

# Counseling Services

312-369-8700

[counselingservices@colum.edu](mailto:counselingservices@colum.edu)

## Waitlist Instructions

***If you have a desire to act on your suicidal thoughts and/or homicidal thoughts or are engaging in self-harm, call 911 or report to the nearest emergency room. Do not wait for an appointment with Counseling Services.***

***If you are experiencing a crisis and do not feel that you can keep yourself safe or want to hurt/harm others, you can be seen at Counseling Services as a Walk-in. You will be assessed and treated with the appropriate level of intervention.***

Being placed on a waitlist for services means Counseling Services does not have any open appointment times and you will be alerted when appointment times become available. Below is an explanation of how waitlisted students are removed from the waitlist, scheduled for an appointment, and offered services to meet moderate clinical needs:

1. Counseling Services sends an email to every student on the wait list 2 times a week.
2. The email has "**Appointment Availability**" in the subject line.
3. The email will contain a list of available appointments for the next week.
4. If you see an appointment time that fits your schedule, call the office and request the appointment.
5. It is strongly recommended that you contact us by phone **not by email**.
6. Appointments are scheduled on a "first call" basis, meaning the first person to call the office requesting an appointment day and time will receive the requested appointment.
7. If we are busy or closed and cannot answer the phone, please leave a detailed message that includes the appointment day and time that you want, your full name, and your oasis ID number. We fill the appointments in the order voice messages are received. We will contact you to confirm that you did or did not receive the appointment requested.
8. If you miss a scheduled appointment, it is your responsibility to call the office at (312) 369-8700 and request to be put back on the waitlist.
9. If you are no longer interested in an appointment, you can request to be removed from the waitlist at any time.
10. You may email us to request a list of counseling agencies, local providers in private practice and/or local psychiatrists at any time.
11. If you would like to find a therapist that accepts your insurance, you have two options:
  - A) Call the customer service number located on the back of your insurance card and ask for therapists in the zip code area 60605.
  - B) Go to Psychology Today's Therapist Directory, <https://www.psychologytoday.com/us/therapists>, enter the zip code 60605, look for a therapist who accepts your insurance.
12. Online resources you may find helpful: [www.7cups.com](http://www.7cups.com); [www.headspace.com](http://www.headspace.com); [www.stopbreathethink.com](http://www.stopbreathethink.com)
13. You can receive a mental health assessment 24/7 at no cost. Call 708-209-4181. Service provided by Riveredge Hospital in Forest Park, IL

***If you have questions, please contact the  
Director of Counseling Services at 312-368-7480***

## RESOURCES

- National Suicide Hotline: 1-800-272-8255
- Crisis Text Line: Text "HOME" to 741741
- Student Relations: 312-369-8595
- Campus Security: 312-369-1111