

**Calgary**



2018



# Calgary Community Services Guide



## The **Community Services Guide** is a publication of The City of Calgary, Calgary Neighbourhoods.

This Guide is intended for low income and vulnerable individuals to find services that may help in difficult times. It is not a full list of services available. Additional information is available on [informalberta.ca](http://informalberta.ca), a website of community, government, health and social services. This online database is a partnership between Alberta Health Services and The City of Calgary.

211 is a free, confidential and multilingual telephone service that can connect you to many other programs and services not listed in this guide. If you cannot find what you're looking for, or don't have access to a computer, call 211 or talk to a staff member at any of the listed agencies.

The listing of an organization in this guide does not indicate its endorsement, nor does the exclusion of an agency imply a lack of approval.

For additional copies of the Community Services Guide, please contact 311. The Community Services Guide is available online at [calgary.ca/communityguide](http://calgary.ca/communityguide).

**“Everyday is a chance to change your life.”**

## Additional services not listed in the Guide

<b>Alberta Health Care</b> .....	403-310-0000
<b>Insurance Plan</b> .....	(then enter: 780-427-1432)
<b>Alberta Shelters</b> .....	1-866-331-3933
<b>Calgary Housing Company</b> (subsidized housing) .....	587-390-1200
<b>Career Information Hotline</b> .....	1-800-661-3753
<b>Correctional Service Canada</b> .....	403-292-5505
<b>Employment Insurance and Social Insurance numbers</b>	1-800-206-7218
<b>Employment Standards</b> .....	1-877-427-3731
<b>Family Violence Info line (24-hours)</b> .....	403-310-1818
<b>GST credit (cheques)</b> .....	1-800-387-1193
<b>Government of Alberta</b> (provincial programs and services) .....	403-310-0000
<b>Government of Canada</b> (federal programs and services) .....	1-800-622-6232
<b>Greyhound Canada</b> (terminal located at 850 – 16th St. S.W.) .....	1-800-661-8747
<b>Health Link</b> .....	811
<b>Indigenous and Northern Affairs</b> .....	403-292-5901
<b>Landlord and tenant information</b> .....	1-877-427-4088
<b>Pensions and Allowances (Canada)</b> .....	1-800-277-9914
<b>Workers' Compensation Board</b> .....	403-517-6000

## Community and Family Resource Centres

Community and Family Resource Centres operate in partnership with other agencies to provide community information, referral and basic support in specified communities.

## Community Resource Centre Hubs

Advocates at various locations offer information, referral and basic needs support for individuals, families and seniors experiencing difficulties.

For locations in North Calgary call 403-373-0448 and South Calgary call 403-204-8280.

## Bow West Community Resource Centre **403-216-5348**

7904 – 43rd Ave. N.W. (Bowness Community Association)

Bowness, Greenwood, Greenbriar and Montgomery

## Ranchlands Office **403-374-0448**

14 – 1840 Ranchlands Way N.W.

[bowest.com](http://bowest.com)

Arbour Lake, Banff Trail, Brentwood, Capitol Hill, Charleswood, Citadel, Collingwood, Dalhousie, Edgemont, Hamptons, Hawkwood, Lynx Ridge, Nolan Hill, Ranchlands, Rocky Ridge, Royal Oak, Scenic Acres, Sherwood, Silver Springs, Tuscany, University Heights, Valley Ridge and Varsity

## Heart of the Northeast Family Centre **403-293-5467**

(Aspen Family and Community Network Society)

2623 – 56th St. N.E. (Village Square Leisure Centre)

[aspensfamily.org](http://aspensfamily.org)

Monterey Park, Pineridge, Rundle, Temple, Vista Heights and Whitehorn

**Heart of South Calgary Family Centre****403-452-1124**

3217, 150 Millrise Blvd. S.W.

aspenfamily.org

Southwest communities: Bayview, Braeside, Bridlewood, Canyon Meadows, Cedarbrae, Crestmont, Evergreen, Haysboro, Millrise, Oakridge, Palliser, Pump Hill, Shawnessy, Silverado, Somerset, South Calgary, Southwood, Woodbine and Woodlands

Southeast communities: Acadia, Auburn Bay, Bonavista Downs, Chaparral, Cranston, Copperfield, Deer Ridge, Deer Run, Douglas Dale, Dover, Erin Woods, Lake Bonavista, Legacy, Mahogany, McKenzie Lake, McKenzie Town, Midnapore, New Brighton, Ogden, Lynnwood, Parkland, Queensland, Riverbend, Seton, Sundance, Walden and Willow Park

**North Central Family Support Program****403-275-6666****(Huntington Hills Community Association)****(ext. 221/232)**

520 – 78th Ave. N.W.

weconnectyou.ca

Beddington Heights, Cambrian Heights, Country Hills, Coventry Hills, Evanston, Harvest Hills, Hidden Valley, Highland Park, Highwood, Huntington Hills, Kincora, MacEwan Glen, Mount Pleasant, North Haven, Panorama Hills, Sage Hill, Sandstone Valley, Thorncliffe/Greenview, Tuxedo and the Northern Hills

**North East Family Connections****403-293-0424**

95 Falshire Dr. N.E.

**(lower level of Falconridge/Castleridge Community Centre)**

nfc.ca

Castleridge, Coral Springs, Falconridge, Martindale, Monterey Park, Pineridge, Redstone, Rundle, Saddle Ridge, Skyview Ranch, Taradale, Temple and Whitehorn

**SE Calgary Community  
Family Resource Centre**

**403-720-3322**

2734 – 76th Ave. S.E.

