

Counselling Overview



What is short-term counselling?

Our short-term counselling program is a solution-focused, goal setting approach enabling employees and eligible family members, couples and families to develop and practice the skills necessary to improve their well-being, coping strategies and resiliency to solve their life problems.

We offer a range of counselling modalities giving you the ability to choose how you receive counselling, based on your unique needs.

How does the counselling program work?

When you need to speak with someone, simply call Homewood Health — Intake staff will ask you for some basic information and will help set up an initial appointment at a time that is convenient for you. An experienced intake counsellor will use advanced assessment tools to guide you to the type of service that we believe will assist you the most in resolving your issues. The majority of our counsellors have Master's degrees in Psychology, Social Work and Counselling. In more remote regions of the province counsellors will have a minimum of a Bachelor Degree and relevant experience. All our counsellors are members of professional regulating Colleges.

What modalities of counselling are available?

We offer a wide range of counselling modalities catering to diverse needs, presenting issues, geographies and expectations. Counselling services are offered face-to-face, through video, over the phone or online. Appointments are made quickly, with your convenience in mind.

Video Counselling

You can access the personal, face-to-face contact with a counsellor, no matter where you live. Licensed healthcare providers and counsellors will deliver virtual care through private, scheduled video visits. The service is accessible via desktop, iOS, and Android devices.

In-person Counselling

Homewood Health's counselling may be delivered in-person. To support in-person counselling, we draw on our network of professionals across Canada.

Contact us to learn more.

1-800-663-1142

[HomewoodHealth.com](https://www.HomewoodHealth.com)

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Telephonic Counselling

This delivery method is especially valuable to those who prefer the added anonymity of a telephone appointment, are time-challenged, or for whom in-person is not convenient or possible.

Chat e-Counselling

Chat e-Counselling offers real time interaction with a counsellor in a secure chat room. The client registers and then meets with the counsellor at a scheduled time.

Private Conversations e-Counselling

Private Conversations is a highly secure application that functions similar to email. With this option, you have the freedom to compose thoughts, edit and stop writing to return to the exchange when ready. The counsellor responds to your communication within a dedicated number of days.

What is the length of the counselling session?

Counselling sessions (regardless of modality) are approximately 50 minutes. Our counsellors use the short-term solution focused model and clients will receive the number of sessions that clinically follow this model. If you are identified as requiring specialized or longer-term treatment, our counsellors will refer you to community-based resources for longer term counselling.

What if I'm in crisis?

Homewood Health staff are prepared to take your call 24 hours a day, seven days a week. **Help is always available.**



How do I give feedback about counselling?

You will receive an electronic survey that you have the option to complete. You can also provide immediate feedback by contacting our client service center on 1-800-663-1142.

What if I don't like my counsellor?

If you would prefer to see a different counsellor, contact our customer service for assistance and we will do our best to accommodate your preferences. If you booked your counselling session online, simply log in to Homeweb, go to your dashboard and cancel your appointment. To book with a different counsellor select the Continue Booking button on your dashboard and book again with a different counsellor. If you are not satisfied and want to file a complaint, you can contact our customer service. All complaints relating to counselling are investigated.

Contact us to learn more.

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