

Hosts of Ukrainian Evacuees

Pathways to Healthcare, Support and Resources

Thank you for volunteering to welcome evacuees into your home, you are truly inspirational.

All evacuees who need healthcare support will be provided care at any of our Alberta Health Services facilities, free of charge. If you, or the person or family you are supporting needs help, please do not hesitate to reach out. This resource identifies some supports you may need, and we hope it helps you to take care of yourself so you can take care of others.

Together with community partners, immigration and external organizations, community healthcare providers, the Government of Alberta, the Government of Canada and you, we will ensure that all evacuees are supported with compassionate, quality care, in their new communities.

If anyone is experiencing a medical emergency, please call 911

The following resources have helplines with translation services that are available toll-free 24/7.

If you need to speak to someone in a language that is not English, simply say the language you wish to speak, and an interpreter will be added to the conversation.

Healthcare Questions or Concerns?

811 will connect you with a nurse who can help you find supports or resources for physical or mental health concerns.

Call 811 or visit www.ahs.ca/811

Looking for Community Resources?

211 can help connect with you with programs or services in your community.

Call 211 or visit www.ab.211.ca

Get Help. Call the Mental Health Helpline

If you are worried about your mental health or the mental health of another, reach out.

1-877-303-2642
o Edmonton: 780-424-2424
o Calgary: 403-943-1500

Online healthcare resources

Find Health Information and Tools

This site can help you check symptoms, learn more about a health condition or medication or understand tests and treatment.

Visit [MyHealthAlberta](https://myhealth.alberta.ca/) by searching <https://myhealth.alberta.ca/>

Service Directory

InformAlberta is a search tool to find information about community, health, social, and government services across the province.

Visit InformAlberta by searching <https://informalberta.ca>

Help is available.



Hosts of Ukrainian Evacuees

Pathways to Healthcare, Support and Resources

Help in Tough Times

This site identifies important phone numbers, as well as resources to support addictions and mental health, stress, dealing with grief and access to find other healthcare services.

Visit [Help in Tough Times](#) by searching [ahs.ca/helpintoughtimes](https://www.ahs.ca/helpintoughtimes)

Addictions and Mental Health

This site can help you locate mental health and addiction programs and services in a location near you as well as resources and tools to support adults and children needing help.

Visit [Addictions and Mental Health – Information for Albertans](#) by searching www.ahs.ca/amh

Other supports and resources

Find A Physician or Family Doctor

This site has a link to the [Find a Physician tool](#) which can search for physicians in your area by discipline, language or location. It also has a link to [find a Family Doctor](#) through the Primary Care Network which can identify physicians who are accepting new patients in your area.

[Find a Doctor](#) by searching <https://search.cpsa.ca/physiciansearch>

Healthcare options for you and your guests

This [resource](#) can help you learn more about your healthcare options, including how to update your vaccinations or get pre- and postnatal care.

Visit [AHS Support for Ukraine](#) by searching AHS Support for Ukraine.

COVID-19 Immunizations

Get fully protected. This site allows you to book an immunization appointment at one of our public health clinics and identifies local pharmacies and walk-in clinics that can provide the vaccine.

[COVID-19 Immunizations](#)

Dental Care

Alberta Health Services team has two clinic locations in Calgary that provide dental services, free of charge, to patients in need. Please call the location nearest you to speak with a receptionist to schedule an appointment or ask questions.

Chumir Dental Clinic
Call 403-955-6888
1213 4th Street SW

Sunridge Medical Gallery
Call 403-944-9999
2580 32 Street NE

Questions about setting up your home?

This site offers more information on how to maintain a health home, well water testing, animal exposure and other topics.

[Information for Your Home & Family](#)

Help is available.

Hosts of Ukrainian Evacuees

Pathways to Healthcare, Support and Resources

Safe Healthy Environments/ Environmental Public Health

This helpline can answer questions about housing regulations to ensure your home is safe for guests to stay.

Call 1-833-476-4743

Hours of operation:
○ 8:30 a.m. to 4 p.m.

Need support from Environmental Public Health?

Submit concerns or a request for service to Alberta Health Services – Environmental Public Health. This site allows you to submit a request for a safety audit or file a complaint about a rental property or other environmental concern.

Visit [Environmental Public Health](https://www.alberta.ca/eph) at [ahs.ca/eph](https://www.alberta.ca/eph)

To submit a request or complainant, please use the [portal link](#) available under the Contact/Pay section.

Government resources

Government of Alberta

There are programs and supports available to help Ukrainians who are arriving in Alberta. Read important information on how to access settlement services, enroll children into school and childcare, find jobs, get your credentials recognized, get a driver's licence or identification card, access the health care system, and set up banking and finances.

[Support for Ukrainians - Government of Alberta](https://www.alberta.ca/support-for-ukrainians.aspx) by searching <https://www.alberta.ca/support-for-ukrainians.aspx>

Government of Canada

The Government of Canada is committed to support those affected by the Russian invasion of Ukraine. Measures have been put in place to help Ukrainians come to and stay in Canada.

[Immigration measures for people affected by the Russian invasion of Ukraine - Canada.ca](https://www.canada.ca/en/immigration-refugees-citizenship/services/immigration-and-refugee/immigration-measures-affected-russian-invasion-ukraine-canada.html)

[Immigration, Refugees and Citizenship Canada \(IRCC\)](https://www.canada.ca/en/immigration-refugees-citizenship/services/immigration-and-refugee/immigration-enquiries-ukraine.html) established a dedicated service channel for Ukraine immigration enquiries available for clients both in Canada and abroad at +1-613-321-4243, with collect calls accepted. Clients can add the keyword "Ukraine2022" to the [IRCC crisis web form](https://www.canada.ca/en/immigration-refugees-citizenship/services/immigration-and-refugee/immigration-enquiries-ukraine.html) with their enquiry and it will be prioritized.

Call +1-613-321-4243

[Canada's response to the Russian invasion of Ukraine](https://www.canada.ca/en/immigration-refugees-citizenship/services/immigration-and-refugee/canada-response-russian-invasion-ukraine.html) by searching Government of Canada – Ukraine.

Help is available.