



# Client Relations Program eCourse

## Client Referral Resources Guide

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# Client Referral Resources Guide

## Helplines & Supports

Call **911** if you or someone you know is in immediate danger. Family violence is a crime.

Family Violence Information Line: **310-1818** to get help anonymously in more than 170 languages.

Family violence includes physical, verbal, emotional, financial and sexual abuse, neglect, stalking or being kept from seeing other people or forced to stay in one place.

Call **211**. 211 Alberta is a one-stop-shop that can connect people to virtually any resource that is available in Alberta – <http://www.ab.211.ca>. 211 has excellent [resource lists](#) available for the Edmonton region.

## Reporting helplines

If you suspect someone is experiencing family violence or abuse:

- **Alberta provincial abuse helpline: 1-855-443-5722** for assistance in more than 100 languages from 7:30 am to 8 pm, Monday to Friday
- **Child Abuse Hotline: 1-800-387- 5437** for help 24/7
- **Protection for Persons in Care Reporting Line: 1-888-357-9339** to report the abuse of an adult receiving care or support services from public funded service providers.
- **Sexual Assault Centre of Edmonton: 780-423-4102** is the 24-hour crisis line.
- **Canadian Mental Health Association: 780-482-4357** is their 24-hour distress line.

## Health helplines

- **Mental Health Helpline: 1-877-303-2642** for mental health advice 24/7
- **HealthLink: Call 811** to find health care and get health advice 24/7

## Financial supports

- [Help with costs to leave](#) an abusive situation – if you need help with expenses and other supports to get to safety and start a new life
- [Victims of Crime Financial Benefits program](#) – if you were a victim of a crime in Alberta that you reported to police you may be eligible for an injury, witness or death benefit
- Payment for out-of-pocket expenses related to a crime – if you [apply for restitution](#) to have the offender pay these costs

## Other supports

### Shelters

- [Local emergency shelters](#) – for individuals and families escaping family violence or facing homelessness
- [Alberta Council of Women’s Shelters](#) – a map of member shelters across Alberta

### Victim services and legal supports

- [Local victim services units](#) – if you need help with [restraining and protection orders](#) or other supports for victims of crime
- [Local sexual assault centres](#) – if you have experienced any form of sexual violence and need crisis support or counselling
- [Legal Aid Services](#) at **1-866-845-3425** – if you need help with legal issues
- Steps to file a [restraining order](#) or [emergency protection order](#) – if someone has made you afraid for your safety

### Indigenous supports

- [Native Counselling Services of Alberta](#) – if you need help with court processes or Children’s Services, or connecting to youth supports and other community resources
- [Alberta Native Friendship Centres Association](#) – if you want to connect with services for people who have been abused or who abuse others
- [Metis Settlements Child and Family Services](#) or [Delegated First Nations Agencies](#) – if you are a member of either community and need help with supports for your children

# Family Violence Prevention

## Regional Coordinators

### Calgary and area

**Jacqueline VanStarkenburg**

Phone: [403-297-8759](tel:403-297-8759)

Email: [Jacqueline.VanStarkenburg@gov.ab.ca](mailto:Jacqueline.VanStarkenburg@gov.ab.ca)

Address: 60, 10233 Elbow Drive SW

Calgary, Alberta T2W 1E8

### Central Alberta

**Shirley Dawley**

Phone: [403-340-7757](tel:403-340-7757)

Email: [shirley.dawley@gov.ab.ca](mailto:shirley.dawley@gov.ab.ca)

Address: 3rd Floor, Bishop Place

4826 Ross Street

Red Deer, Alberta T4N 1X4

### Edmonton and area

**Tanya Nelson**

Cell: [587-985-6930](tel:587-985-6930)

Email: [tanya.nelson@gov.ab.ca](mailto:tanya.nelson@gov.ab.ca)

Address: 11th floor, HSBC Building

10055 106 Street

Edmonton, Alberta T5J 2Y2

### Métis Settlements

**Ericka Schmaltz**

Phone: [780-523-2763](tel:780-523-2763)

Email: [ericka.schmaltz@gov.ab.ca](mailto:ericka.schmaltz@gov.ab.ca)

Address: Box 1027

5226 53 Avenue

High Prairie, Alberta T0G 1E0

### Northeast Alberta

**Tammy Lockyer**

Phone: [780-743-7423](tel:780-743-7423)

Email: [tammy.lockyer@gov.ab.ca](mailto:tammy.lockyer@gov.ab.ca)

