SUPPORT A STUDENT IN DISTRESS

If you become concerned about a student, you can...

Encourage the student to visit CAPS
Students may access services for an initial assessment or for urgent needs. See hours on the back panel.

Offer to go with the student to 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.

Call CAPS
CAPS providers are available to offer consultation to anyone concerned about a member of the University community by calling CAPS during regular business hours.

Additional strategies to support someone in distress as well as over 100 mental health resources are available on the Heels Care Network website at **care.unc.edu.**

PART OF THE HEELS CARE NETWORK

Counseling and Psychological Services

James A. Taylor Building, 3rd Floor

INITIAL ASSESSMENTS
Monday - Friday 9 a.m. - noon, 1 - 4 p.m.

URGENT CONCERNS
8 a.m. - 5 p.m., Monday - Friday

24/7 ACCESS
919-966-3658
caps.unc.edu



Updated June 2026



Counseling and Psychological Services

caps.unc.edu

The University of North Carolina at Chapel Hill

SERVICES PROVIDED

There are many ways to support your mental health at Counseling and Psychological Services.

Brief Therapy

For issues that are relatively well defined and can be adequately addressed in a brief time frame - can be for individuals or couples when both people are eligible for CAPS services.

Group Therapy

Facilitated by CAPS staff, students gain perspectives and insights while providing understanding, support, and encouragement to others working on similar issues.

Community Referrals

For students who need specialized or open-ended care; offers support to overcome barriers to treatment in the community including insurance, transportation, and fit.

Medication Management

Offers recommendations and, if necessary, prescriptions, monitoring and management for medications.

Academic Intervention

Significant mental health problems can affect class attendance and impair academic performance; accommodations could include underload, withdrawal, or final exam excuses.

Multicultural Health Program

Centers the needs of underrepresented students at UNC-Chapel Hill. It is committed to decreasing mental health stigma and increasing access to culturally responsive mental health support and services through therapy and outreach.

Initial Assessments

The first step to accessing services at CAPS is an initial assessment, during which a student:

- Completes paperwork
- Meets with a caring provider
- Briefly shares their story
- Learns more about mental health resources
- Determines a plan for next steps

These consultations are available without making an appointment. Visit CAPS at your convenience:

Monday - Friday 9 a.m. - noon, 1 - 4 p.m.

URGENT CONCERNS

Visit CAPS without an appointment
8 a.m. - 5 p.m., Monday -Friday or
call CAPS 24/7 at 919-966-3658



FREQUENTLY ASKED QUESTIONS

WHO CAN USE CAPS?

Anyone who pays the health fee such as regular, full-time...

- undergraduate students
- graduate students
- postdoctoral fellows, and
- spouses and domestic partners of the above who pay the fee.

HOW MUCH DOES CAPS COST?

The campus health fee paid alongside tuition helps fund CAPS which means most CAPS services are offered at no additional charge.

HOW MANY SESSIONS CAN I RECEIVE?

Everyone who pays the health fee can access an initial assessment, which helps determine the best treatment option for individual mental health needs. Brief therapy is the mental health service appropriate for most people who seek help at CAPS; it has no specific session limits and no cost. Brief individual therapy sessions are not guaranteed; some students would most benefit from longer-term counseling or specialized therapy. In those situations, referral support is offered.

DO I NEED AN APPOINTMENT?

No appointment is needed to access CAPS for an initial assessment or to address urgent concerns.

IS CAPS CONFIDENTIAL?

Yes. Information discussed in a visit with a CAPS therapist is confidential and does not become part of academic records. No information discussed between therapist and patient can be released without written consent, with the exception of abuse, life-threatening emergencies or as required by federal, state, or local laws.