

Calgary Counselling Centre ramps up remote services to meet mental health needs of community

CALGARY, April 13, 2020 – As the fight to end the spread of COVID-19 takes its toll on the lives of Albertans, Calgary Counselling Centre (CCC) has transitioned all counselling services online or over the phone to ensure mental health needs are addressed.

CCC went fully remote by Tuesday, March 17th, and in the first three weeks of remote operations, delivered 2,142 counselling sessions. Over 80 counsellors have been trained to provide their counselling sessions through video or phone calls.

“It’s very normal for people to feel stressed and anxious right now,” says Calgary Counselling Centre CEO, Dr. Robbie Babins-Wager. “We’re here to support the community through this.”

The amount of counselling sessions and requests for service that CCC is receiving is taking a similar trajectory to the 2013 floods where requests initially declined, and then steadily increased. Requests for service are down 9 percent compared to March 2019 but Dr. Babins-Wagner anticipates that as time passes and once basic needs are met and people receive access to financial benefits, requests for counselling services will increase. Last week, new requests for counselling were more similar to an average week at CCC, before the protective health measure of COVID-19.

“It’s important for people in our community to know that if they are feeling overwhelmed, fearful, or anxious about what’s going on, help is available, and the sooner you seek help the better.” says Dr. Babins-Wagner.

Calgary Counselling Centre has no waitlist for counselling services – those who register will be matched with a counsellor within two to three business days. To ensure everyone can access counselling, fees are based on a sliding scale and are assessed by considering a person’s household income and ability to pay.

Anyone looking to register for counselling is encouraged to fill out an intake form at calgarycounselling.com. Voicemails can also be left at 403.691.5991 and the calls will be returned within one business day.

About Calgary Counselling Centre:

Since 1962, Calgary Counselling Centre has been providing the most effective counselling services with the highest client results in the industry. As the preeminent research, training and knowledge-based counselling organization in Canada, The Centre offers counselling to all age groups in a variety of areas including depression, children’s programs, domestic abuse, eating disorders, separation/divorce, trauma and self-esteem. Through ongoing research and education programs, Calgary Counselling Centre is committed to meeting the changing needs of our community.

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For more information or to arrange an interview, please contact:

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