

Provincial Abuse Line

Information Sheet

If you suspect an Albertan is, or is at risk of, being abused or neglected, help is just a phone call away.

Call 1-855-4HELPAB

If you suspect an Albertan is being abused or neglected and don't know where to turn for help, call the centralized abuse line. You will be connected to resources, supports, services and referrals to address your concern.

**Call the provincial abuse line at
1-855-4HELPAB (4435722)**

Call 911 if someone is in immediate danger.

What to expect

- The provincial abuse line is operated by the Alberta Supports Contact Centre. Hours: 7:30 a.m. – 8 p.m., Monday to Friday.
- Be prepared to provide as much detailed information as you can about the alleged abuse or neglect.
- If you are calling with concerns about another person, you don't have to provide your name and contact information. It would be helpful in case there are additional questions.
- After listening to your concern, the Alberta Supports Contact Centre will direct your call to the appropriate service or support.
- If the person you are concerned about already accesses Community and Social Services supports, the ministry will follow up with the individual to offer additional help.

What is abuse or neglect?

Abuse

- **Physical:** actions causing physical discomfort, pain or injury.
Examples include hitting, slapping, pushing or kicking.
- **Emotional:** actions or statements causing emotional anguish, fear or diminished self-esteem or dignity.
Examples include threatening, intimidating, harassing or humiliating.
- **Sexual:** non-consensual sexual contact, activity or behaviour.
Examples include unwanted or inappropriate touching.
- **Exploitation:** fraud, trickery or theft involving labour, money or property.
Examples include misusing a person's funds or assets.

Neglect is the failure to provide a basic level of care, such as food, clothing, shelter or medical treatment.

No wrong way to get help

All Community and Social Services staff members can respond to allegations of abuse or neglect. You can expect the same support no matter who you approach.