contact Riverview Center’s Sexual Assault Hotline 888.557.0310 or Iowa Coalition against Sexual Assault, 515.850.1922

### **What if your attacker is also a UD student?**

The University of Dubuque has established a student code of conduct which addresses non-academic misconduct. If you and the person who has assaulted you both reside within the University's residential housing, please contact your RA, Hall Director, or the Director of Residence Life 563.589.3438 to request assistance in determining and establishing immediate safety. You have the right to pursue either an informal or formal investigation into the assault. Both the victim and alleged perpetrator have rights that must be acknowledged in the event the case is addressed through the formal process. You can speak directly to the Dean of Student Formation to obtain more information 563.589.3270.

### **What if you know someone who has been assaulted?**

The above listed information may assist you in determining what course of action you can take to better support your friend. Prioritize their safety as well as their physical and emotional well-being. Encourage them to seek medical care and consult with a trained provider or sexual assault advocate. Protect your friend's privacy, be sensitive to what is all involved in the healing process.

Please be advised that emailing, text messaging, or posting information on social media sites is not considered a secure form of communication, confidentiality cannot be guaranteed if you forward or post information of a sensitive nature, this could jeopardize your friend's privacy.

## ***Creating a Culture of Consent***

### **Minimizing the risk of unwanted sexual contact**

Consent is one of the most misunderstood concepts in comprehending the issues around interpersonal violence. Learning how to talk about consent, gain consent, or refuse consent can help clarify each person's responsibility to minimize the risk of unwanted sexual contact.

Whether you are in an intimate relationship with someone, with a casual acquaintance, or with someone you just met, consent must be established between both parties before engaging in any sexual activity.

Individuals should learn to understand their roles in an intimate relationship, their right to be free from harm, and the significant consequences that may fall upon persons who compel sexual relations by coercion, force, or threat of force. To address the issue of sexual assault in a university environment, we offer practical guidance for reducing your risk of being sexually assaulted or accused of sexual assault, as well as help for survivors of sexual assault. We invite the entire campus community to make a positive difference on our campus.

The University of Dubuque does not tolerate sexual assault in any form. Such acts of violence are prohibited by the University's code of conduct, as well as state and federal laws. Individuals who violate the law are subject to harsh penalties through the campus disciplinary system and/or a court of law. Please see the University's most currently published Student Handbook, the Faculty Handbook, and/or Employee Handbook for more information.

The University of Dubuque is committed to preventing the occurrence of sexual assaults, and is prepared to respond responsibly to any report of sexual assault that is brought to its attention. UD's Counseling & Life Services staff are available to any student, faculty, or staff involved in a sexual assault. If a survivor of sexual assault wishes to report it and have the case prosecuted in court, UD's Counseling & Life Services staff will provide referrals to appropriate resources to assist. A survivor also has the option to simultaneously or exclusively file a complaint through the campus disciplinary system by contacting UD's Title IX Coordinator.

### ***Creating Awareness***

The University of Dubuque provides educational sessions on the prevention of and responding to sexual assault, as well as the reporting of sexual assault. Educational sessions are provided during New Student Orientation in collaboration with the Courage and Social Action Theater Troupe. Informational sessions are also provided during the annual Healthy Relationship Week programming in the Fall and Spring terms, in collaboration with the Riverview Center and Waypoint Services. Online tutorials on sexual assault awareness and prevention are required of all students through programming, extended by the Department of Student Life. And, Resident Assistants and Professional Hall Directors are provided training annually through the Office of Residence Life.



## ***Title IX and Jeanne Clery Act Informational Sessions***

<http://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/TitleIXandJeanneCleryActInformationSessions/>

The University of Dubuque provides informational sessions for faculty and staff during the academic year. The informational sessions are one hour in length and focus on the roles and responsibilities of faculty and staff under Title IX and the Jeanne Clery Act.

Receiving support, empathy, and understanding following a disclosure is a vital part of a victim's healing journey. The sessions will equip its attendees with the knowledge to properly respond to student, faculty, and staff disclosures of sexual misconduct with care.