[secalgarycrc.ca](http://secalgarycrc.ca)

Acadia, Alyth/Bonnybrook, Auburn Bay, Bonaventure, Chaparral, Cranston, Copperfield, Deer Ridge, Deer Run, Deer Estates, Diamond Cove, Douglasdale, Douglas Glen, Douglas Ridge, Douglasdale Estates, Fairview, Foothills, Heritage Point, Highfield, Inverness, Lake Bonavista, Legacy, Lynnwood, Mahogany, Manchester, Mapleridge, McKenzie, McKenzie Lake, McKenzie Towne, Midnapore, Millican-Ogden, Mountain Park, New Brighton, Parkland, Prestwick, Quarry Park, Queensland, Riverbend, Seton, Sundance, Walden and Willow Park

**SouthWest Communities  
Resource Centre**

**403-238-9222**

42, 2580 Southland Dr. S.W.

[swcrc.ca](http://swcrc.ca)

Acadia, Bayview, Bel-Aire, Braeside, Bridlewood, Canyon Meadows, Cedarbrae, Chinook Park, Eagle Ridge, Evergreen, Fairview, Haysboro, Kelvin Grove, Kingsland, Mayfair, Meadowlark Park, Millrise, Oakridge, Palliser, Pump Hill, Shawnee Slopes, Shawnessy, Silverado, Somerset, Southwood, Windsor Park, Woodbine and Woodlands

**Sunrise Community Link**

**403-204-8280**

3303 – 17th Ave. S.E.

[sunriselink.org](http://sunriselink.org)

Abbeydale, Albert Park, Applewood, Belfast, Chateau Estates, Dover, Erin Woods, Forest Heights, Forest Lawn, Franklin Business Park, Hubalta, Marlborough, Marlborough Park, Mayland Heights, Meridian, Penbrooke Meadows, Radisson Heights, Red Carpet, Southview and Vista Heights

**West Central Community**

**403-543-0555**

**Resource Centre**

**(Closer to Home Community Services Society)**

3507A – 17th Ave. S.W.

[closerhome.com](http://closerhome.com)

Coach Hill, Discovery Ridge, East Springbank, Glamorgan, Glenbrook, Glendale, Killarney/Glengarry, Lincoln Park/Rutland Park, Patterson, Rosscarrock, Signal Hill, Spruce Cliff, Strathcona Park, Christie Park, Westgate, Wildwood, Shaganappi, Springbank Hill and West Springs

**ABUSE/ASSAULT**

Awo Taan Healing Lodge .....	14
Brenda Strafford Centre .....	15
Calgary Communities Against Sexual Abuse .....	20
Calgary Humane Society .....	27
Calgary Legal Guidance .....	31
Calgary Women's Emergency Shelter .....	38
Chinese Community Response to Family Violence .....	46
Canadian Centre for Male Survivors of Child Sexual Abuse .....	39
Discovery House Family Violence Prevention Society .....	51
Kerby Centre .....	64
Punjabi Community Health Services .....	77
Sagesse .....	83
Sonshine Community Services .....	88
YW Calgary .....	98

**ADDICTIONS**

Act Medical Centres .....	3
Addiction and Mental Health (AHS) .....	8
Alberta Gamblers Anonymous .....	7
Al-Anon .....	5
Alcoholics Anonymous .....	10
Alcove .....	11
Aventa Centre of Excellence for Women with Addictions .....	13
Calgary Alpha House Society .....	16
Cocaine Anonymous .....	48
Fresh Start Recovery Centre .....	58
Keys to Recovery .....	65
Narcotics Anonymous .....	73
Oxford House Foundation .....	75
Recovery Acres .....	78
Safeworks (AHS) .....	8
Salvation Army .....	84
Simon House Recovery Centre .....	86



Sunrise Native Addictions Services .....	91
Victory Foundation .....	93

## **ANIMALS**

Calgary Humane Society .....	27
Fair Entry (The City of Calgary) .....	56

## **CLOTHING**

Calgary Drop-In & Rehab Centre .....	24
Mustard Seed .....	72
Salvation Army .....	84
Women In Need Society .....	95
Wood's Homes (Exit Community Outreach) .....	96

