

## ACCESS Open Minds Downtown

780-415-0048  
(Main Voicemail Line)      6th Floor  
9942 – 108 St

780-782-5042  
(Virtual and in-person social recreation and group programs)

Walk-in available  
Tuesday – Friday:  
12:00 – 5:00 p.m.

**Accessible During COVID: Yes**

Offers free mental health and social supports for youth between the ages of 11 and 25. This is a project designed to help young adults get fast access to mental health & addiction services. They employ a variety of mental health and support workers that help the client navigate and access programs and services tailored to their needs. These services may include counselling, psychiatry, housing, social assistance, etc.

[www.accessopenminds.ca](http://www.accessopenminds.ca)

## AHS Addictions and Mental Health (formerly AADAC): Edmonton Adult Addiction Services

780-427-2736      10010 – 102A Avenue

Drop In Hours:

Monday, Tuesday, Thursday, Friday:  
8:00 a.m. – 3:00 p.m.

Wednesday:  
8:00 a.m. – 2:00 p.m.

**Accessible During COVID: Yes**

Short-term adult outpatient treatment services include individual, family, and group counselling for those with alcohol, other drug, or gambling concerns. **No fee.**

[www.albertahealthservices.ca/amh/amh.aspx](http://www.albertahealthservices.ca/amh/amh.aspx)

**COVID MEASURES:** No groups or day programs. Drop-in may close early because of limited space.

## Catholic Social Services — Mercy Counselling

780-719-2760 (Intake)      10470 – 176 St. NW

Monday – Friday:  
8:00 a.m. – 5:00 p.m.      Evening & weekend appointments available

**Accessible During COVID: Yes**      Online / Phone

Programs for people of all faiths and cultures, including persons with disabilities, street youth, immigrants and refugees, and persons with HIV/AIDS. Therapeutic counselling for individuals, couples, and families. **Sliding Scale (\$35–175).**

[www.cssalberta.ca/Our-Services](http://www.cssalberta.ca/Our-Services)

## Community Counselling Centre

780-482-3711      #202, 10534 – 124 Street

Monday – Friday:  
10:00 a.m. – 4:00 p.m. (intake)      Online / Phone / In-person  
**Accessible During COVID: Yes**

Offers a relational approach to counselling for adults, children, couples, families and groups. **Sliding Scale (\$25–120).**

[www.communitycounsellingcentre.ca](http://www.communitycounsellingcentre.ca)

## Cornerstone Counselling Centre

780-482-6215      #302, 10140 – 117 Street

Monday – Thursday:  
8:30 a.m. – 8:30 p.m.      Friday – Saturday:  
8:30 a.m. – 4:30 p.m.

**Accessible During COVID: Yes**      In-person / Video / Phone

Both faith-based and secular services aimed at promoting wholeness of life through counselling, education, assessment, and training. **Sliding Scale (\$50–180).**

[www.cornerstonecounselling.com](http://www.cornerstonecounselling.com)

**COVID MEASURES:** Reduce clinic hours and additional screening measures.



## Drop-In YEG

Accessible During COVID: Yes      In-person / Phone / Video

Offers **FREE** drop-in single session counselling services provided by Intern Therapists who are completing their Masters or PhD. Offers individual, partners and family therapy, and includes referrals to additional services if necessary.

Visit [www.dropinyeg.ca](http://www.dropinyeg.ca) for specific locations and dates when drop-in availability.

**COVID MEASURES:** In-person counselling available at the Family Center and the Pride Centre. Phone and video sessions also available.

## Faculty of Education Clinical Services, University of Alberta

780-492-3746      1-135 Education North Bldg.

Monday – Friday:  
8:00 a.m. – 4:30 p.m.      Open September – April:  
Evening & weekend appointments available

Accessible During COVID: Yes      Telehelath encouraged

Offers various testing and counselling services to individuals, families, and couples by graduate students in counselling. **\$30 per session.**

[www.ualberta.ca/educational-psychology/centres-and-institutes/clinical-services](http://www.ualberta.ca/educational-psychology/centres-and-institutes/clinical-services)

## The Family Centre

780-900-6096      20, 9912 – 106 Street

Monday – Thursday:  
8:30 a.m. – 8:00 p.m.      Friday: 8:30 a.m. – 3:00 p.m.  
Saturday: 9:00 a.m. – 3:00 p.m.

Accessible During COVID: Yes      Phone / Video / In-person

Provides counselling, various in-home support services, and group programs to families, couples, and individuals. **Sliding scale if seeing an intern (\$10–130).**

[www.the-family-centre.com](http://www.the-family-centre.com)

**COVID MEASURES:** Drop-in available but strong encouragement to call in advance.

## Homewood Health: Graduate Student Assistance Program\*

1-800-663-1142 (24-Hour Intake)

**Daytime, evening & weekend appointments available.**

**No walk-ins, please phone or register online for appointment and location information.**

**\*Available for graduate students through GSAP.**

Accessible During COVID: Yes      Phone / Video

Confidential professional counselling for a broad range of personal problems. Several other lifestyle, career, and health-related services also available.

