

Frequently Asked Questions

1. Will my current counsellor continue to provide services with the new provider?

Individual counsellors are being invited to continue with ALCS. If they choose to do so, then you will be able to continue to see your counsellor with Assist paying for 4 sessions per person per issue per year.

If your counsellor chooses not to continue in our program, you are welcome to continue to see them at your own cost, or ALCS will match you with a new counsellor within their network.

2. Who is ALCS?

ALCS is a trade name for the operations of Calgary Mind and Wellness Clinic, and its principals are Dr. Courtney Dookie, R. Psych, and Dr. Sania Dookie, RSW. While their main office is in Calgary, Dr. Courtney and Dr. Sania also operate a practice in Fort McMurray, where they resided for many years and continue to see clients.

You can learn more about Dr. Courtney and Dr. Sania here: [xxxx](#)

3. Where will counsellors be located?

ALCS will endeavour to have counsellors in their network in many Alberta communities. However, since the COVID 19 pandemic, the vast majority of counselling sessions occur online. You will be able to discuss your preferences with the ALCS intake worker.

4. What will happen to my counselling records?

Registered Psychologists and Registered Social Workers are members of self-regulating professional bodies which have professional standards regarding file retention, destruction and transfer.

If you elect to continue to see a counsellor through ALCS, you may be asked to sign an authorization form in order for your file to be transferred, depending on whether you continue to see the same counsellor or if you will be seeing someone new.

5. Will ALCS offer counsellors with a range of diversity characteristics?

Yes. Although it is impossible to guarantee that it will have counsellors representing all diversity characteristics, ALCS is striving to ensure a range of characteristics in their professional network.

6. Will counsellors be available in other jurisdictions?

Assist provides services to the Nunavut Lawyers Assistance Program (NuLAP) and will continue to have counsellors licensed in Nunavut. Counsellors are required to be registered in the jurisdiction where the client is located, and we anticipate that over time, ALCS will develop a provider network across Canada.

7. How will eligibility for new sessions be handled?

ALCS is taking on Assist's counselling program as of the first day of the program year, November 1st. This means that there is a fresh year for everyone using the counselling service, so everyone has up to four hours of counselling per person per issue.