

Find help here.

Information for Indigenous People facing emergency evacuation in Alberta



In this booklet you will find information on:

- Replacing Identification Cards
- Accessing Non-Insured Health Benefits
- Applying for Employment Insurance and Income Support
- Jordan's Principle Support for First Nation and Inuit Children
- Mental Wellness Supports



Find help here.

Emergency evacuation information for Indigenous Peoples

Be prepared and **take action:**



1

Make an **emergency kit** with at least 72 hour's worth of supplies: medications, IDs and essential items.

2

Tune in – radio, television or local social media – for weather warnings, advisories or information about evacuation plans.

3

When evacuation is necessary, be **prepared to leave immediately**.

4

Follow the routes specified by officials. Don't take shortcuts. They could lead you to a blocked or dangerous area.



Visit canada.ca/indigenousevacuations

Support for evacuees:

Status Cards: Lost, stolen, damaged or destroyed

To request a Temporary Confirmation of Registration Document (TCRD) visit any regional office or call **1-800-567-9604**. It can be mailed to you within 2 to 7 days.

Non-insured Health Benefits (NIHB)

can help you refill or replace items such as prescription medication, medical equipment and supplies that were covered under NIHB. **To learn more, find contacts for all regions and benefits on Indigenous Services Canada's website (scan QR code).**

Support for First Nations and Inuit Children

Jordan's Principle and Inuit Child First Initiative ensure that First Nations and Inuit children have access to the products, services and support they need. **For more information, go online or call 1-855-572-4453 available 24 hours, 7 days a week.**

Hope for Wellness Hotline

Experienced and culturally competent counsellors provide mental health support to all Indigenous People across Canada by phone at **1-855-242-3310 and online chat (www.hopeforwellness.ca) available 24 hours, 7 days a week.**



Indigenous Services
Canada

Services aux
Autochtones Canada

Canada

Get, Renew or Replace a Status Card



Appointments Available

Monday to Friday
9:00 am – 3:00 pm

Edmonton office

9700 Jasper Ave, Room 140, Edmonton, Alberta

Phone: 780-495-2773

What you need to bring:

- Valid acceptable identification that includes your name, date of birth, photo, and signature. You can also use multiple valid pieces of identification that, when combined, meet all those requirements.
- A guarantor declaration, if necessary;
- **For a child (15 years old or younger)**, a copy of the most recent legal documents granting custody or guardianship to the applying parent or legal guardian, if applicable; and
- **For a dependent adult**, the guardianship order.



**Photos will be
taken on site.**

**There is no charge
for this service.**



Scan the QR code
to book your appointment



Government
of Canada

Gouvernement
du Canada

Canada

Replace your AHCIP card

Get a replacement personal health care card if it has been damaged, lost or stolen.

Get a replacement card

If you have lost or damaged your Alberta Health Care Insurance Plan (AHCIP) personal health care card, get a replacement card.

Replacement cards are mailed to you from the AHCIP office.

Note, you may laminate your card to protect it.

Use the AHCIP interactive phone system

If you know your health number and your current address is in our system, you can order your card using our interactive phone system.

- Phone: [780-427-1432](tel:780-427-1432) and press 3, then follow the prompts.
- Toll free in Alberta: [310-0000](tel:310-0000), then the phone number, then press 3 and follow the prompts.

If you do not know your health number, press 0 to be transferred to an agent.

High call volumes

Due to high call volumes, you will have to wait on hold or you may be asked to call another time.

Complete the form

Fill in and download the form – [AHCIP Notice of Change – UPDATE](#)

- You need to know your personal health care card number.

Bring the completed form into a [participating registry](#) or mail to the AHCIP office.

Visit in person

Bring your completed form to a [participating registry](#). The registry will also have paper forms you can fill out.

- You need to know your personal health care card number.

If you do not know your health care card number, you need to call AHCIP.

Fax

Faxing is not recommended if you are a new or returning applicant. We require photo identification and images do not come through clearly in the fax and the application is often returned.

Fax: 780-422-0102

Stolen cards

If you believe your card was stolen and is being used fraudulently, order a replacement card. You should also order a Statement of Benefits Paid. When you receive the statement and find medical services that do not belong to you, follow the instructions on the back of the statement.



Replacing Alberta identification

Information for wildfire evacuees

Helping wildfire evacuees replace their identification

The government recognizes that some Albertans may have lost or left behind their provincial identification in the rush to evacuate their homes during the wildfires.

To ensure evacuees will be able to access services they may need as soon as possible, the Government of Alberta is helping evacuees obtain new ID documents right away at no cost.

Evacuees of the Alberta fires who have lost or left behind their Alberta driver's licence, ID card or birth certificate from April 29 to June 29 will be able to replace these documents free of charge until June 29.

Replacement cards and certificates will be sent to an address specified by the applicant. Applicants can choose to send replacement identification to an alternate address that is not a post office box, including evacuation centres and registry agents. The replacements will arrive in about five business days.

To replace your Alberta driver's licence or ID card:

- Visit a registry agent office of your choice.
- Registry agents will validate your identity by looking up your image and your signature to ensure they match what is on file.
- Registry agents will validate you are an evacuee by comparing the address on your identity documents with a government list of affected areas that is updated daily.
- The agent will ask personal knowledge verification questions that only you can answer.
- You may choose to apply for one of the following services:
 - A duplicate of your current driver's licence or ID card at no charge, or
 - Renewal of your driver's licence or ID card (i.e. if your driver's licence/ID card is expiring soon), where standard renewal fees apply.
- The card can be delivered to the registry agent location where you applied, or you can provide an alternate mailing address in Alberta that is not affected by the fires.
- Your replacement card will be delivered on a rush basis within about five business days to the address you specify.

- Note: an application for a replacement card invalidates any current card that may exist. If you do recover your current card, please ensure it is destroyed.

