



**shalem**

Mental Health Network

## WELCOME TO CAP CONGREGATIONAL ASSISTANCE PLAN

Welcome to Shalem Mental Health Network's Congregational Assistance Plan (CAP). We hope your experience in using this professional counselling ministry will be a positive one for you and/or your family.

The decision to come for counselling, while often a hard one to make, indicates a desire for personal and relational health. The following information is provided for you so that you can make an informed decision about using this counselling process. Please contact us directly at 1-866-347-0041 for clarification should you have questions at any time that are not addressed below.

### CAP FAQ's

#### **How does CAP work?**

- CAP is a Christian-based counselling ministry that your church has purchased and made available to all congregants within your church.
- All CAP therapists have a minimum education of a Master's degree in a counselling related field, have extensive counselling experience, carry current liability insurance, and are a member in good standing with a regulatory association. And because Shalem is a Christian agency, all CAP therapists hold a faith-based worldview and have a committed personal relationship with Christ.
- The actual process of the counselling support will be tailored to meet the individual needs of each person and respects their unique life experience. If you would like the professional support to include faith based conversation and prayer, your therapist would be comfortable with your requesting them to do so.

#### **How many CAP sessions are available to me?**

CAP offers a brief solution focused method of counselling, allowing for up to 6 sessions per case, which could be attended by an individual, a couple, or family.

#### **Are there any fees for me to use CAP, and what if I would like to receive continued support beyond what CAP covers?**

- There are no fees charged to people who attend CAP counselling services.
- Should you wish to receive counselling support beyond the CAP covered sessions, you are welcome to do so, contracting directly with your therapist.
- If you have EAP or insurance coverage, please discuss this with your therapist to see if it can be used for continued sessions.
- CAP sessions renew annually. If you wish counselling support in the new year, please contact Shalem directly to request full CAP coverage again. We will verify your church's continuation with CAP.

- **Please note:** that if at the end of 6 sessions you are still experiencing much difficulty, do not have any other coverage, and are not in a financial position to cover the cost of further counselling, please make this known to your therapist. Shalem recognizes that financial hardship may be a barrier for some people. The therapist can consult with Shalem regarding an approval for a possible extension of CAP covered services.

### **What if I cannot keep my appointment as booked?**

If you are unable to attend a scheduled appointment, please notify your CAP therapist directly at least 24 hours before your session, otherwise your therapist may use one of your 6 CAP sessions to cover the cost of the first missed appointment. Any subsequent missed appointments are not covered by CAP and the therapist may require you to pay them a no show fee. If you are unable to reach your therapist, you may contact Shalem to help assist you with contacting him or her.

### **What if I want to see a different therapist?**

If you find after the first or second meeting that there is not a good fit between yourself and the therapist, please contact the Shalem office at 1-866-347-0041, to request another CAP therapist.

### **Will my church or anyone else be given any information about my counselling appointments?**

- No personal identifying information will be provided to your church or anyone else regarding your inquiry or use of CAP.
- On a quarterly basis Shalem will provide the church with non-identifying statistical information, helping churches to see how CAP is being used and to better understand congregational needs.
- No information about you will be released to anyone without your written consent, except in the event of the following special circumstances where the therapist or Shalem may be obligated to release information:
  - If we believe you or someone else is in imminent danger of physical harm and information we have might prevent it.
  - If a child under 16 is reported to be at possible risk of harm and may be in need of protection.
  - If we are subpoenaed by a court of law.

### **How can I help Shalem Mental Health Network?**

To help us to continue to evaluate and provide the best service possible, Shalem values the input of all who have used CAP. Following your last CAP appointment we will send a brief questionnaire to the email address you provided, requesting your feedback regarding your overall experience of CAP. Your participation in this service evaluation is voluntary but much appreciated.

We hope that your use of CAP will be a blessing to you.