Who should I call?

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**
- 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.

**JMU Office of Public Safety**

**Office of the DOS**

**Dean of Students**

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**Call the CC first...**

- Learn about walk in services
- Provider Database
- Self-Help

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**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.

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**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 Office of Public Safety**

**Emergency:** 540-568-6911

**Non Emergency:** 540-568-6912

**When to call**

**Office of the DOS Dean of Students**

**540-568-6468**

**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.

**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

**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