To replace your birth certificate:

- Visit a registry agent office of your choice.
- Birth certificate replacements will be provided at no cost.
- Birth certificates can be replaced by applying in person at a registry agent office if an applicant has other ID. But if that too is missing, you will need to bring someone who can vouch for your identity, having known you for more than one year. The registry agent can assist with this process.
- Most replacement birth certificates can be delivered to the registry agent location where you would pick it up in two to three business days, or you can provide an alternate mailing address in an area that is not affected by the fires.

Find a registry agent near you

For registry agent locations please visit:

alberta.ca/lookup/find-a-registry-agent.aspx or call 310-4455.

Jordan's Principle Information

Jordan's Principle is a child-first initiative that aims to ensure that First Nations children in Canada can access the products, services, and supports they need when they need them. The Jordan's Principle team at Indigenous Services Canada Alberta Region works to support requests for children with identified needs, guided by the principles for substantive equality, providing culturally appropriate services, and safeguarding the best interests of the child.

Jordan's Principle is available to any child who meets one of the following eligibility criteria:

- Registered or eligible to be registered under the Indian Act;
- Has at least one parent/guardian who is registered or eligible to be registered under the Indian Act;
- Recognized by a First Nation as a member for the purposes of Jordan's Principle;
- Ordinarily resident on reserve.

Service Coordination Support

If you are interested in receiving assistance on where and how to access services, in navigating systems in the Alberta Region or gathering information/documentation for the application/submission process to Jordan's Principle, we recommend utilizing the First Nations Health Consortium (FNHC). FNHC is an Alberta Service Coordination agency, linking First Nation families to service providers, individuals requiring resources, and navigating/coordinating services for First Nation children and families. You can reach FNHC at:

- Toll Free #: 1-844-558-8748
- General Email: nochild4gotten@abfnhc.com
- Website Link: <https://www.abfnhc.com/index.php/contacts>

For **general Jordan's Principle or Inuit Child First Initiative inquiries**, please visit our website for information [Jordan's Principle \(sac-isc.gc.ca\)](http://Jordan's Principle (sac-isc.gc.ca))

For information on **how to submit a request under Jordan's Principle**, please visit our website. [Submit a request under Jordan's Principle \(sac-isc.gc.ca\)](http://Submit a request under Jordan's Principle (sac-isc.gc.ca))

For information on **how to submit a request under the Inuit Child First Initiative**, please visit our website. [Supporting Inuit Children \(sac-isc.gc.ca\)](http://Supporting Inuit Children (sac-isc.gc.ca))

To request funding for a child or group of children under Jordan's Principle or the Inuit Child First Initiative contact:

- First Nations Health Consortium at 1-844-558-8748; or nochild4gotten@abfnhc.com
- Alberta Region: jordansprincipleab-principedejordan@sac-isc.gc.ca or 1-833-632-4453
- National Call Centre: 1-855-JP-CHILD (1-855-572-4453), open 24/7

Alberta Region's business hours are 8:00 a.m.–4:00 p.m. Monday–Friday. For urgent or time-sensitive requests after hours, please call our National Call Centre at **1-855-572-4453**, open 24 hours per day and 7 days per week.



Are you unable to work due to evacuation?

- 1) All evacuees who meet the 7-day requirement can apply for the **Emergency Payment** at alberta.ca/emergency using an [Alberta.ca Account](https://alberta.ca/account). Applicants will need a personal email address and a bank account.
- 2) Apply for **Employment Insurance (EI)** benefits as soon as possible, even if your employer has not yet issued a Record of Employment:
 - Service Canada Outreach Support Centre [1-877-631-2657](tel:1-877-631-2657)
 - <https://www.canada.ca/en/services/benefits/ei.html>
- 3) **If you are currently receiving Employment Insurance:** To ensure timely delivery of benefits, those who have not signed up yet are encouraged to sign up for direct deposit. Those affected by hazardous weather can change their address to ensure they receive their cheques.
 - To sign up or to make a change, you can send an eServiceCanada request online <https://eservices.canada.ca/en/service/>. A representative will contact you by telephone within 2 business days. You can also call 1-800-206-7218.
 - Those who still receive paper cheques are encouraged to visit Canada Post as they are offering free mail forwarding up to 12 months for customers affected by wildfires. The website will have updates and alternative delivery arrangements or pick-up locations. Register at <https://www.canadapost-postescanada.ca/cpc/en/personal/receiving/manage-mail/mail-forwarding.page> using a credit card to authenticate identity. No fee will be charged
- 4) If you are **not** eligible for Employment Insurance:
 - And your primary address is **on-reserve**: contact your Band's Social Office to apply for Income Assistance. If you do not have the contact information, call or email John Porthukaran john.porthukaran@sac-isc.gc.ca or 780-616-5146 for assistance.
 - And your primary address is **off-reserve**: contact the Alberta Supports Contact Centre at 1-877-644-9992, or in Edmonton 780-644-9992



Have you been impacted by wildfires?



Apply for Employment Insurance (EI) as soon as you stop working, even if you don't have your record of employment (ROE) yet

If you can't work because of the wildfires, apply for EI online by going to: www.canada.ca/ei

For questions or assistance on any of the programs listed below, or if you do not have access to the internet, please call 1-877-631-2657.

Access help or information on federal government programs:

- Employment Insurance (EI)
- Canada Pension Plan (CPP)
- Old Age Security (OAS)
- Social Insurance Number (SIN)
- Passport
- My Service Canada Account



Scan for more details

You can also submit a service request online at eservices.canada.ca/en/service/. A representative will call you within 2 business days. Please identify if you have been impacted by wildfires.

Direct deposit is the best way to avoid payment delays, if you receive federal benefits such as EI, CPP or OAS.

To find a local Service Canada Centre: canada.ca/service-canada-office

Connect with us:

 facebook.com/servicecanadaen

 @ServiceCanada_E

Service
Canada 

COMMUNITY OUTREACH AND LIAISON SERVICE



Service
Canada

Who we are

Community Outreach and Liaison Service (COLS) expands the reach of Service Canada by building relationships with community partners and organizations. We work with other federal, provincial/territorial, municipal and Indigenous partners to offer many services in one location.

