

Resource Package for AHS Programs
In Response to COVID-19

Compiled by the Calgary Zone Psychosocial Response Team

Updated March 26, 2020

Calgary Zone Alberta Health Services Resource Package

The following resources have been compiled by the Calgary Zone Psychosocial Response Team (PRT). They are current as of the date on the first page. We will attempt to update this as soon as we have new information.

Most of the resources listed will link to their websites. If you notice errors, broken links, or have something specific to add, please email calgaryzoneprt@ahs.ca.

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Mental Health and Psychosocial Support

Calgary Zone Psychosocial Response Team (PRT)

- PRT is comprised of Addiction & Mental Health staff who are trained to provide psychosocial support. It was developed to assist in the mental health response during times of emergency and/or disaster.
- The team was activated by the Zone Emergency Operation Centre, initially to support staff who were quarantined or in self-isolation. However, we recognize that many staff are struggling with stress, anxiety, and worry in the midst of this pandemic. PRT is now offering support to **any** AHS staff who feels it could be beneficial.
- We don't add information to health records and, although it is AHS staff supporting AHS staff, confidentiality is strictly maintained.
- PRT can provide phone or email support, either one-time or for brief follow-up as needed.
- This team is designed to support AHS staff; however, if you have concerns about a member of the public, we will facilitate a connection to supports such as the Mobile Response Team (MRT).
- If you are unsure, and want to consult about a case, please contact the PRT.
- Contact the Psychosocial Response Team (PRT) by leaving a message at 403-955-3311 or emailing calgaryzoneprt@ahs.ca
- A PRT Member will respond within 24 hours.

Physician and Family Support Program

- Accessible to all physicians. All physicians should be aware of this; however they may have forgotten.
- Call: 1-877-SOS-4MDS (767-4637)
- International Number is 403-930-0529 (may call collect).
- This is confidential and available 24/7/365.
- For more information [here](#).
- There are peer support teams within some departments (that have been trained by Well Doc Alberta). There is work being done to provide them with education materials.

AHS Info for Health Care Workers

- There are some documents on Insite that are specific for worker care. One is about how to successfully work from home ([here](#)) and one is about supporting mental health ([here](#)).
- There are also some Podcasts available ([here](#)) by Dr. Nicholas Mitchell about mental health and dealing with loss. There is also one by Dr. Mark Joffe about staff health and safety.

AHS Employee & Family Assistance Program (EFAP)

- The EFAP for AHS is through Homewood Health. You can call them at 1-877-273-3134 or find more info on [Insite](#).

Text4Hope

- A free service providing three months of daily Cognitive Behavioural Therapy (CBT) based text messages written by mental health therapists.

- For more information click [here](#), or text COVID19HOPE to 393939 to subscribe.

Calgary Distress Centre

- 24-Hour crisis line: 403-266-4357 (HELP)
- They also have a 24-Hour crisis line for teens: ConnectTeen: 403-264-8336 (Teen)
- They are offering no cost, short-term counselling by phone

Provincial Mental Health Helpline

- 24-Hour provincial helpline for any mental health concerns: 1-877-303-2642

Psychologist Association of Alberta (PAA)

- PAA has activated their Disaster Response Network which is to support the psychological well-being/mental health needs of disaster victims and responders.
- It is not a crisis line or referral service.
- It is pro-bono support by volunteer psychologists for 1-3 sessions for anyone in need.
- More information can be found [here](#).

Fee for Service Counselling

- Many counselling agencies in Calgary are offering online support with telephone and video counselling.
- *Psychology Today* is a resource database that offers a searchable tool to view profiles, specialties and sort by location. [Click here](#) to review the Psychology Today database.
- AHS Blue Cross benefits have some coverage for counselling.

Addiction and Substance Use Supports

Alcoholics Anonymous

- Calgary Alcoholics Anonymous is offering online AA meetings. To see the list of current meetings click [here](#).

Provincial Addiction Support

- 24-Hour provincial helpline for any addiction concerns: 1-866-332-2322

Basic Needs

AHS Sharepoint Site

The AHS Provincial Social Work team have developed at Sharepoint site to track some of the unique offers and supports directly related to COVID-19. Note, you can only access this while connected to the AHS network, it see it click [here](#).

Available Printed Materials

AHS COVID-19 Online Resources

This information is designed for anyone in the community. Feel free to print and/or send as you see fit.

To link to these, click [here](#).

These documents include:

- Coping for Connection for Children & Families During COVID-19
- COVID-19 and Your Mental Health
- Practical and Emotional Preparedness for a Pandemic
- Mental health and coping with COVID-19
- Talking with children during infectious disease outbreaks

Miscellaneous

Donations

If you are being offered any donations from members of the community or elsewhere, they should send information about their offer to ahscovidoffer@ahs.ca

Symptom Comparison

If you are wondering about the different symptoms of COVID-19 vs a cold vs the flu. Click [here](#).