

# Student Resources for Support

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## Counseling Center

**Location:** Student Success Center, Room 3100, MSC 0801

**Phone:** (540) 568-6552

**Website:** <http://www.jmu.edu/counselingctr>

The Counseling Center provides free, confidential personal counseling services to all JMU students. Initial visits do not require an appointment as the Counseling Center offers walk-in hours for initial assessments Monday-Friday 10am-3pm.

JMU students experiencing a mental health emergency (e.g., suicidal or homicidal thoughts or actions, sexual assault or other significant traumas) can call or come into the Counseling Center during business hours to speak with a clinician. After regular business hours or on weekends, call the Counseling Center and select "Option 1" to connect to the after-hours crisis line.

Counseling services typically provided at the Counseling Center involve issues such as relationship problems, self-esteem, depression, anxiety/stress, eating and body image concerns, and difficulty adjusting to college life.

Treatment options provided by the Counseling Center include:

- Specialized Treatment Programs:
  - Tackling Anxiety: This treatment program provides effective strategies and interventions to reduce anxiety, worry, nervousness, and panic symptoms.

- ReSet: Perfectionism: This treatment program helps reduce the pressure to meet expectations.
- Group Counseling: Group counseling is a great way to address a variety of issues within a clinician facilitated small group of participants who meet weekly to discuss their concerns. Groups typically focus on a specific experience, identity, or symptoms (e.g., Self-Compassion, Eating Concerns, Women's Process, True Selves, Grief, Q2Q).
- Individual Counseling: Individual counseling provides students with the opportunity to freely explore any personal problems or concerns which have a negative impact on the quality of their life. Due to the high demand for clinical services, individual counseling services at the Counseling center are typically brief, student generally meet with their clinician for approximately 3-5 sessions, depending upon treatment needs and availability. Students who request or require longer term treatment are provided with a referral to a clinician or other services in the local community.
- Case Management Services: The Case Managers provide services to students seeking care from the Counseling Center who are assessed as needing additional support due to symptom presentation, lack of resources/means, and elevated risk to themselves or others.
- Sexual Trauma Empowerment Program (STEP): The Counseling Center provides a variety of clinical, educational, consultation, and referral services for survivors of sexual trauma.
- Psychiatric Services: The Counseling Center Psychiatric staff are trained medical professionals who specialize in prescribing medications that may be helpful to students dealing with mental health concerns. Psychiatric services are only available to students who are currently engaged in ongoing treatment at the Counseling Center. Once students are stabilized on medication, they will be transferred to a community provider in Harrisonburg or back home. Students who are interested in only medication, need a refill, or medication management will be referred to a provider in the community.
- Consultation: The Counseling Center staff provide consultation, in person or over the phone, to students, faculty, staff, and others who are concerned about the distressed, unusual, problematic, or potentially harmful behavior of others.
- Outreach Services: Educational programming on a wide variety of mental health topics may be requested through the Counseling Center website.
- Workshops: The Counseling Center offers a variety of free workshops on topics such as assertiveness, self-care, and sleep hygiene to JMU students throughout the semester.
- Multicultural Peer Mentor Program: This program is designed to help first year and transfer multicultural and international students make a successful transfer from high school to James Madison University.
- Self-Care Spaces: The Counseling Center offers two unique spaces for self-care, these are available to all JMU students; you do not need to be a client of the Counseling Center to use these spaces. The Oasis is a great relaxation and stress management resource. The Studio is a great space to engage in expressive arts.

## Timely Care

Website: <https://www.jmu.edu/counselingctr/timely-care/index.shtml>

James Madison University has partnered with TimelyMD for students to have access to virtual mental health and well-being services **for free** through TimelyCare. Students do not need insurance and do not need to visit the JMU Counseling Center to access TimelyCare services.

**Unsure? Call The Counseling Center To Consult With A Clinician, [540-568-6552](tel:540-568-6552).**

### Emergency Services 24 Hours Per Day

#### Telephone Crisis Counseling:

<a href="tel:988">988 Suicide &amp; Crisis Lifeline</a>	<b>988</b> or <b>1-800-273-8255</b>
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Trevor Lifeline for LGBT Youth	<b>1-866-488-7386</b>
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Trans Lifeline	<b>1-877-565-8860</b>
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<a href="#">Crisis Text Line 24/7</a>	Text "HOME" to 741741
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<a href="#">Collins Center</a> Harrisonburg's 24/7 Sexual Assault Crisis Hotline	<b>540-434-2272</b>
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RAINN National Sexual Assault Hotline	<b>1-800-656-4673</b>
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#### Hospitals:

Sentara RMH Emergency Department: 2010 Health Campus Drive	<b>540-689-1414</b>
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#### Law Enforcement:

JMU Office of Public Safety	Emergency: <b>540-568-6911</b> Non-Emergency: <b>540-568-6912</b>
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Harrisonburg Police Department	Emergency: <b>911</b> Non-Emergency: <b>540-434-4436</b>
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## Dean of Students

**Location:** Student Success Center, Room 3010, MSC 3534

**Phone:** (540) 568-6468

**Website:** <http://www.jmu.edu/deanofstudents>

Dean of Students supports student learning and interpersonal growth that creates engaged and enlightened citizens and provides support, guidance and advocacy.