Address: 8th Floor Provincial Building

9915 Franklin Avenue

Fort McMurray, Alberta T9H 2K4

### Northwest Alberta

**Louwrens Olivier**

Phone: [780-538-6233](tel:780-538-6233)

Email: [louwrens.olivier@gov.ab.ca](mailto:louwrens.olivier@gov.ab.ca)

Address: 4th Floor, 214 Place South

10130 99 Avenue

Grande Prairie, Alberta T8V 2V4

### North Central Alberta

**Robert Andrews**

Phone: [780-305-2446](tel:780-305-2446)

Email: [robert.andrews@gov.ab.ca](mailto:robert.andrews@gov.ab.ca)

Address: 2nd Floor Administrative Building

5143 50 Street

Barrhead, Alberta T7N 1A6

### Southern Alberta

**Karen Stolz-Stebanuk**

Phone: [403-529-3598](tel:403-529-3598)

Email: [karen.stolz-stebanuk@gov.ab.ca](mailto:karen.stolz-stebanuk@gov.ab.ca)

Address: 2nd Floor, Provincial Building

346 3rd Street SE

Medicine Hat, Alberta T1A 0G7

# Alberta Regulated Health Colleges

## Acupuncturists

[College and Association of Acupuncturists of Alberta](#)

**Phone:** 780.466.7787

**Fax:** 780.466.7251

**Email:** [admin@acupuncturealberta.ca](mailto:admin@acupuncturealberta.ca)

## Audiologists and Speech-Language Pathologists

[Alberta College of Speech-Language Pathologists and Audiologists](#)

**Toll free:** 1-800-537-0589

**Phone:** 780-944-1609

**Fax:** 780-408-3925

**General inquiries:** [admin@acslpa.ab.ca](mailto:admin@acslpa.ab.ca)

## Chiropractors

[Alberta College and Association of Chiropractors](#)

**Phone:** 780-420-0932

**Fax:** 780-425-6583

**Email:** [office@albertachiro.com](mailto:office@albertachiro.com)

## Combined Laboratory and X-ray Technologists

[Alberta College of Combined Laboratory and X-Ray Technologists](#)

**Phone:** 780 438 3323

**Email:** [info@acclxt.ca](mailto:info@acclxt.ca)

## Dental Assistants

[College of Alberta Dental Assistants](#)

## Dental Hygienists

[College of Registered Dental Hygienists of Alberta](#)

**Phone:** (780) 465-1756

**Fax:** (780) 440-0544

**Toll Free (Alberta):** 1-877-465-1756

**Email:** [info@crdha.ca](mailto:info@crdha.ca)

## Dental Technologists

[College of Dental Technologists of Alberta](#)

**Phone:** 780-469-0615

**E-mail:** [membersinfo@cdta.ca](mailto:membersinfo@cdta.ca)

## **Dentists**

[Alberta Dental Association and College](#)

**Phone:** (780) 432-1012

**Fax:** (780) 433-4864

**Toll Free** (within Alberta) 1-800-843-3848

**Email:** [reception@adaandc.com](mailto:reception@adaandc.com)

## **Denturists**

[College of Alberta Denturists](#)

**Telephone:** (780) 429-2330

**Toll Free:** (844) 380-1711

**Facsimile:** (780) 429-2336

**Email:**

Registrar/Administrator: [registrar@collegeofabdenturists.ca](mailto:registrar@collegeofabdenturists.ca)

Complaints Director: [complaintsdirector@collegeofabdenturists.ca](mailto:complaintsdirector@collegeofabdenturists.ca)

Administrative Assistant: [reception@collegeofabdenturists.ca](mailto:reception@collegeofabdenturists.ca)

## **Dietitians**

[College of Dietitians of Alberta](#)

**Phone:** 780-448-0059

**Fax:** 780-489-7759

**Toll Free:** 1-866-493-4348

## **Hearing Aid Practitioners**

[College of Hearing Aid Practitioners of Alberta](#)

**Phone:** 403-510-1863

**Toll Free:** 1-866-990-4327

**Email:** [registrar@chapa.ca](mailto:registrar@chapa.ca)

## **Licensed Practical Nurses**

[College of Licensed Practical Nurses of Alberta](#)

**Phone** 780.484.8886

**Toll Free** 1.800.661.5877 (Alberta only)

**Fax** 780.484.9069

**Email** [info@clpna.com](mailto:info@clpna.com)

## **Medical Diagnostic and Therapeutic Technologists**

[Alberta College of Medical Diagnostic and Therapeutic Technologists](#)

