



Crisis Resources

If you need help immediately, the following resources are available 24/7.

Homewood Health (EFAP) Counselling 1-800-663-1142.

www.homewoodhealth.com/corporate

Available to all City of Calgary employees and their spouses, common law partners (cohabiting for 12 months or more) and dependent children.

Alberta Mental Health Line 1-877-303-2642

www.albertahealthservices.ca/findhealth/service.aspx?id=6810

Confidential, anonymous service, crisis intervention, information and referral

Crisis Services Canada – Suicide Prevention and Support 1-833-456-4566

www.crisisservicescanada.ca/en/

Service is available by phone 24/7/365. Service is available by text chat 4pm to midnight ET; text “Start” to 45645

Distress/Drug Centre 403-266-4357

www.distresscentre.com/need-help/

Teen specific support is available at 403-264-8336.

Confidential, anonymous, counselling and support for grief, addiction, financial stress, suicidal ideation and any other cause of distress. Also provides access to the Calgary Mental Health Crisis Mobile Response Team and connection to other community services.

Children’s Cottage Crisis Line 403-233-2279

<http://childrencottage.ab.ca/main/crisis-nursery/>

Crisis nursery, respite programs, short term child care, family shelter, housing and parenting program

The Women’s Centre 24-Hour Family Violence Helpline 403.234.SAFE (7233)

www.calgarywomensshelter.com/

24 hour family violence helpline, emergency shelter, wellness centre, counselling services



Calgary Firefighters Association Counselling/Peer Support Resources

IAFF Local 255 403 261 6966

<https://calgaryfirefighters.org/>

IAFF members who have any questions, concerns or issues can contact any Executive Board member, Steward or the Peer Support Team through the contact list on the Association website listed below or on the Union bulletin boards in the worksites. The Association also has access to a large variety of resources and services for members and their families, including an agreement with a psychology provider group to receive assessment and treatment at a discounted rate. Email office@calgaryfirefighters.org or call 403 261 6966.

IAFF Local 255 Peer Support Team

www.facebook.com/pg/CalgaryFirefighters/groups/

<https://calgaryfirefighters.org/>

The Association's Firefighters Assistance Charity operates a Peer Support program with volunteers trained to advise and direct individuals to the appropriate professional and community resources. These individuals are supported by experts who can assist and direct you to resources on a wide range of issues such as home stress, marriage issues, financial concerns and psychological supports.

All Peer Support Team members have been trained to work within strict parameters of confidentiality.

Contact information for all Peer Support Team members can be found on the station bulletin boards and the Calgary Firefighters Facebook group or website.

Health and Wellness Benefits

Homewood Health (EFAP) 1-800-663-1142 (24 hours/7 days a week)

www.homewoodhealth.com/corporate

All City of Calgary employees have access to the Employee Family Assistance Program provided by Homewood Solutions.

There is a wide range of resources available through the EFAP including coaching for life issues such as grief and loss, relationships, career planning, financial planning and retirement preparation. Counselling is also available in person, by telephone and online.

Health Benefits (Local 255) 403-234-9666 (Calgary and area) or 1-800-661-6995

www.ab.bluecross.ca/

Local 255 members receive health benefits through Alberta Blue Cross.

CFD Wellness Centre (CFD uniformed staff) 403-873-2352

<https://mycity.calgary.ca/ourorg/dept/csps/firedepartment/safety-and-wellness/wellness-centre.html>

This facility specializes in assessing the fitness, medical and mental health of our firefighters using best practice and current research. This is an IAFF/IAFC Joint Labour Management Wellness/Fitness Initiative. This program is endorsed by CFD Management and Local 255.

CFD Mental Health Services Funding Model

CFD Local 255 members have \$1,000.00 per calendar year for psychological services through their Alberta Blue Cross benefits. No referral is required to utilize this benefit. The service provider must be a Registered Psychologist or have a Masters in Social Work to qualify within the Blue Cross benefits for reimbursement. If further sessions are needed and all extended health care benefits have reached their maximum for the calendar year, funding may be possible through the Wellness Centre mental health service funding model.

