

Who should I call?

JMU



Counseling Center

JMU



Police

Office of the

DOS

Dean of Students

Sometimes calling the Counseling Center is the best place to start. However, sometimes another office is more relevant. Review the information below to see which office has the resources you need.

Call the CC first...




540-568-6552

- When the concern is solely about mental health issues.
- For specific questions about CC services. Much of that information is also on our website.
- When there is a release of information on file to consult about a specific CC client.


Learn about walk in services 

Provider Database 

Self-Help 

 Why should I contact another office? Why can't the CC share the information?

→ You have firsthand knowledge of the situation. The conversation should take place directly between you and the office that coordinates those services. They can answer specific questions and may need information we wouldn't even ask about. Plus, CC information is confidential and can't be shared, except under certain circumstances.

 What is a welfare check?

Request one if you are **concerned about a student's immediate safety** (e.g. A student sends you a text threatening suicide and then turns off their phone.). Call JMU Office of Public Safety. They will gather information and send an officer out to make sure they are safe. If Harrisonburg Police need to be involved, JMU Police will instruct you how to proceed.

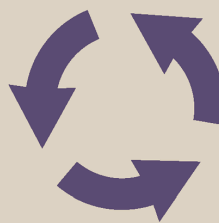
When to call



Emergency:
540-568-6911
Non Emergency:
540-568-6912

Blood

If there is an **injury**, medical attention is a priority. Counseling can come later. This includes self-injury.



Booze

If the individual is **intoxicated**, safety is a priority. Counseling can occur when they are sober.

Bizarre

If the individual is displaying **bizarre, disturbed thinking**, like **hallucinations**, they need a level of care beyond what the CC can provide.



JMU Police can conduct a **welfare check** when there is concern about safety. See above for more info.

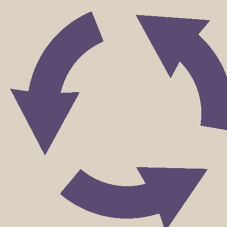
When to call



540-568-6468

Absence

Student absence communication of **extended absence for medical or mental health** reasons.



LSS

Learning Success Strategies provides individualized, life skills and learning strategies coaching

Behavior

Concerns about dangerous or disruptive behavior or violations of JMU policies. Submit a **Madison Cares** referral.



The DOS chairs the **Threat Assessment & Support Advocacy Teams**. They can share information about problematic behavior to offices across campus.

Other Helpful JMU Resources

Learning Centers

Peer assisted **study sessions, tutors, Communication Center, Writing Center**, & more

540-568-2932

ODS

Access to **academic accommodations** and **accessibility** support

540-568-6705

ORL

Roommate conflicts, housing contracts, hall policies, & room changes

540-568-4663

OSARP

Review **disciplinary cases, conflict resolutions**, or **rights violations**

540-568-6218

Registrar

Enrollment, withdrawal, graduation, and transfer credit support

540-568-6281