

Access Mental Health Resource Database

User Manual

January 2025

Mental Health and Addiction Services

Recovery Alberta – Calgary Zone

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INTRODUCTION

The Access Mental Health Resource Database (AMHRD) is designed to provide resource information for many addiction and mental health services available in the Calgary zone (Recovery Alberta, AHS and Non-AHS). Information in the AMHRD is maintained by the Access Mental Health team and provides a best current understanding of available services for assessment, treatment and support within the Calgary zone. The AMH Resource Database is intended to meet the organizational goal of “right person, right place at the right time”. If you need any assistance helping clients to navigate resources please call Access Mental Health at 403-943-1500 or Toll Free at 1-844-943-1500.

Many professionals providing support for addiction and mental health concerns are not aware of specific services and do not have the time or resources to identify the right service. The referral process is a source of frustration because each program has different referral procedures and target populations.

The AMHRD will maintain an updated inventory of available options for treatment within Calgary and Area and provide information on the means to access these treatment options. The primary goal is to minimize the number of steps that it would require to access the right service.

Terminology used in this manual

Resource (may be used interchangeably with ‘Service’) – A global term referring to all records stored in the AMH Resource database that relate to addiction and mental health within the Calgary Zone.

Resource Information Sheet – This is the information that displays when a resource is opened in Word or PDF format. It provides basic information on the resource selected. This information includes a description of the selected resource, contact information, and service accessibility including referral information, languages available, wait period, any applicable fees and the hours of operation. This sheet does not include the additional details from the Resource Information and Taxonomy tabs that are displayed when the resource is opened in a new webpage.

ACCESSING THE DATABASE

To access the AMHRD database, you can enter the following URL address on any internet browser (Google Chrome, Firefox, Safari, and Microsoft Edge).

- To access the database, please visit: amhrd.ahs.ca

SEARCHING FOR RESOURCES

Purpose: To search for Resources by taxonomy developed specifically for the AMH Resource Database (AMHRD).

- Resource Data is automatically sorted alphabetically (A-Z) by organization name.

Several options are available for users when navigating the AMHRD, such as accessing detailed resource information online, downloading resource information as a PDF or Word document, or linking to the resource’s website (if available).

AMHRD [Search](#) [Location Finder](#) [User Guide](#)
Admin Login

Age Group

Key Words

Alphabetical

Level of Care *(AHS Only)

Diagnosis

Service Types

Search Text

	Organization	Resource Name	Phone	Address	City	Action
+	211 Alberta	211 Alberta	(211) ___-____	300-1010 8 Ave SW	PROVINCIAL	📄 📄 🌐
+	311 Calgary	311 Calgary	(311) ___-____	-	CALGARY	📄 📄 🌐
+	Accredited Supports to the Community	Accredited Supports to the Community	(403) 901-1951	4322 50 Ave	OLDS	📄 📄 🌐
+	Africa Centre	Africa Centre	(780) 455-5423	840-105 12 Ave SE	CALGARY	📄 📄 🌐
+	Africa Centre	Counselling Clinic	(780) 455-5423	840-105 12 Ave SE	CALGARY	📄 📄 🌐
+	AgeCare	Skypointe II: Complex Mental Health Rehabilitation Program	-	179 Skyview Cir NE	CALGARY	📄 📄 🌐
+	AHS - Abortion Services	Abortion Services	-	-	CALGARY	📄 📄 🌐
+	AHS - Access to Home Care	Community Care Access	(403) 943-1920	c/o 10101 Southport Rd SW	CALGARY	📄 📄 🌐
+	AHS - Addiction Helpline	Addiction Helpline	(866) 332-2322	N/A	CALGARY	📄 📄 🌐
+	AHS - Alberta Healthy Living Program	Alberta Healthy Living Program	(844) 527-1160	10301 Southport Lane SW	CALGARY	📄 📄 🌐

Showing 1 to 10 of 816 rows rows per page

...

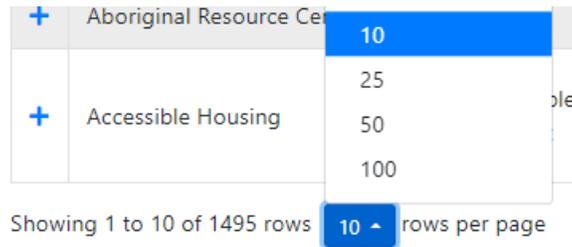
- The standard display for the AMH Resource Database is set at:
 - 10 rows per page
 - Columns visible include: Expand Resource <+>, Organization, Resource Name, Phone, Address, City, and Action.