## **COMMUNITY SUPPORT**

Aboriginal Friendship Centre .....	1
Calgary Alternative Support Services .....	17
Calgary Chinese Community Service Association .....	19
Calgary Counselling Centre .....	21
Calgary Crime Stoppers Association .....	22
Calgary Fetal Alcohol Network .....	25
Calgary Humane Society .....	27
Calgary Military Family Resource Centre .....	33
Calgary Pregnancy Care Centre .....	34
Canadian Mental Health Association .....	40
Canadian Red Cross .....	41
Canlearn Society .....	42
Catholic Family Service .....	43
Centre for Newcomers .....	44
Children's Cottage/Crisis Nursery .....	45
CUPS .....	49
Deaf and Hear Alberta .....	50
Distress Centre .....	52
McBride Career and Employment Centre .....	67

Metis Calgary Family Services .....	68
Money Mentors .....	70
Mustard Seed .....	72
Royal Canadian Legion (Poppy Fund) .....	81
Society of Saint Vincent de Paul .....	87
SORCe .....	89
Wood's Homes (Community Resource Team) .....	96
Wood's Homes (Eastside Family Centre) .....	96
Worker's Resource Centre .....	97

## **EDUCATION**

Calgary John Howard Society .....	30
Calgary Public Library .....	35
Canadian Mental Health Association .....	40
Canlearn Society .....	42
Chinook Learning Services (Calgary Board of Education) .....	47

## **EMPLOYMENT/TRAINING**

Aboriginal Futures Career and Training Centre .....	2
Alberta Community and Social Services .....	6
Calgary Alternative Support Services .....	17
Calgary Drop-In & Rehab Centre .....	24
Calgary Immigrant Women's Association .....	28
Calgary John Howard Society .....	30
Centre for Newcomers .....	44
Doorway (The) .....	53
McBride Career and Employment Centre .....	67
Motive-Action Training Foundation .....	71
Mustard Seed .....	72
RESET Society .....	79
Rupertsland Institute – Metis Training to Employment Services .....	82
Salvation Army .....	84
Women in Need Society (WINS) .....	95

**FINANCIAL ASSISTANCE/SUBSIDIZED PROGRAMS**

Alberta Community and Social Services .....	6
Fair Entry (The City of Calgary) .....	56
Money Mentors .....	70
Royal Canadian Legion (Calgary Poppy Fund) .....	81

**FOOD**

Alex Community Health Centre .....	12
Calgary Drop-In & Rehab Centre .....	24
Calgary Food Bank .....	26
Calgary Meals on Wheels .....	32
Inn from the Cold .....	63
Mustard Seed .....	72
Roman Catholic Diocese of Calgary (Feed the Hungry) .....	80
Royal Canadian Legion (Veteran's Food Bank) .....	81
Salvation Army .....	84
Society of Saint Vincent de Paul .....	87
SORCe .....	89
Wood's Homes (Exit Community Outreach) .....	96

**GENDER AND SEXUAL DIVERSITY**

Calgary Sexual Health Centre .....	37
HIV Community Link .....	59

**HEALTH/CLINICS**

Alberta Health Services .....	8
Alex Community Health Centre .....	12
Calgary Drop-In & Rehab Centre .....	24
Calgary Sexual Health Centre .....	37
CUPS .....	49
Deaf and Hear Alberta .....	50
Hospice Calgary .....	60
Hospitals/Health Centres .....	61
Mustard Seed .....	72

Sexually Transmitted Infections (AHS) .....	8
Tsuu T'ina Nation Health and Wellness Centre .....	92
Wood's Homes (Exit Community Outreach) .....	96

## **HIV/AIDS**

Safeworks (AHS) .....	8
STI Clinic (AHS) .....	8
HIV Community Link .....	59

## **HOSPITALS/HEALTH CENTRES**

Alberta Children's Hospital .....	61
Foothills Medical Centre .....	61
Peter Lougheed Centre .....	61
Rockyview General Hospital .....	61
Sheldon M. Chumir Health Centre .....	61
South Health Campus .....	61

## **IDENTIFICATION**

Alex Community Health Centre .....	12
Calgary Drop-In & Rehab Centre .....	24
Calgary Legal Guidance .....	31
CUPS .....	49
ID Program (AHS) .....	8
Metis Nation of Alberta .....	69
Mustard Seed .....	72
Women's Centre .....	94

## **IMMIGRANT SERVICES**

Calgary Catholic Immigration Society .....	18
Calgary Chinese Community Service Association .....	19
Calgary Immigrant Women's Association .....	28
Centre for Newcomers .....	44
Elizabeth Fry Society .....	55
Immigrant Services Calgary .....	62
Punjabi Community Health Services .....	77

**INDIGENOUS SERVICES**

Aboriginal Friendship Centre .....	1
Aboriginal Futures Career and Training Centre .....	2
Awo Taan Healing Lodge .....	14
Elbow River Healing Lodge (AHS) .....	8
Elizabeth Fry Society .....	55
Four Directions Foster Parent Association .....	57
HIV Community Link .....	59
Metis Calgary Family Services .....	68
Metis Nation of Alberta .....	69
Native Counselling Services .....	74
Rupertsland Institute - Metis Training to Employment Services .....	82
Sunrise Native Addictions .....	91
Tsuu T'ina Nation .....	92

