

# Introduction to Personal Counseling & Wellness Services

Personal Counseling & Wellness Services  
Building 1, Room 147  
Monday–Thursday: 8:30 am to 6 pm  
Friday: Closed  
(650) 574-6396





## Welcome to Personal Counseling & Wellness Services!

Our program provides free confidential counseling to students enrolled at College of San Mateo (CSM). We are a caring group of counselors dedicated to serving you in handling crises and in exploring personal issues and decisions in order to enable you to continue successfully in college. The following information may help you understand who we are, what we offer, and how best to use our services.

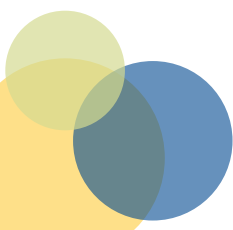
### Who We Are

Personal Counseling & Wellness Services is staffed by Makiko Ueda, a licensed Marriage and Family Therapist, as well as counseling interns who are earning credit for California state licenses as Marriage and Family Therapists and/or Licensed Professional Clinical Counselors. Our counseling interns have prior counseling experience and have received or are completing their master's degrees.

### What We Offer

We are here to assist you in handling and managing pressing personal issues. Depending on the issues you wish to explore, our services may take the form of individual, couples or family counseling sessions. Due to the limited scope of our services, we will not become involved in client litigation.

Your counseling appointments will normally consist of one 50-minute session per week on a short-term basis. If appropriate, we may assist you in locating off-campus counseling services. Counseling will not be conducted via phone or email.



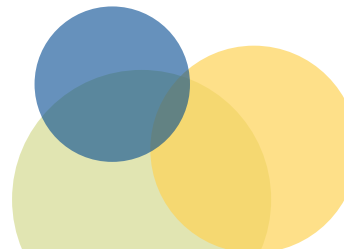
## Confidentiality

Because of the personal nature of your relationship with a counselor, we are committed to providing you an environment of utmost safety. This means that all communication between you and your counselor is confidential. You may discuss any questions or concerns that you may have with your counselor.

## Exceptions To Confidentiality

As counselors, we may be required by state law to break confidentiality under special circumstances. These circumstances involve possible harm to yourself or to others. If it seems likely you are in danger of seriously harming yourself or others, your counselor is required to take appropriate steps to protect you and other individuals at risk. All instances of current, past, actual or suspected child abuse or elder abuse revealed by you to your counselor will be evaluated. If reportable abuse has occurred or if there is a possibility that someone is currently at risk, the appropriate protective services will be called.

Because counselors may be earning hours for state licensure, they are required to be supervised by a licensed clinician. This means that from time to time your counselor may discuss your issues with other Personal Counseling Services staff. However, all information discussed will be held in strictest confidence. If you have any concerns or questions about these exceptions to confidentiality, we invite you to discuss them with your counselor.



## How to Use Our Services

All students at CSM are eligible for free personal counseling and it is our intention to schedule you with a counselor within one week.

As a courtesy to your counselor, if you are unable to keep your appointment, please inform the Health Center, or your counselor as early as possible. If you miss an appointment, you will need to confirm your next appointment with the Health Center, otherwise your next scheduled hour may not be reserved for you.

Since Personal Counseling & Wellness Services follows the CSM academic calendar, counselors do not meet with clients during scheduled holidays or school breaks.

Personal Counseling & Wellness Services is part of a full range of student services offered through CSM. We welcome the opportunity to meet with you and answer any questions you may have.

It is important to note that Personal Counseling & Wellness Services are not 24-hour, year-round services. If you feel the need for crisis assistance when we are closed, please call the Crisis Intervention and Suicide Prevention Center at (650) 579-0350.

