


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.

JMU

 Counseling Center

Call the CC first...

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

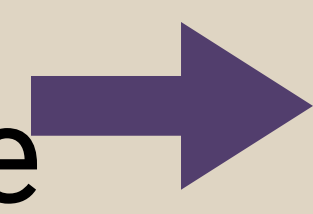
Learn about walk in services 

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

JMU

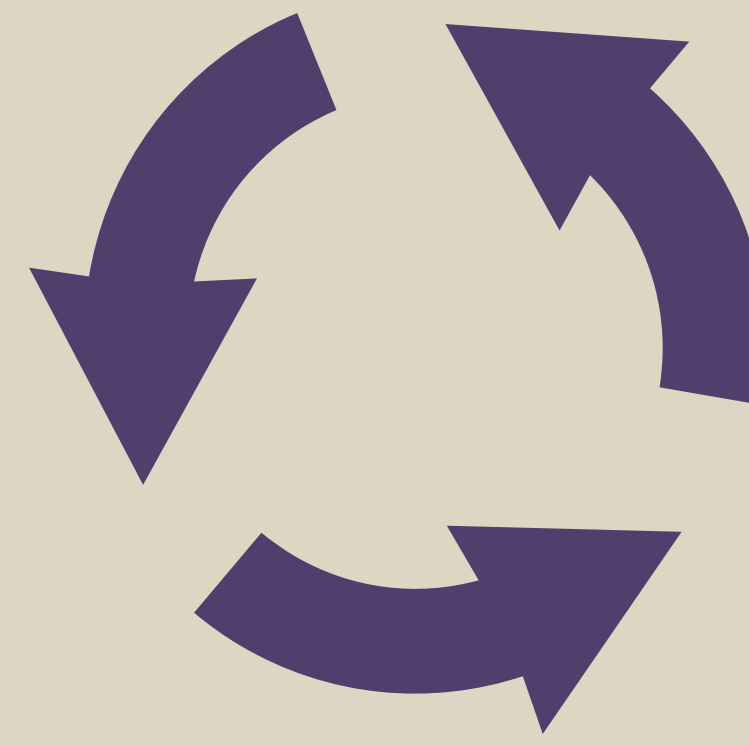
 Police

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 below for more info.

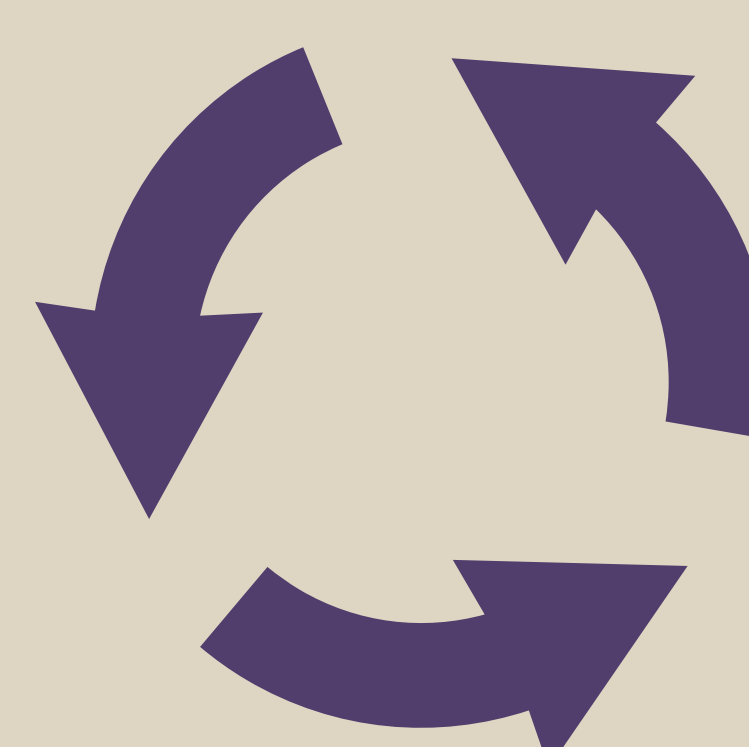
When to call

Office of the
DOS
 Dean of Students

540-568-6468

Absence

Professor notification of an extended absence for medical or mental health reasons.



Withdrawal

Reviewing the process and protocol for withdrawal before the end of the semester.

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

OSARP	Review disciplinary cases, conflict resolutions, or rights violations	540-568-6218
ODS	Access to academic accommodations & academic coaching	540-568-6705
Learning Centers	Peer assisted study sessions, tutors, and the University Writing Center	540-568-2932
ORL	Roommate conflicts, housing contracts, hall policies, & room changes	Contact ORL 