**Phone:** 780.487.6130

**Toll Free:** 1.800.282.2165

**Fax:** 780.432.9106

**Email:** [info@acmdtt.com](mailto:info@acmdtt.com)

## **Medical Laboratory Technologists**

[College of Medical Laboratory Technologists of Alberta](#)

**Phone:** 780-435-5452

**Toll Free:** 1-800-265-9351

**Fax:** 780-437-1442

## **Midwives**

[College of Midwives of Alberta](#)

**Phone:** (403) 474-3999

**Fax:** (403) 474-3990

**Email:** [info@albertamidwives.org](mailto:info@albertamidwives.org)

## **Naturopaths**

[College of Naturopathic Doctors of Alberta](#)

**Phone:** 403-266-2446

## **Occupational Therapists**

[Alberta College of Occupational Therapists](#)

**Telephone:** 780.436.8381

**Toll Free in Alberta:** 1.800.561.5429

**Fax:** 780.434.0658

**Email:** [info@acot.ca](mailto:info@acot.ca)

## **Opticians**

[College of Opticians of Alberta](#)

**Phone:** 1-780-429-2694

**Toll Free:** 1-800-263-6026

**Fax:** 1-780-426-5576

**Toll Free Fax:** 1-800-584-6896

**E-Mail:** [general@acao.ca](mailto:general@acao.ca)

## **Optometrists**

[Alberta College of Optometrists](#)

**Telephone:** 780-466-5999

**Telephone Toll-Free in Alberta:** 1-800-668-2694

**Fax:** 780-466-5969

**E-mail:** [admin@collegeofoptometrists.ab.ca](mailto:admin@collegeofoptometrists.ab.ca)

## **Paramedics**

[Alberta College of Paramedics](#)

**Toll Free:** 1-877-351-2267

**Fax:** 780-417-6911

## Pharmacists and Pharmacy Technicians

[Alberta College of Pharmacy](#)

**Telephone:** 780-990-0321

**Toll-Free:** 1-877-227-3838

**Fax:** 780-990-0328

**Email:** [acpinfo@abpharmacy.ca](mailto:acpinfo@abpharmacy.ca)

## Physiotherapists

[Physiotherapy Alberta College + Association](#)

**Phone:** 1 (780) 438-0338 (Local)

**Toll free:** 1 (800) 291-2782 (N. America)

**Fax:** 1 (780) 436-1908

**Email:** [info@physiotherapyalberta.ca](mailto:info@physiotherapyalberta.ca)

## Physicians, Surgeons and Osteopaths

[College of Physicians and Surgeons of Alberta](#)

**Public inquiries:** [publicinquiries@cpsa.ab.ca](mailto:publicinquiries@cpsa.ab.ca)

**Complaints** (email cannot be used to [file a complaint](#)): [complaints@cpsa.ab.ca](mailto:complaints@cpsa.ab.ca)

**Main line:** 780-423-4764

**Main Fax:** 780-420-0651

**Public Inquiries:** 1-800-561-3899 (in Canada)

**Complaints:** 1-800-661-4689 (in Canada)

## Podiatrists

[College of Podiatric Physicians of Alberta](#)

## Psychiatric Nurses

[College of Registered Psychiatric Nurses of Alberta](#)

**Telephone:** 780-434-7666

**Toll Free:** 1-877-234-7666

**Fax:** 780-436-4165

**Email:** [crpna@crpna.ab.ca](mailto:crpna@crpna.ab.ca)

## Psychologists

[College of Alberta Psychologists](#)

**Phone:** 780-424-5070 or

**Toll free** in Alberta at 1-800-659-0857

**Fax:** 780-420-1241

**Email:** [psych@cap.ab.ca](mailto:psych@cap.ab.ca)



## **Registered Nurses**

[College and Association of Registered Nurses of Alberta](#)

**Toll free:** 1-800-252--9392

**Phone:** 780-451-0043

**Fax:** 780-452-3276

**General inquiries:** [carna@nurses.ab.ca](mailto:carna@nurses.ab.ca)

**Conduct/complaints:** [procond@nurses.ab.ca](mailto:procond@nurses.ab.ca)

## **Respiratory Therapists**

[College and Association of Respiratory Therapists of Alberta](#)

**Phone:** 403-274-1828

**Toll Free:** 1-800-205-2778

**Fax:** 403-274-9703

## **Social Workers**

[Alberta College of Social Workers](#)

**Phone:** 780-421-1167

**Fax:** 780-421-1168

**Toll Free:** 1-800-661-3089