

Access Mental Health Resource Database

User Manual

May 2021

**Addiction and Mental Health
Alberta Health Services – Calgary Zone**

Table of Contents

INTRODUCTION	3
ACCESSING THE DATABASE	3
SEARCHING FOR RESOURCES	4
FILTERING RESOURCES BY TAXONOMY	6
FILTERING RESOURCES BY TEXT SEARCH	7
DETAILED RESOURCE INFORMATION	9
PRINTING RESOURCES	9

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 (both 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
Admin Login

Age Group	<input type="text" value="Select"/>	Level Of Care	<input type="text" value="Select"/>	Service Types	<input type="text" value="Select"/>
Key Words	<input type="text" value="Select"/>	Diagnosis	<input type="text" value="Select"/>	Search Text	<input style="border: 1px solid #ccc;" type="text" value="Search here."/>

Reset

	Organization	Resource Name	Phone	Address	City	Action
+	311 Calgary	311 Calgary	(000) 000-0311	-	CALGARY	🔗 📄 📄
+	Ability4Good	Behavioural Developmental Services	(403) 262-9445	302-327 41 Ave NE	CALGARY	🔗 📄 📄
+	Ability4Good	Intervention Services	(403) 262-9445	302-327 41 Ave NE	CALGARY	🔗 📄 📄
+	Ability4Good	Specialized Services	(403) 262-9445	302-327 41 Ave NE	CALGARY	🔗 📄 📄
+	Ability4Good	THRIVE	-	302-327 41 Ave NE	CALGARY	🔗 📄 📄
+	Ability4Good	Triple P (Positive Parenting Program)	(403) 262-9445	302-327 41 Ave NE	CALGARY	🔗 📄 📄
+	Aboriginal Friendship Centre	Aboriginal Friendship Centre (AFCC)	(403) 270-7379	316 7 AVE SE	CALGARY	🔗 📄 📄
+	Aboriginal Friendship Centre	Aboriginal Housing Initiatives, Outreach Program, Cultural Reconnection, Sweats & Smudging, Drumming	(403) 270-7379	316 7 AVE SE	CALGARY	🔗 📄 📄
+	Aboriginal Resource Centre	test	-	-	RED DEER	🔗 📄 📄
+	Accessible Housing	Accessible, Affordable Housing & Support	(403) 282-1872	215-1212 31 Ave NE (Deerfoot Junction)	CALGARY	🔗 📄 📄

Showing 1 to 10 of 1495 rows 10 rows per page

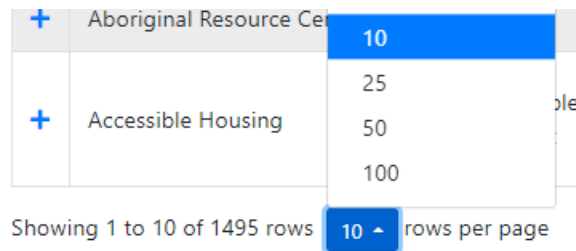
1
2
3
4
5
...
150

- 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
— 311 Calgary	311 Calgary	(000) 000-0311	-	CALGARY	
<p>Languages: English, various languages</p> <p>Accessibility: null</p> <p>WaitPeriod: 0</p> <p>AreaServed: Calgary</p> <p>Email: null</p> <p>Website: http://www.calgary.ca/CFOD/CSC/Pages/311.aspx?redirect=/311</p>					

- 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.



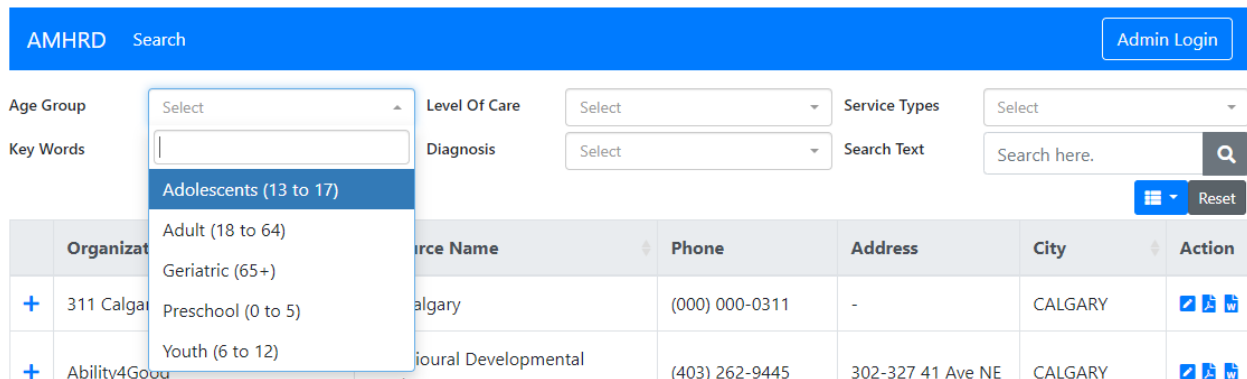
- To navigate between the pages, click on the left “<” or right “>” arrows.
 - You can also view a specific page by clicking on one of the numbered boxes.



