

# D'YOUVILLE UNIVERSITY

**Policy Title:** Mental Health Availability

**Responsible Unit:** The Wellness Lodge, Student Affairs

Students are able to be seen by one of two licensed mental health counselors on Campus. Students are able to schedule an appointment directly by emailing [wellnesslodge@dyc.edu](mailto:wellnesslodge@dyc.edu) or completing an Intake Request form found on the University's Sharepoint Page and [website](#).

If a student has a mental health emergency on campus, during the day, D'Youville University Campus Safety should be called and can be reached by calling 716.829.7777. At that point, the Emergency Response plan is initiated and includes calling Crisis Services for assistance as well as the Wellness Lodge.

For mental health emergencies after-hours or on weekends D'Youville University Campus Safety should be contacted at 716.829.7777 or Erie County Crisis Services at 716.834.3131.

Virtually, students can access SaintsCare 24/7 through the website [timelycare.com/dyouville](https://timelycare.com/dyouville) or by downloading the TimelyCare-HigherEd app on mobile devices. This service allows students free access to monthly scheduled sessions with a licensed provider who they select, unlimited access to crisis management with licensed providers, and unlimited access to health coaching.

Within the residential on-call structure, there is an established duty schedule where a professional staff member and para-professional staff member are on duty 24/7 and are available for emergency assistance. Beginning at 8:00pm through 8:00am the following day.