COLS aims to make it easier to access government programs and services for clients who:

- ▶ may not be able to travel to an office
- ▶ may have difficulty accessing services online or by telephone

COLS offers tailored support through various service delivery channels.

Outreach Events (In-Person or virtual)

- ▶ **Clinics** to help clients complete their application for Service Canada programs and benefits (Social Insurance Number, Employment Insurance, Canada Pension Plan, Old Age Security, Canadian Dental Care Plan and other Government of Canada programs and services including Passport)
- ▶ **Information sessions** on Service Canada programs, services and benefits to citizens, organizations and community partners
- ▶ **Community events, fairs or kiosks** where a Service Canada representative can be present

Outreach Support Centre (OSC)

The OSC offers personalized phone support to clients facing barriers to accessing programs and benefits.

Clients can call the toll-free number **1-877-631-2657** from 8:30 a.m. and 4:00 p.m. local time, Monday to Friday for assistance. Deaf and hard of hearing clients can communicate via teletypewriter service (TTY) by contacting **1-833-719-2657**. Telephone Interpretation Services are available for those who prefer to communicate in a language other than one of the official languages.

Service Referral Initiative (SRI)

The SRI entails working with community organizations to help identify at-risk and vulnerable individuals who may be eligible for federal services and benefits by referring them directly to a Service Canada representative. If your organization would like to know more about this initiative, visit the section Services for organizations and communities at canada.ca/outreach-services to submit a request.

Online Services

To learn more about COLS or to request a Service Canada Outreach activity on behalf of your organization, visit canada.ca/outreach-services.

To learn more about Service Canada programs and services, visit canada.ca.

Find a Service Canada outreach activity near you

For a list of upcoming outreach events, visit the section Services for clients at canada.ca/outreach-services.

Follow us online

X: https://twitter.com/ServiceCanada_E

Facebook: <https://www.facebook.com/servicecanadaen>

Youtube: <https://youtube.com/user/ServiceCanadaE>

LinkedIn: <https://linkedin.com/company/service-canada>

Applying for Employment Insurance Important Notice

Employment Insurance (EI) provides temporary income support to people who have become unemployed through no fault of their own and are actively looking for work, as well as people who are not working due to special circumstances, such as illness, becoming a parent or caring for a sick relative. Service Canada handles the processing of EI claims and benefit payments. This document is intended for individuals who have become unemployed and its aim is to assist those individuals to apply for EI benefits.

When to apply

Apply for EI benefits **as soon as you stop working**. You do not need to wait for your Records of Employment to submit your EI application.

Submitting an application

To submit an application, visit Canada.ca. Select [Employment Insurance and leave](#), and then click on the type of benefits that best suits your situation. Finally, follow the instructions to start your online application to claim EI benefits.

At the end of the online application process, you will be presented with a confirmation page. It contains a lot of useful information, including the next steps. Take some time to read it.

Submitting your Records of Employment

Missing Records of Employment can delay the processing of your claim.

- **Paper Records of Employment:** If your employer uses paper Records of Employment, you must obtain copies of your Record(s) of Employment from all employers you have worked for during the last 52 weeks. After you submit your application online, you must mail or submit the first part (employee's copy) of the paper Record(s) of Employment in-person to a Service Canada Centre as soon as possible so that your application can be processed. The mailing address of the Service Canada Centre to which you should send the Record(s) of Employment will be displayed at the end of the online application process.
- **Electronic Records of Employment:** Electronic Records of Employment include a serial number beginning with W, S or Y. If your employer sends the Record of Employment electronically to Service Canada, they do not have to provide you with a copy because a copy has been electronically submitted to Service Canada. However, you can retrieve the Record of Employment and print them using [My Service Canada Account](#).

Next Steps

To receive the benefits for which you may be entitled, you must submit a report every two weeks. Failure to do so **can mean a loss of benefits**. There are two options available to complete and submit your reports:

1. You may use the Internet Reporting Service by visiting the website at Canada.ca, then select [Employment Insurance and leave](#).
2. You may also use the Telephone Reporting Service by dialing **1-800-531-7555**.



Information about your Employment Insurance (EI) claim

You can obtain information about your EI benefits claim by consulting [My Service Canada Account](#) on [Canada.ca](#) or by calling us toll free at **1-800-206-7218**.

My Service Canada Account

Under the *Most requested* section of the [Canada.ca](#) website, select [Sign in to an account](#).

My Service Canada Account allows you to access your Employment Insurance information on a secure site. It is **fast, easy, useful and secure**. If you have a current or a previous employment insurance claim, you can:

View:

- details on your EI claims;
- electronic Records of Employment that your employers have submitted;
- payment information, including deduction details;
- your previous claims;
- important messages from Service Canada;

Update:

- your personal information including your postal address, your phone number and your bank account information for direct deposit;

View and print :

- your EI tax slips (T4Es).

Additional information: Reactivating your EI claim

If you started a new claim for EI benefits within the past 52 weeks, and there are weeks still payable on that file, you must submit an **online application to renew (reactivate) your claim**.

In some circumstances, it could be more advantageous to terminate a claim and create a new one because this may increase the amount of your benefits or the length of your benefit period. If you prefer to terminate your existing claim and begin another one, **you must first contact us** by calling 1-800-206-7218.

Your decision to terminate a claim is final and cannot be changed. Here are some points for consideration to help you make a decision:

- Have you worked since the start of that existing claim?
- Have you worked enough insurable hours to meet the qualifying requirements for a new claim?
- Do you know that there is a waiting period of one (1) week for which you will not be paid on a new claim?

If, for any reason, your claim cannot be reactivated, your application will be considered as a new claim.

How to apply for EI Benefits



1. Visit Canada.ca



2. Click on “Employment Insurance and Leave”

Regular benefits

Apply for benefits if you have lost your job through no fault of your own.

