



# Rapid Access Counselling

Change. One Conversation at a time.

We all face challenges and issues that can be difficult to make sense of on our own. A conversation with a counsellor can offer new perspectives and help us understand what's going on inside our heads and hearts.

## Ready when you are

Rapid Access Counselling is our way of offering you that support. Single session counselling appointments let you access support when you need it. With no waitlist, and multiple daytime and evening appointments available from Monday to Friday, you'll usually be able to book a 75-minute appointment within a week. You can book online at <https://booksinglesession.cfs-ab.org> or by calling 403-233-2360.

## A counselling service for you

The service is for everyone. There are no specific requirements or qualifications you need to meet. If you think a supportive and change-focused conversation could help you resolve a current stressor, or move through an ongoing struggle, Rapid Access Counselling is for you.

You can book an appointment for yourself as an individual, as a couple, or as a family. we can help you with a wide variety of concerns.

## Do you have more questions?

Turn this page over for answers to our most commonly asked questions. If you don't find the answer you're looking for, please contact our Engagement and Intake Team. They can provide you with advice, coaching, support and information about our counselling and other services, as well as other Calgary resources that may meet your needs.

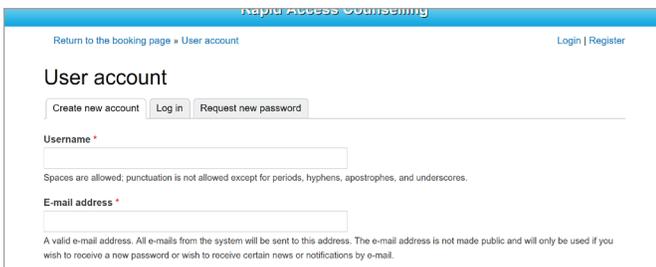
You can reach the team at 403-233-2360 or [intake@cfs-ab.org](mailto:intake@cfs-ab.org).

## How to book your appointment online

1. Visit <https://booksinglesession.cfs-ab.org>
2. Click **Register** near the top right-hand corner. If you've already registered, click **Login** instead.



3. Fill out the short form.



4. Click the **Create new account** or **Log in** button at the bottom of the form.

5. After clicking the button in Step 4, you'll be redirected to the home page. Please select whether you need to book an appointment for an **Individual**, **Couple**, or **Family with Kids**.



6. Choose any of the blue timeslots to select the day and time you'd like to book for your appointment.



7. Review the details for the appointment you selected. Click your browser's back button to choose a different time or click **Book this session** to book the appointment. You'll receive a confirmation email a few minutes after booking.

## Frequently Asked Questions

### Do I have to be Catholic to receive service?

No. None of our clients or therapists are required to have a Catholic background or any religious affiliation. We welcome anyone and everyone.

### Who can attend an appointment?

We offer appointments for individuals, couples and families. Any family member who is an independent adult or for whom you have the legal right to provide consent for counselling can attend a session.

*Minors and counselling: if there are any minors (under 18) attending counselling, all legal guardians will need to provide signed consent before that minor may participate in counselling. You'll receive a consent form when you book an appointment.*

### Is there anything I need to do ahead of my appointment?

No. When you arrive for your appointment, you'll be greeted by our reception staff who will provide you with the necessary paperwork.

If you want a head start, you can complete any consent forms and a pre-session questionnaire ahead of time and bring them with you. You'll receive these by email when you book a session using our online booking page.

### What kind of qualifications do your counsellors have?

We have a variety of experienced counsellors from many backgrounds, including master's level students, social workers, certified counsellors, and provisionally and fully registered psychologists. All our counsellors receive regular supervision, consultation, training and support from Catholic Family Service. They are carefully chosen to work with our clients.

### Is a single session enough?

Often it is. Our outcomes show that 85% of clients reported their degree of hopelessness, anxiety and distress was reduced as a result of their participating in just one single session appointment. Outside of our organization, research done by Dr. Moshe Talmon (and others) has shown that a single session is the most common length of psychotherapy and that the first session is potentially the most therapeutic, often having the greatest influence on the outcome of therapy.<sup>1</sup>

By focusing on a specific issue and identifying solutions or strategies, you'll leave the appointment with tools you can continue using. Feedback shows that much good can come from this brief approach.

### Can I book more than one appointment?

You're able to book one appointment at a time but may book another appointment once the day and time of your current appointment have passed. Change-focused conversations can have a big impact, and we encourage you to allow time to apply what you took from one conversation before booking another appointment.

### Can I see the same counsellor again?

Our single-session program is aimed at having a timely, change-focused conversation with a supportive counsellor. While it is not intended as a long-term counselling relationship with one counsellor, you may book any available appointment in the booking calendar and may choose to book with the same provider for future single sessions. You may also value fresh perspectives and the opportunity to have single sessions with different counsellors.

### How much does Rapid Access Counselling Cost?

For Rapid Access Counselling, we invite you to pay what you can afford.

We never want cost to be a barrier to accessing the support you need. You can choose session fees that are comfortable and manageable for you, and we trust you know your circumstances best. Some clients pay no fee, while others pay the current private-sector rate (\$185) or anywhere in between.

Clients with insurance coverage are billed the full fee until their benefits run out. After that, they pay what they can afford.

### How can I tell if my benefits will cover the cost?

If you have employee benefits, our services are likely covered under the provision for counselling or psychological services. We recommend you contact your benefits provider directly to find out what kind of coverage you have, and how they will reimburse you since we do not direct-bill.

You may want to ask your provider:

- What kind of counselling services are covered by my health benefits?
- What types of service providers are covered? (i.e. counsellor, social worker, psychologist)
- How much coverage is there per year/per session?
- Are there any restrictions I should know about?

*You do not need to have benefits to access counselling at Catholic Family Service.*

### Where is the service offered?

Rapid Access Counselling services are provided at our downtown office, located at #250, 707 - 10 Ave SW in Calgary.

### Where can I park?

Stalls 64-70 across from the main west door are free. Please take note of your parking stall number and sign in at reception.

### Can I take Transit to your office?

We are a four- or five-block walk from the 8th street or 7th street LRT/C-Train stations. The nearest bus stops include those for routes 107 and 112, the 13 and 90, and route 18.

### Is the building accessible?

There is accessible parking right at the entrance, and the main door of the building has an automatic open button. Our office is located on the second floor, and there is an elevator. Our office door does not have an automatic opener, but we can help—knock, and we'll grab the door for you.

There are accessible single-stall washrooms on the third floor of the building.

### What if I can't get to your office?

We can provide counselling using Zoom, a secure online video service with end-to-end encryption.

## Contact us if you have any other questions

You can reach us at 403-233-2360 or [intake@cfs-ab.org](mailto:intake@cfs-ab.org)

### Main Office

250, 707 – 10 Avenue SW  
Calgary, AB T2R 0B3

Tel: 403-233-2360  
Fax: 403-205-5295  
Email: [info@cfs-ab.org](mailto:info@cfs-ab.org)

### Main Office Hours

Monday: 8:30 a.m. – 5:00 p.m.  
Tuesday, Wednesday and Thursday:  
8:30 a.m. – 8:00 p.m.  
Friday: 8:30 a.m. – 4:30 p.m.



<sup>1</sup> Talmon, Moshe. (2012). When Less is More: Lessons from 25 Years of Attempting to Maximize the Effect of Each (and Often Only) Therapeutic Encounter. *Australian and New Zealand Journal of Family Therapy*. 33. 10.1017/ajt.2012.2.