[www.ualberta.ca/graduate-students-association/services/graduate-student-assistance-program](http://www.ualberta.ca/graduate-students-association/services/graduate-student-assistance-program)

## Institute for Sexual Minority Studies and Services (iSMSS)

780-492-0772      7-104 Education North Building

Supports the needs and concerns of sexual-minority students at the University of Alberta.

[www.ismss.ualberta.ca](http://www.ismss.ualberta.ca)

## Jewish Family Services

780-454-1194      8702 Meadowlark Road (159 St.)

Monday – Friday:  
9:00 a.m. – 5:00 p.m.      Phone / Video /  
Online Groups/ In-person

Accessible During COVID: Yes

Offers support services, including counselling, referral, advocacy, relief, and bereavement support to individuals and families. All are welcome. **Sliding Scale (\$0–120).**

[www.jfse.org/](http://www.jfse.org/)



## Momentum Counselling

780-757-0900 #706, 5241 Calgary Trail NW

Monday – Thursday: 11:00 a.m. – 7:00 p.m. Friday – Saturday: 10:00 a.m. – 2:00 p.m.

Accessible During COVID: Yes Phone / Online

Single session, sliding scale counseling. An appropriate service for those looking for strategies that can be used to problem solve or help cope with a stressful situation, or for those who want to simply be listened to with understanding and without judgment. The service takes about 2 hours and follow up sessions may be offered on a short term basis.

**Sliding scale** is based on the client's monthly income and ranges from an investment of \$0 to \$190.

[www.momentumcounselling.org/](http://www.momentumcounselling.org/)

## Pride Centre of Edmonton

780-488-3234 10608 – 105 Avenue

Monday – Friday: 12:00 – 7:00 p.m.

Accessible During COVID: Yes In-person

Provides resources regarding gay, lesbian, bisexual, and transgender issues. Offers solution-focused counselling; specializes in sexual orientation and identity. **No fee.**

[www.pridecentreofedmonton.ca/](http://www.pridecentreofedmonton.ca/)

**COVID MEASURES:** Availability for groups and services will be based on the specific program. Current website is updated frequently.

## Sexual Assault Centre of Edmonton

780-423-4102 205, 14964 – 121A Avenue

Monday – Thursday: 8:30 a.m. – 5:30 p.m.

Accessible During COVID: Yes Phone / Online

Provides crisis intervention, counselling and support groups to survivors and their families of past and current sexual assault and abuse. **No fee.**

[www.sace.ab.ca](http://www.sace.ab.ca)

**COVID MEASURES:** Can call information line. Office is closed (no access to voicemail).

## U of A Hospital: Provincial Eating Disorder Program

780-407-6114 University of Alberta Hospital

Provides inpatient and outpatient services. Call for more information (referral required).

## YWCA

780-970-6501 Empire Building #400, 10080 Jasper Avenue

Monday, Wednesday, Friday: 9:00 a.m. – 5:00 p.m. Tuesday, Thursday: 9:00 a.m. – 9:00 p.m.

Accessible During COVID: No

Offer individual counseling, with experience in various areas including: complex trauma, domestic violence, eating disorders, addictions, anxiety and EMDR. **Sliding scale \$5–\$150** dependent on individual's income.

Email: [counselling@ywcaedm.org](mailto:counselling@ywcaedm.org)

**COVID MEASURES:** Waitlist is currently shut down. Currently not accepting any new clients.



## U of A Student Services are here to support you!

We may be working remotely but we're still "here" to provide you with the services that you need. Please refer to [ualberta.ca/current-students/wellness](https://ualberta.ca/current-students/wellness) for all services to learn about how students are being supported during the pandemic.

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## Academic Success Centre

780-492-2682                      2-300 SUB

Monday – Friday: 8:30 a.m. – 12:00 p.m. | 1:00 – 4:30 p.m.

Resources for writing, studying, and time management.

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## Accessibility Resources

780-492-3381                      1-80 SUB

Monday – Friday: 8:30 a.m. – 12:00 p.m. | 1:00 – 4:30 p.m.

Serves students with conditions affecting mobility, vision, hearing, learning, and physical or mental health.

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## Career Centre

780-492-4291                      2-100 SUB

Monday – Friday: 8:30 a.m. – 4:30 p.m.

Resources for career planning and finding work.

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## Financial Aid Office (Student Connect)

780-492-3381                      Main floor, Administration Building

Monday, Tuesday,  
Thursday, Friday:                      Wednesday:  
8:15 a.m. – 4:15 p.m.                      10:00 a.m. – 4:15 p.m.

