

Dear Student,

Due to the COVID-19 pandemic and University's recommendation, the CTC is offering telehealth services until further notice. We would like to reach out and let you know that clinicians are available to provide counseling sessions via Zoom videoconferencing software. ***If you do not have access to a computer, internet service, or a mobile device to run video meeting applications, please contact the CTC by phone at (208) 885-6716.*** In order to proceed with telehealth sessions, please review the following items with an intention to ensure confidentiality and connection during your sessions. In order to make telehealth sessions as seamless as possible, it is suggested that you:

1. Have access to a computer with a webcam or built in webcam
2. Have access to secure and adequate internet connectivity
3. Have a physical space for a private telehealth session
4. Have a private and quiet location for a private telehealth session
5. When using a computer, make sure that your antivirus/antimalware protection is up-to-date
6. Turn off all apps and notifications on your computer or phone during your telehealth session
7. Agree to and NOT record telehealth sessions without permission from both parties in session
8. Be willing to provide (verbally) your physical location, phone number for contact, and emergency contact person, if applicable, to your clinician

Your clinician will discuss the potential risks/benefits of telehealth sessions in your first telehealth session. You will also need to provide verbal or written consent for this service.

If you would **NOT** like to proceed with the telehealth option, please reply to this email or contact the CTC by phone so that we can document your choice and help you with a referral to an outside clinician if necessary.

Your clinician will reach out to you in a separate email to verify meeting times and send an appointment invitation via Zoom for your appointment.

We appreciate your patience and willingness to adjust to this unprecedented change in CTC's system of clinical delivery. Your well-being, safety, and mental health are important to us. We are committed to serving you and providing support to each member of our Vandal family during this unique and challenging time.

Counseling & Testing Center Team

University of Idaho

(208) 885-6716

[ctc@uidaho.edu](mailto:ctc@uidaho.edu)

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\*In the event of a life-threatening emergency please call **911**, Moscow Police Sub-Station at **(208) 885-9442**, the Suicide Hotline at **1-800-273-8255** or online chat at <https://suicidepreventionlifeline.org/chat/>

Crisis counseling by phone is available 24/7 by calling our office number **(208-885-6716)** and choosing **option 3**.

Walk-in crisis services are also available in the community through Rural Crisis Center/Network, located at 531 S. Main St., Moscow, ID 83843 (877) 897-9027

Gritman Hospital in Moscow ID has Emergency Room Services, located at 700 S. Main St., Moscow ID 83843 (208) 882-4511

Idaho Suicide Prevention Hotline is available for 24/7 support at (208) 393-4357