

Key Messages

COMMUNITY CONNECT YYC

1. Community Connect YYC is an innovative online booking tool found at **www.CommunityConnectYYC.ca**.
2. Community Connect YYC is not a directory. It is an online booking tool, available 24/7, empowering Calgarians to find and access affordable counselling from multiple agencies.
3. Community Connect YYC launched on August 28, 2020 with five partners and has since grown to 15 partner agencies offering over 20 services.
4. Community Connect YYC is supported by funding from The Calgary Homeless Foundation and a variety of grants from The City of Calgary.

GROWING NEEDS IN CALGARY

1. Calgarians struggle to access the support they need, and the issues they're facing are growing more complex.
 - a) Feelings of shame and anxiety make it hard to ask for help.
 - b) Private supports are expensive.
 - c) Public supports are affordable but often have waitlists that are weeks or months long.
2. The COVID-19 pandemic has only amplified the challenges facing Calgarians. More than ever, ensuring Calgarians have easy access to support is crucial to their mental health and well-being.
 - a) The pandemic has saddled Calgarians with more anxiety, grief, unemployment, financial struggles, and family stress.
 - b) These added burdens are overwhelming many Calgarians who were managing before.
3. Community Connect YYC's online booking tool changes how Calgarians connect with counselling. The website empowers Calgarians to take control of their mental health.
 - a) Offering a range of affordable counselling from multiple agencies empowers Calgarians to choose the right support based on their most pressing needs.
 - b) Providing 24/7 direct online booking allows Calgarians to reach out whenever they feel ready and book an appointment, usually within a week.
 - c) Showing all the available appointments makes it easy for Calgarians to book the day and time that best fits their lives and schedules.
 - d) The ability to register for individual and group supports and services in first languages allows Calgarians to choose the supportive environment they need.

4. In a crisis, even the act of booking an appointment to receive support in the next few days can give enough hope to keep someone going—potentially saving a life.

LIST OF SERVICES

Services are categorized based on presenting needs, supporting the viewer to find a chosen support online. Click [here](#) to access the List of Services.

ACCESS COMMUNITY CONNECT YYC

To access the Community Connect YYC website, please visit CommunityConnectYYC.ca or scan the QR code below:



SOCIAL MEDIA

Facebook: [@CommunityConnectYYC](#) Instagram: [@CommunityConnectYYC](#) Twitter: [@CommConnectYYC](#)

QUESTIONS

For more information, the contact details for each service's intake team are available during the booking process. You can also contact us by visiting CommunityConnectYYC.ca/contact

Frequently Asked Questions

WHAT IS COMMUNITY CONNECT YYC?

Community Connect YYC is a collaborative of Calgary agencies. We are committed to eliminating the barriers and lengthy wait times that prevent Calgarians from connecting with affordable counselling. Our online booking tool, www.CommunityConnectYYC.ca, provides Calgarians with easy access to various services from our agencies.

WHO CAN ACCESS THE SERVICES?

Everyone in the Calgary region can access www.CommunityConnectYYC.ca, though each support has some criteria before booking.

When you visit the site, read the short service descriptions to help you identify the support that best aligns with your needs. A few questions during the booking process will help assess if the service is a fit.

If you are not sure, the contact details for each service's intake team are available on the booking page. We would be happy to support you by phone.

WHAT DO THE SERVICES COST?

The fees for services vary. Some are free, while others are a sliding scale or pay what you can afford. The organization you book with can tell you more about the specific fees and options for payment.

HOW DO I BOOK AN APPOINTMENT?

Once you have identified the service you want to access on www.CommunityConnectYYC.ca, click the Request Service button below the short description. Answer a few questions on the booking page and you will see a list of all available appointments. Hover your mouse over any of them for details, then click the appointment you want. The page will lead you through a short process to finalize the booking.

WHAT DO I NEED TO DO BEFORE MY APPOINTMENT?

Sometimes there are forms to fill out before your appointment, such as consent forms for minors. The organization you book with will send you anything you need to complete or know before your appointment. For that reason, please read any emails you receive as they may include this information. If you are accessing support via video, you will receive an email with video consent forms and instructions to access the appointment.

WHAT IF I HAVE QUESTIONS ABOUT MY APPOINTMENT OR MY SCHEDULE CHANGES?

Your confirmation email will provide you with a link if you would like to cancel or reschedule your appointment online. If you need more support with your booking or want more information, the contact details for each service's intake team are available at www.CommunityConnectYYC.ca. We would be happy to support you by phone.

WHERE ARE THE SERVICES OFFERED?

You can see the location of each appointment during the booking process. For now, most of the services listed on www.CommunityConnectYYC.ca are offered by video conference or phone. As businesses reopen, more services may move back into our offices.

WHAT IF I CAN'T GET TO YOUR OFFICE?

Even as the city reopens, and we make our way back into offices, distance, transit, and other difficulties getting around can be barriers to accessing service. If this is your experience, look for appointments delivered by video, or connect with the organization about online sessions.