- To expand the information from one of the resources, click on the blue “+” button, located to the left of the organization name.
 - In the drop down, you will see information regarding languages, accessibility, wait period, area served, email and website specific to that resource.
 - To minimize the drop down list, click on the blue “—” button located to the left of the organization name.

Organization	Resource Name	Phone	Address	City	Action
— 211 Alberta	211 Alberta	(211) ___-___	300-1010 8 Ave SW	PROVINCIAL	

Languages: English, Over 170 languages available through a tele-interpreter service
Accessibility: Phone, Text, Chat
Wait Period: No Waiting Period
Area Served: Alberta
Email: info@ab.211.ca
Website:
[211 Alberta](#)
LOCUS:

- To change how many resources are available per page, you can modify how many rows appear. At the bottom of the list of resources, click on the blue highlighted icon.
 - The number in this icon indicates how many rows appear per page.
 - Options for how many rows will appear are: 10, 25, 50 or 100 per page.



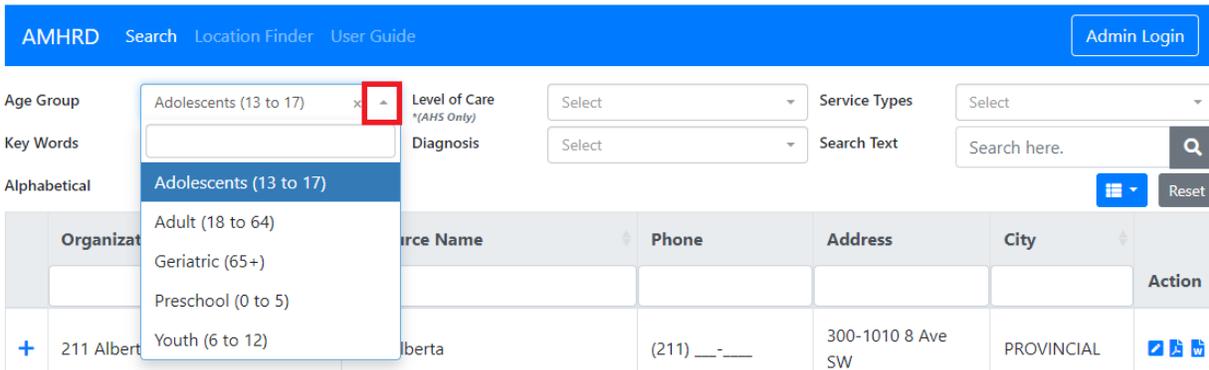
- To navigate between the pages, click on the left “<” or right “>” arrows.
 - You can also view a specific page by clicking on one of the numbered boxes.



FILTERING RESOURCES BY TAXONOMY

Purpose: To filter Resources using the AMH Resource taxonomy.

- 1) The following categories can be used to filter resources based on user needs.
- 2) When a selection criteria is chosen, a drop down box becomes available with different options to select from. Multiple criteria options can be selected at the same time.
 - a. You can select criteria by clicking on the drop down box “☰” and hovering the mouse over the specific criteria you wish to select. The option will be highlighted blue. Click on the option you wish to search by.



Taxonomy Terms	Definition
Age Group	The primary age of focus divided into five categories: Preschool (Ages 0 to 5), Youth (Ages 6 to 12), Adolescents (Ages 13 to 17), Adult (Ages 18 to 64), and Geriatric (Ages 65+).
Level of Care	Indicates the level of care used to group Resources based on the LOCUS categorization of services.
Key Words	Indicates the main keyword category used to group Resources based on the focus of their service.
Diagnosis	A subset of diagnoses from the DSM-5 that describes the diagnoses served by the Resources.
Search Text	This option allows you to search Resources based on any key words or terms you are looking for.

FILTERING RESOURCES BY TEXT SEARCH

Purpose: To filter Resources by entering a text search. The 'Search Text' option is located under the service type selection criteria.

- The Search Text functionality is similar to Web search engines, as it searches all fields within the database that match all the search terms entered. It does not use Boolean (ie. AND, OR, NOT) in its search.