**LEGAL/JUSTICE**

Alberta Human Rights .....	9
Calgary Chinese Community Service Association .....	19
Calgary John Howard Society .....	30
Calgary Legal Guidance .....	31
Chinese Community Response to Family Violence .....	46
Elizabeth Fry Society of Calgary .....	55
Legal Aid Alberta .....	66
Native Counselling Services of Alberta .....	74
Student Legal Assistance .....	90
Worker's Resource Centre .....	97
Women's Centre .....	94

**MENTAL HEALTH**

Alberta Health Services – Mobile Response Team .....	8
Calgary Alternative Support Services .....	17
Canadian Mental Health Association .....	40
Catholic Family Service .....	43
Centre for Newcomers .....	44

Distress Centre .....	52
Elements Calgary Mental Health Centre .....	54
Hospice Calgary .....	60
Potential Place Society .....	76
Schizophrenia Society of Alberta (Calgary Chapter) .....	85
YW Calgary .....	98

## **NEEDLE EXCHANGE PROGRAM**

Safeworks (AHS) .....	8
STI Clinic (AHS) .....	8

## **PREGNANCY/PARENTING**

Adoption Options .....	4
Alex Community Health Centre .....	12
Best Beginning (AHS) .....	8
Calgary Pregnancy Care Centre .....	34
Calgary Sexual Health Centre .....	37
Catholic Family Service .....	43
CUPS .....	49
Metis Calgary Family Services .....	68
Punjabi Community Health Services .....	77

## **RECREATION**

Calgary Public Library .....	35
Fair Entry (The City of Calgary) .....	56

## **SENIORS**

Alex Community Health Centre .....	12
Calgary Seniors Resource Society .....	36
Deaf and Hear Alberta .....	50
Fair Entry (The City of Calgary) .....	56
Kerby Centre .....	64

## **SEXUAL EXPLOITATION**

HIV Community Link (Shift Program) .....	59
RESET .....	79

Sexual Assault Response Team (AHS) .....	8
Wood's Homes (Exit Community Outreach) .....	96

## **SHELTERS**

Awo Taan Healing Lodge .....	14
Brenda Strafford Centre .....	15
Calgary Alpha House Society .....	16
Calgary Drop-In & Rehab Centre .....	24
Calgary Women's Emergency Shelter .....	38
Children's Cottage Society .....	45
Discovery House Family Violence Prevention Society .....	51
Inn from the Cold .....	63
Kerby Rotary Shelter .....	64
Mustard Seed .....	72
Salvation Army .....	84
YW Calgary (Sheriff King) .....	98

## **SUPPORTIVE HOUSING**

Aboriginal Friendship Centre .....	1
Alex Community Health Centre .....	12
Calgary Alpha House .....	16
Calgary Dream Centre .....	23
Calgary Drop-In .....	24
Calgary John Howard Society .....	30
CUPS .....	49
Inn from the Cold .....	63
Keys to Recovery .....	65
Metis Calgary Family Services .....	68
Mustard Seed .....	72
Oxford House Foundation of Canada .....	75
Sonshine Community Services .....	88
SORCe .....	89
Victory Foundation .....	93

Wood's Homes .....	96
YW (Mary Dover) .....	98

## **THRIFT STORES/FURNITURE**

Calgary Inter-Faith Furniture Society .....	29
Salvation Army – Thrift Stores .....	84
Women in Need Society (WINS) .....	95

## **WOMEN'S SERVICES**

Alcove .....	11
Awo Taan Healing Lodge .....	14
Brenda Strafford Centre .....	15
Calgary Immigrant Women's Association .....	28
Calgary Women's Emergency Shelter .....	38
CUPS .....	49
Discovery House Family Violence Prevention Society .....	51
Elizabeth Fry Society of Calgary .....	55
Recovery Acres .....	78
Sagesse .....	83
Sonshine Community Services .....	88
Women's Centre .....	94
Women in Need Society (WINS) .....	95
YW of Calgary .....	98

## **YOUTH IN CRISIS**

Alex Youth Health Centre .....	12
Calgary John Howard Society .....	30
Canadian Mental Health .....	40
Catholic Family Service .....	43
Distress Centre Calgary .....	52
Doorway (The) .....	53
Elizabeth Fry Society .....	55
Sexual Assault Response Team (AHS) .....	8
Wood's Homes (Exit Community Outreach) .....	96



**Aboriginal Friendship Centre of Calgary****403-270-7379**

101, 427 – 51st Ave. S.E.

afccalgary.org

- Access to cultural and spiritual care, sweat lodges.
- Referrals for clothing, food, letters of support.
- Cultural reconnection and supports to individuals housed through the Calgary Homeless Foundation.
- Seasonal gathering.

