

## Amended Resource Guide Amid COVID-19

### UNM Resources

#### **Accessibility Resource Center**

ARC is maintaining its regular operations, however they are doing this remotely. Anyone seeking assistance from ARC can call (505) 277-3506 or email [arcsrvs@unm.edu](mailto:arcsrvs@unm.edu).

#### **African American Student Services**

The office is physically closed, but you can make appointments by calling (505) 277-5645 or emailing [afro@unm.edu](mailto:afro@unm.edu).

#### **American Indian Student Services**

The office is physically closed, but you can reach out to the following individuals for services:

- Ashley Tso (Academic Advisement) [aftso@unm.edu](mailto:aftso@unm.edu)
- Jessica Becenti (Academic Advisement) [jessbecenti@unm.edu](mailto:jessbecenti@unm.edu)
- Daniel Begay (Financial Aid) [dbegay24@unm.edu](mailto:dbegay24@unm.edu)
- Pamela Agoyo (Financial Aid) [pagoyo@unm.edu](mailto:pagoyo@unm.edu)

You may also call (505) 277-6343 or email [aiss@unm.edu](mailto:aiss@unm.edu)

#### **Counseling and Referral Services**

CARS is currently offering appointments via telephone. They are developing protocol for new clients. You can contact them at (505) 272-6868 for questions and updates.

#### **Dean of Students**

For the DOS please call 505-277-3361 or e-mail [doso@unm.edu](mailto:doso@unm.edu)

- **Short Term Loans:** Short Term Loans (STLs) are still available to students through the DOS. These are being processed remotely and students can get up to \$800 within 24 hours. All loans carry a 7% interest rate and should be paid in full within 45 days. To apply for an STL or to learn more, contact [doso@unm.edu](mailto:doso@unm.edu) or call 505-277-3361 for instructions on how to complete the application remotely.
- **Center for Financial Capability (CFC):** Limited services offered during this time. CFC is temporarily hosting drop in hours on zoom. To drop by our digital office hours, visit Join Zoom Meeting <https://unm.zoom.us/j/316116591> between 12:00 and 2:00 on Thursday afternoons. Contact [CFC@unm.edu](mailto:CFC@unm.edu) for more information or to schedule an appointment with our staff.
- **Virtual Activities:** The Student Activities Center has compiled a list of virtual activities to keep students engaged and connected with each other. This list includes Zoom meeting instructions, museum tours, amusement park rides, exercise activities, Netflix party, and more!

#### **El Centro de la Raza**

The office is physically closed, but you can make appointments between 8 a.m. and 5 p.m. by calling (505) 277-5020 or emailing [electro@unm.edu](mailto:electro@unm.edu).

#### **Global Education Office**

The Global Education Office is fully operational via email, Skype, and Zoom. You can also contact GEO by calling the main office number at (505) 277-4032.

### **Learning Environment Office – School of Medicine**

LEO is continuing their services, however, they are doing so electronically. Please visit their website: <https://hsc.unm.edu/school-of-medicine/education/learning-environment-office.html> or contact Diana Martinez at [deemb@salud.unm.edu](mailto:deemb@salud.unm.edu).

### **LGBTQ Resource Center**

The LGBTQ Resource Center is currently offering 30-minute online/phone advocacy. They will also be hosting online groups, as well as stress relief online activities in the coming days. You can contact the LGBTQ Resource Center via email at [lgbtqrc@unm.edu](mailto:lgbtqrc@unm.edu) for additional information or assistance.

Online programming includes: LGBTQ Tea Time with Auntie Laz; Out Queer Grads meeting; virtual drag shows; virtual viewing parties; online art projects, specific People of Color spaces, an Asian LGBTQ online group, and online Cafe Q's--a research platform for UNM students, staff, and faculty.

### **LoboRESPECT Advocacy Center**

LRAC staff will be working remotely by phone (505) 277-2911, email at [loborespect@unm.edu](mailto:loborespect@unm.edu), and skype (as needed) Monday-Friday, 8am-5pm. The following is list of their services:

1. Confidential and anonymous advocacy (connection w/ resources (esp. TIX-related), faculty communication, info on OEO process etc., academic accommodations, housing, etc.
2. Absence Notifications
3. Lobo Food Pantry M - 1:30-3:30; Th - 10:30-12:30 (Drive or Walk UP only)
4. Medical Leave of Absence in conjunction with SHAC
5. Scholarship petitions (Leave of Absence / Reinstatement)
6. Grade petitions
7. Tuition Refund Appeals
8. Domestic Partnership Privileges
9. Semester Withdrawals / Military Withdrawals
10. Student Death Notifications

LoboRESPECT is suspending training (both in-person and online) for the moment.

