



WHAT TO EXPECT: When Your Child Visits Children’s Emergency with a Mental Health Concern

How long do we have to wait?

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

What happens after triage?

Once your child has been triaged, the nurse will direct you to the waiting room or a patient care room in the Emergency Department.

Another nurse will complete an assessment of your child and this will be followed by an assessment by an Emergency Department doctor.

You and your child will both be interviewed separately. The nurse and doctor will work with you and your child to develop a plan of care that addresses your concerns and keeps your child safe. Your child may be asked to surrender any items that could be used for self-harm.

Will my child be seen by a Psychiatrist if I bring them to Children’s Emergency?

A consultation with Psychiatry will be done only if it is determined by the Emergency Department doctor to be appropriate and helpful for your child at that time.

Do I have to stay with my child the entire time we are in the Emergency Department?

Yes, it is necessary for a caregiver to **always remain with the child** while in the Emergency Department. If you require a short break (ie: bathroom), please contact a staff member and if possible (given our staff availability) we will stay with your child while you have a short break. If your child needs to use the bathroom please walk with them to the room and check on them a minimum of every 5 minutes while they are in there.

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

Mental Health Resources

The following resources were put together by Emergency Department staff. We hope you can find them helpful.

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



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: November 2026