



CATHOLIC UNIVERSITY OF HEALTH AND ALLIED SCIENCES - BUGANDO

OFFICE OF THE DEAN OF STUDENTS

GUIDANCE AND COUNSELLING GUIDELINES

JUNE 2024

GUIDANCE AND COUNSELLING GUIDELINES

PREAMBLE

Catholic University of Health and Allied Sciences (CUHAS- BUGANDO) cares deeply about the holistic wellbeing of each individual, hence ensuring that there is access to guidance and counselling services on campus. Guidance and Counselling services are available in the office of Dean of Students. Those in need of guidance and counselling will find that the services are offered in professional manner and in a friendly environment. Close follow-up is made, for those who need it and it is available for as long as necessary.

SCOPE OF GUIDANCE AND COUNSELLING SERVICES PROVIDED

1. Psychological concerns (depression, anxiety, grief, loss, guilt, anger, phobias, panic, low confidence and low self-esteem, stress)
2. Addictive behaviours (hyper-sexuality, drugs, alcohol, betting, food, pornography addiction, social media addiction)
3. Adjustment disorders (divorce, loss of jobs, and end of a close relationship)
4. Health related concerns (Chronic illness, STD's, eating and sleeping disorders)
5. Academic concerns (motivation and concentration problems, tests and exams anxiety, poor academic performance, supplementary, re-take, and discontinuation, study habit, time management, career growth and development)
6. Stressful experiences (Suicidal feelings, harassment, family related conflicts, betrayal and death of the beloved ones,)
7. Interpersonal and relationship concerns (Sexual relationship and interpersonal conflicts, social skills building, gender identity, infidelity, body image, assertiveness and punctuality)
8. Spiritual concerns
9. Leadership concerns
10. Economic, project and financial concerns.

FORMATS OF GUIDANCE AND COUNSELLING

I. In-Person:

Face-to-face counselling sessions take place in the counsellor's chamber where a student meets the counsellor in person after scheduling an appointment to discuss his/her problems.

II. Group Counselling:

Group counselling and seminars will be applied as general to students according to the same problem, issue, needs or sex. Group counselling will help students to find colleagues with the similar problems or issues and will be able to develop a strong network of support as well.

III. Telephonic Sessions:

Telephonic counselling rounds are planned for busy individuals or shy students who might find it difficult to get into the Dean of Students' counselling chambers. In this flexible process, students can discuss their problems with the counsellor in a secure environment though mobile numbers

IV. Online Counselling:

If a student wishes not to meet the counsellor face to face and protect his/her anonymity, he/she has the option to email the counsellor. In this process, students have the scope to think well and decide which of the problems they want to discuss with the counsellor

PRINCIPLES OF GUIDANCE AND COUNSELLING SERVICES

1. Guidance and Counselling is the free of charge and universal service which can be given to any client of any age, sex or nationality.
2. It is given in-person, group, telephone or online; it is the choice of the client depending on the nature of the problem/issue facing the client and comfort factor
3. It adheres to the principle of acceptance; accept the client with his/her physical, psychological, social, economic and cultural conditions.

4. It is communicative; communication should be verbal as well as nonverbal and should be skilful
5. It is conducted in the friendly environment not limited to the counsellors' chambers with privacy, confidentiality, quiet and comfort
6. It adheres to the principles of confidentiality; the clients' names and the problems are strictly kept secret.

However, confidentiality may be breached with the following terms and conditions;

- i. Client's informed consent
 - ii. If the client is actively suicidal.
 - iii. If the client is a danger to someone else (homicidal).
 - iv. If the client reports child abuse or abuse of a vulnerable elder.
 - v. As required by the Laws of Tanzania.
7. Respectful for the individuals; respecting the clients' feelings is an integral part of the counseling process.
 8. Regards the concept of individuality; two individuals are not alike, hence each and every client is unique and will be treated individually meanwhile respecting his/her problem/issue
 9. It is a client-centred; it is helping clients to learn how to tackle their own problems
 10. The techniques and methods used should be adopted to the need of the client, his/her background, problem and time available
 11. Records keeping; important records will be kept so as to assist the counsellor to figure out the clients' progress.

NOTICEABLE RIGHTS OF THE CLIENT DURING COUNSELLING SESSIONS

- Be treated with respect.
- Be informed of potential risks and benefits of counseling.
- Ask any questions about the counseling process and therapeutic techniques that the counselor uses or plans to use.
- Ask about the counselor's qualifications (education, training, experience).
- Refuse to answer any question.
- Refuse audio or video recording of sessions (if requested by counselor).
- Refuse the administration of any evaluation procedure or intervention.
- Request another counselor if uncomfortable or dissatisfied.
- File a complaint with the counselor's appropriate University agency about problematic, unethical or illegal behavior the counselor.
- End counseling at any time.

ELIGIBILITY FOR SERVICES:

All students currently enrolled at CUHAS, are eligible to receive guidance and counseling services that is available from 07.30 am – 16.30pm Monday – Friday; but in case of emergence you can use mobile number 0742 310 675 / 0782 435 153, 24 HOURS A DAY, SEVEN DAYS A WEEK.

APPOINTMENTS: Appointments can be made by contacting a Counselor, but our intention is to help students as soon as the problem arises/ as soon as they need help.

LOCATION OF THE OFFICE

The office of Dean of Students is located in Postgraduate Centre adjacent to MD hostel

CONTACTS

Mobile: 0742 310 675 / 0782 435 153

Email: cuhascounselling@bugando.ac.tz

STUDENT'S EMOTIONAL WELLBEING IS AS ESSENTIAL AS BREATHING