

## Envision Counseling Still Taking Call-Ins, Not Walk-Ins

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**WE ARE STILL HERE FOR YOU**

Due to concerns surrounding COVID-19 our in-person services are temporarily closed.

**Walk-In Counselling is now Call-In Counselling**  
Monday to Friday | 10:00am to 4:00pm  
306-637-4004  
walkin@envisioncounselingcentre.com

**For questions or support, please contact us at:**  
info@envisioncounselingcentre.com  
306-637-4004 (Estevan) · 306-842-8821 (Weyburn)  
306-453-2503 (Carlyle) · 306-483-5555 (Oxbow)

COLLECT CALLS ACCEPTED

*Envision Counseling and Support Center is changing their service a bit, but isn't going away in the midst of the COVID-19 outbreak.*

Social distancing may be preventing them from allowing people into their workspace, but Envision Counseling and Support Center is still doing their best to help people in the midst of the COVID-19 pandemic. After all, mental health issues aren't taking time off just because businesses are closed.

Envision can't take walk-in counseling clients due to their safety precautions, but they are still taking call-ins. And according to their on-site counselors, the lack of a person physically sitting across from them is the only real difference people will notice.

"One of the things we're trying to get across to all the communities that we serve is that we are open, our doors are just close," said Larissa Smeltzer, a counselor with Envision. "We're still operating very much, all the counselors and myself are all doing phone sessions."

According to Smeltzer, this will look very similar to a walk-in counseling session. You phone Envision at 306-637-4004, and they will either

talk to her, a receptionist, or another counselor working in the building. From there, you would sign up for an open slot and they would give you a call.

The walk-in counseling was relatively new for Envision, a program they had been working towards for a while and were proud to finally bring to the public. But despite the disruption of COVID-19 and the relative youth of the program, they've had little trouble with the transition.

"The cool thing about walk-in, and why I love it so much, is because of how flexible and adaptable it is," said Smeltzer. "So it wasn't too difficult to switch it over to phone sessions because of the nature of it. I don't have to contact a bunch of clients on my caseload, I can just be available when people need."

The switch from walk-ins to call-ins for counseling has not only allowed Envision to protect its counselors from anyone who may be sick, but it's allowed them to keep their services going. And with the toll COVID-19 may be taking on people's mental health, Smeltzer said that's key at this time.

"Naturally this is a stressful time for everybody," she said. "There's a lot of unknown and a lot of uncertainty. So we just want to make sure that people know that we are available through the phone."

Smeltzer added she has already been getting plenty of calls and expects the calls to become more frequent as the days roll on.