

2024 Mental Health Emergency + Crisis Services

UVA Department of Student Health and Wellness (SHW)

All UVA students are eligible for emergency assessments and/or consultation.

FOR LIFE-THREATENING EMERGENCIES: Call 911 from on or off Grounds.

The **UVA Health Emergency Room** is located at 1215 Lee St, Charlottesville, VA 22908

24/7: TalkNow through TimelyCare via Phone or Video

TalkNow allows you to virtually meet with an urgent care counselor 24 hours a day, 7 days a week through the TimelyCare web or mobile app platform. Follow these easy steps to get connected:

1. Go to timelycare.com/uva. Download the TimelyCare app or use their web-based platform.
2. Use your @virginia.edu student email address to sign up.
3. Click "Get Care"
4. Click TalkNow and follow the instructions on the screen
5. Experiencing connection or technical difficulties? Call (833) 484-6359 (*monitored 24/7*)



Monday - Friday, 8am to 4:30pm: Emergency Walk-In or 24/7 Phone Service at CAPS

Students may walk in to SHW Counseling & Psychological Services (CAPS) to meet with the counselor every Monday through Friday, 8 AM - 4:30 PM. Call CAPS 24/7 for urgent mental health support at 434-243-5150.

For an emergency walk-in consultation:

1. CAPS is located on the fourth floor of the Student Health and Wellness building at 550 Brandon Ave.
2. The SHW building is accessible by foot, bus, bike, and car. Patient parking is available. Use [these directions](#) for directional guidance and parking information for the SHW building.

To connect with a CAPS counselor by phone 24/7: Call CAPS at (434) 243-5150

24/7: Concerns About a Student

Faculty, staff, parents, or community members concerned about a student who needs immediate attention can call:

- **Dean On-Call for non-clinical crisis support:**
 - During business hours (M-F, 8-5): (434) 924-7133
 - After-hours + weekends, emergencies and urgent concerns: (434) 924-7166
- **CAPS for confidential, clinical support:** (434) 243-5150

Additional Crisis Response and Support

- **Sexual Assault Resource Agency (SARA):** (434) 977-7273
- **Unwanted Sexual Encounter:** studenthealth.virginia.edu/unwanted-sexual-encounter
- **Suicide Prevention Lifeline:** Dial 988 or visit 988lifeline.org
- **Crisis Text Line:** Text HOME to 741741. Students of Color can text STEVE to 741741.
- **Trevor Lifeline (LGBTQ):** (866) 488-7386
or text "trevor" to 202-304-1200 (7 Days/Week, 3pm-10pm EST).
- **Region Ten Emergency Services:** (434) 972-1800