

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 In-Person or Telehealth: Counseling and Psychological Services Emergency Consults

Students may call Counseling & Psychological Services (CAPS) 24/7 at 434-243-5150 for urgent mental health support.

Students may walk in to CAPS for an in-person consultation Monday through Friday from 8 AM - 4:30 PM.

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.

24/7 Phone or Video: TalkNow through TimelyCare

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*)



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 On-Call 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