



## **Emergency Resources**

### **1. Alberta Lawyers' Assist program**

- **Forbes Psychological Services**      **1 877 498 6898**  
**(After hours crisis)**                      **780 719 7440**

### **2. Calgary Distress Line**                                      **403 266 4357**

The Distress Line is a 24-hour phone line offering confidential, non-judgemental crisis intervention, professional counselling, and referral services. Their motto is "no problem is too small to call" and they recognize that everyone has a different definition of crisis. Calgary Distress Line could be useful for someone who is feeling particularly overwhelmed, experiencing anxiety, or needs help out of a negative headspace. Emergency face-to-face counselling is also available. This service can be used in addition to Forbes Psychological Services, or once the participant has used the 4 hours of subsidized counselling.

For more information visit: [www.distresscentre.ab.ca](http://www.distresscentre.ab.ca)

### **3. Calgary Women's Emergency Shelter Crisis Line**    **403 234 7233**

The Calgary Women's Emergency Shelter has five main program areas:

1. The Family Violence Helpline: Open 24 hours for anyone who has questions about family violence or for anyone who needs counselling and support.
2. The Shelter: a 40-bed residence for single women and women with children fleeing violence and abuse. The Shelter services include support for children.
3. Community-based Programs: Several programs that provide individual and/or group support in the community.
4. Healthy Relationships: A program for teens at risk of being abusive or who have experienced abuse.
5. Men's Counselling Services: for men who are concerned they are hurting those they love.

All programs are confidential and provided free of charge; short term and long term counselling are available.

For more information visit: [www.calgarywomensshelter.com](http://www.calgarywomensshelter.com)

- 4. The Emergency Department of any hospital or medical centre**
- 5. In the most severe high risk cases call 911**

### **Health Support (Mental Health, Addictions, Cancer)**

#### **6. Calgary Health Region, Mental Health Services**

**(Adult Access Mental Health)                      403 943 1500**

The Calgary Health Region supports numerous programs and mental health clinics for adults and youth in the city and surrounding rural areas. Additionally, Adult Access Mental Health acts as a centralized mental health information source for the Calgary area. Anyone can call Monday – Friday, 8am-5pm or email [mental.health@albertahealthservices.ca](mailto:mental.health@albertahealthservices.ca) for information on mental health, options for mental health support, information on community resources and connections to other mental health services in Calgary. It is free of charge and available to the general public. This service could be useful for participants seeking knowledge and options for support in the community, and also for individuals related to or caring for a person who may need mental health support. This option is for self-referrals.

For more information visit: [www.calgaryhealthregion.ca/mh](http://www.calgaryhealthregion.ca/mh)

#### **7. HEALTH Link Alberta                                      403 943 LINK**

Visit [myhealth.alberta.ca](http://myhealth.alberta.ca) for tips on healthy living, tests and treatments, medications, health care and health alerts. First aid, symptom checker and emergency evaluations are also provided.

#### **8. Alberta Health Services (FKA Alberta Alcohol and Drug Abuse Commission)**

- **Mental Health Helpline                                      1 877 303 2642**

Staffed 24/7 by health professionals, the Mental Health Help Line provides crisis intervention, information on mental health programs and services, and referral to other agencies where appropriate. This confidential, anonymous service is provided by Health Link Alberta and is available to all Albertans. This service is another good option for participants who have exceeded the 4 hour subsidization or who do not have access to other immediate support.

- **Smokers' Helpline    1 866 710 7848**

If you are a smoker living in Alberta, call the toll-free Smokers' Helpline at 1-866-710-7848. The Smokers' Helpline provides confidential and free information, referrals, telephone counselling and support to smokers who want to quit. The Smokers' Helpline is available 8 a.m. to 8 p.m. daily.

- **Addiction Helpline    1 866 332 2322**

The Addiction Helpline is a toll-free confidential service that provides information and support on alcohol, tobacco, drugs and problem gambling. It also provides referrals to services. The Addiction Helpline operates 24 hours a day, seven days a week and is available to all Albertans. This service would be useful for those

battling addictions and who may be in distress or in need of a morale boost regarding their efforts to overcome addiction.

• **Counselling** **403 297 3071**

Call this number during the week for information on addictions counselling available through Alberta Health Services. There are Structured Day Counselling Programs for clients who have substance use or gambling problems; topics and programs offered may include:

- group counselling
- individual counselling
- family counselling
- recreation
- anger management
- recovery management
- gender specific addiction issues
- education
- culturally specific groups

There are also short-term adult outpatient treatment services available, which include individual, family and group counselling for those with alcohol, drug or gambling concerns.

All counselling services are strictly confidential and free. **Intake/Assessment** is available on a drop-in basis weekdays at 1:00 PM, at 1177 11<sup>th</sup> Ave SW.

For more information visit: [www.albertahealthservices.ca](http://www.albertahealthservices.ca)

**9. Alcoholics Anonymous (Calgary) 403 777 1212**

Visit [calgaryaa.org](http://calgaryaa.org) for information on Calgary and districts meeting lists.

Email: [info@calgaryaa.org](mailto:info@calgaryaa.org)

**10. Alberta Lawyers' Cancer Support Group**

**Contact John Campbell at 780 434 8777 or [johncam@telusplanet.net](mailto:johncam@telusplanet.net)**

The Alberta Lawyers' Cancer Support Group is an informal group of lawyers that have personally experienced cancer and are willing to talk with other lawyers that have received a cancer diagnosis or are undergoing treatment, or who would like some assistance with their practice while they are undergoing treatment. There are no set meeting times; contact John to arrange for support when needed. There are networks in Calgary and Edmonton.

**General Information**

**11. Community Connection 2-1-1**

2-1-1 is a three-digit telephone number that connects callers to a full range of community, social and government services information. 2-1-1 is free, confidential and multilingual. In Calgary, Certified Information & Referral Specialists answer 2-1-1 calls 24 hours a day, seven days a week. It can be difficult and frustrating to

access the wide range of resources that exist in Calgary. Sometimes, it's hard to know where to start looking, or even what is available. Talking to a trained specialist makes it easier to find information, discover options, and deal with problems. 2-1-1 Calgary is a joint initiative of the Distress Centre Calgary, The City of Calgary (Family & Community Support Services), and United Way of Calgary and Area.

**How is 2-1-1 different from 3-1-1, 4-1-1 and 9-1-1?**

- **2-1-1** – Information referral service for non-emergency human services in Calgary – including more than 4,000 community, social and government services
- **3-1-1** – Customer service line for City of Calgary municipal services such as road repairs, garbage removal and building permits
- **4-1-1** – Telephone directory listings
- **9-1-1** – Emergency number for medical, fire and police assistance

For more information visit: [www.211calgary.ca](http://www.211calgary.ca)

**Parenting Support**

**12. Parent Support Association 403 270 1819**

PSA provides weekly self-help support groups, parent education and resources, all of which are professionally guided. The services are directed towards parents of teenagers. There is a Peer Support Information Line (403 270 1819) answered by parent members, and a Professional Support Line (403 270 1809), where parents can receive information, support and referrals. Parents may also attend a Foundation Session, which is a single evening session about the Parent Support Association Groups – how they work, time commitment, a parent's role as a member, and the support/parenting strategies one can gain as a participant. Foundation Sessions are designed to help parents make an informed decision about joining one of the parent support groups. Workshops are offered throughout the year, and a Sibling Support Group is coming this year.

For more information visit: [www.psa.calgary.ab.ca](http://www.psa.calgary.ab.ca)