



## Program Information and Procedures

The Marshall University Counseling Center (MUCC) and the Marshall University Department of Athletics (MUAD) have partnered to provide mental wellness and performance support services to student-athletes through the *Be HERD* program.

### **I. *Be HERD* Staff and Office Locations**

The *Be HERD* staff includes MUCC Director Dr. Candace Layne, Ed.D, LPC Athletics Coordinator of Treatment and Outreach Stephanie Shaffer, MA, LPC and Mental Health Specialists Olivia Woody, MS and Ryan Majher, M.ED. Counseling appointments for student-athletes will primarily be held in the *Be HERD* office suite at 3007 Henderson Center. Office hours are 8:00 am – 4:00 pm Monday through Friday. A limited number of counseling appointments may also be scheduled in the MUCC in Prichard Hall, and when necessary, virtually via the TEAMS app.

The *Be HERD* staff will be integrated into the athletics staff and will become familiar with our student-athletes by attending practices and competitions. However: **Athletics Department staff members are prohibited from contacting counseling staff members directly regarding counseling for individual student-athletes to ensure all referrals are handled appropriately.** Coaches and athletics staff are encouraged to walk student-athletes to the *Be HERD* office in the Henderson Center to discuss/set up services. Counseling appointments will be scheduled as outlined in Section III of these procedures.

### **II. Counseling Services Available**

*Be HERD* staff members are trained to support student-athletes in a wide range of areas. Some of those are listed below.

- Individual Counseling
- Couples Counseling
- Group Counseling
- Sexual Assault & Abuse
- Rape Concerns
- Dating Concerns
- Eating Disorders
- Stress Management
- Time Management
- Self-Esteem Concerns
- Assertiveness Training
- Sexuality Concerns

- Domestic Violence
- Substance Abuse
- Co-Dependency
- Grief
- Depression and Anxiety
- Mental Illness
- Career and Identity Exploration

### **III. Scheduling Counseling Appointments**

Student-athlete appointments with *Be HERD* can be initiated through one of the two ways listed below.

- 1) <https://marshallcounseling.titaniumhwc.com/StudentAthleteReferralForm> is an online referral form which can be completed by any student-athlete or athletics department staff member. The completed form will be immediately directed to Treatment and Outreach Coordinator Stephanie Shaffer, who will communicate directly with the student-athlete within 24 hours to schedule an appointment. The form is also available on [www.Herdzone.com](http://www.Herdzone.com), by pressing the Student-Athletes tab, on the far right.
  - 2) Alternatively, contact the program Coordinator, Stephanie Shaffer, via email, with the student's name, contact information, and concerns of the student-athlete, along with any additional information the student wishes to share. Stephanie Shaffer will reach out to the student within 24 hours to offer services.
- ***Be HERD* Mental Wellness & Performance Email:**  
[beHERDmentalwellness@marshall.edu](mailto:beHERDmentalwellness@marshall.edu)

### **IV. Walk-In Counseling Appointments**

A limited window for walk-in appointments will be available each week in the *Be HERD* office suite on Wednesdays, 8:00am-11:00am and 1:00-4:00pm. Walk-in hours will be posted outside the suite door.

1. ***Be HERD* Walk-in Online Scheduling Link:**  
<https://marshallcounseling.titaniumhwc.com/AWOS>
2. Walk into the Henderson Center Suite 3007 for an in-person session during designated hours.

### **V. Crisis Counseling and After-Hours Support**

A mental health crisis is a situation in which a person's behavior puts them at risk of hurting themselves or others and/or prevents them from being able to care for themselves or function

effectively. Crisis services are to be utilized only in acute situations where there is an imminent health and safety concern.

For an emergency or safety concern for a student-athlete on campus contact MUPD- 304-696-4357 (HELP) or 911 immediately. MUPD will dispatch the on-call counselor immediately. If there is an off-campus emergency or safety concern, contact 911 immediately.

Protocall will serve as a supplement to counseling center services by providing a crisis and talk call line after hours. Protocall provides licensed and degreed mental health clinicians for students to talk with after hours. Protocall is used by many higher education counseling centers.

Protocall is to be used if a student-athlete wants to speak with a counselor, needs support after hours, and for non-emergency situations. **To speak with Protocall contact the counseling center's main line (304-696-3111) and select option 3 during daytime hours and option 2 during after-hours.**

For active harm, injury, and emergency contact MUPD or 911 immediately, not Protocall, or MUCC's On Call Counselor. See below for examples:

<b>MUPD or 911</b>	<b>Protocall</b>
<b>Active injury or emergency</b>	<b>Supportive counseling- Wanting to talk to someone</b>
<b>Student has a weapon and is threatening harm to themselves or others</b>	<b>Wanting to speak with a counselor about mental illness</b>
<b>Medical emergency</b>	<b>Suicidal ideation- no current injury or harm</b>
<b>Drug or alcohol intoxication</b>	<b>After-hours concerns that do not involve harm</b>
<b>Rape and/or domestic violence/assault</b>	
<b>Fearing for one's safety</b>	

## **VI. Counseling Process, Referrals, and Prescribed Medications**

Student-athletes must take an active role in the counseling process to receive the full benefit. The student-athlete and the counselor work together as a team to personalize the counseling process by discussing individual goals and needs, then deciding the frequency of sessions. This team concept helps build trust and rapport between student-athletes and counselors while giving student-athletes control over their sessions.

There may be a time when a student-athlete and their counselor agree that medication may be beneficial. In that case, the counselor will provide a referral to a Marshall Athletics team physician or schedule an appointment for the student to talk with the Counseling Center's psychiatric support. Psychiatric Office visits are free to all students, but medication costs are the responsibility of the student-athlete or their primary medical insurance. Medications prescribed to student-athletes must be disclosed to the athletic training staff by the student-athlete and recorded in their Athletic Training Room medical file.

## **VII. Confidentiality and Records**

Information obtained during counseling sessions will not be disclosed outside of the Counseling Center without permission from the student-athlete. Throughout the entire counseling process, student-athletes can expect full protection of their privacy rights. The only exception to this is if students are a danger to themselves or others. The Counseling Center has a duty to protect students and those around them. If a student-athlete agrees to disclose information obtained during a counseling center, s/he will be provided a Release of Information form, which will then allow the counselor to disclose the information to individuals identified by the student-athlete in the Release.

A brief record of all interactions between students and counselors is kept in the Counseling Center's office. These records are not part of the Marshall University central files. University administrators and faculty outside the Counseling Center do not have access to counseling records. The Counseling Center is committed to protecting students' privacy.

Medications prescribed to student-athletes must be disclosed to the athletic training staff by the student-athlete and recorded in their Athletic Training Room medical file.

## **VIII. Mental Performance, Yoga, and Other Services**

Mental performance workshops and other education opportunities will be held for student-athletes and coaches in partnership with Whole Brain Solutions and the Marshall University Wellness Center during the academic year. Topics may include stress management, conflict/communication, resilience, team building, leadership, emotional regulation, identity exploration, self-esteem building, psychological flexibility, and others upon request. Sport-specific Yoga sessions are also available

**Athletics Department Staff are encouraged to reach out to the program Coordinator for scheduling of trainings, outreach activities, or consultation.**

Access to this programming will be dependent upon resource availability.