Sickness benefits

Apply if you are unable to work due to illness, injury or quarantine.

Maternity and parental benefits

Apply if you're pregnant, have recently given birth, are adopting a child or are caring for a newborn.

Caregiving benefits and leave

Apply if you are providing care or support to a critically ill or injured person or someone needing end-of-life care.



3. Choose your type of benefits



4. Read over the Sections

1. What these benefits offer
2. Do you qualify
3. How much you could receive
4. Apply
5. After you apply
6. While on EI



5. Click “Apply” when you are ready

Select “Start Application” and select” Start Application” to begin



6. Read the questions carefully and answer them honestly

Frequently Asked Questions:

Do I need my ROE before I start?

No, we need your ROE in order to process your claim, but you can apply before it arrives.

You should apply within four weeks of your last day of work.

I don't have a reference code, can I still apply?

Yes! You don't need to log into your account to apply?

I quit my Job or was dismissed, can I still apply?

Yes. You should apply – EI will contact your employer for fact-finding before deciding if you're eligible.

Indigenous Mental Wellness Supports:

Alberta Health Services Indigenous Support Line:

1.844.944.4744

Connecting Indigenous callers with Indigenous listeners 10am-6pm, Monday to Friday.

Alberta Indigenous Virtual Care Clinic:

1.888.342.4822

Serves individuals self-identifying as First Nations, Inuit and Métis and their immediate family members.

The Alberta Virtual Opioid Dependency Program:

1.844.383.7688

Technology to connect clients with doctors, case workers and other supports.

First Nations and Inuit Hope for Wellness Help Line:

1.855.242.3310 or www.hopeforwellness.ca

Available 24 hours a day, 7 days a week to First Nations, Inuit, and Peoples seeking emotional support, crisis intervention, or referrals to community-based services

Hope for Wellness Line:

1.855.242.3310

24 hours a day, 7 days a week. First Nations, Inuit, and Métis Peoples seeking emotional support, crisis intervention, or referrals to community-based services.

Maskwacis Mobile The Addiction Helpline:

1.866.332.2322

24 hours a day, 7 days a week, confidential and toll-free.

Mental Health Crisis Line:

780.362.2150

If you're experiencing emotional distress and want to talk, 24 hours a day, 7 days a week.

Missing and Murdered Indigenous Women and Girls Support Line:

1.844.413.6649

Immediate emotional support line for those affected by missing and murdered Indigenous women, girls and 2SLGBTQQIA+ people.

National Indian Residential School Crisis Line:

1.866.925.4419

Crisis support is available to former Indian Residential School students and their families 24 hours a day, 7 days a week.

The Thunderbird Wellness App:

Available for download on Android or Apple

A strengths-based, trauma-informed approach to supporting Indigenous wellness.

***REGULARLY UPDATED IMPORTANT WILDFIRE EMERGENCY INFORMATION FOR EVACUEES:**
www.alberta.ca/emergency



Indigenous Services
Canada

Services aux
Autochtones Canada

Canada



CARING FOR YOU AND YOUR FAMILY

OPEN 7 DAYS A WEEK

OPEN LATE MONDAY, WEDNESDAY

8:30AM - 8:30PM

TUESDAY, THURSDAY, FRIDAY

8:30AM - 4:30PM

SATURDAY, SUNDAY AND SOME HOLIDAYS

12:30PM - 4:30PM

All visits are 100%
covered by Alberta Health

1.888.342.4822

AIVCC.ca



HOW OUR VIRTUAL CLINIC WORKS

1

Call
1-888-342-4822
and a Medical
Office Assistant
will **register** you
and **book** your
appointment.

2

Speak to
a Doctor by
telephone or
video using your
preferred
device.

3

After your
appointment,
our office will
fax prescriptions,
requisitions and
more where you
would like them
to go.

Accessing Addiction & Mental Health Programs and Services

- Helplines are staffed by Addiction & Mental Health professionals and provide information & referrals to Addiction or Mental Health programs and services; and the easiest and most direct way to get connected to local community supports in your area.
- When someone has high risk and/or urgent needs, emergency health care may be recommended and sometimes put into action.
- Available services & support may vary according to **region** accessibility and staffing availability.

