



## Parent Frequently Asked Questions Gateway Counseling Services

### **CONFIDENTIALITY**

Q: What does it mean that counseling services are kept confidential?

A: Gateway To Success staff will maintain confidentiality about the fact that your child is in counseling, the information your child discloses in counseling, and your child's counseling records.

Q: What will the counselor share with me about what my child shares in session with the counselor?

A: Although parent signature is required for consent to counseling services, they are not entitled to information shared during session and what is shared in session should be kept confidential unless your child gives permission to disclose to parent or teacher.

Q: Will counseling records be included in my child's education record?

A: Your child's record will include their participation in Gateway To Success and it may also include the parent's participation in Gateway including Parent Project attendance. Any other information about counseling services will not be included in your child's college or transferable record.

### **EXCEPTIONS TO CONFIDENTIALITY**

Q: When will information about my child be disclosed without my permission?

A: You should be aware Gateway To Success may be required to share information about your child even without consent, in the following situations:

- When doing so is necessary to protect your child or someone else from imminent physical and/or life-threatening harm or protecting your child from self-harm.
- When a client is involved in legal proceedings and there is a court order for the release of client's records.
- When a client or parent pursues legal action against Alhambra Unified School District or when a client makes a complaint to the Board of Behavioral Sciences about a counselor.

Q: What happens when my child turns 18 years old?

A: When your child reaches age 18 they may choose to continue with counseling services. Once your child reaches age 18 they will need to consent to further contact between yourself and their counselor including whether or not they are continuing counseling services.

### **BENEFITS AND RISKS**

Q: What are the benefits to my child participating in counseling services?

A: Counseling may result in better emotional and mental health and positive changes in behavior and coping ability and may improve academic performance.

Q: What are the risks to my child participating in counseling services?

A: Through the normal process of counseling and discussing your child's personal concerns, your child may experience greater emotional distress at times. Your child also may find that the positive changes that he/she makes may result in changes in relationships in her/his life. Counseling may result in better emotional and mental health and positive changes in

behavior and coping ability. If you or your child has any concerns about your child's progress or the results of her/his counseling, we encourage you or your child to discuss them with her/his counselor at any time.

Q: What concerns are addressed in counseling?

A: Children present a range of concerns including (but certainly not limited to): classroom performance, depression, anxiety, sleep disruption, stress management, family or personal crises, interpersonal conflict with friends, educational or vocational ambiguity, alcohol or drug use, suicidal thoughts, concern about a friend, issues related to gender, sexual orientation, race, ethnicity, culture, and other developmental issues.

### **PARTICIPATION AND WITHDRAWAL**

Q: After my child begins seeing the counselor, what if I change my mind?

A: All Gateway To Success programs are voluntary. As a parent you may withdrawal your child from services at anytime. Additionally, your child may chose to discontinue their participation in counseling at anytime. If your child declines to continue to participate, you will be notified by your child's counselor.

Q: My child is required to participate in counseling as a condition of a district contract, is Gateway required to provide my child with counseling services?

A: If your child is on a Behavior Contract and/or SARB Contract Gateway services are available as a convenience to the parent and as a parent you may choose to find outside resources for your child to complete the required counseling sessions. Gateway services are available on a first come first service basis and on occasion your child may be placed on a waitlist for counseling services.

### **GATEWAY TO SUCCESS IS AN INTERN TRAINING ACADEMY**

Q: Why is my child being seen by an intern and not a licensed therapist?

A: Gateway To Success is an Intern Training Academy training interns to provide services for those children who do not qualify for counseling services through private insurance, Medi-Cal or when a child is uninsured.

Q: What does it mean that my child will receive counseling from an intern?

A: Gateway To Success is an Intern Training Academy and your child's counselor may be a pre-doctoral or pre-master's counselor in training. All counselors in training will inform you and your child of the name of their supervisor. Counseling interns receive ongoing training and supervision to address the needs of your child. Should you have any concerns regarding the qualifications of the intern counselor working with your child please contact the Gateway To Success office at (626) 943-3410.

Q: Will I get updates from the counselor about how my child is doing in counseling?

A: Your child's counselor will provide you with monthly updates. Communication may be more frequent depending on the needs of your child and any concerns you have. Parents are encouraged to contact their child's counselor anytime there are any concerns or questions.

### **Additional notes:**

Gateway To Success conducts research to improve services and to secure funding for future services. In doing so, written information about your child may be provided for this purpose only. No identifying information will ever be used in reports resulting from such research.