

# Resources for Albertans Experiencing Gender-Based Violence

Listed below are key resources available to support individuals and families experiencing violence in Alberta.

## What is gender-based violence?

Gender-based violence refers to harmful acts of physical, sexual, verbal, psychological, emotional or financial abuse directed at an individual based on their gender. It includes technology-facilitated violence, threats of violence, coercive control and manipulation. Gender-based violence does not discriminate based on age, ethnicity, education or financial status and all Albertans are impacted either directly or indirectly.

## Emergency Services

Ambulance, Fire and Police  
Call: **911** (24/7)  
Always call 911 in an emergency

## 211 Alberta

If you are unsure who to call or what service you need, this information and referral line will help you determine what you need, and will connect you to the appropriate social, health or government service, including an appropriate crisis support line.

Call: **211** (24/7, 170+ languages)  
Text: **211**  
Online chat: [ab.211.ca](https://ab.211.ca) (24/7 in English only)

## Sexual Assault Services

### Alberta's One Line for Sexual Violence

If you have experienced any form of sexual violence and need crisis support or if you need help finding sexual assault support services in Alberta.

Call: **1-866-403-8000** (toll-free, 9:00 am to 9:00 pm Daily, 170+ languages)  
Online chat: [aasas.ca](https://aasas.ca)

### Local Sexual Assault Services

If you have experienced any form of sexual violence and need crisis support or counselling.  
Website: [aasas.ca/get-help/](https://aasas.ca/get-help/)

## Family Violence

### Family Violence Info Line

Call if you or someone you know is experiencing family violence or abuse and you have questions or want to find out about programs, resources, and services.  
Call: **310-1818** (24/7, 170+ languages)  
Online chat: [alberta.ca/SafetyChat](https://alberta.ca/SafetyChat) (8:00 am to 8:00 pm in English only)

### Alberta Provincial Abuse Helpline

Assistance in more than 100 languages to anyone who experiences family violence or abuse.  
Call: **1-855-4HELPAB (1-855-443-5722)**  
(toll-free 7:30 am to 8:00 pm, Monday to Friday, 170+ languages)

### Safer Spaces Certificates to End Tenancy

Tenants can end their tenancy agreement without financial penalty by getting a certificate confirming they are victims of domestic violence. Apply for a certificate online at: [alberta.ca/SaferSpaces](https://alberta.ca/SaferSpaces)

## Shelters

Shelters can provide you a place to stay if you need to escape family violence or are experiencing homelessness. For a list of women's emergency shelters, second stage shelters, senior's emergency shelters, homeless shelters and supportive housing, visit [alberta.ca/Shelters](https://alberta.ca/Shelters).

### Alberta Council of Women's Shelters

For individuals and families escaping family violence or facing homelessness.  
Call: **1-866-331-3933 and press 1** (toll-free)  
Website: [acws.ca/shelters](https://acws.ca/shelters)

## Financial Supports

### Help with Costs to Leave an Abusive Situation

For those who need help with expenses and other supports to get to safety and start a new life.

Website: <https://www.alberta.ca/family-violence-costs-leave.aspx>

Help is available, [alberta.ca/violence-against-women.aspx](https://alberta.ca/violence-against-women.aspx)

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## Child Helplines

### Kids Help Phone - Youth Counselling Line

Free, anonymous, confidential telephone crisis support and counselling for youth in Canada. Crisis support is also available via text or online chat.

Call: **1-800-668-6868** (toll-free, 24/7)

Text: **CONNECT to 686868** or

<https://kidshelpphone.ca/text/>

Online chat: <https://kidshelpphone.ca/live-chat/>

Website: [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

### Child Abuse Hotline

Call if you think a child is being abused, neglected or sexually exploited by anyone.

Call: **1-800-387-KIDS** (5437) (toll-free, 24/7)

## Bullying

### Bullying Helpline

To get anonymous help with bullying in more than 170 languages.

Call: **1-888-456-2323** (toll-free, 24/7)

Website: [alberta.ca/Bullying](http://alberta.ca/Bullying)

Online chat: [alberta.ca/BullyingChat](http://alberta.ca/BullyingChat)

## Victim Services and Legal Supports

### Victim Services (Victim Support and Court Preparation)

Victim of crime support and court preparation services can be accessed through your local police agency or by phone.