Addiction & Mental Health Helplines & Access Lines

When to call	What to expect	Organization & Contact Information
To request access to a local community addiction and mental health service	<ul style="list-style-type: none"> • Services are staffed by caring, competent AMH clinicians. • Staff will conduct a brief screening and assessment to find the best service to meet someone's needs. • Staff will make a referral to a local community addiction or mental health clinician or another community service 	Access lines for Local Services <ul style="list-style-type: none"> • Edmonton & area: 780-424-2424 (24/7) • Calgary & area: 403-943-1500 (Mon-Fri, 8 am – 5 pm) • North, South, Central or Rural Alberta: 1-888-594-0211 (Mon-Fri, 8:30 am – 4:30 pm)
If you need support from an Indigenous health professional	<ul style="list-style-type: none"> • Immediate support from an Indigenous health professional on patient concerns, referrals, cultural support, addiction & mental health support or general inquiries. 	Indigenous Support Line 1-844-944-4744 or 811 (Mon-Fri, 10 am – 6 pm) <ul style="list-style-type: none"> • Province-wide toll free Indigenous Support Line Alberta Health Services
If you would like to book a virtual appointment for culturally safe mental health services	<ul style="list-style-type: none"> • Culturally safe mental health services are available to individuals aged 13 or over through the Alberta Indigenous Virtual Care Clinic (AIVCC). • Services include assessment and consultation, individual therapeutic counseling, group therapy and formal psychological assessments. 	Alberta Indigenous Virtual Care Clinic 1-888-342-4822 Available: <ul style="list-style-type: none"> • Mon-Tues 8:30 am – 4:30 pm • Wed: 8:30 am – 8:30 pm • Thurs & Fri: 8:30 am – 4:30 pm • Sat, Sun & Holidays: 12:30 pm – 4:30 pm Home - Alberta Indigenous Virtual Care Clinic
If you need to speak with someone about mental health now	<ul style="list-style-type: none"> • Immediate support from a mental health professional. • Answers to questions about mental health, services available and/or referral services. 	Mental Health Helpline 1-877-303-2642 (24/7) <ul style="list-style-type: none"> • Province-wide toll free Mental health & addiction helplines Recovery Alberta
If you need to speak with someone about addiction now	<ul style="list-style-type: none"> • Immediate support from professional addiction staff. • To receive more information about addiction services or a referral for services 	Addiction Helpline 1-866-332-2322 (24/7) <ul style="list-style-type: none"> • Province-wide toll free Mental health & addiction helplines Recovery Alberta
If you need immediate help with an opioid addiction	<ul style="list-style-type: none"> • Immediate support from professional specialized addiction staff. • To receive more information about addiction services or a referral for services 	Virtual Opioid Dependency Program 1-844-383-7688 (6 am – 12 am <i>midnight</i>) <ul style="list-style-type: none"> • Province-wide toll free • Available 7 days a week Alberta's Virtual Opioid Dependency Program
If you need immediate help with a non-opioid addiction	<ul style="list-style-type: none"> • Immediate support from professional specialized addiction staff • To receive more information about addiction services or a referral for services 	Virtual Rapid Access Addiction Medicine 1-844-383-7688 (Mon-Fri, 8:15 am – 4:30 pm) <ul style="list-style-type: none"> • Province-wide toll free • For anyone with a non-opioid addiction
If you need general health services information	<ul style="list-style-type: none"> • Immediate support from a health information and referral professional 	Health Link 811 (24/7) <ul style="list-style-type: none"> • Province-wide toll free Health Link Alberta Health Services

Accessing Addiction & Mental Health Programs and Services

Mental Health Services

Supports Available	When to call	What to expect	How to connect
Mental Health Therapists <ul style="list-style-type: none"> • Social Workers • Psychiatric Nurses • Registered Nurses • Occupational Therapist • Psychologist 	When you are concerned about your ability to cope with daily life or about symptoms you are experiencing.	<ul style="list-style-type: none"> • Complete an assessment and help to develop a treatment plan that includes goals for the care that someone will receive • Receive referrals to community agencies to help address other concerns in other life areas that are affected (finances, housing, physical health) • Receive referrals to services or programs (other health services, psychiatry) 	<ul style="list-style-type: none"> • Local clinics and/or Helpline- Access line in your area will help you. • Initial intake appointments are typically in-person but can be offered by Virtual (Zoom, Telehealth) or telephone <p>Mental health & addiction helplines Recovery Alberta</p>

Specialist – Mental Health Services

Support Available	When to call	What to expect	How to connect
Psychiatrist	Your doctor or therapist will refer you to a psychiatrist if your symptoms are severe and further specialized care is needed	<ul style="list-style-type: none"> • Psychiatrists are specialized doctors who treat severe mental health illness or substance use disorders. They are typically accessed in hospitals (mental health units or emergency rooms) or for specialized visits arranged by your doctor 	<ul style="list-style-type: none"> • Your doctor or therapist will refer you to a psychiatrist and an appointment will be made on your behalf. The wait may be lengthy depending on the reason for visit and location in the province

Other Addiction & Mental Health Resources

Support Available	When to access	What to expect	How to connect
Text4Hope 393939 Daily Messaging Support	When you'd like to receive daily texts of hopeful messages & helpful advice	<ul style="list-style-type: none"> • Subscribers receive daily text messages of advice and encouragement helpful in developing healthy personal coping skills and resiliency. 	<ul style="list-style-type: none"> • Text "Open2change" to 393939 • to subscribe to the addiction program.
Recovery Alberta Mental Health and Addiction Services	For help in navigating provincial mental health and addiction services	<ul style="list-style-type: none"> • Recovery Alberta is the largest provider of mental health and addiction services in the province. 	Home Recovery Alberta
Recovery Access Alberta	When community services are not enough to help you make the changes needed	<ul style="list-style-type: none"> • An Alberta wide addiction treatment tool to help match to addiction treatment services 	https://recoveryaccessalberta.ca
Digital Overdose Response System	Protection when using alone,	<ul style="list-style-type: none"> • The (DORS) app allows Albertans using opioids or other substances to summon emergency response to their location • Provides information on national and provincial addiction recovery supports and services • When using alone, press the Start Button on the app and confirm your location. A timer will count down and alert emergency response 	<ul style="list-style-type: none"> • Download the app from Google Play or the Apple Store on your phone. Add only your cellphone number to register <p>Home DORS App</p>

Accessing Addiction & Mental Health Programs and Services

National Overdose Response Service	Protection when using alone.	<ul style="list-style-type: none"> The National Overdose Response Service (NORS) is a virtual safe consumption site available for all Canadians, 24/7. Our service is 100% confidential, anonymous and judgement free. Our only priority is to keep you safe while you use drugs. 	For information about NORS: About Us — NORS Call or Text: 1-888-688-6677 For information about Grenfell Ministries: info@grenfellministries.org
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Addiction Services