1

**Aboriginal Futures Career and Training Centre****403-253-5311**

200, 6011 – 1A St. S.W.

aboriginalfutures.com

- Career counselling and job search preparation for urban Aboriginal people.
- Resume and cover letter writing assistance.
- Information and access to urban Aboriginal student funding sources for education and training.
- Spring and Fall Job fairs to help network and find employment.
- Career and Employment presentations, information sessions and events.
- Workshops: Aboriginal Workplace Learning Circle, Job Club and Interview Skills.

2

**Act Medical Centres**

1410 11 Ave. S.W.

**403-232-6990**

112, 4774 Westwinds Dr. N.E.

**403-475-4006**

- Methadone maintenance treatment program for those dependent on heroin or other opiate derivatives such as fentanyl.
- Clients must have an opiate dependency and must refrain from drug use, take the daily methadone dose and attend a drug and alcohol counselling program.

3

4

**Adoption Options****403-270-8228**

207, 5940 Macleod Tr. S.  
adoptionoptions.com

(text line 403-519-7927)

- Support in exploring adoption options.
- Counselling and information through professional social workers.
- Opportunity to choose the adoptive family and maintain contact.
- A free service to expectant parents.

5

**Al-Anon****(24-hour) 403-266-5850**

al-anon.ca

- Support for persons living with alcoholics.
- Call for meeting locations.

6

**Alberta Community and Social Services****1-877-644-9992****Alberta Supports**

albertasupports.ca

- Connects Albertans to benefits and services for seniors, disabilities, low income, bullying, family violence, homelessness and more.
- Access is available online, by telephone or in person.

**Calgary Central****403-297-2094**

Lancore Building  
Main floor, 1021 – 10th Ave. S.W.

**Calgary South****403-297-2020**

Fisher Park II  
100, 6712 Fisher St. S.E.

**Calgary East****403-297-1907**

Westland Professional Centre  
Main floor, 2752 Sunridge Way N.E.

**Calgary North****403-297-7200**

One Executive Place  
1816 Crowchild Tr. N.W.

**Calgary Central****1-877-644-9992**

Century Park Place  
Fifth floor, 855 – 8th Ave. S.W.

24-hour Emergency Assistance (toll-free) 1-866-644-5135

**Alberta Gamblers Anonymous****(help line) 403-237-0654**

[albertaga.net](http://albertaga.net)

- A 12-step program for those who wish to stop gambling.
- Daily meetings.

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

[albertahealthservices.ca](http://albertahealthservices.ca)

**Access Mental Health****403-943-1500**

- A telephone-based service staffed by mental health clinicians.
- Connection to community addiction and mental health resources for children, adolescents, adults and seniors.

**Addiction Helpline****1-866-332-2322  
(24-hour, toll-free)**

- Alcohol, drug, gambling and tobacco addiction information and referral to services.

**Adult Addiction Services Calgary****403-297-3071**

Second floor, 1177 – 11th Ave. S.W.

- Counselling for individuals and families with alcohol, drug, tobacco and/or gambling problems.
- Treatment services to anyone over 18.

Drop-in intake 12:30 p.m. on weekdays

Monday and Friday 8 a.m. – 5 p.m.

Tuesday, Wednesday and Thursday 8 a.m. – 9 p.m.

7

8

**Best Beginning Program****403-228-8221**

- Free, confidential service for pregnant women with financial, health and social concerns.
- Free food, milk and vitamins (if needed).
- Information on birth, labour and pregnancy.
- Information on alcohol, drugs, healthy eating and smoking.
- One-on-one consultation with a nurse, nutritionist or social worker.
- Group sessions with childcare program.
- Multiple languages and interpretation services.

**Calgary Diversion Services****403-410-1132**

- A voluntary program in partnership with the legal system to re-direct youth and adults experiencing, or believed to be experiencing a mental health disorder from the legal system to community-based mental health programs and/or to community support services.

**Calgary Sexual Assault Response Team****403-955-6030****[ahs.ca/srh](https://ahs.ca/srh)**

- Medical care, emotional support and reporting options for people who have been sexually assaulted in the past 4 days.
- Over 14 years of age go to Sheldon M. Chumir at 1213 – 4th St. S.W.
- Under 14 years of age go to Alberta Children's Hospital at 2888 Shaganappi Tr. N.W.

**Elbow River Healing Lodge****403-955-6600****Sheldon M. Chumir Health Centre****Seventh floor, 1213 Fourth St. S.W.**

- Aboriginal family primary medical care clinic with focused services such as prenatal, foot care, and chronic disease management.
- Traditional wellness counselling.
- Street outreach and advocacy.

- Health promotion and immunization.
- Adult aboriginal mental health services.

### **Health Link Alberta**

811

- 24-hour nurse telephone advice and general health information.

### **ID Program (AHS)**

403-650-4050

#### **Sheldon M. Chumir Health Centre**

1100C-2, 1213 Fourth St. S.W.

