

Dear Campus Partner,

First, we hope that you and your loved ones are safe and well during this unprecedented time we are all facing in the wake of COVID-19. As you know, the University of Houston has enacted measures to maintain the welfare of our community, and we want to acknowledge the efforts that your department has taken to ensure that we continue to fulfill our mission to students.

Counseling and Psychological Services has been diligently working to determine the best way to continue to offer support while also adjusting to the needs and reality of our current situation on campus. **In compliance with the “Stay Home, Work Safe” order, CAPS physical location is closed but we are providing teletherapy (phone and video) remotely until further notice.**

Please note the following adjustments to our services:

- **Group therapy** and **Essential Skills Workshops** are suspended until further notice. All participants have been contacted and offered alternative options for support.
- Our **Let’s Talk** program is suspended. Anyone in need of a consultation is encouraged to call CAPS at 713.743.5454 for a phone consultation.
- **Outreach services**, including QPR Suicide Prevention Training and presentation requests, are suspended until further notice. We are exploring the possibility of setting up our essential trainings (e.g. QPR and Helping Students of Concern) via livestream and will notify you when this is an option.
- **Current clients** with existing individual appointments will be contacted by their clinician and provided with options, including:
 - Cancel or reschedule their appointment (any applicable late cancellation fees will be waived)
 - Receive their appointment via teletherapy.
- **New clients** can contact us to be triaged by phone or video to determine the most appropriate treatment option. This may include referrals/resources, crisis services, or telehealth services.
- **Crisis services** continue to be available by calling CAPS at 713.743.5454 24/7. If your call is after business hours, please follow the prompts to be connected to the after-hours counselor.

During this especially challenging time, we understand that several questions and concerns may arise. You may email your liaison directly or contact us for a phone consultation at 713.743.5454 and we will do our best to assist you.

We also invite you to visit or refer students to the following helpful resources:

- [Communication from the University of Houston](#)
- [CDC Website for coronavirus, including ongoing updates and information](#)
- [Mental health and coping during COVID-19](#)
- [CAPS COVID-19 Resources Page](#)
- COVID-19 Emotional Support Helpline (24/7): 1.866.342.6892
- The Harris Center COVID-19 Mental Health Support Line (24/7): 833.251.7544
- For help with resources, United Way helpline Houston (24/7): 2.1.1

The uncertain and rapidly evolving conditions calls for us to be flexible, creative, and diligent, and we thank you for all you are doing for our students. Please know CAPS is here for you. Together, we will weather this storm.

In solidarity,
Counseling and Psychological Services (CAPS)