

Getting Emotional / Mental Health Care In Calgary and Area

In Person

1. Family doctor

Appointment needed.

- Make an appointment to see your family doctor. If you do not have one, you can:
- Call 811
- Register at albertafindadoctor.ca
- Find one at the College of Physicians and Surgeons of Alberta website www.cpsa.ca

2. Adult Addiction Services Calgary (AASC; formerly AADAC)

No appointment needed.

- Offer a full range of outpatient addiction treatment services for adults and their families concerned about substance use and gambling problems. Supports clients in reaching their goals and living a healthy lifestyle.
- 1177 11 Avenue SW, Calgary Alberta T2R 1K9
- Drop in intake: Mon-Fri at 12:30 to complete paperwork and meet with a counsellor.
- 403-297- 3071

3. Community Free/low cost counselling:

Appointment needed.

- Carya- 403-269-9888
- Catholic Family Services- 403-233-2360
- Free-Calgary Immigrant Women's Association- 403-263-4414
- Free-Eastside Family Counselling Centre- 403-299-9696
- Free-Calgary Catholic Immigration Society- 403-298-8577
- Fee based on income-Calgary Counselling Centre- 403-691-5991

4. Urgent help

Urgent Mental Health Care, Sheldon M. Chumir Health Centre

No appointment needed.

- A multi-disciplinary team which offers assessment and treatment addressing specific concerns such as abuse / violence, addiction, grief, stress, aging, relationships, anxiety, depression, suicidal thoughts, and persistent or severe mental illness
- 1213 4th St. SW, Calgary, Alberta, T2R 0X7 (Corner of 12th Ave and 4th St. SW)
- Hours: Mon-Fri: 8:00 AM-10:00 PM; Sat & Sun: 8:00 AM- 9:00 PM
- 403- 955-6200

5. Emergency help (wanting to hurt oneself or others)

Hospital Emergency Departments

No appointment needed.

- Alberta Children's Hospital
- 2888 Shaganappi Trail NW, Calgary, Alberta, T3B 6A8
- 403-955-7211

- For children from birth to 18 years old

- Foothills Medical Centre
 - 1403 29 Street NW, Calgary, Alberta, T2N 2T9
 - 403-944-1110
- Peter Lougheed Medical Centre
 - 3500 26 Avenue NE, Calgary, Alberta, T1Y 6J4
 - 403-943-4555
- Rockyview General Hospital
 - 7007 14 Street SW, Calgary, Alberta, T2V 1P9
 - 403-943-3000
- South Health Campus
 - 4448 Front Street SE, Calgary, Alberta, T3M 1M4
 - 403-956-1111

Over the phone

1. Help on mental health information and service referrals:

- Access Mental Health- Calgary 403- 943-1500, with interpretation
- Mental Health Help Line -Alberta 1-877-303-2642, 24/7 with interpretation
- Addiction Help Line- Alberta 1-866-332-2322, 24/7 with interpretation
- **811**, 24/7 with interpretation
- Family Violence Info Line- Alberta toll-free 310-1818, 24/7 with interpretation
- Bullying Help Line- Alberta 1-888-456-2323, 24/7 with interpretation
- Kids Help Phone- Alberta 1-800-668-6868, 24/7

2. Urgent help:

- Mobile Response Team- via Distress Centre 403-266-4357
A multi-disciplinary team which offers outreach crisis intervention, prevention, urgent psychiatric assessments, critical incident stress management, respite beds and mental health education
- Distress Centre (crisis line) – 403-266-4357
The Distress Centre will be able to assist with next steps of getting help. The Distress Centre can help people to connect with urgent services as appropriate.
- Alberta's ONE LINE for sexual violence--1-866-403-8000
A toll-free phone, text and chat service. Private and available throughout Alberta. It provides support, information, and specialized services for individuals who have been impacted by sexual violence.

3. Emergency help:

- In emergency situations (thoughts of suicide, homicide), call 911 immediately.

4. Language interpretation help:

- Get over-the-phone interpretation when receiving care at Alberta Health Services sites
- Free to patients and families
- Ask a nurse or a staff member at Alberta Health Services to arrange

EMOTIONAL WELLNESS

Q: What is emotional health?

A: Emotional health is a term that describes the wellbeing of our thoughts, feelings and behaviours. It involves keeping a balance in the social, physical, spiritual, economic and mental aspects of one's life. You may also hear emotional health being referred to as mental health.