- Assistance for those who are homeless or at risk of homelessness to obtain government issued identification.
- A secure mailing address and safe storage of ID and documents.
- First come, first served.

Monday, Wednesday, Thursday and Friday 8 a.m. – noon

### **Mobile Response Team**

403-266-4357

#### **(Calls answered 24-hour by the Distress Centre)**

- Team of registered nurses, social workers and psychologists.
- Crisis prevention.
- Support for individuals or groups who experience a traumatic event.
- Assessment and support for those concerned about someone they care about.
- Consultation for professionals.
- Public education on the service and many mental health topics.
- Clients can be met in a negotiated safe place or at an Alberta Health Services site.
- Daily from 9:30 a.m. to 9:30 p.m. (including weekends and statutory holidays).

**Opioid Dependency Program****403-297-5118**

2130, 1213 Fourth St. S.W.

- Methadone and suboxone maintenance treatment for individuals over 18 dependent on opioids.

Clinic hours Monday to Friday, 6:30 a.m. – 4 p.m.

**Renfrew Recovery Centre****(24-hour) 403-297-3337**

1611 Remington Rd. N.E.

[ahs.ca/renfrewrecoverycentre](https://ahs.ca/renfrewrecoverycentre)

- 40-bed, residential, co-ed facility offering detoxification services by nursing staff.
- Voluntary admission 7:30 a.m. – 8 a.m. Must be in the building no later than 8 a.m. to be triaged.
- Visit website to see what to bring and what not to bring.

**Safeworks****(Van cell) 403-850-3755****(needle distribution/harm reduction) (Day cell) 403-801-4453**

- New needles, condoms, alcohol swabs, biohazard sharps containers and vein care resources.
- Free and confidential STI testing including HIV, Point of Care (rapid), Hepatitis A, B and C, chlamydia, gonorrhoea and syphilis testing.
- STI treatments
- Vaccines including Influenza (October to March), pneumonia, tetanus, Hepatitis A and B vaccinations.
- Pregnancy testing, health information, counselling and referrals.
- Wound care.
- Prescribe and provide take home naloxone kits.
- Information on supervised consumption sites.

Sites available at:

**Calgary Drop-In & Rehab Centre**

Monday and Wednesday 9 a.m. – noon.

**Centre of Hope**

Monday, Tuesday and Wednesday 1 p.m. – 4 p.m.

**Sheldon M. Chumir Centre**

Monday 5 p.m. – 6:30 p.m.

Wednesday 1 p.m. – 3 p.m.

**VAN Mobile Services****403-850-3755**

Daily 8 p.m. – 1 a.m.

**Sexually Transmitted Infections (STI) Clinic****403-955-6700**

Fifth floor, 1213 Fourth St. S.W.

Free confidential service, no appointment necessary.

- Assessment, diagnosis and treatment of sexually transmitted infections.
- Free medications for many STIs.
- Hepatitis A and B vaccine program, contact tracing and partner notification.
- Needle exchange site and take home naloxone kits.

**Alberta Human Rights Commission  
(Education and Engagement)****403-297-6571****403-297-8407**

Southern Regional Office

200, 620 Seventh Ave. S.W.

(J.J. Bowlen Building)

[albertahumanrights.ab.ca](http://albertahumanrights.ab.ca)

- Free, confidential telephone information about general inquiries or specific situations related to rights and responsibilities under Alberta Human Rights Act.
- Programs and services to educate and engage with Albertans and Alberta organizations about human rights and diversity.

10

**Alcoholics Anonymous****(24-hour) 403-777-1212**

calgaryaa.org

- Daily meetings at a variety of locations in Calgary and area.

11

**ALCOVE Addiction Recovery for Women****403-984-2707**

1937 – 42nd Ave. S.W.

alcoverecoverly.net

- Trauma-informed, abstinence based treatment for woman 18 and over who have addictions, experiences of abuse and mental health distress.
- 3-month residential addiction treatment for women and Family Program for woman with children.
- Family, Parenting and Outreach continuing care support groups.
- Safe, secure, supportive residence with 24-hour supervision.

12

**Alex Community Health Centre (The)****403-266-2622**

101, 2840 Second Ave. S.E.

thealex.ca

**Family Health Centre**

- Primary health care and health promotion for individuals who have barriers to accessing health and social care.
- Services available include medical care, counselling, lab testing, physiotherapy, chiropractic care, massage therapy and other health supports.
- Mobile community Health Bus serves weekly locations in the inner city and east Calgary. (schedule online)



**Housing First Programs****403-277-9865**

- Scattered-site and place-based housing with harm reduction alongside continued support to keep individuals housed.
- Client centred focus on those 18 years or older with a mental health diagnosis and a history of homelessness.
- To access apply at SORCe to schedule a SPDAT (Service Prioritization Decision Assistance Tool).

**Youth Health Centre****403-520-6270**

104, 2840 Second Ave. S.E.

