



*Christ Church wants everyone to have an opportunity to cultivate a healthy, hopeful life with heart, soul, mind, and strength. That is why Christ Church has made practicing wellness and supporting your wellness journey a priority.*

## FAQs About Our Services

### What mental health therapy services are provided by The Center for Wellbeing & Care?

The Center for Wellbeing & Care has two master's-level, licensed mental health therapists on staff. These therapists can provide the following services:

- **Individual therapy** for Christ Church members (middle-school age through adults), and Christ Church Kindergarten (CCK) staff
- **Consultations** with Christ Church members and non-members to help discern what services or referrals may be needed
- **Referrals** for Christ Church members and non-members to therapists and community resources in Charlotte and throughout the United States

There is no charge for any of the above services. Providing mental health therapy, consultations, and referrals are ways in which Christ Church cares for each other and serves our world.

## Therapy Services

### Who can receive therapy services at The Center for Wellbeing & Care?

Individual therapy services are available to Christ Church members (middle school age through adults), and Christ Church Kindergarten (CCK) staff.

### Is there a charge for therapy services at The Center for Wellbeing & Care?

No. Christ Church takes its commitment to supporting mental health seriously. As such, therapy services at The Center for Wellbeing & Care are provided free of charge.

### Do I need to have insurance for therapy at The Center for Wellbeing & Care?

No. You will not need to provide or use your insurance information. If you receive therapy services through The Center for Wellbeing & Care, your insurance company will not be contacted.

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## How many therapy sessions can I receive at The Center for Wellbeing & Care?

Christ Church Members and CCK staff can receive up to 16 therapy sessions at The Center for Wellbeing & Care. If a client desires to continue therapy after 16 sessions, our therapists work with the client to identify a community therapist to continue services and will facilitate that referral.

## What kind of mental health therapy is available at The Center for Wellbeing & Care?

Our therapists provide individual therapy to address a variety of presenting concerns, including:

- Anxiety
- Depression
- Family conflict
- Grief and loss
- Life transitions
- Parenting
- Phobias
- Relationship issues
- Self-esteem, identity, self-concept
- Stress
- Trauma
- Work/life balance

Our therapists do not provide services for the following needs. However, they can connect Christ Church members and CCK staff to community therapists with expertise in these areas:

- Addiction
- Couples counseling
- Domestic violence
- Eating disorders

## What can I expect when I contact The Center for Wellbeing & Care to pursue therapy?

Our therapists do their best to return inquirer phone calls and email within two-three business days. Following making contact with the inquirer, the therapist will then email the inquirer several documents to be completed by the inquirer re: privacy and practice policies, consent for services, and an intake questionnaire. (This email is sent via "Simple Practice," a HIPAA-compliant electronic medical record.) Therapy appointments are available in-person at The Center for Wellbeing & Care, virtually, or by phone.

If, upon the intake appointment, our therapist assesses that the client's needs would be better served by a therapist who does not have a session limit or who has different expertise, they will assist the client with a referral to a community therapist.

## What takes place during an intake appointment?

During an intake appointment, our therapist will work with the client to complete a comprehensive assessment. The therapist will ask the client questions related to family history, social history, medical history, current symptoms, and hopes/ goals for counseling. The therapist will then work with the client to establish a treatment plan. During treatment planning, the therapist and client will determine how frequently they will meet, and how they will assess progress toward the client's goals.

## Who has access to my information if I receive therapy services at The Center for Wellbeing & Care?

All communication that occurs during therapy becomes part of a confidential, HIPAA-compliant, clinical record. All therapy information is kept confidential with the following exceptions: (a) the client directs their therapist in writing to disclose information, (b) the client is a danger to themselves or others (including child or elder abuse or neglect), and (c) the therapist is ordered by a court to disclose information. In this case, the therapist will work with the client, their attorney, and/or the magistrate to reach an agreement about what must be disclosed. Christ Church clergy are not privy to client names, sessions scheduled, or information shared within sessions. However, clergy are alerted if there is a safety concern pertaining to a client. Other than these circumstances, the therapist/client relationship and the information shared in sessions are not disclosed without full knowledge and written consent of the client.

Our therapists handle their own scheduling with clients to safeguard clients' privacy. Related to clients' privacy, clients do not need to check in at the Rotunda's front desk for their appointment. Upon arriving at the church, clients are encouraged to proceed to The Center for Wellbeing & Care and its waiting room.

## Are therapists available after hours or on the weekends for crisis needs?

Therapists are not available outside of their office hours or on weekends. In incidences of mental health crisis, individuals (or their loved ones) are encouraged to seek support from:

- The National Suicide & Crisis Lifeline (a free & confidential help line. Open 24/7. Accepts texts and calls). Accessible by dialing or texting "988."
- Call 911 or drive to the nearest emergency room.
- Contact Charlotte's Mobile Crisis Team at 704-566-3410 and Select Option 1. (Mobile Crisis Team is available 24 hours a day, 7 days a week to provide immediate crisis support in the areas of mental health, substance use, situational crises, and critical incident debriefing.)

## Consultation Services

### Who can receive consultation services from The Center for Wellbeing & Care therapists?

Consultations services are available to Christ Church members and non-members. Consultation meetings can be provided in-person, virtually or by phone.

### Is there a charge for consultation services?

No. Consultation services are provided free of charge.

### What is a consultation appointment and how does it differ from a therapy session?

A consultation is a meeting with a therapist where someone can learn about types of mental health services available through Christ Church or through their local community. The therapist also can work with the individual to identify helpful strategies and coping skills. A consultation appointment differs from a therapy appointment in that it is a meeting with a limited focus. A consultation appointment may result in therapy services through The Center for Wellbeing & Care, a referral to a community therapist or other support programs through Christ Church or community resources

### What are examples of when someone might benefit from a consultation?

Mental health consultations are helpful for individuals and families who are not sure what services might be most helpful to them and who are seeking additional information on how to support a loved one in need. Some examples of situations where a mental health consultation might be helpful are:

- A family member, friend, or loved one is struggling with grief or a big life change, and you are not sure how to talk to them about it.
- You or a loved one is struggling with addiction, and you are not sure what to do.
- You are concerned that a family member, friend, or loved one may be thinking about suicide and you are not sure what to say or do.
- You know you want to talk to someone, but you are not sure how to pick a provider.
- You or a loved one recently experienced a significant or traumatic event, and you want to know more about how people process trauma.
- Your child is having difficulties at home, at school, or with a major life change and you are not sure how to talk with them about it.
- You are not interested in therapy, but you would like to learn about some immediate coping skills which could be helpful for your situation.
- You are interested in learning about mindfulness practices.

## Referrals/Resource Information

### Who can contact The Center for Wellbeing & Care for help with finding a mental health provider and/or mental health resource information?

Christ Church members and non-members can call or email The Center for Wellbeing & Care therapists for information on finding mental health providers in their area or for mental health resource information.

### Is there a charge for referral/resources information services?

No. Referral/resource information services are provided free of charge.

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### Further questions?

Please feel free to call or email The Center for Wellbeing & Care therapists:

- Alex Bacon, MSW, LCSW (704-714-6981) [bacona@christchurchcharlotte.org](mailto:bacona@christchurchcharlotte.org)
- Amy Styers Bissette, MSW, LCSW (704-714-6979) [bissettea@christchurchcharlotte.org](mailto:bissettea@christchurchcharlotte.org)