



What is Stop & Chat?

Stop & Chat is a program that provides easy access to informal, confidential conversations with mental health professionals from the UCM Counseling Center.

*Clinicians hold walk-in hours virtually or in-person every Thursday, 2 pm- 4 pm. See **Spring 2025 hours** for more information.*

There is no appointment or fee necessary.

What happens at a visit to Stop & Chat?

Stop & Chat services are first-come, first-served. Usually there is not much of a wait.

Stop & Chat

UCM students can meet for a brief, informal, 15 minute conversation with Counseling Center staff. This service do not take the place of therapy. During this conversation, clinicians will listen to your concerns and offer support, information, and resources. **Stop & Chat** conversations are not appropriate for urgent concerns or mental health emergencies.

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

Who should visit Stop & Chat?

Stop & Chat is the best fit for the following people:

- Students who are not sure about counseling and wonder what it's like to talk with a counselor;
- Students who are not interested in ongoing counseling but would like the perspective of a counselor;
- Students who have a specific, non-crisis problem and would like someone with whom to talk it through;
- Students who have a concern about a friend and want some ideas for what to do

Who shouldn't visit Stop & Chat?

- Students with an immediate/urgent concern or who are experiencing a mental health emergency
- Students who already know they want regular counseling
- Students who don't want to wait for their next appointment at the Counseling Center

I think I have a problem that would benefit from counseling, but I don't know anything about counseling. Would going to Stop & Chat help me figure out what to do?

Absolutely. The counselor will talk through your issue with you and help you determine the best way to get help.

What else do I need to know?

Although **Stop & Chat** counselors are professionals, **Stop & Chat** is not a substitute for psychotherapy or formal counseling and does not constitute mental health treatment. **Stop & Chat** counselors provide informal conversations to help students with specific problems and to introduce them to what it's like to speak with a counselor. A **Stop & Chat** counselor can help you determine whether services at the UCM Counseling Center would be useful for you and, if appropriate, assist you in scheduling an appointment. **Stop & Chat** counselors can also recommend other resources outside of the Counseling Center if most appropriate.

My appointment at the Counseling Center is not until next week. Can I stop by Stop & Chat in the meantime?

If you believe you need to be seen for counseling sooner than the appointment you were given, it's best to call the Counseling Center directly and explain your situation.

You can also access 24/7 support by calling the UCM Crisis & Counseling line at 660-543-8008.

The Counseling Center recommended a referral to a clinician outside of the UCM Counseling Center. Can I go to Stop & Chat instead?

Since regular counseling visits are not available at **Stop & Chat**, following up with the referral is the best option. Unfortunately, the UCM Counseling Center cannot always

provide ongoing counseling to every student who requests it. Our goal is to help get students connected to the best resources to meet their mental health needs.

I'm currently seeing a clinician at the Counseling Center, and I'm not happy with how things are going. Can I go to Stop & Chat instead?

The best thing to do in this situation is to talk directly with your counselor. Counselors are eager to get your feedback, positive or negative. Oftentimes an open conversation about your concern helps smooth out any wrinkles. If, after talking with your counselor, you prefer to transfer to someone else, just ask your counselor directly.

Stop & Chat visits are confidential. Are there any limits to confidentiality?

- Conversations with **Stop & Chat** counselors are confidential, with a few rare exceptions.
- Counselors may need to share information in an emergency when there is an immediate threat of harm to self or others.
- Counselors are required by law to report when a minor, elderly person, or other such vulnerable person is being abused.
- **Stop & Chat** counselors keep brief written notes of their contacts with students, and in the event that there is an emergency, or a student is referred to the Counseling Center, other Counseling Center staff may see these notes.
- Finally, these notes can be released in the unlikely event of a court order.
- **Stop & Chat** visits are *never* noted on a student's official university record.