**(text) 403-680-9627**

- Medical and social supports for youth aged 12 – 24.
- Basic necessities (food, hygiene items and condoms).
- Computer access, resume writing and job search support.
- Counselling, referrals to community resources and outreach.

Monday to Friday noon – 6 p.m.

**Community Food Centre****403-455-5792**

4920 – 17th Ave. S.E.

thealexcofc.ca

- Free nutrition, cooking and gardening programs.
- Free weekly lunch. (Wednesday noon - 1:00 p.m.)
- Community action and social justice training for youth and adults.

**Seniors Community Health Centre****403-920-0011**

630 Ninth Ave. S.E. (King Tower, south side)

- Services for Calgarians 55+ facing barriers to accessing health care services.
- Access to support by physicians, nurses, chiropractors, counsellors, client support specialists and other services.

13

### **Aventa Centre of Excellence for Women With Addictions**

**403-245-9050**

610 – 25th Ave. S.W.  
 aventa.org

- Concurrent capable, trauma informed, gender specific addiction treatment programs.
- Short-term 6 week residential program for women 18 and older, or a 3-month youth adult program for woman 18 – 24 (requires AHS referral).
- Family, parenting and continuing care support groups.

14

### **Awo Taan Healing Lodge Society**

**(crisis line) 403-531-1972**

awotaan.org

- Women's shelter (up to 21 days) for abused women and family members fleeing from family violence and abuse.
- Advocacy, counselling, information, support and referrals.
- Aboriginal support services, Elders, healing circles, access to sweats.
- Food and basic necessities.
- Outreach services, home visits, emergency food hampers and court support.
- Family Violence Prevention workers, education on family violence and safety planning.
- Youth and Family Support Program.

### **Awo Taan Parent Link Centre**

**403-531-1880**

4518 – 17th Ave. S.E.

- Parent education and early childhood development services for parents and their children.
- Triple P Positive Parenting Program.
- Outreach services, home visits, emergency food hampers and court support.

- Healing circles and services for men and women.
- Youth mentorship program.

**Brenda Strafford Centre  
for the Prevention of Domestic Violence**  
brendastraffordsociety.org

**403-270-7240**

**15**

Supportive programming and housing for women and children who have experienced family violence.

### **Second Stage Program**

- Adult counsellor assigned to each client and Child and Youth Counsellor assigned for children.
- Average stay of six months.
- Individual and group support, including community and wellness activities.
- Childcare centre.
- Referral made by women or family emergency shelter.

### **Progressive Housing Program**

- Adult counsellor assigned to each client and Child and Youth Counsellor assigned for children.
- Individual and group support, including community and wellness activities.
- Childcare centre.
- Referral made by women or family emergency shelter.

**Calgary Alpha House Society**

203 – 15th Ave. S.E.

alphahousecalgary.com

**(24-hour) 403-234-7388**

DOAP Team 403-998-7388

Encampment Team 403-805-7388

- Social model detoxification services with medical support for withdrawal from alcohol and/or other drugs.
- Detox programming includes access to Indigenous Elders, trauma informed counselling, acupuncture, yoga, group presentations and 12-step meetings.
- Detox also provides 4 transitional beds for those waiting for housing or exploring treatment options.
- Scattered site housing and placed based housing first for those experiencing addiction and chronic homelessness.
- Intensive case management.
- Shelter open 24-hours for males and females over 18 and under the influence of drugs and/or alcohol.
- DOAP Team (Downtown Addictions Outreach Partnership) provides mobile assistance to people with addiction issues.
- Encampment Team provides outreach focused on housing first and assessment for people who are sleeping rough.
- Connect to Care Team partnership connects homeless patients who are in hospital with social and health care needs, both during their hospital stay and once they have been discharged.

**Calgary Alternative Support Services****403-283-0611**

2335 – 30th Ave. N.E.

c-a-s-s.org

- Programming for adults with developmental disabilities, mental health issues, addiction and/or a combination of diagnoses.
- Programming in housing, employment, life skills development, community involvement as well as opportunities to develop social networks and engage in valued roles in the community.
- Program for youth transitioning to adulthood, 16 years and older, who have, or are suspected of having Fetal Alcohol Spectrum Disorder.

17

**Calgary Catholic Immigration Society (CCIS)****403-262-2006**

1111 – 11th Ave. S.W.

ccisab.ca

- Programs and services for immigrants and refugees.
- Initial needs assessment followed by services, information and referrals.
- Information for all ages, on a range of topics to assist with the resettlement process.
- Employment and training for adults and youth; trades training, career matching, resumes and job interview information, English language training (LINC) and computer classes for all levels.
- Family and Children (all ages) – activities for children and families, parenting courses, licensed and accredited day care on site.
- Seniors information workshops and activities for leading an active life.
- Community connections to introduce new Calgarians to their city and help them make new friends.

