

First Responders' Mental Health

Supporting the mental health of first responders is essential to building safe and resilient communities. In 2024, Alberta Municipalities members passed a [resolution](#) calling on the Government of Alberta to fund preventative psychological services for municipal first responders and emergency dispatchers.

In addition to our advocacy on this issue, ABmunis has created this document to help municipalities access mental health supports and stay informed about available resources. This document provides an overview of select resources available in Alberta. It is not an exhaustive list, and we encourage municipalities to seek out additional information to ensure they are accessing all relevant supports.

ABmunis also offers access to the Employee & Family Assistance Program through our Employee Benefits plan. More information about available coverage is [here](#).

General Mental Health Resources

This section brings together trusted, accessible mental health supports for all Albertans. It includes 24/7 crisis lines, virtual and in-person counselling options, and directories to help locate therapists and mental health professionals across Alberta.

211 Alberta

Call 2-1-1 or text INFO to 2-1-1

- Available 24 hours a day, 7 days a week
- Crisis support and virtual services
- Connect to local mental health and addiction services

Counselling Alberta

Call 1-833-827-4230 (toll-free)

- Affordable counselling with same-day appointments
- Virtual counselling services province-wide
- In-person counselling options

Canadian Mental Health Association Distress Line

Call 780-482-4357 (HELP)

- Available 24 hours a day, 7 days a week

Alberta Mental Health Line

Call 1-877-303-2642 (toll-free)

- Available 24 hours a day, 7 days a week
- Confidential support, information and referrals
- Staffed by mental health professionals



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First Responders' Mental Health

Health Link

Call 8-1-1.

- Available 24 hours a day, 7 days a week
- Free advice from nurses and general health information

988 Suicide Crisis Helpline

Text or call 9-8-8 or visit 988.ca

- 9-8-8: Suicide Crisis Helpline follows a network model
- When you call or text 9-8-8, you will reach a responder at one of nearly 40 local, provincial and territorial, and national crisis lines, who co-deliver the service.

Find a Therapist

- To search by location: <https://www.cap.ab.ca/memberdirectory>
- To register for a referral service for finding a registered psychologist: findhelp.paa-ab.ca or <https://www.psychologytoday.com/ca/therapists/alberta>
- To search all health services in Alberta by filtering for mental health and wellness: https://www.albertahealthservices.ca/findhealth/search.aspx?type=service#icon_banner
- To filter by issue and postal code: <https://www.calgarypsychdirectory.ca/>
- To find a BIPOC therapist, visit <https://www.healingincolour.com/>

Specialized Mental Health Resources

This section lists mental health supports that are tailored to specific population groups, including first responders, people experiencing addictions, children, victims of sexual violence, victims of family violence, Indigenous peoples, and trans people.

Operational Stress Injury Canada (OSI-CAN)

Visit www.osicanab.ca.

- Free, confidential, community-based peer support initiative for veterans, first responders and public safety personnel.

Boots on the Ground Alberta

Call 1-866-724-2684 or visit botgalberta.com.

- An anonymous helpline specifically for first responders and military members based in Alberta.



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Virtual Opioid Dependency Program

Call 1-844-383-7688 (toll-free).

- Available 8 am to 8 pm, 7 days a week
- Same-day treatment, province-wide
- Access to opioid agonist treatment medications

The Digital Overdose Response System (DORS)

Visit <https://www.dorsapp.ca/>

- A free app that allows Albertans using opioids or other substances to summon emergency response to their location if they become unconscious while using.

Alberta Addiction Health Line

Call 1-866-332-2322 (toll-free).

- Available 24 hours a day, 7 days a week
- Rapid access counselling
- Staffed by mental health professionals

Kickstand Connect

Visit kickstand.ca

- For Albertans aged 12 to 25
- Short-term counselling, by booking only
- Text MoreGoodDays to 393939 for daily messages of support

Kid's Help Phone

Call 1-800-668-6868 or text CONNECT to 686868 or visit kidshelpphone.ca/urgent-help

- Canada-wide crisis and support service for youth 25 and under
- Chat Hours: 7-midnight EST, Text & Phone Hours: 24/7

Family Violence Info Line

Call or text 310-1818 (toll-free)

- Available 24 hours a day, 7 days a week
- Multilingual service

Alberta's One Line for Sexual Violence

Call or text 1-866-403-8000 (toll-free).

- Available 9 a.m. to 9 p.m., 7 days a week
- For anyone impacted by sexual violence
- Emotional support, information and referrals



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Hope for Wellness Helpline

Call 1-855-242-3310 or visit www.hopeforwellness.ca

- Available to all Indigenous people across Canada
- Experienced and culturally competent counsellors are reachable by telephone and online 'chat' 24 hours a day, 7 days a week
- Both telephone and online chat services are available in English and French.
- Telephone support is also available upon request in Cree, Ojibway (Anishinaabemowin), and Inuktitut.

Trans Lifeline

Phone and text 1-877-330-6366

- Peer support hotline for trans folks
- Connects trans people to the community support and resources needed to survive and thrive.
- Hours: Mon-Fri 1-9pm EST

Mental Health Training

This section highlights evidence-based training programs designed to build mental health literacy, reduce stigma, and foster supportive environments in workplaces and communities.

Opening Minds

Visit openingminds.org.

- Opening Minds is a division of the Mental Health Commission of Canada and provides evidence-based mental health training programs and stigma reduction initiatives across Canada.
- Courses are available in person and virtually for a fee.
- [Mental Health First Aid \(MHFA\)](#) teaches you how to identify and help a person developing a mental health problem, experiencing a mental health crisis, or a worsening of their mental health.
- [The Working Mind \(TWM\)](#) trains you to reduce stigma and promote mental health in the workplace, creating a more resilient and supportive culture among employees and leaders.
- [The Inquiring Mind \(TIM\)](#) is designed to meet the needs of post-secondary and high school students and help them cope with the unique challenges and stressors found in an educational setting.
- [Psychological Health and Safety \(PHS\)](#) is a proven framework designed to cultivate optimal mental well-being within your workplace.

BounceBack

Call [1-855-873-0013](tel:1-855-873-0013) or visit cmha.ca/bounce-back/adults-and-youth.

- Free skill-building program from the Canadian Mental Health Association (CMHA) to help adults and youth manage low mood, mild to moderate depression, anxiety, stress, or worry.



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