



Mercy High School Counseling Department

E-Counseling Practices & Procedures

During Mercy E-LEARNING Days, the Mercy Counseling Department will be available to support the emotional & academic needs of our students via Virtual Counseling sessions. To best address the concerns and expectations of our school community, the following document will clearly outline the E-LEARNING Days Virtual Counseling practices and procedures being implemented by the Mercy Counseling Department.

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Counselor Caseloads

E-Counseling caseloads will remain the same. All Mercy students are assigned to an identified Counselor for academic counseling and guidance; all 9th grade students: Mrs. Brown, 10th-12 grade students with last names A-G: Mrs. Bennetts, all 10th-12th grade students with last names H-O: Mrs. Hessler, and all 10th-12th grade students with last names P-Z: Mrs. Casey.

We will continue to offer our “Open Door Policy” regarding personal counseling and guidance, meaning that students may request appointments with any one of our four Counselors for personal needs.



E-Counseling Office Hours: 9:00am-12:00pm
1:00pm-3:00pm

On any scheduled Maroon or Gold E-LEARNING Day, Counselors will offer Mercy students and/or parents virtual meeting appointments during the above listed hours. Availability will vary per Counselor; therefore, each Counselor will be responsible for maintaining their own, individual daily appointment schedule.

Although, it is our preference and recommendation that students do not miss live E-LEARNING course interactions, lessons, or activities to meet with Counselors, Mercy Counselors cannot be responsible for verifying each student's E-LEARNING Day course responsibilities.



Scheduling an E-Counseling Appointment

During Mercy E-LEARNING Days, all Staff will monitor email communication between 8:00 am and 3:00 pm. To make a virtual appointment with a Counselor, please send an email to your Counselor with the subject line: "Appointment Request". In the body of your email, please specify the nature of your request, as well as a few day/time options available to schedule your appointment.

SAMPLE APPOINTMENT REQUEST EMAIL:

*To: Counselor@mhsmi.org
From: Student@mhsmi.org*

Subject: Appointment Request

Good morning, Mrs. Lastname,

I really need some help managing the stress of this E-learning stuff. I would like to set up an appointment to talk about it. I can meet Wednesday, anytime between 2 and 3, or Thursday between 9 and 10. Please let me know what works for you.

Thanks, Student

We expect an increase in electronic communication during E-LEARNING Days, thus utilizing this specific email subject line will allow Counselors to effectively prioritize appointment requests over other communication received. Briefly specifying the nature of your requested appointment may allow Counselors to be proactive in best preparing for your needs. Providing your Counselor with meeting day/time options will allow for more efficient electronic communication and less back-and-forth surrounding appointment setting.



Virtual Meetings

The Mercy Counseling Department will be using Google Meet to conduct Virtual Counseling Sessions. **If you have never used this G Suite component before, please familiarize yourself with how to do so, prior to your appointment time.** This will help to reduce anticipated meeting delays due to technological mishaps.

Need some help navigating Google Meet?

Click here for a brief tutorial video

Click here for written directions



Confidentiality

Please note the high likelihood that Counselors will be conducting E-Counseling sessions from home. Although Mercy Counselors will strive to enforce best practices while working from home, we must also be transparent with the potential limitations of E-Counseling, so that all students and parents enter into a Virtual Counseling session fully informed.

During E-LEARNING Days, each Counselor will establish a dedicated workspace from which to conduct E-Counseling sessions. During this time, Counselors may be working from home alongside spouses, children, other family members, and pets of our own. Therefore, although Counselors will surely safeguard our in-home work spaces as best as possible, and will communicate workspace environment needs to our families, we simply cannot guarantee a 100% confidential workspace, free of minor disruptions during E-LEARNING Days. Subsequently, we ask the Mercy community for trust in our Department's efforts to provide quality services to the best of our ability, understanding that minor disruptions may occur while working from our personal spaces, and collaborative flexibility in navigating such potential complications during E-Counseling sessions.

During E-Counseling sessions, the Mercy Counseling Department will continue to enforce our regular policies concerning student confidentiality, specifically:

Anything that a student shares with a Counselor remains confidential between the student & Counselor. To legally and ethically best support student safety, exceptions to this practice include: 1. If a student shares that they are at risk of, or are currently being hurt by someone else, 2. If a student shares that



they have hurt, or have plans to hurt someone else, and 3. If a student share that they have hurt, or have plans to hurt themselves.

If a Counselor has concern regarding the above mentioned areas of student safety, per information shared during an E-Counseling session or email exchange, that Counselor is legally obligated to contact an appropriate adult resource to help ensure the physical and/or emotional safety of said student. Depending on individual circumstances, such appropriate resources may include a parent, guardian, other adult family member, Child Protective Services, or Police.



Professional Resources and Referrals

When students present with academic, personal, or mental health needs that exceed the scope of brief, solution focused Counseling provided by School Counselors, it is our practice to provide students and families with referrals to appropriate professional services.

When necessary, we intend to provide this same referral process during E-LEARNING Days. During periods of time where E-LEARNING Days are implemented long-term, it may be most appropriate to provide online or electronic resources. Our current practice involves referring families only to responsibly vetted or researched professionals. Although our list of online services and resources is shorter than our list of in-person professional interventions, please know that we aim to continuously grow in our knowledge of such offerings and will strive to evolve and expand said group of referrals.

For a personalized recommendation for specific online academic, personal, or mental health resources, please contact your Counselor. To access our curated list of online resources, please click [here](#).



Counselor Contact Information

*Mrs. Trish Marie Brown, 9th Grade Counselor & Department Chairperson: tmbrown@mhsmi.org

*Mrs. Holly Bennetts, 10th-12th Grade, last names A-G: hbennetts@mhsmi.org

*Mrs. Arpna Hessler, 10th-12th Grade, last names H-O: Abhessler@mhsmi.org

*Mrs. Kristen Casey, 10th-12th Grade, last names P-Z: Kkcasey@mhsmi.org

