



Demand for Calgary Counselling Centre services reaches all time high

CALGARY, November 19, 2019 – Demand for counselling at Calgary Counselling Centre (CCC) continues to reach all time highs in 2019. In October, CCC recorded 1,128 requests for services – a record for a single month. To the end of October 2019, CCC has provided 31,660 hours of counselling, an increase of 17.7% compared to last year.

CCC has provided counselling for individuals, couples, children and families in the Calgary community for over 57 years. Since 2004, CCC has committed to offer world-class service, as measured through the use of Feedback Informed Treatment (FIT), with no wait lists. FIT is a treatment method used by CCC to give counsellors and clients a measurement of the counselling process to inform whether the counselling methods that are being used are working, and if any changes need to be made. Both FIT and quick access to services are critical in responding to the distress of individuals in the community so that access is not a barrier and clients can feel confident in the service they receive.

The services CCC provides has been deliberately designed to respond to the ever-changing needs of the community. The lack of a wait list and use of FIT are instrumental in making this happen, as explained by CCC's CEO Dr. Robbie Babins-Wagner.

"We have been seeing record increases in services since the price of oil dropped in 2014 and our community saw large increases in unemployment. As a community mental health provider, we always respond to community need at all points in the economic cycle," says Babins-Wagner. "Ensuring no wait list means that anyone can access services when they need it."

When someone registers for counselling with CCC, they are matched with a counsellor within two business days.

FIT helps to ensure that client's progress through counselling is monitored and that they receive the best results possible. Regular systematic feedback allows the client and counsellor to track progress on a session-by-session basis.

"What really sets us apart is our use of FIT. It offers an objective tool so that each client receives the number of session they need to achieve their goals," says Babins-Wagner.

No matter the state of the economy, Babins-Wagner is confident that CCC is able to meet the mental health needs of Calgarians.

"We truly understand the cyclical nature of the Calgary economy. It is our responsibility to the community we serve to provide world-class service both in good times and bad. With our academic collaborators, new peer-reviewed research has demonstrated that CCC results now outperform all published benchmarks," says Babins-Wagner

Babins-Wagner predicts that service requests will exceed 10,000 in 2019, an all-time record for the agency. Although more and more people are reaching out for help, CCC is able keep up with the demand. In 2016 they moved to a new location allowing for more counselling rooms and eight new counsellors have been hired in the past year alone.

Anyone wishing to receive counselling through CCC is able to register over the phone or [online](#), and will be matched with a counsellor within two business days. If a client needs to see a counsellor sooner than that, CCC keeps a couple of "urgent" spots available everyday.

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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