

**Counseling and Psychological Services (CAPS)**

Veitch Student Center, North Wing

900 University Avenue

Riverside, CA 92521

**Notice to Clients – March 13, 2020 Update**

As you may be aware, the World Health Organization has declared the COVID-19 a pandemic. As the nation is working to minimize the spread of the virus, UCR Counseling and Psychological Services (CAPS) is following local, state, and national guidance regarding contingency planning related to our delivery of services.

Currently, CAPS is operating with some degree of normal functioning. However, as the COVID-19 pandemic continues to evolve this may result in abrupt and unexpected changes in service delivery.

Your well-being is a top priority, and we want to provide you with as much information as possible to allow you to make informed decisions about your needs and continued clinical care.

**Immediate Changes to Service Delivery: Effective March 13, 2020**

Modality of Services: In an effort to minimize spread of the virus, CAPS is moving to alternate modes of service delivery, including TeleMental Health.

Availability: A specific provider’s availability may shift quickly and unexpected due to environmental and personal circumstances.

Duration: The circumstances are evolving and we will do our best to ensure that we keep our clients and campus up to date as decisions are made regarding service delivery.

**Alternate Options**

1. **Live Health Online**- <https://counseling.ucr.edu/what-livehealth-online>
* Easy and convenient access. All you need is a smartphone, tablet, laptop or computer with a camera and internet access.
* Zero out of pocket for those with UCSHIP for psychiatry and therapy.
* Short wait times. Most appointments are available within the same week.
* Available to non-UCSHIP insurance plans. Please check to see if your plan has this benefit.
1. **Self-Help Tools** [mentalhealth.ucr.edu](https://mentalhealth.ucr.edu/)
2. **TAO-** <https://www.taoconnect.org/what_is_tao/us/>
* Self Help, self-guided. It may be helpful to think of TAO as an online library of engaging, interactive programs to learn life skills and to help you bounce back from disappointments or stumbling blocks in life. As you watch videos and engage with our interactive components, you will gain the knowledge, self-awareness, and skills you need to achieve your goals.
* Flexible to meet student’s needs. You can complete TAO at your own pace, whether that is just one session a day, or perhaps two whole modules. It is entirely up to you.
* Wide variety to choose from. Using TAO, you will learn from different modules you chose to use! Some of the biggest challenges facing students these days are available; modules on depression, anxiety, anger, stress management and more.

As always, after hour’s crisis/consultation support will continue to be available. You can reach these services by calling CAPS main line 951-827-5531 and selecting option 1 or calling the direct line at 877-211-3684.