Help with student loans, bursaries, & financial planning.

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## First Peoples' House

780-492-5677                      2-400 SUB

Monday – Friday: 8:30 a.m. – 12:00 p.m. | 1:00 – 4:30 p.m.

Offers many programs/services for Aboriginal students.

## Office of the Student Ombuds

780-492-4689                      2-702 SUB

Monday – Friday: 10:00 a.m. – 4:00 p.m.

Information, advice, and support to students as they deal with academic, discipline, interpersonal, and financial issues related to student programs.

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## Peer Support Centre

780-492-4357                      2-707 SUB

Monday – Friday: 9:00 a.m. – 8:00 p.m.

Offers confidential and non-judgmental supportive listening or crisis intervention by phone or walk-in.

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## Sexual Assault Centre

780-492-9771                      2-705 SUB

Monday – Friday: 9:00 a.m. – 8:00 p.m.

Offers crisis intervention, support, and information for survivors of sexual assault and their supporters. Phone or walk-in.

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## Student Legal Services

780-492-2226                      11011 – 88 Avenue

Monday – Friday: 8:30 a.m. – 4:30 p.m.

Student volunteers provide legal help and information.

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## University of Health Centre

780-492-2612                      2-200 SUB

Monday – Friday: 8:30 a.m. – 4:30 p.m.

Walk-in health clinic open to students, their immediate family members, academic and non-academic staff.

### 24- HOUR CRISIS LINES

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#### **AHS Addictions & Mental Health (formerly AADAC)**

1-866-332-2322

24-hour crisis line dealing with alcohol, drugs, gambling and tobacco; provides information and referrals to programs and services.

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#### **Distress Line, The Support Network**

780-482-4357 (HELP)

Confidential listening and support for those in crisis or distress.

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#### **Edmonton Women's Shelter**

780-479-0058

For women who are abused or under the threat of abuse.

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#### **Kids Kottage Foundation**

780-944-2888

For parents to access for help and support when distress or crisis threatens the safety and well-being of their children.

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#### **Lurana Shelter**

780-424-5875

For women with or without children and are victims of domestic violence or threat of abuse.

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#### **Narcotics Anonymous**

780-421-4429

Offers addicts a way to live drug-free through a 12-step support program.

#### **Sexual Assault Centre of Edmonton**

780-423-4121

For survivors (and their families) of past and current sexual assault and sexual abuse.

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### WALK IN AND CRISIS INTERVENTION

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#### **Addiction & Mental Health Access 24/7**

780-424-2424

Anderson Hall, 10959 102 Street

Accessible During  
COVID: Yes

In-person / Phone

Located across from the Royal Alexandra Hospital Emergency Department

\*\* Formerly known as Urgent Services Crisis team  
Addiction & Mental Health Access 24/7 offers a point of contact for adults seeking supports with mental health and/or addiction concerns. Clinicians help adults navigate the system of support options available. At Access 24/7, clinicians will conduct triage, screening and assessments in order to best match an individual's need(s) to services and programs. Their services are provided as walk-in or over the phone.

Access 24/7 continues to provide crisis services over the phone or in person in which a mental health team may go on location (e.g., to your home) to assess and stabilize a crisis situation (e.g. suicide ideation or intention, anxiety, fear, paranoia, schizophrenia, and other unusual behavior). Available to individuals, family members, concerned others and community agencies dealing with emotional or psychiatric crisis.

Access 24/7 works alongside existing mental health support points such as Access Open Minds, Addiction & Mental Health Children, Youth and Family Intake and Walk-in, and Community Geriatric Psychiatry.

COVID MEASURES: PPE for Walk-Ins and Mobile Visits

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**In case of life threatening emergencies, please call 911 or process directly to the Emergency Department of the nearest hospital.**

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## 211 Edmonton

211 or 780-482-4636 [211edmonton.com](http://211edmonton.com)

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## AHS Mental Health Help Line

1-877-303-2642

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## Health Link

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## InformAlberta

[www.informalberta.ca](http://www.informalberta.ca)

Information about community, health, social, and government services across Alberta.

## Psychologists' Association of Alberta (PAA) Referral Service

780-424-0294

PAA online referral service:

[www.psychologistsassociation.ab.ca/site/doctor\\_search\\_agreement](http://www.psychologistsassociation.ab.ca/site/doctor_search_agreement)

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## Your Own Health Plan

Counselling may be covered under your or a family member's EAP (employee assistance program) health plan. The U of A undergraduate health plan pays 80% of the cost for a psychologist visit, up to \$600 per year. Graduate students have counselling covered under the graduate student assistance program (GSAP).

[www.studentcare.ca/](http://www.studentcare.ca/)

[www.ualberta.ca/graduate-students-association/services/graduate-student-assistance-program](http://www.ualberta.ca/graduate-students-association/services/graduate-student-assistance-program)

