

ACCESSING PSYCHOLOGICAL SERVICES AT WAYFOUND

NEW PARTNERSHIP

Wayfound is proud to partner with the Alberta Critical Incident Provincial Network. Wayfound is committed to support ACIPN peers as they support their colleagues, by offering a streamlined referral process for psychological assessments and treatment.

This document provides information about Wayfound and how to access their professional services.

WHO IS WAYFOUND?

Wayfound is a private mental health organization based in Calgary with 36 clinicians located across four locations. Wayfound provides services in Calgary, Red Deer, Edmonton, and Toronto.

They have affiliations with clinicians across the country who work with public safety personnel.

TO ACCESS PSYCHOLOGICAL SERVICES

CALL WAYFOUND'S TOLL-FREE NUMBER

1-855-946-7792

PLEASE PROVIDE THE FOLLOWING:

- Your Full Name
- Your Contact Info
- Referred By ACIPN
- Your Public Safety Role
- The Urgency Of Your Referral
e.g., need to be seen within 24-hours, or next available appointment.



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Calgary | Edmonton | Red Deer | Toronto



P 403-850-6711 F 403-538-2618

PUBLIC SAFETY PERSONNEL

REFERRAL SERVICE

TO PSYCHOLOGICAL SERVICES FOR PUBLIC SAFETY PERSONNEL



wayfound.ca

WHY WAYFOUND?

Wayfound clinicians specialize in providing assessment and treatment to public safety personnel, particularly impacted by traumatic events and operational stress. Clinicians are familiar with working with WCB and third-party insurance providers.

Wayfound clinicians assist clients with navigating these systems from the first appointment through to their final sessions. This may include, but is not limited to: an initial assessment, engagement in the treatment process, supporting medical leave from work if needed, and development of return-to-work plans.

WHAT TO EXPECT FROM WAYFOUND?

Wayfound clinicians are registered professionals with provincial/territorial regulatory bodies. As well, they are approved providers with WCB.

Wayfound clinicians are trained in evidence-based practices for the treatment of mental health conditions (i.e., depression, anxiety, trauma, substance use, relationship difficulties).

WHERE IS WAYFOUND LOCATED?

Wayfound has clinicians available in Calgary, Red Deer, Edmonton and Toronto.

If you are in a rural or more remote setting, and travel to one of their offices is not feasible, Wayfound clinicians do offer sessions using secure video conferencing. New patients are encouraged to attend a first session in person, as this helps with establishing therapeutic rapport.

HOW TO ACCESS WAYFOUND?

1. Call the toll-free number 1-855-946-7792

- The toll-free number is monitored between 6am-10pm daily
- A communications operator will answer
- Indicate your public safety role and that you are referred through ACIPN.
- The operator will ask for your name, contact info, public safety role and whether you require immediate referral within 24 hours
- Or can wait for the next available appointment.
- Or leave a voice mail indicating you are referred through ACIPN and provide detailed information including your:
 - *full name, contact info, public safety role, and whether you need urgent (within 24 hours) or non-urgent referral*

POST-REFERRAL PROCESS

- a) After calling the toll-free number, our reception will contact you at the phone or email you prefer.
- b) An initial appointment will be scheduled based on availability if the circumstance is urgent or based on preference if you are able to wait for an appointment.
- c) You can anticipate that the initial session will be booked for 2 hours, which will allow for the completion of an intake/clinical interview, testing and paperwork completion.
- d) If it is a work-related issue that has brought you into care, expect that a claim to WCB will be filed, which will be part of the paperwork completed during the first session.
- e) If time away from work is necessary, the clinician will provide you with a letter to be given to your employers, or with proper permission the clinician may communicate the medical leave from work directly to your employer.