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.
Service Types	A categorized list of the modes of service offered by a Resource.
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 blue header with 'AMHRD Search' on the left and 'Admin Login' on the right. Below the header, there are several filter options: 'Age Group' (Select), 'Level Of Care' (Select), 'Service Types' (Select), 'Key Words' (Select), and 'Diagnosis' (Select). A 'Search Text' field is located under the 'Service Types' filter, containing the text 'Search here.' and a magnifying glass icon. This field is highlighted with a red box. To the right of the search field is 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, Service Types, 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 interface with a table of resources. The table has columns for Organization, Resource Name, Phone, Address, City, and Action. A dropdown menu is open over the table, showing options to toggle the display of various columns: Toggle all, Organization, Resource Name, Phone, Address, City, Postal Code, and Action. This dropdown menu is highlighted with a red box.

	Organization	Resource Name	Phone	Address	City	Action
+	311 Calgary	311 Calgary	(000) 000-0311	-	CALGARY	 
+	Ability4Good	Behavioural Developmental Services	(403) 262-9445	302-327 41 Ave NE	CALGARY	 
+	Ability4Good	Intervention Services	(403) 262-9445	302-327 41 Ave NE	CALGARY	 
+	Ability4Good	Specialized Services	(403) 262-9445	302-327 41 Ave NE	CALGARY	 
				302-327 41 Ave		

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

AMHRD Search Admin Login

Age Group	<input type="text" value="Select"/>	Level Of Care	<input type="text" value="Select"/>	Service Types	<input type="text" value="Select"/>
Key Words	<input type="text" value="Select"/>	Diagnosis	<input type="text" value="Select"/>	Search Text	<input type="text" value="Search here."/>

Reset

	Organization	Resource Name	Phone	Address	City	Postal Code	Action
+	311 Calgary	311 Calgary	(000) 000-0311	-	CALGARY	-	🔗 📄 🗨




The Search Text searches the following data elements:

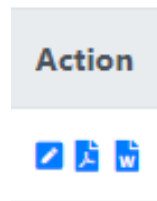
<ul style="list-style-type: none"> - Organization - Resource Name - Other Resource Name - Description - Area Served 	<ul style="list-style-type: none"> - Languages Offered - Accessibility - Referral Requirements - Service Fee
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DETAILED RESOURCE INFORMATION

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.

Resource Information

Organization * Resource Name * Resource Type

Description //

311 Citizen Services is your single point of contact for local government information and non-emergency services. Whether you're a resident, a business owner, or a visitor, your connection to The City is at your fingertips. We aim to provide you with easy access to local government information and non-emergency services while maintaining excellent customer service.

Call 9-1-1 for life threatening emergency assistance (fire, ambulance or police).

Call 311 for City services, non-emergency and non-law enforcement related services (e.g. by-law related issues, potholes and street cleaning).

Call 211 for help finding any community, social or government services in Calgary.
Visit calgary.ca/311 for more information.

Phone Fax Other Phone

Address City Postal Code

Email Website

Service Accessibility

Resource Information

Taxonomy

Area Served	<input type="text" value="Calgary"/>	Monday	<input type="text" value="24/7"/>
		Tuesday	<input type="text" value="24/7"/>
Languages Offered	<input type="text" value="English, various languages"/>	Wednesday	<input type="text" value="24/7"/>
Accessibility	<input type="text"/>	Thursday	<input type="text" value="24/7"/>
Referral Requirements	<input type="text" value="311 Citizen Services Your access to The City anytime, anywhere
311 Calgary App
311 Online
Call 311"/>	Friday	<input type="text" value="24/7"/>
		Saturday	<input type="text" value="24/7"/>
Wait Period Days	<input type="text" value="0"/>	Sunday	<input type="text" value="24/7"/>
		Holidays	<input type="text" value="24/7"/>
Wait Period Notes	<input type="text"/>	Hours Notes	<input type="text"/>
Service Fee	<input type="text" value="No Fee"/>		

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.