

Who should I call?

JMU

Counseling Center

JMU Office

of Public Safety

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.

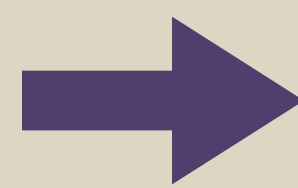
[Learn about walk in services](#) 

[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

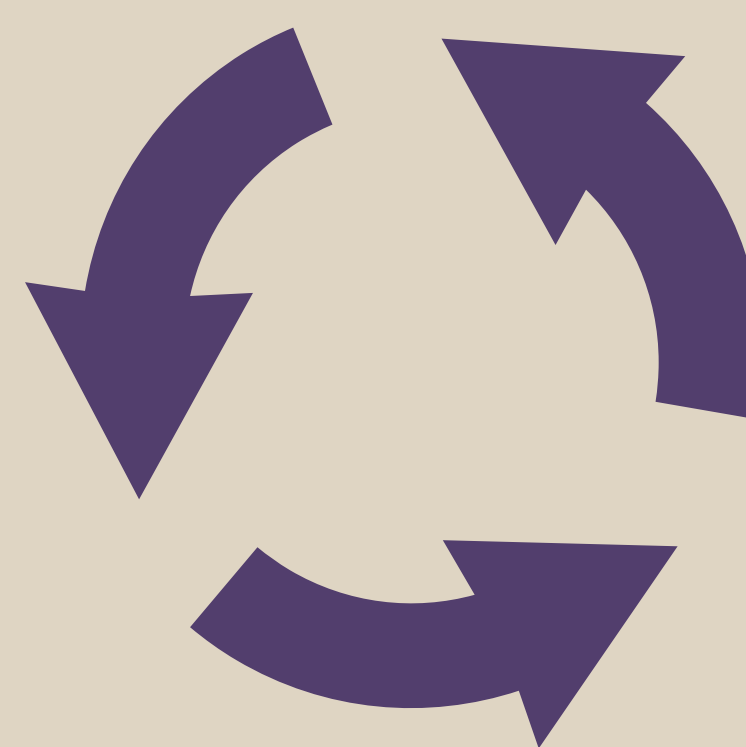


Emergency:
540-568-6911

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.