### ***Objectives***

- Identify interim changes suggested by the Department of Education as it applies to Title IX and the Jeanne Clery Act
- State faculty and staff requirements outlined under Title IX and the Jeanne Clery Act
- Employ knowledge and skills to better serve students, faculty, and staff following their disclosure of sexual misconduct
- Discuss the process of a Title IX investigation after a report is made
- Express the rights of petitioners and respondents
- Identify counseling, support services, and resources for survivors of sexual misconduct

Please contact Julie MacTaggart, Director of Human Resources at 563.589.3619 or [JMacTaggart@dbq.edu](mailto:JMacTaggart@dbq.edu) to review the campus schedule for the informational sessions and to reserve a seat.

Learn more at [www.dbq.edu/TitleIX](http://www.dbq.edu/TitleIX)

## *Records Management*

UD's Counseling Services provided to students will be documented and kept on file (hard copy or electronic file). Student files are maintained and locked in a file cabinet or within a password protected online software filing system. Files are kept for seven years and are shredded at that time.

### **Documentation of Services and Clinical Files**

- Counseling services provided to students will be documented in student counseling files.
- No student files will be removed from the premises or transferred from the password protected filing system.
- At initial sessions, students will review the Statement of Confidentiality/Informed Consent form and if in agreement, will sign and date the form.
- Counseling sessions will be documented in the form of progress notes that will be kept in the student's file. Progress notes will be completed in a timely manner, preferably 24 hours after providing services but no later than 72 hours.
- At a minimum, progress notes should include the following information.

(S) Subjective Findings: This includes the subjective experience of the student as related/reported by the student. Often includes direct quotes from the student of their concerns.

(O) Objective Findings: This includes an objective account of the student's appearance and behaviors. May include student dress/clothing, posturing, eye contact, timeliness to session, affect, activity, speech, etc.. The information in this section is objective in the sense that it could be verified by observers and contains no analysis/judgment on the counselor's part.

(A) Assessment of Progress: This includes the counselor's theory-specific analysis or interpretation of the student's issues and the session.

(P) Plan: This includes what is planned for the next session. This may also include recommended assignments such as readings, reflections, journaling, and planned exercises or techniques, etc.

- Documentation of significant or relevant communication between counselor and student will be included in student files. This includes but is not limited to: missed, cancelled, or re-scheduled appointments, email communication, and emergency services.
- Documentation of a student's permission to release information will be made using UD's Counseling Services release form.

## ***UD's Counseling Services Team Members***

### ***Good Faith Reporting***

The reauthorized Violence Against Women Act mandates that all colleges and universities care, and that they show their care by reporting crimes on campus as mandated by Section 304 of the Act, the revised Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), and by providing assistance and support of various kinds to victims of a variety of crimes. Section 304 redefines rape using the FBI definition that includes rape, sodomy, and sexual assault with an object. The provision also adds dating violence, domestic violence, sexual assault, and stalking to the list of crimes that must be reported, and expands the categories of reportable hate crimes. Colleges and universities now must make a “good faith” effort to report *all* Clery crimes that occurred.

University of Dubuque's Good Faith Clery Act Report Form

[https://cm.maxient.com/reportingform.php?UnivofDubuque&layout\\_id=5](https://cm.maxient.com/reportingform.php?UnivofDubuque&layout_id=5)

### ***Access of Services Honoring Term of Completion***

UD's Counseling Services are available to all enrolled students of the University. Services are accessible until the degree completion of the student has been conferred (or) until the individual is no longer an enrolled University of Dubuque student. Efforts are made and documented to provide supportive referrals/resources of continued care through off-campus services upon the student's degree completion for continuation of care (or) until the individual is no longer an enrolled University of Dubuque student.

### ***Honoring UD's Aviation Department's Drug and Alcohol Policy***

UD's Counseling Services Team will remain vigilant to the Aviation Department's Drug and Alcohol Policy, regarding all enrolled students within UD's Flight Operation Major(s). Policy updates can be reviewed through the Aviation Department's Policy and Procedure Manual and/or access via the Office for the Department Chair of Aviation.

## ***Active Resources/Referral Services***

UD's Counseling Services Team works collaboratively with the other providers within the Smeltzer-Kelly Health Center, in a confidential manner.

## *Accommodations and Documentation*

UD's Counseling Services Team works collaboratively with the University's Disability Services/Academic Success Center. UD utilizes documentation guidelines established by the State of Iowa and the Iowa Higher Education Initiative. The criteria for documentation varies depending on the individual's area of need. The Support for Accommodation Request (SAR) can be found through the campus Disability Services/Academic Success Center and their web page.

