



Mental Health and Addiction Navigator Form

Name:

Contact number for a Mental Health and Addiction Navigator to reach you:

Preferred times for someone to contact you:

Within the initial discussion with a Mental Health and Addiction Navigator, limits of confidentiality (if there are concerns of immediate safety or the safety of child reporting may be considered) and a brief assessment of the presenting concerns will be discussed. Recommendations may include identifying relevant services.

The Mental Health and Addiction Navigator role is a pilot project through the City of Calgary and Hull Services. The Program/Agency will collect and disclose data only as needed for the following purposes:

- Supporting individual case management
- Identifying unfilled service needs and plan for the provision of new services
- Improving the quality/effectiveness of services provided in meeting participant needs
- In addition, the Program/Agency may produce anonymous, aggregate-level reports regarding use of services for funders and other service partners and to show compliance with licensing, accreditation and other regulatory requirements as well as tracking program-level outcomes

Please give a brief description of the concerns you would like to discuss with a Mental Health and Addiction Navigator (include current or previous services that have been involved):



Consent

By submitting this form you are consenting to being contacted by a Mental Health and Addiction Navigator; this consent may be withdrawn at anytime. Once the form is submitted a Mental Health and Addiction Navigator will contact you by phone within 24 - 48 business hours. Contact with The Mental Health and Addiction Navigator will include a phone or video call to complete an assessment to help parents and caregivers identify the best resources and supports to meet the needs of their young person and family. The Navigator will assess the needs of the young person requiring support, offer their clinical impressions, and recommend the best type of resources and supports that are best suited to meet their needs. The Navigator will follow up with the family in a timely manner as an additional support. The number of follow-up phone calls will be determined in collaboration with the family and based on the assessment and their current needs. In the event that there are access barriers including such things as excessive waiting lists, transportation challenges or unanticipated financial costs; the Navigator will help identify other resources and support options to better meet the families' needs.

Crisis Support

If this is an emergency please call 911 or present at the nearest emergency room.

Please note that the Mental Health and Addiction Navigator is not a crisis service. If you or your child are in distress and wish to speak with someone immediately, please contact one of the services listed below:

Calgary Distress Centre

Crisis Line

24-hour Crisis Line: 403.266.4357 (HELP)

Crisis Text Support – 403.266.HELP (4357)

This service is available from 3:00pm – 10:00pm weekdays and from 12pm-10:00pm on weekends.

ConnecTeen

ConnecTeen is a peer support service. Peers support is available weekdays from 3pm-10pm and 12pm-10pm on weekends. Outside of these hours adult volunteers are available for support.



24-Hour Phone Line: 403.264.8336 (TEEN)

Text: 587.333.2724 (weekdays from 3pm – 10pm, weekends from 12pm – 10pm)

Online Chat: CalgaryConnecTeen.com (weekdays, from 3pm – 10pm, weekends, from 12pm – 10pm)

Crisis Services Canada

Crisis Services Canada is a suicide prevention service offering support for individuals who are thinking about suicide or worried about a friend or a loved one.

24-Hour Distress Line: 1.833.456.4566

Online Chat: <http://www.crisisservicescanada.ca>

Text Services: Text 45645 (4pm to 12am EST)

Kids Help Phone

24-Hour Counsellor Line: 1.800.668.6868

24-Hour Texting Service: Text "CONNECT" to 686868 (also serving adults)

Online Chat Services: kidshelpphone.ca (6pm – 2am EST)