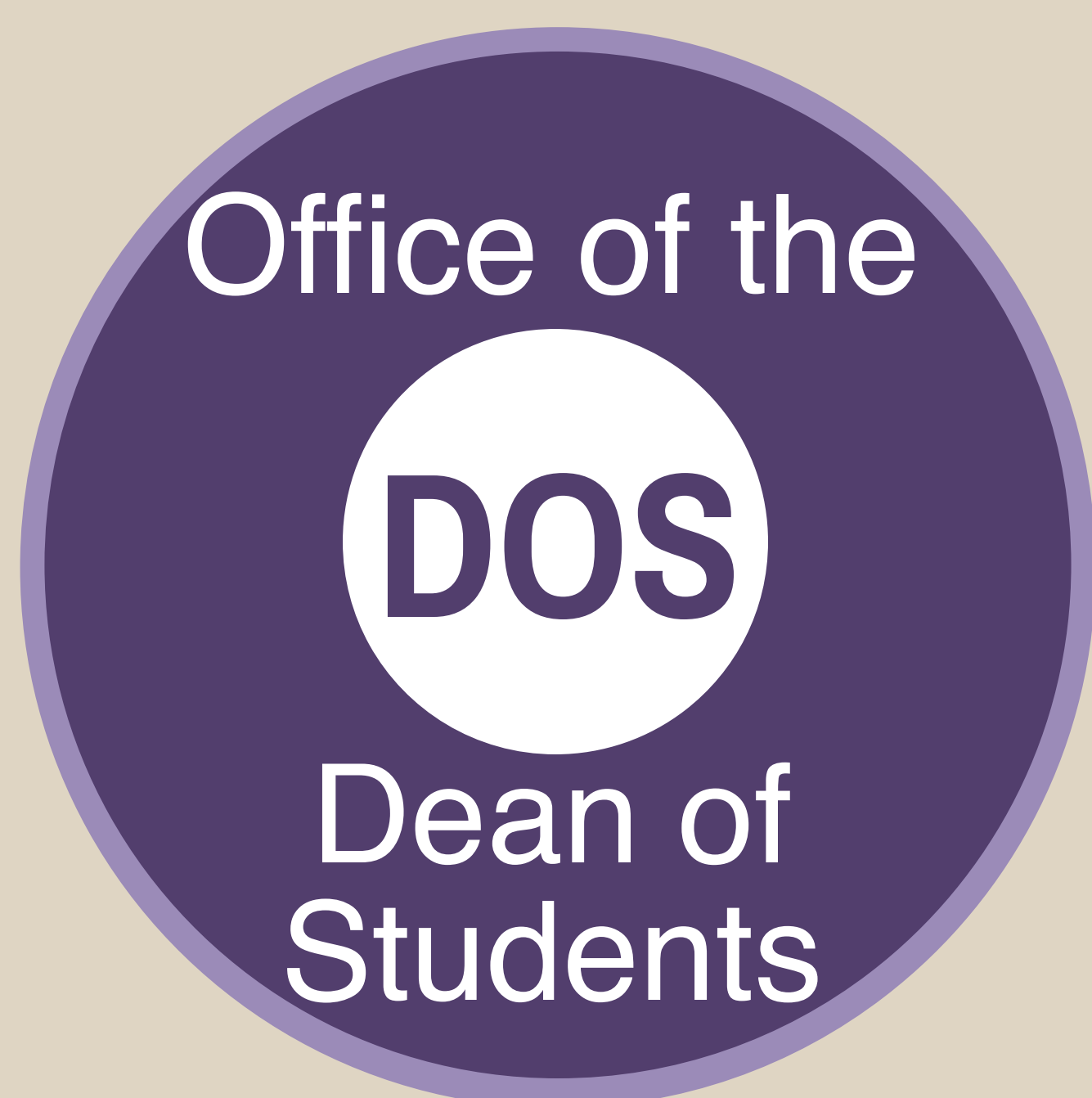
Bizarre

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



The Office of Public Safety can conduct a welfare check when there is concern about safety. See below for more info.

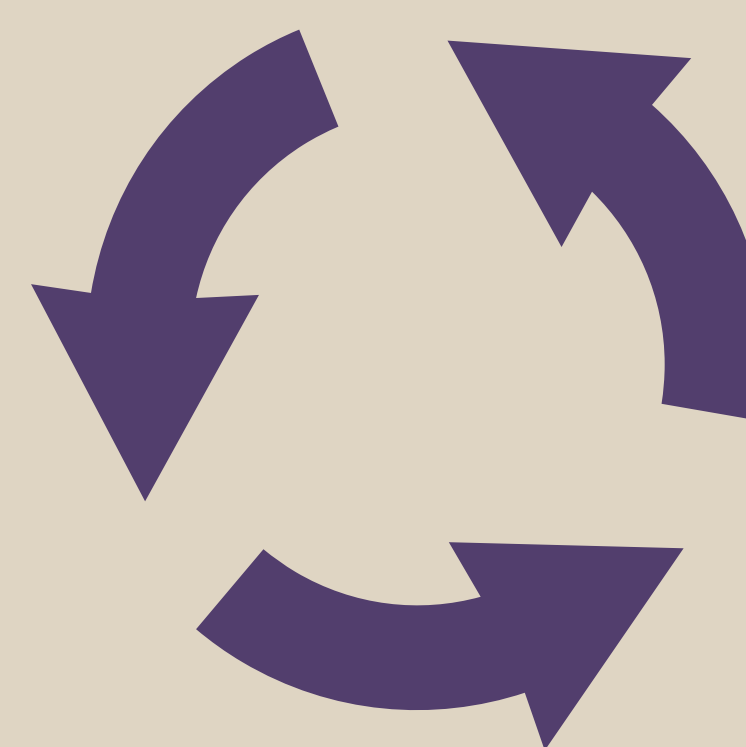
When to call



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



The DOS chairs the Behavioral Assessment Team and 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 