Support Available	When to access	What to expect	How to connect
Community Addiction Counsellor	When you're concerned about your substance use or concerned about someone else's use.	<ul style="list-style-type: none"> To complete an assessment and develop a treatment plan that meets the person's goals. Referrals to community agencies for other services that could provide support with other needs (i.e.: finances, housing, physical health). Referrals to other AHS services or programs (i.e.: Bed-based addiction treatment, other health services, psychiatry). 	<ul style="list-style-type: none"> Helplines / Access phone lines in your area will assist with access to community-based outpatient addiction counselling. Mental health & addiction helplines Recovery Alberta
Withdrawal Management / Detoxification Services or Centres	When social or medical supports are needed.	<ul style="list-style-type: none"> 3-7 days of medical and social support to assist in withdrawing from substances Planning for next steps in the recovery journey. 	<ul style="list-style-type: none"> Helplines / Access phone lines will assist with access and to navigate the process to receive support with withdrawal management.
Bed-based Addiction Treatment or Recovery Centres	When community services are not enough to help you make the changes needed.	<ul style="list-style-type: none"> Minimum of 7 days of sobriety before starting treatment 20-plus-day live-in programs Each day is structured and consists of a variety of treatment options including psychoeducational workshops, process groups, individual counselling, experiential activities, recreation and leisure activities and self-help and 12 step meetings. 	<ul style="list-style-type: none"> Helpline / Access phone lines will assist and direct you to the application process for bed-based Addiction treatment or Recovery Programs near you.
Alberta's Virtual Opioid Dependency Program & Virtual Rapid Access	When you want to stop opioid use, and you need support or non-opioid addiction.	<ul style="list-style-type: none"> Assessment to determine the right supports for your situation. Receive a prescription and first dose. Referral to community physician to support recovery longer term (when available). 	1-844-383-7688 Mon-Fri 8:15 am – 4:30 pm Alberta's Virtual Opioid Dependency Program
Community Based Naloxone Program	When you want to find out more about opioid poisoning response and become a Naloxone kit distribution site.	<ul style="list-style-type: none"> Information regarding the CBN Program is available through the website. If you are an employer or worker looking for a naloxone kit. 	www.ahs.ca/naloxone Workers administering injectable naloxone naloxone.kit@ahs.ca

Accessing Addiction & Mental Health Programs and Services

Addiction Treatment Locations & Withdrawal Management sites

Locations	Service Type	Facility Name & Information	How to connect
Fort McMurray	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services Adult Day Treatment 	Fort McMurray Recovery Centre	451 Saskatchewan Trail Fort McMurray, AB. T9H 4P3 Phone: 780-793-8300
Grande Prairie	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services Withdrawal Management (Detox) Services 	Northern Addictions Centre	11333 106 Street Grande Prairie, AB. T8V 6T7 Phone: 780-538-5210
Edmonton	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services 	Henwood Treatment Centre	18750 18 Street NW Edmonton, AB. T5Y 6C1 Phone: 780-422-9069 Admissions: 780-422-4466
Edmonton	<ul style="list-style-type: none"> Withdrawal Management (Detox) Services 	Addiction Recovery Center (ARC) - Alberta Hospital Edmonton	17480 Fort Road (Building 12) Edmonton, AB. T5Y 6A8 Phone: 780-342-5900
Ponoka	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services 	Concurrent Disorder Enhanced Service (Centennial Centre for Mental Health and Brain Injury)	46 Street S Ponoka, AB. T4J 1R8 Phone: 403-783-7754
Calgary	<ul style="list-style-type: none"> Withdrawal Management (Detox) Services 	Renfrew Recovery Centre	1611 Remington Road NE Calgary, AB. T2E 5K6 Phone: 403-297-3337 (24/7)
Claresholm	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services 	Lander Treatment Centre	221 Fairway Drive Claresholm, AB. T0L 0T0 Phone: 403-625-1395 Admissions: 403-625-5600
Medicine Hat	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services Withdrawal Management (Detox) Services 	Medicine Hat Recovery Centre	370 Kipling Street SE Medicine Hat, AB. T1A 1Y6 Phone: 403-529-9021
Lethbridge	<ul style="list-style-type: none"> Adult Bed-Based Addiction Treatment Services Withdrawal Management (Detox) Services 	Chinook Regional Hospital - Recovery Centre	960 19 Street S Lethbridge, AB. T1J 1W5 Phone: 403-388-6243

Accessing Addiction & Mental Health Programs and Services

Government of Canada – Indigenous Mental Health Support

Support Available	When to call	What to expect	How to connect
First Nations and Inuit Hope for Wellness Helpline	When you need immediate culturally safe mental health counseling and crisis intervention	The Hope for Wellness Help Line offers immediate mental health counselling and crisis intervention to all Indigenous peoples across Canada. Telephone or chat online in English, French, Cree, Ojibway and Inuktitut	1-855-242-3310 Toll-free & available 24/7 www.hopeforwellness.ca/
Indian Residential School Survivors and Family Supports Crisis Line	Available for those experiencing pain or distress as a result of Residential school trauma	IRSSS is available to provide physical, emotional, intellectual, spiritual growth, development, and healing through culturally based values and guiding principles for Survivors, Families, and Communities	1-800-721-0066 Toll-free & available 24/7 Indian Residential School Survivors Society
NIHB-Funded Counseling for Status Indigenous Persons	When you are concerned about your ability to cope with daily life or the symptoms you are experiencing	Each registered Indigenous Person is eligible for 22 sessions of counseling every 12 months. Non-Insured Health Benefits (NIHB) provides a list of approved Social Workers, Psychologists, Psych nurses etc. These sessions can be in-person, telephone, virtual/video, family session or groups	1-800-232-7301 Transportation may be provided by NIHB if it is needed/required. Guide to mental health NIHB for First Nations and Inuit

Other Supports & Resources

Support available	When to call	What to expect	Ways to connect
Suicide Crisis Helpline 988	For anyone who is thinking about suicide, seeking crisis support, or who is worried about someone they know.	National three-digit helpline that provides urgent, live support by phone and text	Call or Text 988
Alberta 211	When you need help finding social supports & resources	211 agents are trained volunteers with a vast database who help to connect you to the service you need: <ul style="list-style-type: none"> • Distress Line • Connection to community supports • Linkage to social supports • Community information & resources 	Call 211 from any phone in Alberta. Toll-free & available 24/7 211 Distress Centre
Crisis Text Line 741741	When you are experiencing a crisis but prefer to talk by text	Immediate crises support via text messaging.	Text the word “CONNECT” to 741741 to open a conversation
Kids Help Phone	When you are under 18 and want to talk to someone	Access to Mental Health support and information, crisis support and access to professional counselling as needed.	1-800-668-6868 Toll-free & available 24/7 Text the word “TALK” to 686868 to open a conversation Need help now? Text our texting service. - Kids Help Phone



What the Indigenous Support Line is

This toll-free phone service connects Indigenous callers with Indigenous listeners.