The Disability Services assists students with all disability services at the University by verifying, recommending accommodations, and providing information. Once any student contacts UD's Counseling Services regarding a need for accommodations, this takes precedence and facilitation of an appointment is made as soon as a provider is available and/or an identified off-campus provider is available. Also, Counselors in direct contact with student clients are equipped to assist students with recommended referrals, after the student has signed a records of release form to the referring party

Students participate in three major steps to requiring accommodation:

1. Submit documentation
2. Request services at the intake appointment
3. Participate in the determination of reasonable and appropriate accommodation

As appropriate to the disability, documentation should include

1. A diagnostic statement
2. The diagnostic criteria and/or diagnostic test
3. A description of the current functional impact of the disability
4. A description of current treatments, medications, assistive devices/services
5. A description of the expected progression or stability of the impact of the disability over time
6. Recommendations for accommodations

***Release of Information to the International Studies Office***  
***Regarding Study-Abroad Candidates and/or***  
***Students Engaged in a University Led International Trip***

Due to the impact of COVID-19, please see updated policies, relevant to international travel.

Counseling Services Team members work collaboratively with the International Studies Office if there is a concern for a student study abroad applicant adjusting satisfactorily to the many new demands that will be placed on them during the experience. Counseling Services Team members recognize that confidential information about student clients who apply for study abroad and/or brief international trips through the University, may at times help the International Studies Office determine whether students would be able to adjust well. Counseling Services Team members will encourage any student with whom they are working to voluntarily share with the International Studies Office their relationship with Counseling Services and any brain health/mental health concerns they may have when they apply for study abroad programs and/or participate within University international trips.

Counseling Services Team members are never in the position of determining whether a student studies abroad or participates in a University led international travel, those decisions are entirely the responsibility of the International Studies Office.

Counseling Services Team members will seek current information from the NAFSA Association of International Educators to keep abreast of brain health/mental health concerns affecting the education of abroad participants.

The Director of International Studies forwards current publications for the Counseling Services Team to review as published by NAFSA Association of International Educators.

## ***Event of a Fire Alarm and/or Severe Weather Warning***

### ***While Services Are Being Conducted***

Counseling Services Team members work to protect the anonymity of their student clients. If in the event of a Fire Alarm within the unit's building and/or Severe Weather response, team members will assist in directing student clients with the appropriate evacuation plan, as led by the campus Safety & Security Office. Counseling Services Team members will follow-up to reschedule any disrupted session.

### ***Termination of Services***

Counseling is completely voluntary and services may be terminated at any point by the student. In some instances, counseling may be terminated by the counselor when it is therapeutically appropriate to do so. Instances in which a counselor may terminate counseling services with a student may include but not limited to the following: a student's lack of commitment to their treatment plan, counseling is not deemed as beneficial for the student client, or other reasons which the counselor sees fit.

Counseling may be terminated when the student has:

- Achieved stated goals
- Unenrolled from the University of Dubuque (graduated, transferred, withdrew, expelled, etc..)
- Been referred to another provider
- Repeatedly misses appointments or makes several cancellations

### ***Evaluation of Services***

In an effort to assess the effectiveness of counseling services, a Counseling Satisfaction Survey will be distributed to students who have received counseling services through the University of Dubuque's Counseling Services. This survey will be emailed to students who have sought counseling services at least once per the academic year. Students are asked to complete the survey via an online survey engine that will be accessible to the Director. The surveys will be reviewed by the Counseling Services Team Members. Areas of improvement will be noted and a plan of action will be developed to ensure that students receive optimal care.

<https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/Resources/ClientSurvey/>

## *Counseling Services Electronic Footprint*

### **Webpages, Social Media Account(s), and Moodle Resource Pages**

Given the important and growing role UD's Counseling Services webpages have to inform students, parents, faculty and staff about services, Counseling Services staff will maintain, edit, and develop the webpages, its social media account, and its Moodle resource pages. UD's Counseling Services aspires to have a comprehensive electronic footprint that meets and sustains national standards. Counseling Services home page is located at <https://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/>

### **Email Messages**

Outside of operating hours, all Counseling Services Team members will employ an automatically generated 'signature' on their University of Dubuque electronic mail. This signature will contain an advisory indicating that the confidentiality of messages sent via electronic mail cannot be assured. The signature line will also communicate to the reader the number to contact to reach for emergency and/or a Crisis Counselor.