Q: Is emotional health separate from physical health?

A: Actually the two can be connected. Sometimes when people have poor mental health they complain of physical symptoms such as stomach pain or a headache. The opposite can also be true, physical health issues can lead to poor mental health. Exercise can sometimes be good for both physical health, and mental health.

Q: What is mental illness?

A: Mental Illness is a health condition that causes changes in a person's thought, feelings, or behaviours (or all three), and that causes a person distress to the extent that it is difficult to function.

Q: How many people are affected by mental illness?

A: The Canadian Mental Health Association estimates that 1 in 5 Canadians, close to six million will develop a mental illness at some time in their lives.

Q: What happens to people with mental illness in Canada?

A: In Canada, treatment and support can be offered to people with mental illness and their families. Many people with mental illness can lead very functional lives if they stick to their treatment. Some examples of types of treatment can include medication, counselling or therapy, leisure activities, acupuncture, etc.

Q: What are some common stressors for newcomers once they arrive in Canada that may affect their emotional health?

A: Language, Canadian Laws, Culture Shock, Education, Discrimination, Housing, Weather, Health Care, Employment, Food, Finances, Family Issues, Transportation, Domestic Violence, High Expectations, Loneliness.

Q: Is there anything that can help people to keep mentally healthy?

A: Getting support from family and friends; being active; eating healthy foods such as fruits, vegetables, and whole grains; getting enough sleep (approximately 8 hours per night); feeling connected to one's community; having fun; taking time for one's self (by meditating, going for nature walk, reading a book, etc.).

Q: How can I do all of those things?

A: It can be tricky, but it's all about maintaining a balance of these different parts of life. You may have to schedule them into a calendar or plan ahead for them. If you notice that you are spending a lot of time on one of these activities, but are missing out on others, then you may need to plan and organize a way to include what you are missing.

Q: What are some signs or symptoms that someone may be experiencing poor mental health?

A: Sad mood; loss of interest or pleasure; weight loss or gain; problems with sleep (too little or too much); agitation or irritability; fatigue or loss of energy; feeling worthless or guilty; inability to concentrate; and thoughts of death.

Q: Where can one go for help with emotional health issues in Calgary?

A: One can start off by going to his or her family doctor. A family doctor can provide a prescription for medication, or a referral to health professionals or community services for counselling. Another place that one can go for help with emotional health is to a walk-in clinic that is especially for emotional health issues. There is one located at Sheldon Chumir Health Centre, and one at South Calgary Health Centre. The walk-in emotional health clinic is for more urgent matters, that is, people who cannot wait for an appointment with a doctor or specialist. Another place that one can go for help with emotional help is to the Emergency Department. The emergency department is for emotional health emergencies. Examples of emotional health emergencies would be if someone is thinking of harming him or herself, or harming another person; or if someone is seeing or hearing things that are not really there.

Q: What type of professional can help with an emotional health issue?

A: There are several types of helpers that can help with an emotional health issue, and each of them may have a different role to play. Therefore it is often good to have a team of helpers. This team can include: Psychiatrists, Psychologists, Nurses, Family Doctors, Social Workers, Spiritual Leaders, Counsellors, Traditional Healers, Crisis Workers, Settlement Workers, and Teachers.

Q: When should someone get help?

A: Sometimes it is good to talk to a counsellor to get perspective on one's problems. In Canada people do seek professional help to deal with emotional issues. It is good to seek help when emotional problems start to interfere with daily functioning, or when you feel that you may need some sort of treatment to help deal with emotions.

Q: Is there a way to get help over the phone?

A: Yes, You can get help for emotional health over the phone by calling Health Link, Access Mental Health, or the Calgary Distress Centre. If you do not speak English, you can request an interpreter on the phone by stating which language you speak.

- Call Health Link Alberta at 811 offers over-the- phone medical advice from trained nurses 24 hours a day, 7 days a week.
- Call Access Mental Health, (403) 943-1500, which is the place to call to ask any questions about emotional health, or to get referred to a mental health service.
- The Calgary Distress Centre, (403) 266-4357, is available 24 hours a day, 7 days a week for those in crisis who would like to talk with someone.

Q: Again, what can I do to stay emotionally healthy and happy?

A: Eat healthy; be active; talk to your family/friends and health professionals; and be patient, it may take some time to feel better. Also, remember that there is treatment available if you need it.

Source: Written by Jackie Berger, Alberta Health Services