Frequently Asked Questions

Am I eligible for CAPS services?

All full time undergraduate, graduate, professional and post-doc students are eligible for services at CAPS. Services, apart from medication management, are covered under the Student Health Fee portion of your tuition. Services in the summer are available to students who are attending summer classes OR are not enrolled in summer classes but have paid a health fee the previous Spring semester and pay the Summer Health Fee.

Where is CAPS located?

Counseling and Psychological Services is located on the third floor of Campus Health Services, in the James A. Taylor building. Our building is between Gate 6 of Kenan Stadium and UNC Hospital.

How many sessions is CAPS brief therapy?

There is no set limit of sessions for CAPS brief therapy. You and your therapist will identify an area of concern clinically appropriate for brief treatment that you would like to focus on and work on together. For extended or longer term therapy, CAPS will connect students to community providers.

Do I need an appointment to visit CAPS?

No. CAPS has triage (drop in) hours from 9am-12pm & 1pm-4pm, Monday-Thursday and 9:30-12pm & 1pm-4pm Friday. During this time, students may access services and meet with a provider without scheduling an appointment. Students must first come in through triage to initiate services.

For more information, advice, or to ask questions, visit:
caps.unc.edu

Credit: The University of North Carolina
**What services does CAPS offer?**

**Brief Individual Psychotherapy:** For issues that are relatively well defined and which can be adequately addressed or resolved in a brief time frame. You and your therapist will identify an area of concern that you would like to focus on together. If you do continue to see a therapist at CAPS, you will meet with your therapist approximately once a week.

**Group Therapy:** Students in groups give each other significant understanding, support, and encouragement in facing similar issues. They also gain different and valuable perspectives and insights on those issues. Most students, though somewhat apprehensive at first, report that the group experience was helpful far beyond their expectations. Groups typically involve some combination of members sharing thoughts and feelings, giving and receiving support and feedback, and trying out new behaviors in a safe environment.

**Medication Management:** CAPS provides medication evaluations, which involves meeting with a psychiatrist who will provide recommendations for psychiatric medications if necessary. Students may then have their medication monitored and managed by their CAPS psychiatrist.

**Community Referrals:** For issues that exceed the scope of CAPS resources, we provide referral service to connect students with community providers who can provide extended psychotherapy. A referral appointment helps students find a provider that is both accessible and affordable for them, as well as a good match for their needs.

**CAPS Services cont.**

**Couples Therapy:** CAPS can provide brief or time limited couples therapy for issues that might reasonably be resolved in a short period of time. Couples counseling may be requested when both persons are UNC-Chapel Hill students, or when one is a UNC-Chapel Hill student and their spouse carries insurance and has paid the current semester Campus Health Fee. Referrals to community and campus resources for couples therapy can also be made by the CAPS providers.

**Academic Intervention:** Significant mental health problems can affect your ability to attend classes and impair your academic performance. If a psychological disorder significantly impairs your academic performance, you may request an accommodation. Possible academic interventions for mental health problems include: psychological/medical withdrawal from the current semester, application for psychological/medical underload, and request for final exam excuses. Additionally, Counseling and Psychological Services offers Bounce Back, a program to support students on academic probation who are looking for support.

**How can I access services at CAPS?**

**Visit CAPS without an appointment:** Students can access CAPS services without making an appointment during our triage (drop in) hours: 9am-12pm & 1pm-4pm, Monday-Thursday and 9:30-12pm & 1pm-4pm Friday. *This encounter will include paperwork indicating your concerns and a meeting with a care provider.* *Please arrive by 3:30 to complete paperwork.

**For Urgent Concerns:** CAPS is open for urgent concerns 8am-5pm, Monday through Friday. Please visit our office or call our front desk at (919)-966-3658. For concerns after-hours or on weekends, call HealthLink at (919)-966-2281 to access a CAPS mental health professional.

**How do I help a student in distress?**

If you become concerned about a student and would like to consult with a CAPS therapist about the student, there are several ways to have access to our services.

**Encourage the student to visit CAPS**

Students may access services without an appointment during our triage hours, between 9am-12pm & 1pm-4pm, Monday-Thursday and 9:30-12pm & 1-4pm Friday. We are available for urgent concerns 8am-5pm, Monday through Friday. After hours and on weekends, please call HealthLink at (919)-966-2281 for urgent needs.

**Invite the student to accompany you at CAPS**

Often students will agree to come to CAPS in the company of a friend or mentor when they would otherwise be reluctant to come by themselves. CAPS therapists are available Monday through Friday to meet with students for same day assistance.

**If appropriate, have the student call from your phone and speak with the CAPS Triage Team**

The CAPS therapist may invite the student to come over to CAPS the same day. Call the CAPS Triage Team for Advice (919)-966-3658. CAPS therapists are available Monday through Friday 8am-5pm to offer consultation to anyone concerned about a member of the university community.

**Students may be reluctant to talk to a therapist due to confidentiality concerns. No information discussed between therapist and student can be released to anyone without the student’s written consent unless there is significant concern about harm to self or others.**