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News Release

Calgary Counselling Centre sees all-time record number of requests for service through the warm weather

Calgary, AB – July 7, 2011 – Calgary's leader in counselling services is seeing brilliant record service requests. Calgary Counselling Centre has just set another monthly record for requests in June. The first six months of the agency's year have been the busiest ever. The best news is – the Centre is keeping up with demand.

"We have processed almost 4,000 requests for service in the first six months of 2011. This is an 8.4 per cent increase, comparing the same period in 2010," says Robbie Babins-Wagner, CEO. "To paint a visual picture, this means our volunteer-staffed Nexen Call Centre did the equivalent of 10 extra days work during the first six months of the year."

Calgary Counselling Centre reported in April that their biggest first quarter in the Centre's history might have been affected by a very cold winter. But having three more months of record requests – in good weather – makes it official: the increased service request numbers show the Centre is officially the city's hot spot for people seeking help. Through the last six months, depression, stress and couples counselling have been the most common requests for service.

Community need for professional therapeutic services has risen dramatically in the last five years. The Centre has received 46.9 per cent more requests for services than we did just five years ago. For every single month in 2011, Calgary Counselling Centre has hit a new monthly record and twice has set new all-time records.

"These numbers speak volumes about Calgarians willingness to seek help to work towards their counselling goals," says Babins-Wagner. "Calgary Counselling Centre has become the go-to agency for compassionate, professional and affordable counselling services. Our agency has the skilled people, the right programs and the most progressive client feedback measures, to ensure we help people get results they are proud of."

People contacting the Centre today will be assigned to a counsellor in the next 48 hours. Through online requests or by calling the Nexen Call Centre –people in distress will not have to wait to feel better.

Calgary Counselling Centre is a 49-year old Calgary institution. Known for client informed treatment, their results are enviable throughout North America; client outcomes at the Centre have been steadily improving from year to year – almost tripling since the agency introduced client feedback treatment in 1995.

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

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Calgary Counselling Centre is a registered charitable organization, and the leading research and knowledge-based counselling facility in Canada. Since 1962, the Centre has been committed to providing compassionate, professional and affordable counselling services that help build better lives for Calgarians through positive outcomes. Offering barrier-free services, the Centre is also a recognized leader in the treatment of family violence, depression, eating disorders and self-esteem issues. Through its ongoing research and education programs, Calgary Counselling Centre strives to meet the changing needs of our community.