*(Example Below)*

Emergency: 911

Dubuque Crisis Line: 855.800.1239

*Toll Free hotline 24 hours/7 days per week, the crisis line is provided by the Hillcrest Family Service Crisis Team; all calls are confidential.*

To Schedule an appointment with a Counseling Services Team member during University business hours, please call 563.589.3911; For After Hours, Weekends, and Holidays, all calls are answered by our Confidential Answering Service, 563.589.3911

*\*\*\* Please be advised that e-mail is not considered a secure form of communication; confidentiality cannot be guaranteed if you forward information of an urgent nature. UD's Counseling & Life Services' staff only monitor and respond to e-mail during regular office hours.*



## ***Consulting Services to UD's CARE Team***

UD's Counseling Services Team members may be asked to serve as a consultant on UD's CARE Team (early alert team).

<http://www.dbq.edu/CampusLife/OfficeofStudentLife/CounselingLifeServices/ProgramsandServices/>

### **UD Cares**

#### ***Mission***

UD CARES mission compliments the University of Dubuque's mission. The team offers a supportive and encouraging partnership with students by linking them with appropriate resources that will allow them the opportunities to overcome barriers on their path to success as they pursue their educational goals.

#### ***What is UD CARES?***

UD CARES is an early alert initiative composed of professionals from different areas of campus life who deal with students on a regular basis: Academic Support, Academic Affairs, Athletics, Finance, Security, and Student Life. The team does not discipline, but rather helps with immediate problems. All concerns remain confidential.

Referrals are made from faculty, staff, parents, other students, or from the student him/herself. Concerns may be sent via e-mail to Mr. Mike Durnin, Dean of Student Formation at [MDurnin@dbq.edu](mailto:MDurnin@dbq.edu) (or) 563.589.3270. Mr. Durnin is the facilitator of the UD CARES Team.

#### ***Why contact UD CARES?***

**The team may address the following issues of concern:**

- Comprehensive/comprehension problems which may affect academic performance
- Class attendance
- Physical concerns
- Difficulty with class participation
- Emotional needs
- Academic concerns
- Time management
- Roommate concerns
- Uncertainty about a major
- Difficulties in dealing with specific offices, faculty or staff
- Suggestions or complaints dealing with individuals/systems
- Other

## ***Annual Assessment Plan, Progression, and Goals***

UD's Counseling Services Team members will review, develop, and assess progression on annual objectives and goals set forth by the team, prior to the start of the academic year. The assessment plan will reference recommendations set forth by the Council for the Advancement of Standards in Higher Education (CAS). The assessment plan will be in final draft and forwarded to the reporting Dean/Director by June 1<sup>st</sup> of each year. Outcomes from the previous academic year are shared in the annual Higher Learning Commission report, HLC poster presentations, and with the Unit's Advisory Committee in the following fall term.

Throughout the academic year, the Counseling Services Team members continue to reference the assessment plan within the context of monthly unit meetings to revisit benchmarks and reports out on progression to the reporting Dean/Director. The assessment plan serves as the foundation for the unit throughout the academic year and provides direction for objectives and goals. The assessment plan may also include addendums throughout the academic year, based on developing needs of the student body served, unanticipated events, such as COVID-19, that may occur on the University campus, and/or suggestions by the President's Office and the Deans of Academic Affairs and Student Life, given a fluid campus climate.

