

Know the numbers that will help over the holiday season

The Government of Alberta has a range of supports available for Albertans who need help during the Christmas season.

Families experience more stress during the holiday season for a variety of reasons – financial strain, time spent with family members who may be abusive or even just the pressure to be happy during a time of personal vulnerability.

“Holidays can be a time of stress as well as joy. That’s why the Alberta government has information and support lines that people can call or text to get help with abuse or other kinds of emergencies. It’s vital that when people reach out for help during the festive season, someone is there to reach back, at any time of the day or night.” - Heather Klimchuk, Minister of Human Services

Government-hosted phone lines offer support throughout the year and over the holiday season to Albertans who may be experiencing difficulties.

- The Family Violence Info Line provides a chat option between noon and 8 p.m. Phone support is available 24 hours a day, seven days a week in more than 170 languages at 310-1818.
- The Bullying Help Line provides a chat option between noon and 8 p.m. Phone support is available 24/7 in more than 170 languages at [1 888 456 2323](tel:18884562323).
- A Kinship Care Inquiry Phone Line was recently established to provide information, help and support in a variety of languages at [1-844-644-1329](tel:18446441329). Kinship care places children who can't be with their biological parents with family or close friends to help the child remain connected to their culture and support systems.
- The Child Abuse Hotline has added a translation service so help is available in more than 200 languages at [1 800 387 5437](tel:18003875437).
- The Income Support Contact Centre will remain available over the holidays for emergency basic needs assistance at [1 866 644 5135](tel:18666445135).
- The Mental Health Help Line at [1-877-303-2642](tel:18773032642) will also be available to offer help for mental health concerns for Albertans.

Over the holidays, from December 24, 2014 to January 1, 2015, Alberta Government employees will continue to provide support to Albertans in need. Programs and resources that affect the health, safety and security of Albertans will be available 24 hours a day, seven days a week. Alberta.ca will feature a list of all services available over the holiday season.

Non-urgent government operations will be closed from December 24, 2014 to January 1, 2015, with regular services resuming on January 2, 2015. In emergency situations, Albertans should call 911.