



CYP HAVEN

VIRTUAL PROCESS

The CYP Haven is a crisis mental health service for children and young people age 10-18 living in Surrey. Due to COVID19, the CYP Haven is now running a virtual service!

Step 1: Young Person calls the CYP Haven on
01483 519436



Step 2: A **Youth Worker** will answer your call and undertake a "*triage*." A triage is a way of prioritising and deciding the best action for you. The Youth Worker can support you with your well-being / social care needs or will signpost you to relevant professional/organisations. If you prefer to use video communication, let us know!

Step 3: A Youth Worker may triage you to speak to a **Mental Health Practitioner**. With your consent the Youth Worker will pass on your details. The Mental Health Practitioner will then be in contact with you to discuss your mental health. This can be through phone calls or virtually using NHS Attend Anywhere!



Step 4: Alternatively a Youth Worker may triage you to speak to an **Advocate from the User Voice and Participation Team**. An Advocate ensures you feel listened to and empowered. You can communicate with an UVP Advocate by phone call, FaceTime, Zoom or how you feel comfortable communicating.

Availability: You can call the CYP Haven number **01483 519436**

Weekdays 4pm-8.30pm & Weekends 12-6pm

For more information you can check out our website www.cyphaven.net

OR follow us on Twitter [@CYPHaven](https://twitter.com/CYPHaven)

If you're aged 6 - 18 years old, you are also able to contact the **Crisis Mental Health Helpline** on **0800 9154644**, 24 hours a day, 7 days a week, every day of the year.