Call: **310-0000** (toll-free, 24/7)

Website: <https://alberta.ca/help-for-victims-of-crime>

### Local Victim Service Units

For those who need help with restraining and protection orders or other supports for victims of crime.

Website: <https://victimservicesalberta.com/victim-service-units/>

### Legal Aid Services

If you need help with legal issues

Call: **1-866-845-3425** (toll-free, 8:15am to 4:15pm, Monday to Friday)

Website: <https://legalaidth.ab.ca/services/>

## Human Trafficking

### Canada's National Human Trafficking Hotline

The Canadian Human Trafficking Hotline is a confidential, multilingual service operating 24/7 to

connect victims and survivors with social services, law enforcement, and emergency services; they also receive tips from the public about suspected cases of human trafficking.

Call: **1-833-900-1010** (24/7)

Online chat:

<https://canadianhumantraffickinghotline.ca/chat/>

Website: [https://canadianhumantraffickinghotline.ca/](http://canadianhumantraffickinghotline.ca/)

## Indigenous Supports

### The First Nation and Inuit Hope for Wellness Help Line

Counseling is available in English and French, and upon request in Cree, Ojibway and Inuktitut.

Call: **1-855-242-3310** (24/7)

Online chat: <https://www.hopeforwellness.ca/>

### 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.

Website: <http://www.ncsa.ca/>

### Alberta Native Friendship Centres Association

Provides connection to local community-based friendship centres that provide services and referrals.

Website: <http://anfca.com/>

### Métis and Indigenous Children's Services Offices

Find an office that specializes in services for Métis and Indigenous children, youth and families.

Website: <https://www.alberta.ca/metis-and-indigenous-childrens-services-offices.aspx>

### Delegated First Nations Agencies

Child intervention services for First Nation communities.

Website: <https://www.alberta.ca/delegated-first-nation-agencies.aspx>

## 2SLGBTQQIA+ Supports

### LGBT Youthline

LGBTQ2S+ peer support that is confidential, non-judgemental and informed.

Call: 1-800-268-9688 (2 – 7:30 pm MST

Sunday-Friday)

Text: **647-694-4275**

Online chat: <https://www.youthline.ca/>

Help is available, [alberta.ca/violence-against-women.aspx](http://alberta.ca/violence-against-women.aspx)

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## Trans Lifeline

A trans-led organization that connects trans people o the community, support, and resources they need to survive and thrive.

Call: **1-877-330-6366** (24/7)

Website: <https://www.translifeline.org/>

## Reporting and health helplines

### Protection for Persons in Care Reporting

Call to report the abuse of an adult receiving care or support services from public funded service providers such as hospitals, seniors' lodges, nursing homes, mental health facilities, shelters, group homes, addictions treatment centres, or other supportive living settings.

Call: 1-888-357-9339

### Alberta Health Link

Free health-related advice and general health information provided by a nurse.

Phone: **811** (24 hours, 240 languages)

Websites: <https://myhealth.alberta.ca/>

### Mental Health Helpline

Offers help for Albertans experiencing mental health concerns.

Call: **1-877-303-2642** (toll-free, 24/7)

### 24-Hour Distress Line

Confidential, non-judgmental and short-term crisis intervention, emotional support and resources to people experiencing mental health crisis or distress, including support to family, friends and caregivers of people in crisis.

### Edmonton

Call: **780-482-HELP (4357)** (24/7)

Website: <https://edmonton.cmha.ca/programs-services/distress-line/>

### Calgary

Call: **403-266-HELP (4357)** (24/7, 200+ languages)

Hearing impaired: 403-543-1967

Online crisis chat:

<https://distresscentre.com/crisis-chat/>

### Addiction Helpline

A confidential service which provides addiction and mental health support, information and referral to services.

Call: **1-866-332-2322** (toll-free, 24/7)

Help is available, [alberta.ca/violence-against-women.aspx](https://alberta.ca/violence-against-women.aspx)

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