### **Office of Equal Opportunity**

OEO will be holding regular business hours, but will be doing so on a telephonic and virtual basis in order to prevent the spread of COVID-19. **OEO will not be open to walk-ins through April 5, 2020.**

OEO investigators will arrange to interview parties and witnesses via Skype. If you do not have access to a Skype account, you can create one for free at the following site: <https://www.skype.com/en/get-skype/>. You will need to ensure access to a web camera and microphone for Skype calls. If Skype is not an option, OEO investigators will arrange telephone interviews with parties and witnesses.

You can continue to call the office at (505) 277-5251, and OEO will post updates about their services and hours at [oeo.unm.edu](http://oeo.unm.edu).

### **Ombuds Services**

An Ombuds Visit is a private conversation with a skilled, neutral ombuds in which the visitor can think out loud about a workplace situation, gain clarity and perspective, and receive information about resources and possible constructive approaches. Afterwards, the next steps are entirely up to the visitor. We serve staff, faculty supervising staff and their co-workers.

Schedule your ombuds visit by e-mailing [jransom@unm.edu](mailto:jransom@unm.edu). For more information, please see our website at [ombudsforstaff.unm.edu](http://ombudsforstaff.unm.edu).

## SHAC

SHAC Medical are converting to telephone appointments, when possible.

SHAC Counseling is converting all in-person visits to teletherapy.

Please call the main number at (505) 277-3136 to schedule an appointment. If you are an established patient with a SHAC provider, you can message your provider through your UNM Health Portal to request assistance.

## Tao: Self-help for stress, anxiety, and depression

<https://shac.unm.edu/news/2018/11/tao-self-help-for-stress-anxiety-depression.html>

## UNMPD

The campus police station will continue to be open and protect the safety of our campus. You can contact the police by calling (505) 277-2241.

## The Vassar House

The Vassar House is currently working remotely, but continues to provide services to the UNM Health Sciences Center.

## Veterans Resource Center

The Veterans Resource Center at UNM continues to provide their full scope of services, with the exception of in-person meetings. You can contact them via email at [vrc@unm.edu](mailto:vrc@unm.edu).

## Women's Resource Center

WRC remains available and encourages anyone that is seeking services to contact us by phone at 505-277-3716 or by email at [women@unm.edu](mailto:women@unm.edu), where your information will be received by the appropriate and confidential staff member.

Existing and Expanded Services Include:

- Virtual confidential and anonymous “walk in” hours and scheduled appointments
- 30-minute advocacy check-ins
- Resource navigation
- Free Counseling/Teletherapy (telephone and encrypted teleconferencing)
- Online anonymous Survivor Support chatroom/groups in partnership with Casa Fortaleza
- Virtual walk-in Counseling hours, including evenings, for Medical School Learners

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### **COVID-19 Specific UNM Support Services**

#### **Academic Affairs Student Needs Assessment Survey**

For students to help us address systemic issues the crisis has presented to our students

[https://public.tableau.com/views/SummaryNeedsAssessment3\\_22\\_20/Dashboard1?:display\\_count=y&publish=yes&:origin=viz\\_share\\_link](https://public.tableau.com/views/SummaryNeedsAssessment3_22_20/Dashboard1?:display_count=y&publish=yes&:origin=viz_share_link)

**Centralized UNM Coronavirus (COVID-19) Information:** <http://www.unm.edu/coronavirus/>

### **Electronic Library Services**

Extended [Ask a Librarian chat hours](#) to M-F 9 a.m. to 8 p.m. Research consultations with [Subject Librarians](#) via Skype, Zoom, or email.

### **HSC Coordination of student volunteer efforts**

on providing child care, staffing the West Side Emergency Center, and assisting with the Department of Health telephone call center.

