

Who can I speak to? Resource Contact Information

Families who are struggling to find community resources, or who are dealing with stress or anxiety related to school closures and COVID-19 should **feel free to reach out to our Family School Liaison Worker**. They can help you access these resources, answer questions, and provide support during these changing times. Call your school during business hours to find out how to access your FSLW.

Community Resource Contact Information

Resource Name	Contact Information
211 – Social Service Navigation Line for Albertans	Call or text: 211 https://www.ab.211.ca/ Live Chat also available
811 – Health Link for Albertans	A telephone service, which provides free 24/7 nurse advice and general health information for Albertans. If you have symptoms such as fever, cough and difficulty breathing and have travelled outside Canada or have been exposed to someone who has COVID-19, stay home and call Health Link 811. If you are not seriously ill, do not go to a physician’s office, a health care facility or a lab without consulting with Health Link 811 first.
Family Violence Hotline	Phone: 780-310-1818 Get help anonymously in more than 170 languages
Children Mobile Mental Health	Children Youth and Families Addiction Mental Health Mobile Response Team: Phone: 780-427-4491 Mon – Fri 8:00 a.m.-11:45 p.m., Sat – Sun 10:00 a.m.-11:45 p.m.
Adult Mental Health Helpline	Phone: 1-877-303-2642 Provides toll-free, 24/7 telephone service help for mental health concerns for Albertans <ul style="list-style-type: none"> • confidential, anonymous service • crisis intervention • information about mental health programs and services • referrals to other agencies if needed
Distress Crisis Line CMHA	Phone: 780-482-HELP (4357) Available 24 hours
Kids Help Phone	https://kidshelpphone.ca/ (information, resources, and live chat) Text CONNECT to 686868 Phone: 1-800-668-6868

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Emergency Financial Assistance – Alberta Works	<p>If you are facing a unexpected emergency, you can apply for emergency financial assistance. You can get help with:</p> <ul style="list-style-type: none"> • A situation is caused by unforeseeable circumstances beyond your control, and it presents a severe health risk, and • You cannot access other resources or wait until your next pay-cheque or Income Support benefit cheque. <p>What’s covered, This allowance can cover costs for:</p> <ul style="list-style-type: none"> • Food, clothing, childcare, transportation, damage deposit, temporary accommodation, utility arrears, eviction payments <p>Hours: 7:30 am to 8:00 pm (Monday to Friday, closed statutory holidays) Toll free: 1-877-644-9992 Email: css.ascc@gov.ab.ca 24-hour Contact Centre toll free at 1-866-644-5135</p>
PACT – Mental Health Crisis Team	<p>Phone: 780-342-7777</p> <p>The Police and Crisis Team (PACT) partners an Edmonton Police constable with a registered nurse, registered psychiatric nurse, or social worker to provide on-site assessments and intervention for people with psychiatric problems and are in a crisis. The nurse and the police officer work as a team in assessing, managing and deciding about the most appropriate action.</p> <p>The Crisis Response Team can be reached at 24/7</p>
Catholic Social Services – Council Line	<p>Provides individual and family grief counselling 780-420-1970</p>
Community Counselling Centre	<p>Individual, couples and family counselling in grief, loss and other issues. 780-482-3711</p>
Hope for Wellness Help Line – Indigenous Peoples across Canada	<p>The Hope for Wellness Help Line offers immediate help to all Indigenous peoples across Canada.</p> <p>It is available 24 hours a day, 7 days a week to offer:</p> <ul style="list-style-type: none"> • counselling • crisis intervention <p>Call the toll-free Help Line at 1-855-242-3310 or connect to the online chat at hopeforwellness.ca.</p>
AHS – Help in Tough Times: Comprehensive List of resources	<p>https://www.albertahealthservices.ca/amh/Page16759.aspx</p>

Online Resources to Help You and Your Children Through COVID-19

How to Support Children’s Mental Health During the Coronavirus Pandemic

<https://www.cbc.ca/news/canada/edmonton/children-anxiety-pandemic-1.5497338>

Parent/Caregiver Guide to Helping Families Cope With the Coronavirus Disease 2019 (COVID-19)

https://www.nctsn.org/sites/default/files/resources/fact-sheet/outbreak_factsheet_1.pdf

Social Story to help explain COVID-19 and discuss feelings around the virus for children 7 and under

<https://www.mindheart.co/descargables>