

**Frequently Asked Questions**

**Who provides the counselling at your Centre?**

Counselling is provided by graduate level Therapist Interns who are under the supervision of a Certified Supervisor-Educator.

**Is the counselling available short term or long term?**

There is no limit placed on the number of sessions that an individual may have. However, our therapist interns are normally only with us for an 8 month term. This may require that a client be asked to work with another therapist intern when their intern has completed their placement. It is the decision of the client as to whether or not they choose to do this.

**How long are the sessions?**

Both 60 and 90 minute sessions are available.

**How are the sessions delivered?**

Therapy sessions are offered in person or virtually by phone or video.

**How much is the fee for counselling if someone does not qualify to be subsidized?**

We have a sliding fee scale that is based on a client’s total household income as well as the number of dependents that they have. Most of the clients we see are either fully or partially subsidized. If a client is not subsidized, the full fee ranges from $125 to $150 per 60-minute session. If the client has booked a 90-minute session, the fee they will pay will be 1.5 times the 60-minute session fee.

**Do you treat other conditions besides trauma?**

Yes. We assist individuals who come to us with a wide range of issues including anxiety, depression, anger, sadness, addiction, relationship issues, grief and bereavement, and how to adjust/cope with a mental health diagnosis.

**Do you treat people with developmental disabilities?**

Yes we do. We vary our approach to best meet the needs of the individual.

**Do you provide couples and/or family counselling?**

No. Counselling is only available to individuals.

**Where are you located?**

The Community Counselling Centre of London is located in the Good News Church at 476 Clarke Rd. Our Exeter Centre is located at the Trivitt Memorial Anglican Church, 264 Main Street South, Exeter, ON.

**You are located in a church. Does this mean I need to be affiliated with a religion to access counselling?**

No. We provide counselling regardless of whether or not you have spiritual beliefs. If you are spiritual and wish to have that integrated as part of your care, we will be happy to do so, but we will take our cues from you.

**Do you treat people who live outside of East London?**

Yes. We serve anyone living in the City of London as well as the Exeter/South Huron area (through the Exeter office).

**What is the age range of the people that you treat?**

The minimum age for individuals to receive treatment is 12 years of age.

**How can a person access your services?**

Individuals can self-refer. All they need to do is to call or text the Community Counselling Centre of London office at 1-888-350-2011 to inquire about wait times for an appointment or to be put on the wait list. They will be asked to leave a voicemail message and someone will call them back.

**What is the wait time to receive counselling?**

At this time, the waitlist time is 10-12 weeks. This is actually a shorter wait time than is being experienced by other counselling centres in the area.

If you have any further questions, please contact Alida van Dijk, the Executive Director of the Community Counselling Centre of London at alida@communitycounsellinglondon.com

Check out the website at [www.communitycounsellinglondon.com](http://www.communitycounsellinglondon.com)