

and Responsibilities at CAPS

Struggling with emotions is a very typical human experience; our counselors are here to help you better understand your experiences, reactions, behaviors, feelings, and needs. Each of our counselors has a deep respect for the students we serve. Part of that respect for you means that we want to be as transparent as possible about your rights as a client at CAPS. We strive to meet you where you are in terms of your mental health, and to validate your unique experiences and emotions.

When you seek services at CAPS, you have the right to:

Have your identities, beliefs, and values honored, respected, and affirmed.

All CAPS clinicians are committed to exploring all aspects of your identity and ways they connect and intersect with your mental health. You can expect that we will ask you questions about many identities and work to understand you as a whole person.

We value your race, religion, class, gender identity, sexuality, ability status, age, national origin, beliefs, values, and your story.

Advocate for your needs

We strive to make our space welcoming and safe for students, and we want to hear from you if that is not the case. Please speak to your counselor, our Front Desk associates, or email our Clinical Director, Caroline Engler, PhD, at cengler@wcu.edu, if you are uncomfortable with any aspects of our space or your care.

Be an integral part of your own care.

Our clinicians believe that you are the expert on your own experiences. We seek to understand those experiences and work to break down any barriers to your wellness. You will be involved in setting goals for your care and you will know of any diagnosis given.

You have the right to collaboratively make decisions about your own care. When possible, CAPS clinicians will give you options to determine the direction of your own care.

Understand the counseling process.

Each counseling experience is different and we encourage you to ask your counselor if you have questions about what happens in your sessions, or any other details of the counseling process.

You have the right to know about the experiences and qualifications of the counselor you are working with; please ask them about this.

Your counselor will often make recommendations about interventions or treatment, if you do not understand or if you have any questions about this, please ask your counselor.

Have your information protected and kept private

Your records at CAPS are not part of your academic record. They are maintained separately at CAPS and kept confidential.

All communications with your counselor will be kept in confidence and will not, except under the circumstances below, be shared with anyone outside of CAPS unless you complete a written Release of Information.

