**ACCESS Open Minds Downtown**

780-415-0048  
(Main Voicemail Line)

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

6th Floor  
9942 – 108 St

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

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**Catholic Social Services — Mercy Counselling**

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

Monday – Friday:  
8:00 a.m. – 5:00 p.m.

Accessible During COVID: Yes

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

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**Community Counselling Centre**

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

Monday – Friday:  
10:00 a.m. – 4:00 p.m. (intake)

Accessible During COVID: Yes

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

www.communitycounsellingcentre.ca

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**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

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

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**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.

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

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**COVID MEASURES:**

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

- Reduce clinic hours and additional screening measures.
**Drop-In YEG**

Accessible During COVID: Yes

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 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.

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**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

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

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**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

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**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/

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**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

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**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

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

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**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).

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**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).

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**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.

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**YWCA**

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

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

**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 for all services to learn about how students are being supported during the pandemic.

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.

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.

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.

Financial Aid Office (Student Connect)
780-492-3381  Main floor, Administration Building
Monday, Tuesday, Wednesday: 8:15 a.m. – 4:15 p.m.
Thursday, Friday: 10:00 a.m. – 4:15 p.m.
Help with student loans, bursaries, & financial planning.

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.

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.

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.

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.

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.
COUNSELLING & CLINICAL SERVICES

24- HOUR CRISIS LINES

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.

Distress Line, The Support Network
780-482-4357 (HELP)
Confidential listening and support for those in crisis or distress.

Edmonton Women’s Shelter
780-479-0058
For women who are abused or under the threat of abuse.

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.

Lurana Shelter
780-424-5875
For women with or without children and are victims of domestic violence or threat of abuse.

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.

WALK IN AND CRISIS INTERVENTION

Addiction & Mental Health Access 24/7
780-424-2424
Anderson Hall, 10959 102 Street
Accessible During COVID: Yes

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

In case of life threatening emergencies, please call 911 or process directly to the Emergency Department of the nearest hospital.
211 Edmonton
211 or 780-482-4636 211edmonton.com

AHS Mental Health Help Line
1-877-303-2642

Health Link
811

InformAlberta
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

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/
www.ualberta.ca/graduate-students-association/services/graduate-student-assistance-program