

## Chat with a Counselor ZOOM

“Chat with a Counselor ZOOM” is a drop-in service mental health service that offers informal, confidential, and one-on-one visits FOR ALL students to meet with a Johns Hopkins University Counseling Center member.

Chat with a Counselor visits are...

- FREE for JHU students
- first-come, first-served (no appointment necessary, but you can sign up in advance)
- Typically short, about 10-25 minutes in length
- Informal - not a substitute for counseling
- Not appropriate for urgent concerns or mental health emergencies

### Ways We Can Help

- Strategies and tips to increase focus
- Skills to improve relaxation, calming, and positivity
- Skills for managing emotions
- Support around identity-based concerns
- Learning about resources for resilience
- Education about the counseling experience
- Education and help navigating resources at JHU
- Point toward 24/7 crisis services at JHU and beyond

Drop-in virtual hours are offered throughout the week, at varying times in the morning, afternoon and evening. For ALL students, hours on Sunday evenings will be from 7:00pm to 9:00pm on a first-come, first-served basis (ZOOM link: <https://jhjhm.zoom.us/j/97799905410>). Additional hours for different populations will be available throughout the weekdays (see website for specific dates/times and sign-up links).

Don't have time for drop-in? You can reach out to Chat with a Counselor at any time by emailing [chatwithacounselor@jhu.edu](mailto:chatwithacounselor@jhu.edu). You can expect a response within 48 hours.

Chat with a Counselor is **not a substitute for counseling** and **does not constitute mental health treatment**. Chat with a Counselor can listen to specific problems, help explore solutions, and introduce you to what it's like to speak with a member of our staff.

Please refer to our **FAQs** below for more details.

## FAQs

### What is Chat with a Counselor ZOOM?

Chat with a Counselor ZOOM is a program that provides quick and easy access to informal meetings with JHU's Counseling Center virtually. It is not necessary to schedule an appointment, and it is free to JHU students! You can contact the counselor by email or on zoom during drop-in hours.

### How can I get in contact with Chat with a Counselor ZOOM?

You can reach out to Chat with a Counselor at any time by emailing [chatwithacounselor@jhu.edu](mailto:chatwithacounselor@jhu.edu). You can expect a response within 48 hours. You can also "drop-in" during virtual hours, Sundays from 7:00pm to 9:00pm on a first-come, first-served basis (drop-in link: <https://jhjhm.zoom.us/j/97799905410>).

### Who should email or visit Chat with a Counselor ZOOM?

This service is open to all JHU undergraduate and graduate Homewood Campus and Peabody Music Conservatory students.

It is the best fit for the following people:

- students who have never been in counseling before, are not sure it is right for them, or wonder what it would be like to talk to a counselor.
- students not interested in ongoing counseling, but would like the perspective of a mental health professional
- students who have a specific problem in mind and would like to talk it through with a confidential, mental health professional
  - Examples include:
    - Strategies and tips to increase focus
    - Skills to improve relaxation, calming, and positivity
    - Skills for managing emotions
    - Learning about resources for resilience
    - Education about the counseling experience
    - Education and help navigating resources at JHU
    - Point toward 24/7 crisis services at JHU and beyond
- students who are interested in learning about what campus resources at Homewood are available to them and how to best access them

### I notice you also have Chat with a Counselor for particular student identity groups.

#### What's the difference?

Research shows that some populations historically under-utilize mental health services, whether due to stigma, fear of oppression, or lack of awareness about the resources. Therefore, Counseling Center staff have opened up additional Chat with a Counselor times for students from specific cultural, racial, socioeconomic, gender and sexuality

groups. We hope to increase our offerings in future semesters as well, to better meet the needs of all students.

#### Who should not email or visit Chat with a Counselor ZOOM?

- Students with an immediate or urgent concern
  - To reach the on-call counselor, call 410-516-8278 and press “1” at any time 24/7.
- Students who already know they want regular counseling
- Students who don’t want to wait for their next appointment
- Students seeking specialized services, such as psychiatry.

#### What happens with an email or visit with Chat with a Counselor ZOOM?

You can reach out to Chat with a Counselor with your question at any time by emailing [chatwithacounselor@jhu.edu](mailto:chatwithacounselor@jhu.edu). You can expect a response within 24-48 hours.

Drop-in visits are anywhere from 10 to 25 minutes, and are offered on a first-come, first-served basis. Sometimes there is a wait, and occasionally when it’s very busy, the counselor might not have enough time to see everyone or there may not be enough “slots” for everyone. During your session, the counselor will listen closely to your concerns and provide support, perspective, and suggestions for resources.

#### How is Chat with a Counselor ZOOM different from drop-in or counseling at the JHU Counseling Center?

Students who access the Counseling Center schedule appointments to meet with a counselor, sometimes to participate in ongoing weekly or bi-weekly appointments.

Chat with a Counselor is **not formal counseling** and is not intended to be a substitute for mental health treatment. It is a convenient drop-in service where students can have an informal one-on-one with a counselor.

#### I have an appointment scheduled at the Counseling Center. Can I stop by Chat with a Counselor instead?

Chat with a Counselor is **not formal counseling** and is not intended to be a substitute for mental health treatment. If you believe you need to be seen sooner than your appointment, call the Counseling Center directly at (410) 516-8278.

#### I have met with the JHU Counseling center and they recommended a referral off-campus. Can I go to Chat with a Counseling instead?

Chat with a Counselor is **not formal counseling** and is not intended to be a substitute for mental health treatment. Following up with the referral is a good idea in order to get the recommended care you need.

I am currently seeing a counselor at the JHU Counseling Center, and I would like to talk to someone sooner than my next appointment. Can I go to Chat with a Counselor?

If you believe you need to be seen sooner than your appointment, call the Counseling Center directly at (410) 516-8278, or contact your counselor.

I am currently seeing a counselor at the JHU Counseling Center, and I am not satisfied with how things are going. Can I go to Chat with a Counselor instead?

The best thing to do is to talk directly with your counselor. Feedback is an important part of counseling. If after talking with your counselor, you prefer to transfer to someone else, just ask them directly, either in person or by email.

Chat with a Counselor meetings are confidential. Are there any limits to confidentiality?

Conversations with Chat with a Counselor are confidential, with a few, very specific exceptions regarding safety. All counselors may need to share information in an emergency when there is an immediate threat of harm to self or others. Additionally, counselors are required by law to report when a minor, elderly person, or someone otherwise incapacitated and unable to act on their own behalf is being abused. Chat with a Counselor visits are never part of a student's official university record.

If you have further questions about confidentiality, you are invited to ask during Chat with a Counselor.