



Visiting Children's Emergency with a Mental Health Concern: What to Expect – for Children and Teens

Waiting times

Your wait to see a doctor will depend on a variety of factors including how many patients are waiting to be seen and how sick they are. The wait for a mental health checkup can sometimes be lengthy but the staff will do all they can to make this wait as comfortable as possible.

Where do you go first?

First you arrive at the front desk, called triage. You will talk to a nurse and your chart will be started. Once you have been triaged, the nurse will direct you to the waiting room or a patient care room in the Emergency Department.

Once you are in a patient care room in the Emergency Department you will see a nurse, and then a doctor. They will talk to you about why you are here and how we can help you.

Hospital staff will work with you to develop a plan of care that addresses your concerns and keeps you safe. You may be asked to hand over any items that could be a concern for your safety, like sharp objects or medications.

While in the Emergency Department, an adult caregiver **must** be with you at all times, even if it means outside the room to make sure you are safe. If you need a bathroom break, or a short break, please let a staff member know and have the person walk with you.

You may be asked to speak to the doctor or nurse along without a caregiver present to respect your privacy. Doctors and nurses may also want to talk to your caregivers with or without you present.

Will I be seen by a Psychiatrist?

After your checkup with the Emergency Department doctor, it will be determined if a Psychiatry doctor should be involved in your care. If a Psychiatry doctor is not involved today, we will discuss a safety plan with you and your caregivers going forward.

Mental Health Resources:

Crisis Services

Police, Fire, Ambulance	911
Health Links	204-788-8200
Health Links (Toll-Free)	1-888-315-9257
Klinic Crisis Line	204-786-8686
Manitoba Suicide Line	1-877-435-7170
Poison Control	1-855-776-4766
Kids Help Phone	1-800-668-6868
	Text TALK to 686868
Mobile Crisis Services	204-949-4777
Mobile Crisis Services- Toll-Free	1-888-383-2776
Youth Resource Centre/Shelter (159 Mayfair Ave)	204-447-1804
Hope for Wellness Crisis Line Offers Cree, Ojibway & Inuktitut speaking counsellors	1-855-242-3310

Please let staff know right away
if you have safety concerns at any time or if you feel
there is a change in your condition while in the
Emergency Department.



Community Resources – Free

1. The Link
Family therapy support for individuals and/or families.
Brief Treatment Therapy: Phone: 204-477-1722
2. Centralized intake
This service was developed to improve access to children and adolescent mental health resources. Referrals go directly to services at MATC and or child and adolescent mental health programs at HSC. Phone: 204-958-9660
3. Youth Addictions Centralized Intake
Offers information and support to parents and youth regarding addiction services for youth in the province. Phone: 1-877-710-3999
4. Family Dynamics (both free/paid services)
In home support for children with behaviour issues. They also offer services to support parents.
Phone: 204-560-2435 or 204-947-1401
5. KID THINK
(offers 10 hours free service based on income)
Mental health treatment center and outreach programs that focus on child therapy and wellbeing for kids 12 & under.
Phone: 431-388-5373
Website: kidthink.ca
6. University of Manitoba Psychology Service Centre - Phone: 204-474-9222
7. Grief Coaching – Phone: 1-866-585-0445
8. Klinik – Drop-in & short-term counselling
Phone: 204-784-4090; 870 Portage Avenue
9. Norwest Youth Hub – Free counselling by appointment or drop-in for ages 14-24
Phone: 204-221-9800 or 204-938-5920
10. Rainbow Resource Centre for Youth
2SLGBTQ+; youth ages 10-21
Phone: 204-474-0212

Resources – Fee for Service (sliding scale)

1. Cognitive Behavioral Institute
Clinical Psychologists
Phone: 204-982-3810
Website: cbtmanitoba.com
2. Mind Matters
Assorted professionals from different disciplines – clinical psychology, social work, counselling, art therapy, speech and language therapy
Phone: 204-477-8555
Website: mindmattersclinic.ca
3. Aulneau Renewal Centre
Counselling for children and parents
Phone: 204-987-7090
4. Aurora Family Therapy Centre
Phone: 204-786-9251
5. Cornerstone Counselling
Phone: 204-663-0050
6. Centre Renaissance Centre Inc.
Phone: 204-256-6750

For Additional Resources, please scan the QR Code below:



Individuals with Treaty status are eligible for 22 free sessions through the First Nations and Inuit Health Branch (FNIHB) with registered and eligible providers.

Next Review: January, 2028