The screenshot shows the AMHRD search interface. At the top, there is a navigation bar with 'AMHRD', 'Search', 'Location Finder', and 'User Guide', along with an 'Admin Login' button. Below this, there are several filter dropdown menus: 'Age Group', 'Level of Care (AHS Only)', 'Key Words', 'Diagnosis', 'Alphabetical', and 'Service Types'. A red box highlights the 'Search Text' field, which contains the placeholder text 'Search here.' and a magnifying glass icon. To the right of the search field are icons for a grid view and a 'Reset' button.

- Type the search term in the field and click on the magnifying glass .
- The system will match any words typed into the 'Search Text' box.
 - It is not case sensitive (i.e. lower and upper case does not matter)
 - Users may use the taxonomy terms (Age Group, Level of Care, Key Words, and Diagnosis) to further filter the search.
- Click on the columns icon to modify the basic information provided for each resource.
 - You can select or unselect any of the following options based on the information you would like displayed.

The screenshot shows the AMHRD search results page. At the top, there is a navigation bar with 'AMHRD', 'Search', 'Location Finder', and 'User Guide', along with an 'Admin Login' button. Below this, there are several filter dropdown menus: 'Age Group', 'Level of Care (AHS Only)', 'Key Words', 'Diagnosis', 'Alphabetical', and 'Service Types'. A red box highlights the 'Search Text' field, which contains the placeholder text 'Search here.' and a magnifying glass icon. To the right of the search field are icons for a grid view and a 'Reset' button. Below the filters is a table of resources. The table has columns for 'Organization', 'Resource Name', 'Phone', 'Address', and 'City'. A red box highlights a dropdown menu that is open, showing options to toggle the visibility of columns: 'Toggle all', 'Organization', 'Resource Name', 'Phone', 'Address', 'City', 'Postal Code', and 'Action'. The 'Action' column contains icons for a magnifying glass, a plus sign, and a minus sign.

	Organization	Resource Name	Phone	Address	City	Action
+	211 Alberta	211 Alberta	(211) ___-____	300-1010 8 Ave SW	PROVINC	<input checked="" type="checkbox"/> Toggle all <input checked="" type="checkbox"/> Organization <input checked="" type="checkbox"/> Resource Name <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Address <input checked="" type="checkbox"/> City <input checked="" type="checkbox"/> Postal Code <input checked="" type="checkbox"/> Action
+	311 Calgary	311 Calgary	(311) ___-____	-	CALGARY	<input checked="" type="checkbox"/> Toggle all <input checked="" type="checkbox"/> Organization <input checked="" type="checkbox"/> Resource Name <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Address <input checked="" type="checkbox"/> City <input checked="" type="checkbox"/> Postal Code <input checked="" type="checkbox"/> Action
+	Accredited Supports to the Community	Accredited Supports to the Community	(403) 901-1951	4322 50 Ave	OLDS	<input checked="" type="checkbox"/> Toggle all <input checked="" type="checkbox"/> Organization <input checked="" type="checkbox"/> Resource Name <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Address <input checked="" type="checkbox"/> City <input checked="" type="checkbox"/> Postal Code <input checked="" type="checkbox"/> Action
+	Africa Centre	Africa Centre	(780) 455-5423	840-105 12 Ave SE	CALGARY	<input checked="" type="checkbox"/> Toggle all <input checked="" type="checkbox"/> Organization <input checked="" type="checkbox"/> Resource Name <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Address <input checked="" type="checkbox"/> City <input checked="" type="checkbox"/> Postal Code <input checked="" type="checkbox"/> Action

4) Click <Reset> to clear all search criteria filters and column preferences.

AMHRD Search Location Finder User Guide Admin Login

Age Group Level of Care *(AHS Only) Service Types

Key Words Diagnosis Search Text

Alphabetical

	Organization	Resource Name	Phone	Address	City	Action
+	211 Alberta	211 Alberta	(211) ___-___	300-1010 8 Ave SW	PROVINCIAL	<input type="button" value="Print"/> <input type="button" value="PDF"/> <input type="button" value="Share"/>

The Search Text searches the following data elements:

- | | |
|--|--|
| <ul style="list-style-type: none"> - Organization - Resource Name - Other Resource Name - Description - Area Served | <ul style="list-style-type: none"> - Languages Offered - Accessibility - Referral Requirements - Service Fee |
|--|--|

DETAILED RESOURCE INFORMATION

Purpose: To access detailed information on the resource, such as a description of the resource, resource type, area served, accessibility, referral requirement, other resource information, and taxonomy. To view this information, click on one of the icons underneath the 'Action' column.