You can get help by calling:

1-844-944-4744 or 811

10 a.m. to 6 p.m., Monday to Friday.

Our Indigenous listeners will answer your questions and help you get culturally appropriate care. They also help guide you on each step of your healthcare journey.

You can call the support line about any health concern. You never have to make your healthcare journey alone and help is available to find the right service.



Indigenous Support Line

Call toll-free: **1-844-944-4744 or 811**

Open: **10 a.m. to 6 p.m., Monday to Friday**

We Acknowledge

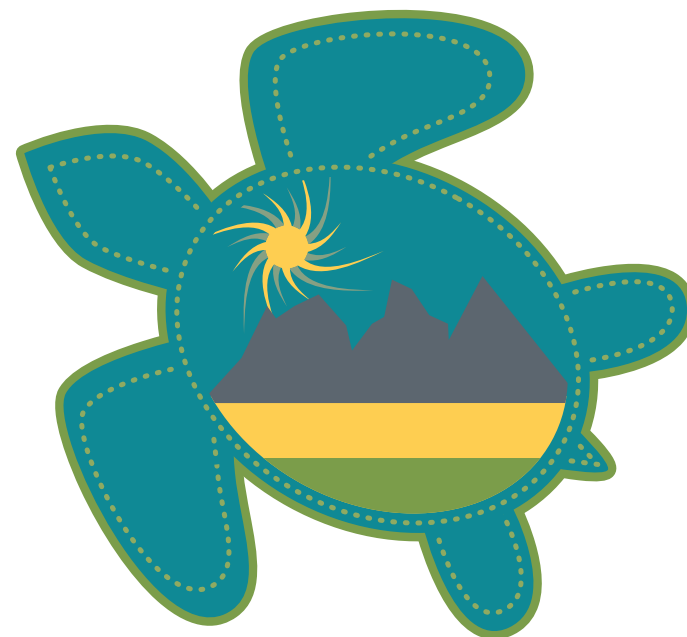
Primary Care Alberta acknowledges our work takes place on historical and contemporary Indigenous lands, including the territories of Treaty 6, Treaty 7 & Treaty 8 and the homeland of the Otipemisiwak Métis Government of the Métis Nation within Alberta and the 8 Metis Settlements. We acknowledge the many Indigenous communities that have been forged in urban centres across Alberta.

We also acknowledge and respect the treaties made on these territories. As well, we acknowledge the traumatic and painful impact of colonization on Indigenous peoples and recognize eliminating racism in healthcare is a crucial step for reconciliation. We are dedicated to a collaborative partnership with Indigenous communities, guided by patience, understanding and a commitment to reconciliation.



Indigenous Support Line

Healthcare advice for Indigenous peoples from Indigenous listeners



Who the Indigenous Support Line is for

The support line is for First Nations, Métis and Inuit peoples including youth and Elders, living on or off reserve or a Settlement or in cities and towns.

Callers can already be getting care, can be starting care or can have had recent care.

Family members can also call the line with their questions or concerns about a loved one.

Service providers are also encouraged to call the support line to support Indigenous peoples and families.



Who answers the calls

Indigenous listeners are healthcare advisors. They answer and assist all callers to the support line. They can also arrange translators for callers.



Why the Indigenous Support Line was started

The Indigenous Support Line is a step toward reconciliation and rebuilding trust in the healthcare system. It is also part of Primary Care Alberta's commitment to improving Indigenous peoples' healthcare concerns and experiences.

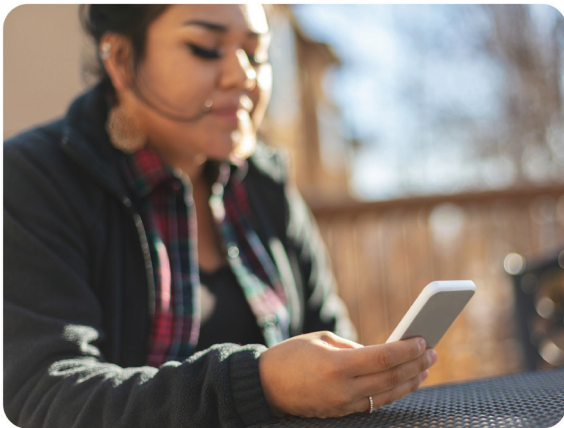
For more information, email:
indigenouswellnesscore@ahs.ca



The Indigenous Support Line aims to:

- Help Indigenous peoples receive culturally safe, better, and quicker healthcare in Alberta
- Better connect Indigenous patients, families and communities to other healthcare support such as local community supports, family doctors, Treaty navigators, Métis community wellness advocates, NIHB and transportation.

We will keep working with our Indigenous partners to ensure the support line's success.





walk with me,
talk with me,
learn with me



**Primary Care
Alberta**

Indigenous Support Line 1-844-944-4744 or 811

10 a.m. to 6 p.m., Monday to Friday



Health Link
Advice 24/7

Are you an Indigenous person who has questions about navigating the health system, has a concern, or needs help?

- ◆ Patient Concerns
- ◆ Referrals
- ◆ Cultural Support
- ◆ Primary Care Support
- ◆ Addiction Mental Health Support
- ◆ General Support



HOW TO OBTAIN A PRODUCT OR SERVICE

1. Contact the health centre in your community, or the NIHB regional office at **1-800-232-7301**, to confirm program eligibility and benefit coverage, and to find an enrolled service provider, **before making a purchase or receiving a service.**
2. You may have to provide a prescription or medical justification.
3. Visit an enrolled service provider.