### ***UD's Counseling Services' Unit Advisory Committee***

UD's Counseling Services team members report out annually to the Unit's Advisory Committee, hosted on the UD campus or through a live virtual meeting. The committee members are invited for a 1.5 hour meeting by December 1<sup>st</sup> during the fall term. Committee members receive updates from the current academic year, assessment plan outcomes from the previous academic year, identified improvements to minimize known gaps, and the unit members receive suggestions and/or recommendations from the committee. Committee members include but not limited to representation from both on an off-campus services/resources:

- Amani Community Services
- Hillcrest Family Services – Crisis Mobilization Unit and Subacute Services Unit
- Hillcrest Family Services – Sexual Health
- Riverview Center
- Substance Abuse Services Center
- Waypoint Services
- Unity Point, Intensive Outpatient Services
- UD's Safety & Security Office
- UD's Safety & Awareness Office
- UD Student Government Association
- UD's Deans of Student Life
- UD's Residence Life
- UD's Office for Institutional Research

## ***UD's Counseling Services Team:***

### ***Work Hours and Expectations***

UD's Counseling Services Team will abide by the University's Employee Handbook and statutes. The Employee Handbook will be referenced on standard employee practices, expectations, and behaviors within the work environment, to include but not limited to:

- number of contact hours of work for 1 full-time employment and engagement in UD business for 37.5 hours for each week of work;
- expectations for absences and documentation;
- documentation for late and/or tardiness during campus business hours;
- expectation for proposed release time;
- proposed time away for UD business;
- and notification for sick and/or medical leave

UD's Counseling Services Team members are expected to engage in 37.5 work hours of UD business/service within 1 FTE work week, those hours may be stimulated outside of UD's standard business hours (before 8:00am and after 5:00pm, Monday – Friday and/or weekend hours). This represents direct and indirect student services. 1FTE Counseling Services Team member will not have more than 60% of work load, per week, in the capacity of direct student service contact hours, as this supports reduction of burnout, sustainability of services/programs/trainings, charting/filing of student caseload, and opportunity to improve/enhance services and programs of the unit to better meet the needs of the student body (i.e., reading professional journals, research, review of state and national best practices, continuing education opportunities, assessment/goal planning, solidifying proposals, prompting informational interviews with the Student Government Association/Faculty/Staff, meeting with academic departments/off-campus resource providers, etc.). All Counseling Services Team members maintain efforts to attend and participate in all Unit and Department meetings scheduled by the Director of the Smeltzer-Kelly Health Center, with exception of intervention and/or a response to a distressed person, which takes precedence. Team members make efforts to follow-up with the Director and/or team members to review information they may have missed in their absence of a scheduled meeting.

### ***Annual Employment Reviews***

UD's Counseling Services Team members will review and reflect upon their current job descriptions for their annual reviews. The suggested outline for the review will be provided to Team members in advance. All reviews will be submitted to the reporting Director of the Smeltzer-Kelly Health Center by September 1<sup>st</sup>, which also includes an updated vitae to capture one full academic year. The submission timeline allows Team members to reflect upon a full academic year and the capacity of their work to serve the University's student population.

## ***Subject to Changes***

UD's Counseling Service Policy and Procedure Manual is subject to change during an academic year. The document remains fluid to better meet the needs of the student body served through the University.

## ***Terminology of 'Student'***

As referenced in this manual, the term 'student' refers to any person who is enrolled as a student with the University of Dubuque, which includes: Student Athletes; Undergraduate Students; Graduate Students; enrolled students within face-to-face courses; web-enhanced courses; as well as enrolled students within online courses.

## ***Anonymous Reporting Hotline***

The University of Dubuque is committed to providing a safe campus. To assure this the University has a confidential third party reporting service. Its purpose is to provide a convenient tool to anonymously and confidentially report activities that may represent criminal, unethical or otherwise inappropriate behavior in violation of university policies. Reports may be made 24/7 to:

- **Website:** [www.lighthouse-services.com/dbq](http://www.lighthouse-services.com/dbq)
- **Toll-Free Telephone:**
  - **English speaking USA and Canada: 833.290.0001**
  - Spanish speaking USA and Canada: 800.216.1288
  - Spanish speaking Mexico: 01.800.681.5340
  - French speaking Canada: 855.725.0002
- **E-Mail:** [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com) (must include company name with report)
- **Fax:** 215.689.3885 (must include company name with report)

This hotline service is not meant to replace or supersede currently approved reporting methods. The University encourages students, faculty, staff, and other members of the University Community to utilize existing lines of communication and guidelines/ remedies whenever possible. For example, complaints of discrimination including sexual harassment and related misconduct should be addressed by following the established procedure set forth in the Non-Discrimination, Anti-Harassment and Retaliation policy of the Employee Handbook.

<http://www.dbq.edu/AboutUD/AnonymousHotline8332900001/>