- Contact the CFD Wellness Centre for details

Critical Incident Stress Management (CISM)

The CISM Team responds to events that significantly affect our members. They are a team of caring and compassionate members trained to help others through tough situations. Each shift, including day staff, has a CISM lead as well as a back-up lead. Members can find the name of their lead on Telestaff or on the CISM team list on CFDnet.

To request the CISM team for a group debriefing or defusing, contact either:

- Battalion Chief
- CISM Lead for your shift
- CISM Team Coordinator, 403-809-3686.

Disability Management

Assistance in navigating the disability management claims process.

Contacts:

A/C platoons Disability Management Advisor
403-287-4238
403-554-0531 (cell)

B/D platoons, Disability Management Advisor
403-268-8744
403-862-0410 (cell)

External Resources

Legacy Place Society (CFD members and family) 403-201-9945

<https://legacyplacesociety.com/>

Confidential crisis phone line that facilitates connections to peer supports or a broad range of resources; Provides short-term accommodations in times of medical or marital crisis; Educational partnerships to bring hope, recovery and resilience to the individual and families, including family camp, marital/relationship wellbeing, psychological wellness/suicide awareness conferences; Tribute/memorial garden/guest house for first responders and military personnel.

Alberta Health Services - Access Mental Health 403-943-1500

www.albertahealthservices.ca

Clinicians help people navigate the addiction and mental health system. They are familiar with both Alberta Health Services and community-based programs and will explore options and direct/refer clients to the most appropriate resource to meet their needs. Access Mental Health is a non-urgent service.

Alberta Health Services - Health Link 8-1-1

Alberta 2-1-1

This is a free, confidential, multilingual, 24/7 information and referral system for community and social services available across the province.

Calgary Seniors' Resource Society 403-266-6200

www.calgaryseniors.org

Offers programs to help isolated, low income seniors remain independent at home.

CMHA Suicide Bereavement Facebook Group

www.facebook.com/groups/1032348003607156

An online community for anyone who has lost a loved one to suicide or anyone supporting someone who is grieving. Users can build a support circle of people who understand and support each other in their grief journey.

National Center for PTSD

www.ptsd.va.gov

A service provided by the U.S. Department of Veterans Affairs. It provides information about post-traumatic stress disorder.

PTSD Association of Canada

www.ptsdassociation.com

This website includes information about post-traumatic stress disorder.

Alberta Human Services - Abuse & Bullying 1-888-456-2323

www.humanservices.alberta.ca/abuse-bullying.html

Talk to trained staff over the phone 24 hours a day, seven days a week, in more than 170 languages. Chat anonymously online with staff from noon to 8:00 p.m., daily.

Family Violence Info Line 310-1818

www.alberta.ca/family-violence-get-help.aspx

Service referral, financial assistance, shelter and support

UCLA Sleep Disorders Center

www.uclahealth.org/sleepcenter/coping-with-shift-work

Helpful strategies to overcome sleep problems linked to shift work

Wounded Warriors

<https://woundedwarriors.ca/>

Group trauma resiliency training, couples-based trauma counselling, children's camps, post-secondary bursaries, animal assisted PTSD therapy, and couples based equine therapy.

Calgary Communities Against Sexual Abuse 403-237-5888

www.calgarycasa.com/

Available to anyone who has lived through any form of sexual violence. Services include crisis intervention, women's counselling, men's counselling, group counselling, counselling for children, women's outdoor camp counselling, emergency accompaniment to police or hospital, police reporting/legal system mitigation and support, and sexual assault crisis response offered at both Sheldon Chumir Hospital and the Alberta Children's Hospital.

Sexual Assault Services in Alberta 1-866-403-8000

<https://aasas.ca/get-help/>

Alberta's One Line for Sexual Violence. Call or Text 9 AM- 9PM any day of the week to access support and referrals.