### **Laptop Loan Program:**

200 laptops are being directly distributed to students who identify themselves as having need by Academic Technologies and UNM Libraries <https://at.unm.edu/coronavirus/student-tech-access.html>

### **Listing of UNM Student Services Centers hours and resources**

during the crisis: <http://news.unm.edu/news/unm-services-during-period-of-limited-operations>

### **Lobo Connect Mini-Scholarships**

\$200 to Pell-eligible students for internet/technology expenses (196 awards as of 3/25)

### **Lobo Food Pantry**

Packaged food is available for drive-by or walk-up pick up outside of Dean of Students Office  
<https://dos.unm.edu/index.html>

### **Remote, web-enhanced and online course support for faculty and students**

UNM Center for Teaching and Learning/Center for Digital Learning and Academic Technologies  
<https://cdl.unm.edu> and <http://at.unm.edu/coronavirus/index.html>

### **[SHAC Coronavirus Information for Students](https://shac.unm.edu/coronavirus.html)**

<https://shac.unm.edu/coronavirus.html> and social media messaging

### **UNM Faculty Senate Resolution**

Covid-19 Emergency Measures for Student Academic Success (attached): resolution to provide flexibility and support to students and to enable students to opt-in to Credit/No Credit grading option with no negative impact on fulfillment of degree and graduation requirements

### **Virtual appointments with Advising staff in Colleges and Schools**

### **Virtual peer tutoring**

UNM Center for Teaching and Learning <https://caps.unm.edu/>

### **Virtual programming from ethnic centers and student housing**

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## **Community Resources**

### **Domestic Violence Resource Center (DVRC)**

Helpline: (505) 248-3165  
Main Office: (505) 843-9123

### **New Mexico Legal Aid**

Temporary telephone intake number for the next 2-3 weeks: (505) 633-6694.

New Mexico Legal Aid will still be taking intakes and offering advice and resources.

### **Rape Crisis Center of Central New Mexico**

Business hours of operation will continue as usual.

Counseling services are still available to clients through over the phone or video appointments (M-F 8am-5pm) Crisis Services, including having an advocate present during SANE examinations or law enforcement interviews are still available at the Albuquerque Family Advocacy Center (M-F 8am-5pm; and on call 24/7 after regular business hours)

- Counseling Department: Annette Romero – (505) 291-3563
- 24-Hour Hotline: Advocate – (505) 266-7711
- Albuquerque SANE Collaborative – (505) 884-7263
- RCCCNM Main Office: Veronica Flores – (505) 266-7712

### **SANE**

SANE is currently providing services. The building is closed; therefore a telephone triage is required first. Please call at (505) 883-8720.

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### **Electronic Resources**

#### **College Student COVID-19 Relief Guide:**

[https://docs.google.com/spreadsheets/d/1t\\_qkYvhTEi6De6VSIamu82xeXBK-EwlpuNGCxJh6SA/edit#gid=0](https://docs.google.com/spreadsheets/d/1t_qkYvhTEi6De6VSIamu82xeXBK-EwlpuNGCxJh6SA/edit#gid=0)

#### **Futures without Violence: Information on COVID-19 for Survivors, Communities, and DV/SA Programs**

<https://www.futureswithoutviolence.org/get-updates-information-covid-19/>

#### **National Domestic Violence Hotline: Staying Safe During COVID-19**

<https://www.thehotline.org/2020/03/13/staying-safe-during-covid-19/>

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### **Hotlines/Chats**

#### **Agora Crisis Center**

(505) 277-3013

(855) 505-4505

Website: <http://www.agoracares.org/>

Chat: <https://suicidepreventionlifeline.org/chat/>

#### **Department of Defense Safe Helpline (Service Members)**

Safe HelpRoom is a group chat service that allows survivors of sexual assault in the military to connect with, and support one another in a moderated and secure online environment. Safe HelpRoom discussions have a moderator who can provide referrals and help keep the conversation focused on survivors' needs as well as a reviewer who ensures all participants adhere to the Ground Rules.

(877) 995-5247

(202) 540-5962 (For those unable to call toll-free or DSN)

Website: <https://safehelpline.org/>

Chat: <https://safehelpline.org/live-chat>

**National Domestic Violence Hotline**

(800) 799-7233

(800) 787-3224 (TTY)

Staffed 24 hours a day by trained counselors who can provide crisis assistance and information about shelters, legal advocacy, health care centers, and counseling.

Text: Text LOVEIS to 22522

Chat: <https://www.thehotline.org/>

**National Sexual Assault Hotline**

(800) 656-HOPE (4673)

Chat: <https://www.rainn.org/get-help>

**YWCA Hotline**

(888) 341-7386