The office responds to the informational and personal concerns of students, parents, faculty and staff. Staff in the Dean of Students are committed to helping students and others in the areas of:

- Supporting and advising students and families in crisis and/or challenging situations.
- Assisting students who are considering withdrawing from the university prior to the end of the semester.
- Notifying faculty of extended absences from class when a student is unable to attend due to extenuating circumstances and will be out more than two days. Such notifications are sent as a convenience for the student, but do not excuse the student's absence. It is the responsibility of the student to contact each professor upon their return regarding the professor's policy for missed classes, assignments, etc.
- Consulting with faculty, staff and students regarding distressed and disruptive students; referrals to appropriate resources.

## Madison Cares

is a centralized program for departments, students, parents, and community members to refer or consult about students of concern. We will operate as an extended arm to students experiencing varying levels of social, emotional, academic, or mental-health stressors.

<https://www.jmu.edu/studentaffairs/departments/deanofstudents/madisoncares/concerned.shtml>

## JMU Police Department/Campus Safety

**Location:** Anthony-Seeger Hall, 821 South Main Street

**Emergency phone:** (540) 568-6911

**Non-Emergency phone:** (540) 568-6912  
**Campus safety escorts:** (540) 568-6913  
**Website:** <https://www.jmu.edu/police/index.shtml>  
**Email:** [pd\\_dispatch@jmu.edu](mailto:pd_dispatch@jmu.edu)

## Office of Student Accountability and Restorative Practices

**Location:** Student Success Center, Room 2122  
**Phone:** (540) 568-6218  
**Website:** <http://www.jmu.edu/osarp>  
**Email:** [osarp@jmu.edu](mailto:osarp@jmu.edu)

OSARP facilitates student development and restoration through a fair process that holds students accountable to community and university standards in order to support student and community success.

## Title IX Office

**Location:** 4035 Madison Hall, MSC 7806  
100 E. Grace Street  
**Phone:** (540) 568-5219  
**Email:** [titleix@jmu.edu](mailto:titleix@jmu.edu)  
**Website:** <https://www.jmu.edu/access-and-enrollment/titleIX/index.shtml>

The Title IX Office treats all disclosures and reports of sexual misconduct with great care and confidentiality and without bias, pre-judgment, or stereotyping, while balancing the duty to provide for individual and campus safety.

The Title IX Office is where you can report an incident of sexual harassment, sexual assault, dating violence, domestic violence, and stalking that occurs within University programs within the United States. [Policy 1346](#) covers this.

The Title IX Office is also where you can report an incident of sexual misconduct such as sexual harassment, sexual assault, dating violence, domestic violence, stalking and non-consensual relationships that do not fall within the scope of Policy 1346. [Policy 1340](#) covers this.

## Office of Equal Opportunity

**Location:** JMAC-2, Room A100  
1017 Harrison Street

**Phone:** (540) 568-6991

**Email:** [oeo@jmu.edu](mailto:oeo@jmu.edu)

**Website:** <https://www.jmu.edu/oeo/index.shtml>

JMU is committed to providing a workplace and learning environment free from discrimination and harassment. JMU encourages the reporting of any discrimination or harassment and provides multiple reporting options. The Office of Equal Opportunity responds to all reports received to the extent possible based on the information provided. For a detailed explanation of procedures see Policy 1324.

## University Health Center

**Location:** Student Success Center, MSC 7901

**Phone:** (540) 568-6178

**Fax:** (540) 568-6176

**Website:** <http://www.jmu.edu/healthcenter>

The University Health Center is staffed by a team of board-certified medical providers who administer care in a confidential and professional manner. They offer office visits at no additional cost and low-priced specialty services to students.

In addition, the health center offers:

- Allergy Clinic
- General Medicine Clinic for routine and preventative care
- International travel immunizations
- Lab services
- Patient advocate
- Pharmacy dispensing (for prescriptions written by on-campus providers)
- Nutrition services
- X-ray services
- Safer Sex Supplies
- Urgent Care Clinic
- Women's Health Clinic

## Victim Advocacy Center

**Location:** Student Success Center, 3<sup>rd</sup> Flr, Suite 3200

**Phone:** (540) 568-6251

**Email:** [victimadvocacy@jmu.edu](mailto:victimadvocacy@jmu.edu)

**Website:** <https://www.jmu.edu/victimadvocacy/index.shtml>

It is not unusual to feel nervous about talking with someone about something you've experienced. Know that when meeting with an advocate, you can share as much or as little as you choose. Victim Advocates are well-trained and will listen and help you explore and understand your options and resources, regardless of what you disclose. You may or may not wish to report the incident; either way, the decision will remain in your hands. There are also resources outside of reporting that our advocates can help you understand and access. Regardless of your needs, our advocates can be a source of information and support as you navigate what feels best for you.

Victim Advocacy services are free, trauma-informed, and guided by and individualized to your needs.