

# Dedicated to Serving Those Who Serve

## The Counseling Team International

The Counseling Team International (TCTI) is committed to providing confidential, professional counseling services to public safety professionals and their tax-eligible household family members. Our proactive approach to wellness will guide first responders as they build resilience – so that they can find healing and thrive both at work and at home.

We are proud to provide culturally competent clinicians who are trained to understand the unique challenges and lifestyle of first responders.

Our clinicians are experienced in implementing various specialty services, which include Eye Movement Desensitization and Reprocessing (EMDR), marriage and family counseling, depression, trauma, and adolescent.

800-222-9691

[thecounselingteam.com](http://thecounselingteam.com)



## How to Schedule a Counseling Appointment

*Frequently asked questions on short  
term counseling.*

*This pamphlet is provided as a support  
resource and is not intended to replace  
recommendations from a physician or licensed  
mental health professional.  
Dial 911 for life threatening events.*

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## SCHEDULING AN APPOINTMENT

### How do I schedule a counseling appointment?

You can call TCTI during regular business hours (Monday - Friday, 7:30 a.m. - 4:30 p.m.) and speak with our scheduling department. They will ask you a few questions about your counseling needs and any preferences you may have. You will also be emailed a packet to complete online before your appointment can be confirmed. Calls received after hours will be responded to on the next business day.

### When can I make an appointment?

Call us today and we will schedule an appointment that works best for you. Each appointment will take about one hour. If you need to reschedule or cancel your appointment, give us a call and we will be happy to change it.

### How many counseling sessions do I get?

The number of sessions available may vary based on what is contractually covered by your department. Most likely, you will have ten sessions per issue per year and this will be confirmed when you call for an appointment. If you find that you need more sessions than allotted by the department contract, TCTI will work with you to make alternate arrangements, whether through your insurance, private pay, or to extend services provided by the department.

### Will my supervisor or department be notified?

All counseling services are confidential unless divulgence is required by law. Your supervisor or department will not be notified unless you authorize it.



## THE DETAILS

### What information do I need to share?

You will need to provide your full name, address, department (to verify you are under your departments contracted services), phone number, email address, and clinician preferences such as specialties, location, gender...etc.

### What if I need to speak to a clinician immediately and cannot wait for an appointment?

We do our best to schedule counseling appointments as soon as possible. TCTI does offer a "crisis hour" each day where a clinician is available for a same day phone session. When you call, please advise the scheduler that you are in crisis.

### Do you offer video / online appointments?

Our clinicians offer the convenience of virtual counseling sessions. While the initial visit will be held face to face to assess the appropriateness of using virtual counseling, subsequent sessions can be scheduled virtually. When you call TCTI, our scheduling team will review your preference.

### Where are the offices located?

TCTI has a large network of culturally competent clinicians who serve in offices across California in the counties of Orange, Los Angeles, Placer, Riverside, San Bernardino, San Diego, Sonoma, Ventura, San Luis Obispo, and Santa Barbara.

### Do I need to give you my insurance card?

No, you do not need to provide your insurance card since short-term counseling is covered by your department.



## READY FOR MY SESSION

### Can I change the clinician I'm scheduled with?

You are free to change clinicians at any time. We want to find the best fit for you.

### What sort of things can short-term counseling help with?

We help individuals, couples, and adolescents through a variety of work/life issues:

- Addictive Behaviors
- Alcohol Misuse
- Anger
- Anxiety
- Children/Elder Care
- Critical Incident
- Depression
- Disability/Injury
- Disciplinary/Work
- Domestic Violence
- Grief/Bereavement
- Legal/Financial Issues
- Life After Retirement
- Marital/Relationship
- Medical/Illness
- Military/Veterans
- Post Traumatic Stress
- Separation/Divorce
- Spiritual/Religious
- Substance Abuse/Misuse
- Suicide Ideation



Call TCTI to learn more about scheduling an appointment with a clinician.

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