



## **Emergency Resources**

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

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

### **2. Edmonton Distress Line**                                      **780 482 4357**

24-hour confidential support line for those in crisis, or if someone you know is in crisis: "The Distress Line is here to listen when life hurts. It's a safe place to be heard, sort out thoughts and feelings, and begin exploring options to get help." This service could be useful for someone who is feeling particularly overwhelmed, experiencing anxiety, or needs help out of a negative headspace. Walk-in counselling is also available.

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

### **3. Edmonton Women's Shelter**

**AKA WIN House (Crisis Line)**                                      **780 479 0058**

The Edmonton Women's Shelter offers the following services in confidence and free of charge:

- Emergency shelter, food and personal necessities for women and children (for a period of up to three weeks) who are seeking refuge from abusive relationships.
- A 24-hour support and information line.
- Crisis intervention, information about the cycle of violence, and safety planning.
- Weekly support groups for shelter residents.
- Referrals to community agencies.
- Regular visits by the Victorian Order of Nurses.
- Weekly visits from a representative of Employment & Immigration
- Child Support program.
- School maintenance program, offered through Edmonton Public School District for children from K-9.
- Outreach to assist women in meeting their short-term goals.
- Household packages for women leaving shelter

For more information visit: [www.winhouse.org](http://www.winhouse.org)

### **4. Edmonton Mental Health Services (Adult Mental Health)**

- **Crisis Response Team**                                      **780 342 7777**

Available to individuals, family members, concerned others and community agencies dealing with emotional or psychiatric crisis. This service is staffed by professionals with psychiatric experience.

Collect calls to this service ARE ACCEPTED.

Please note that this service does not provide transportation to clients.

This service provides telephone and/or mobile assessment, intervention and stabilization. It also provides consultation and coordination with community agencies and hospitals, as well as connects clients to mental health resources.

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

**5. Emergency Department of any hospital or medical centre**

**6. In the most severe high risk situations – 911**

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

**7. Edmonton Mental Health Services (Adult Mental Health)**

• **Clinic** **780 342 7700**

Provides services to adults (18 to 64 years of age) suffering from chronic and severe mental illness. There is a continuum of services to improve the length and quality of the client's tenure in the community. Therapists provide services tailored to the needs of individual clients and make most of their contacts where clients live and spend their time. Clients are connected with their community and are helped to make positive use of available resources to meet their housing, employment, health and leisure needs. Clients receive clinic services, including psychiatric consultation, assessment and medication support. The program areas include short-term treatment, community adult support, and community wellness and recovery.

Available to Adults (18 to 64 years of age) suffering from chronic and severe mental illness. For children's mental health services refer to the Children's Mental Health Intake Line.

It is open Monday – Friday, 8:00AM – 4:30PM. Walk-ins are accepted but appointments are recommended.

108 Street Building  
3rd Floor; this location serves ADULTS ONLY.  
9942 108 Street NW  
Edmonton, Alberta  
T5K 2J5

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

**8. HEALTH Link Alberta** **780 408 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.

## **9. 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 Helpline 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 a 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're 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** **780 427 2736**

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 counseling 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 Monday-Friday, 8:00AM – 3:00PM at 10010 102A Ave NW.

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

**10. Alcoholics Anonymous – Edmonton 780 424 5900**

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

**11. Canadian Mental Health Association 780 414 6300**

CMHA-Edmonton region is a non-profit volunteer agency. It functions as a community centre promoting mental health, and offers educational programs, family support programs, general information, social recreation programs for adults, and outreach support. This would be a good resource for those who are seeking unbiased information on mental health or for those who are not currently in crisis but seeking some on-going support in the community.

For more information visit: [www.cmha-edmonton.ab.ca](http://www.cmha-edmonton.ab.ca)

**12. 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 volunteer 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**

**13. 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 Edmonton, 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 Edmonton. Sometimes, it's hard to know where to start looking, or even what's available. Talking to a trained specialist makes it easier to find information, discover options, and deal with problems. 2-1-1 in Edmonton is a joint initiative of The Support Network, the City of Edmonton, the Government of Alberta, and the United Way of the Alberta Capital Region. The Support Network is the organization that is accredited to deliver the 2-1-1 service.

**Who can access 2-1-1?**

Citizens living in the City of Edmonton, Strathcona County, Leduc County or Parkland County can reach The Support Network's 2-1-1 service. Outside of those areas people can call 780 482 4636 to reach 2-1-1.

For more information visit: [www.211edmonton.com](http://www.211edmonton.com)