

REFERRAL OPTIONS IN ALBERTA

Here are some options an individual in Alberta can access the next level of care immediately that are cost-efficient:

1. **FAMILY DOCTOR** - Book an appointment with a Family Doctor if they have one (either in-person or virtually). A doctor will be able to triage and provide care in the immediate interim and refer the individual to the most appropriate next level of care. Tell the individual to advise their doctor to use the Alberta Referral Directory which provides a single point of access to health professionals for current updated referral information in Alberta. The ARD is comprised of service and consultant demographics, referral guidelines, referral forms and detailed instructions to facilitate referral acceptance without delay.
ARD: <https://www.albertahealthservices.ca/info/Page14282.aspx>
2. **WAYFOUND** – Adult Intake, assessment, and counseling services. In-person clinics in Calgary, Red Deer City and Edmonton. Most counsellors are willing to provide remote counselling if individuals are not able to travel.
To start the intake process individuals can call the Wayfound toll-free number or submit an application form online.
Toll-Free#: 1-855-946-7792
Link: <https://wayfound.ca/get-help-now/>

EDMONTON REGION:

3. **ACCESS 24/7** (Based in Edmonton) - the individual can either call them anytime or go to their walk-in clinic 24/7. Because there is such an increase in demand when people call, they are not getting through, and their calls are not always getting returned so it is recommended to go in-person to their walk-in clinic for their Adult in-take services if possible.
Clinic Address:
Anderson Hall
10959 102 Street Edmonton, Alberta, T5H 2V1
Tel: 780-424-2424
Link: <https://www.albertahealthservices.ca/findhealth/Service.aspx?id=1077952&serviceAtFacilityID=1122569#contentStart>
Link: <https://mentalhealthfoundation.ca/stories/access-made-easier-for-addiction-and-mental-health/>
4. **CMHA DISTRESS LINE** – confidential, non-judgmental support for individuals, family, friends, and caregivers of people in crisis
Tel: 780-482-HELP (4357)
Toll Free: 1-800-232-7288
www.edmonton.cmha.ca

CALGARY REGION:

5. **CALGARY COUNSELLING CENTRE** – Effective and Affordable Counselling for all Albertans. Provides Albertans access to effective counselling without a waitlist or financial barriers. Individual and Group programs available.
Register by Phone: 1-833-827-4229 Monday to Friday 9am – 4pm MT
Download and complete an intake form at:
https://onlineintake.calgarycounselling.com/intake_form.pdf and send it by email: contact.intake@calgarycounselling.com or fax it to 1-403-265-8886
Distress Centre's 24-hour crisis line: 403-266-4357
Link: <https://calgarycounselling.com>

ALBERTA WIDE:

6. TALK SUICIDE Hotline:

Can be accessed 24/7 to be connected to a crisis interventionist. The individual can access this line anytime in the middle of the day or the middle of the night if they find themselves struggling and don't know what to do.

Toll Free | 24/7/365: 1-833-456-4566

Text: 45645 4pm – 12am midnight ET

**If an EMERGENCY, please call 911*

Link: <https://talksuicide.ca>

7. MENTAL HEALTH HELPLINE (Alberta Wide, 24/7): 1-877-303-2642

8. 211 ALBERTA – 211 Alberta is a fully integrated provincial helpline and online searchable database to help Albertans navigate community, health, social and government services. Call 2-1-1, Text INFO to 2-1-1 or chat with 211 for free confidential assistance.

9. HEALTH LINKS 811 – Health Links 811 provides several clinical services including tele-triage and health advice, navigation services and online content support for all Albertans.

Tel: 8-1-1

Link: <https://myhealth.alberta.ca/811>

10. WELLNESS TOGETHER CANADA – Mental Health and Substance Use Support

Services include access to counseling, crisis support, educational workshops, skill development and more.

<https://www.wellnesstogether.ca/en-CA>