



The most reliable backup is a phone. Therefore, it is recommended that clients always have a phone available and the phone number is on record.

If a client gets disconnected from a telehealth session, they should end and restart the session. If a client is unable to reconnect within five minutes, they will be called by their counselor on the phone with the number provided by the client.

If we are concerned about you or lose contact with you (e.g., you fail to show for a scheduled video conference, or failure to respond to follow-up attempts, etc.) we will contact you by phone to check on your well-being. In addition, if we are uncertain of your safety or the safety of others, we ask your permission to contact someone to ensure your safety.

We require an emergency contact who is a professional or close personal contact such as a parent, spouse, or sibling.

If you show signs that symptoms are getting worse or that you may be in danger and fail to respond to messages, CAPS will ask to contact your personal and professional contact to verify your well-being.

If you show indicators that you may be at serious risk for self-harm or harm to others, please understand that CAPS is required to contact law enforcement to ensure your safety.