- The pencil icon opens a new web page with detailed resource information. This allows you to view additional information such as the Resource Information and Taxonomy tabs, which are not available when the resource is opened in PDF or Word formats.
- You can open the Resource Information Sheet as a PDF or Word document.
 - This provides a printable summary that can be shared with clients.

	Organization	Resource Name	Phone	Address	City	Action
+	311 Calgary	311 Calgary	(000) 000-0311	-	CALGARY	



- < > Can open the resource in a new web page
- < > Can open the resource in a PDF
- < > Can open the resource in a Word document

PRINTING RESOURCES

Resource Information Sheets can be printed for each resource in the AMH Resource Database by selecting one of the above actions.

- If you choose to open the resource in a new webpage, you can print the Resource Information Sheet from that page as a Word or PDF file, using the 'Print Word' or 'Print PDF' buttons.
 - Clicking on 'Print Word' will download the Word document to your computer. It is recommended that you always use the AMH Resource Database to access resource information, as this will always contain the most up-to-date information.
- Opening the resource in a new webpage allows you to view the following additional information: Service Accessibility, Resource Information and Taxonomy.

The following view is accessible by opening the resource as a webpage.

The screenshot shows a web form titled "Resource Information" for the resource "311 Calgary". At the top right, there are two buttons: "Print Word" (blue) and "Print PDF" (green). The form includes several input fields: "Organization" (311 Calgary), "Resource Name" (311 Calgary), "Description" (a rich text editor with the text "When to call: For City information and non-emergency and non-law enforcement related services (e.g. bylaw-related issues, potholes, street cleaning, tax account inquiries)."), "Phone" (311), "Fax", "Other Phone" (403) 268 2489, "Address", "City" (CALGARY), "Postal Code", "Email", and "Website" (https://www.calgary.ca/311.html). Below the main form, there are three tabs: "Service Accessibility", "Resource Information" (selected), and "Taxonomy". The "Service Accessibility" tab is active, showing fields for "Area Served" (Calgary), "General Directions", "Languages Offered" (English, various languages), "Accessibility" (311 Calgary App, 311 Online, Call 311), "Referral Requirements", "Wait Period Notes", and "Service Fee" (No Fee). On the right side of the "Service Accessibility" tab, there is a "Hours" section with a table of days and times, all set to "24/7". The "Hours Notes" field is empty. The "Last Updated" date is 2024-03-28.

Button Name	Button Action
Print Word	Print resource information in a Word document
Print PDF	Print resource information as a PDF
Service Accessibility	View details regarding area served, languages offered, accessibility, referral requirements, wait times, service fees and hours of operation.
Resource Information	View details regarding other resource names and types. Can view related services.
Taxonomy	Provides insight on how the resource is classified based on selection criteria: Diagnosis, Age Group, Service Types, and Level of Care.

LOCATION FINDER

- **Purpose:** To access detailed information on a location by entering the location name. This will give you information on geographic area, nearest Community Mental Health Clinic, Addiction Office and Acute Hospital. The 'Search Text' option is located under the Find a Location.

The screenshot shows the AMHRD Location Finder interface. At the top, there is a blue navigation bar with the following items: AMHRD, Search, Location Finder, Email, Maintenance, Report, User Guide, Welcome, reneekilbreath, and a Logout button. Below the navigation bar is a white box titled "Find a Location". Inside this box, there is a search input field containing the text "Airdrie". Below the search field is a dark grey bar labeled "Details". Underneath the "Details" bar, there is a table with the following information:

Geographic Area	Access Mental Health Calgary Zone Phone 1-844-943-1500, Fax 403-943-9044, CC Name: CGY SPT AMH ACCESS MH
Nearest Community Mental Health Clinic	AHS - Airdrie Addiction & Mental Health Clinic
Nearest Addiction Office	AHS - Airdrie Addiction & Mental Health Clinic
Nearest Acute Hospital	Peter Lougheed Centre. 3500 26 Ave NE, Calgary, AB