

Frequently Asked Questions

1. What addiction and mental health services are available?

Addiction and mental health services include promotion and prevention, screening and assessment and counselling, supports and outreach services, as well crisis and emergency services.

2. Who provides addiction and mental health services for children and youth?

AHS mental health therapists, addiction counsellors, social workers, psychiatric nurses or psychologists provide addiction and mental healthcare services for children and youth. Healthcare providers may also collaborate with others identified by the child and family as important to meeting their needs.

3. How can we access AHS addiction and mental health services for our child?

To access addiction and mental health services, individuals can call or visit an Addiction and Mental Health community clinic, or by call calling Mental Health Helpline at 1-877-303-2642. In Calgary Zone, parents or caregivers can call Access Mental Health at 403-943-1500. In Edmonton Zone, parents or caregivers can call 780-424-2424.

4. Who is eligible for AHS addiction and mental health services?

Services are available for all ages, however specialized services are available for children and young adults.

5. Where are the services provided?

Addiction and mental health services will be provided in community, outpatient and specialized settings, if required.

6. Who will be responsible for providing services in schools?

Alberta Education has given the school authorities the responsibility of meeting the needs of their students. If you have questions about in-school services, we encourage you to contact your school.

7. Will counselling be available in schools?

Alberta Education has given the school authorities the responsibility of meeting the needs of their students. In school supports are the responsibility of each school division.

At the current time AHS will not be providing school-based supports, unless contracted by the school authority. With this change, AHS is refining addiction and mental health services for children and youth across Alberta. Some areas of the province may experience changes in access while AHS' workforce and services transition.

Currently, school-aged children requiring addiction and mental health care may be required to access services through centralized intake, primary care providers or through a community addiction and mental health clinic.

8. How will transitions be coordinated?

With a family's consent, we will coordinate with other providers such as private, school, primary health care or community based therapists to facilitate information sharing and smooth transitions.

Our goals for transition include:

- Helping children, youth and families be prepared for transitions
- Effective referral, access, wayfinding and transition between service providers
- Warm handovers to ensure the continuation of person-centered service delivery.

9. Where can I find addiction and mental health services?

AHS continues to respond to COVID-19 across the province. This may impact the availability of some services. For a listing of services in your area, visit www.ahs.ca/amh or call the Mental Health Helpline at 1-877-303-2642.