

## From the Editor's Desk

Exciting things are happening at the Collective.

We have opened up a traditional brick and mortar location in Kelowna so now clients can come to our offices for face to face counselling. This augments our online virtual counselling option so clients can engage in whatever mode of counselling is comfortable for them.

We are also adding new offices to our Langley location to expand the room available for our current staff and to help provide more room for onboarding staff and interns.

As one of the first counsellors to work at the Collective, it has been wonderful to see the growth that has taken place at the Collective due to the fact that it tells me that we are reaching and connecting with the community we serve especially through the challenges of COVID.

It is also fantastic to see the team grow so that we are able to offer multiple levels of support ranging from interns, newly graduated associates, and fully licensed and insured registered counsellors. With such a diverse team, the Collective is able to meet our clientele at whatever level they require.

- Michael Zibauer



## Information and Happenings

We are proud to present two groups that will be running in the future at Crossroads.

Crossroads offers a weekly drop-in grief support group for those who need a space to talk freely with other, express difficult feelings around loss, and have a space to express emotions.

We are also organizing a DBT workshop which will be comprised of 4 sessions. In that group, we will explore topics such as Wise Mind and Opposite Action. Further, it is an opportunity to make connection and work with others. At \$200, it is a real bargain to work with licensed therapists and others. Please contact the front desk for more information.

Crossroads would like to welcome Simran and Mitchie at the front desk. We would also like to welcome the new interns - Mansheel, Aimee, Chelsi, and Amie - to the team. You can read more about these interns at <http://crossroadscollective.ca/intern-counsellors/>

Crossroads would also like to inform our clients that we have many funding options available to our clients which include external funding sources like charity options, government funds, and in-house options at the Collective. For more information please contact our front desk or office manager, Leanne, for more information.

- Jamie Johnson

*Look forward for more information in coming newsletters about our location in Kelowna. Also, feel free to ask our friendly front desk staff about any of the topics in the newsletter as they would be glad to help you.*

## Speaking to a Supervisor

At Crossroads Collective, we are very proud of our team of clinicians who are available to support you on your journey to mental health wellness. Registered clinical counsellors (RCCs) have obtained master's degrees and fulfilled lengthy requirements prior to practicing. The wealth of knowledge of mental health providers at Crossroads is diverse and expansive.

A member of our team is Darlene Mathews. Darlene Mathews is a Registered Clinical Counsellor with a background in nursing and social work and has brought to Crossroads years of wisdom and experience.

Darlene has been a practicing counsellor for 32 years where she has utilized her gifts for supporting a diverse range of people. Her career started with a nine-year career in nursing. She discovered during that time that what she enjoyed most was sitting at the bedside of her patients and simply talking to them—this love of “sitting with people” developed into an impactful career as a registered clinical counsellor.

Darlene's expertise is now being shared with our interns at Crossroads as she provides them invaluable supervision.

Darlene is our featured clinical counsellor for this month's newsletter, and I had the pleasure of sitting down with her for an interview.

**Chelsi:** What do you love about being a counsellor?

**Darlene:** I have always had this thirst for caring for and understanding people. I love sitting with people and showing them my unconditional positive regard. My caring and generous heart allows people to feel comfortable and safe with me. I find so much joy in supporting people to become the best versions of themselves.



**Chelsi:** You have had a long career as a counsellor, have you noticed any shifts in the way people see mental health over the span of your career?

**Darlene:** There might be less stigma associated with mental health than there was previously, however there is still stigma. I have noticed that people's problems are more complex—and perhaps even more so after Covid. Humans seem to be having a harder time.

**Chelsi:** I have heard you are actively supervising some of the interns and associates at Crossroads, what does this mean and why is it important?

**Darlene:** Having supervision is an incredibly important part of being a counsellor. It allows counsellors to consult and helps to ensure they are honing their skills and serving clients to the best of their ability. I love sharing my wisdom with interns and have this natural cheerleader inside of me. I think I have been gifted with a very perceptive ability and I love to share this with up-and-coming counsellors.

**Chelsi:** Thirty-two years is a long career as a counsellor. Can you share one of the most profound moments of your career thus far?

**Darlene:** One of the most profound experiences I have had happened recently. This experience confirmed exactly what I knew—stepping into more of a supervisory role is exactly where I am supposed to be. I had a session with Melissa White, a new team member in our office. Her work is based around spiritual and mediumship practices, and within our session, I was given a gift: the knowledge that my calling is to support others as they foster relationships with and support their clients. My heart has never been so full, and the joy that I am experiencing as a mentor is more than I had ever anticipated.

**Chelsi:** Can you share one piece of advice with us?

**Darlene:** Practice love, honour, respect and kindness—and withhold judgement of people—everyone is trying their best to cope with life.

- Chelsi Callard