Dear Families,
I am the Director of the Child and Adolescent Mood and Anxiety Treatment (CAMAT) Program here at the University of Miami (UM). We realize this email is lengthy, but please read the following information carefully, as it pertains to your child's current services at the CAMAT Program and the University's response to COVID-19 (the coronavirus).

We are closely monitoring situation regarding COVID-19, and following University of Miami and Center for Disease Control and Protection guidance regarding the health and well-being of our staff and students here at UM, as well as for your safety and your children's safety. At this point, the University of Miami has extended our Spring Break for an additional week (through 3/22/2020) and advised all students to work remotely and take classes online as of 3/20/2020 through at least 4/3/2020. The Department of Psychology has further limited the ability of our students to participate in face-to-face research or clinical activities with participants, such as yourselves, as of 3/23/2020. Therefore, starting on 3/23/2020, all of our services will be provided exclusively via telehealth using the Zoom platform, as most of our therapists are, in fact, Ph.D. or Psy.D. students in Clinical Psychology and obligated to follow this University guidance. We will continue this practice until students are allowed to provide face-to-face services again by UM. While we remain open to see participants as of today through Friday, 3/20/2020, it is possible we will need to move to a virtual treatment environment sooner than this. Therefore, I have encouraged all of our CAMAT clinicians to move to virtual sessions as quickly as possible next week.

The Zoom platform is HIPAA-compliant and used extensively for telehealth sessions. We have an IRB-approved plan to secure sessions completed via Zoom on a HIPAA-compliant cloud service supported by the University of Miami (OneDrive) and then transfer these to our secured, University of Miami server. This procedure is the same as that followed by other programs here at the University that also provide research-based clinical services via telehealth. We have attached two guides for parents/caregivers about how to use Zoom from home for child/family telehealth services (one for iPads/iPhones and the other for computers and other mobile devices).

What does this mean for you?:
--If you are waiting to be seen for an initial assessment in CAMAT scheduled between 3/16/2020 and 4/3/2020, you should have already been contacted about requirements to continue with a virtual intake assessment or offered the opportunity to reschedule their intake appointment for a later date. We encourage you to contact us back at 305-284-9852, Ext. 1 or anxietylab@psy.miami.edu for further information.

--If you have completed your initial assessment, but have not yet been scheduled with a CAMAT therapist, we sincerely appreciate your patience at the present time. Please understand that we may be adding new services more slowly during this interval.
while the University is moving to online operations, but will be working diligently to schedule your child with a clinician as soon as we are able.

--Existing CAMAT and U-HEAR participants will be contacted by their therapist or the CAMAT coordinator in the next several days about scheduling of online therapy appointments, if they have not already received such contacts. Existing participants should review the following additional information below to proceed with online therapy sessions:

(1) All current CAMAT or U-HEAR families that wish to continue with online therapy during the University's closure to students must complete a telehealth consent form that will be provided (a) in person at your next appointment, if you have not received it already. Or (b) you may complete the telehealth consent attached, scan it and return it to us at anxietylab@psy.miami.edu.

(2) Once we receive these consents, your therapist will schedule a "tech run-through" with you and your family to ensure that you are able participate in sessions on your current device(s) via Zoom.

(3) Following this, your session will be scheduled by your therapist or CAMAT Coordinator via Zoom.

--The UP-C group on Wednesdays at 5:30pm will proceed via Zoom until further notice. The child part of this group will occur via Zoom on Wednesdays at 5:30pm. We are in the process of scheduling the parent component of this group at a different time with families.

Finally a few notes about our services during a time when UM operations may be limited:

(A) You may experience delays in receipt of return calls from our CAMAT offices or your therapist. Or, you may receive a call from a blocked cell phone number or contacted by email, if our CAMAT staff are also required to work from home. Please do not leave messages on the CAMAT voicemail that are urgent, as they may not be returned within 24 hours.

(B) Please be aware that we are not able to provide any emergency services via telehealth or phone and if a psychiatric emergency arises, we encourage you to visit your local pediatric emergency room.

I join in with all of my students, staff and colleagues here in CAMAT when I say that we sincerely hope this crisis will pass soon and that we look forward to working with you in our research programs in person as soon as possible. In the meantime, if you have questions, please do not hesitate to contact us at 305-284-9852, Ext. 1 or anxietylab@psy.miami.edu.
If I can assist you personally during this time, please do not hesitate to reach out to me at this email address (j.ehrenreich@miami.edu).

Warmest regards,
Jill Ehrenreich-May