IMPORTANT

Many service providers, such as pharmacists, dentists, optometrists, opticians and mental health professionals, are enrolled with the NIHB Program for direct billing to avoid First Nations and Inuit having to pay up front for the product or service.

HOW TO OBTAIN REIMBURSEMENT

If you have already paid for an eligible product or service, follow these steps to obtain a reimbursement:

1. Visit **canada.ca/nihb** and select 'Client Reimbursement.'
2. Follow the links to client reimbursement forms and information.
 - Reimbursement requests for medical transportation are sent by mail to the NIHB regional office. Send the completed and signed form, along with supporting documents, to the address on the form.
 - Reimbursement requests for all other benefits are processed by Express Scripts Canada and can be submitted by mail, fax, or online through a secure web account. Visit **nihb-ssna.express-scripts.ca** for more information or to create an NIHB client web account.

IMPORTANT

To be eligible for reimbursement, a claim must be received by the NIHB Program within one year of the date of service or purchase.

CONTACT INFORMATION

In an emergency, call 911 or the number for emergency services in your community

NON-INSURED HEALTH BENEFITS (NIHB)

For questions about program policies and procedures, including client eligibility, benefit coverage, eligible providers and prior approval, contact NIHB at the telephone numbers below.

General inquiries:

Tel: 1-800-232-7301 / Email: abnihbqa-qrssna@sac-isc.gc.ca

Vision care / Medical supplies and equipment / Mental health counselling:

Tel: 1-800-232-7301

Medical transportation:

Tel: 1-800-514-7106

Payment Unit: 1-833-495-2798

Medication:

Tel: 1-800-580-0950

Teletypewriter: 1-800-465-7735

Dental Services:

Tel: 1-855-618-6291

Orthodontic Services:

Tel: 1-866-227-0943

EXPRESS SCRIPTS CANADA

For assistance with services provided by Express Scripts Canada, including NIHB client web accounts, provider enrolment applications and claims processing for pharmacy, dental, medical supplies and equipment, vision care and mental health counselling benefits.

Tel: 1-888-441-4777

Teletypewriter: 1-888-431-0065

OTHER RESOURCES

Hope for wellness help line

Need to talk? Seeking help? Support is available to all Indigenous People across Canada 24/7.

Talk to a counsellor by phone at 1-855-242-3310 or chat online at hopeforwellness.ca

Visit Canada.ca/Indigenous to learn about other programs and services.



Indigenous Services
Canada

Services aux
Autochtones Canada

Canada



NON-INSURED HEALTH BENEFITS (NIHB)

for First Nations and Inuit

ALBERTA

Contact the health centre in your community or the NIHB regional office at

1-800-232-7301 or visit **canada.ca/nihb**

By mail:

9700 Jasper Avenue, Suite 730 Edmonton, AB T5J 4C3

The NIHB Program provides coverage for a range of health benefits that are not covered by other plans and programs.



WHAT ARE INSURED HEALTH SERVICES?

Insured health services are medically necessary services provided by a health professional, such as a doctor, that are covered under provincial health insurance (i.e. with a provincial health card).

All residents of Alberta, including First Nations and Inuit, are eligible for a provincial health insurance plan.

TO OBTAIN A PROVINCIAL HEALTH INSURANCE CARD

In Alberta: **310-0000**
outside Alberta: **780-427-2711** or **alberta.ca**

WHAT ARE NON-INSURED HEALTH BENEFITS?

The non-insured health benefits covered by the NIHB Program include prescription and over-the-counter medications, dental care, vision care, medical supplies and equipment, mental health counselling, and medical transportation to access medically necessary services that are not available in your community or city of residence.

NIHB PROGRAM ELIGIBILITY

Eligible clients must reside in Canada and be any of the following:

- a First Nations person who is registered under the *Indian Act*
- an Inuk recognized by an Inuit land claim organization
- a child less than 2 years old whose parent is NIHB eligible

If you are a beneficiary of the Labrador Inuit Land Claim Agreement, you are eligible for coverage through the Nunatsiavut Government's plan. Call **709-922-2942 (extension 271)** or visit **nunatsiavut.com/departments/nihb**

PRODUCTS AND SERVICES

Consult **canada.ca/nihb** for full information on benefit coverage, policies and criteria.



DENTAL BENEFITS

- Diagnostic services, such as X-rays
- Preventive services, such as cleaning
- Restorative services, such as fillings
- Endodontic services, such as root canals
- Periodontal services, such as deep cleaning
- Removable prosthodontic services, such as dentures
- Oral surgery services, such as extractions
- Orthodontic services, such as braces
- Adjunctive services, such as sedation



VISION CARE

- Eye exams
- Eyeglasses and contact lenses that are prescribed by a vision care professional
- Eyeglass repairs



MEDICAL SUPPLIES AND EQUIPMENT

- Pressure garments and compression stockings
- Medical supplies, such as dressings and incontinence supplies
- Mobility and self-care equipment, such as walking, bathing and toileting aids
- Limbs and body orthotics, prosthetics and footwear equipment
- Oxygen and respiratory supplies and equipment, such as Continuous Positive Airway Pressure (CPAP) machines
- Audiology equipment, such as hearing aids
- Low vision and communication aids



MEDICATION

- Prescription and over-the-counter medication prescribed or recommended by a health professional



MENTAL HEALTH COUNSELLING

- Individual or group counselling for eligible clients with a licensed mental health professional, such as a psychologist or social worker
- Traditional healer services may also be available in some communities



MEDICAL TRANSPORTATION

- Transportation to access health services that are not available in your community of residence, such as medical or dental appointments, eye exams, or mental health counselling
- Meals, accommodations and in-city transportation while on eligible medical travel
- NIHB may cover emergency transportation costs, if not covered through provincial services or another benefit plan. In an emergency, call 911 or the number for emergency services in your community

IMPORTANT

If your medical appointment is cancelled, you must also cancel your travel arrangements by contacting NIHB, your community medical transportation coordinator, or transportation / accommodation provider.