18

19

### **Calgary Chinese Community Service Association**

**403-265-8446**

1406 Centre St. N.E.  
cccsa.ca

- Connects the Chinese community with mainstream institutions and organizations.
- Health and wellness training and seminars, mammogram screenings and breast cancer support groups.
- Legal information and referral, Commissioner for Oaths, legal and immigration clinics, education seminars, wills and estate documents, assistance with completing government forms and documents.
- Parenting education programs and support groups for new immigrants and stay at home moms.

20

### **Calgary Communities Against Sexual Abuse (CCASA)**

**(support) 403-237-5888**  
**(toll-free) 1-877-237-5888**  
**(business line) 403-237-6905**

700, 910 Seventh Ave. S.W.  
calgarycasa.com

- Support to anyone who is dealing with or has been affected by sexual abuse or assault.
- Support and information line for anyone dealing with or has been affected by any form of sexual violence including friends, family and support people.
- Counselling, crisis intervention, emotional support, problem solving and referrals.
- 24-hour accompaniment to hospital or police facility from the Sexual Assault Response Team (SART).
- Police and Court Education and Support (PACES) program.
- Sexual abuse and sexual assault education and outreach initiatives.

**Calgary Counselling Centre****403-691-5991**

1000, 105 – 12th Ave. S.E.

calgarycounselling.com

- Register via the call centre or online at calgarycounselling.com.
- Individual, family and couples counselling, including but not limited to anger problems, anxiety/panic attacks, couples and conflict, depression, domestic abuse prevention, eating disorders, health problems, parent-child conflict, personal growth, self-esteem, separation and loss, sexual abuse, sexuality/intimacy and stress.
- No waitlist, counsellor appointments are available within three to five days. Day, evening and weekend appointments available.
- Fees determined on a sliding fee scale according to annual family income and ability to pay.

21

**Calgary Crime Stoppers Association****(toll-free) 1-800-222-8477**

calgarycrimestoppers.org

- Handles anonymous calls, text messages or online submissions from citizens with information about crimes.
- Cash rewards to tipsters in cases where a tip leads to the arrest of a suspect, recovery of stolen property or seizure of illegal drugs.

22

**Calgary Dream Centre****403-243-5598**

4510 Macleod Tr. S.

calgarydreamcentre.com

- Supportive housing at the Centre and in the community for men over 18.
- Housing applications accepted daily.
- NOT a shelter, detox or drop-in facility.
- Career and life management skills training.
- Addiction recovery program.
- Community-based work programs.

23

- Counselling, mentoring and spiritual care.
- Health and wellness services.
- Access to medical services and mental health professionals.
- Post treatment supportive community housing for women.

24

**Calgary Drop-In & Rehab Centre** (24-hour) 403-266-3600  
 1 Dermot Baldwin Way S.E.  
 thedi.ca

- Supervised day drop-in centre open year-round from 6 a.m. – 7:30 p.m.
- Supervised evening shelter services, emergency mats/beds in segregated dormitory beginning at 6 p.m. nightly.
- Full meal daily at 7 a.m., noon and 6 p.m. and snack at 9:30 a.m. and 3 p.m.
- Clothing store (no fee) open two days each week.
- Shower and hygiene products.
- Laundry facilities daily from 8 a.m. – 5 p.m.
- Safeworks Monday and Wednesday 9 a.m. – noon.
- Nurse Lead Clinic Sunday 8 a.m. – Friday 3 p.m.
- CUPS outreach clinic Tuesday and Thursday morning.
- AHS Chronic Disease nurse Tuesday, Wednesday and Thursday.
- Employment Services – Job Placement (employment help) Monday to Friday 6:30 a.m. – 2:30 p.m.
- Computers for low-income individuals providing free reconditioned computers.
- Employment Training program providing courses that includes many industry certifications.
- Seniors Activity Centre for those 50+ providing counselling, drop-in, meals, recreation and social activities.



**Calgary Fetal Alcohol Network****403-249-7215**

mycfan.ca

- Support and information for individuals affected by Fetal Alcohol Syndrome (FASD).
- Presentation to care providers and service providers about preventing FASD.
- Offers an Empowerment Fund bursary for individuals, families and caregivers impacted by FASD.

25

**Calgary Food Bank****403-253-2055**

5000 – 11th St. S.E.

(Hamper Request Line)

calgaryfoodbank.com

26

**You must book a hamper before you pick-up.****Hamper request line hours:**

Monday to Thursday	10:30 a.m. – 7:15 p.m.
Friday	10:30 a.m. – 3:30 p.m.

**Distribution hours:**

Monday	1:00 p.m. to 3:30 p.m.	6:30 p.m. to 7:30 p.m.
Tuesday	10:30 a.m. to 3:30 p.m.	6:30 p.m. to 7:30 p.m.
Wednesday	10:30 a.m. to 3:30 p.m.	6:30 p.m. to 7:30 p.m.
Thursday	10:30 a.m. to 3:30 p.m.	6:30 p.m. to 7:30 p.m.
Friday	10:30 a.m. to 3:30 p.m.	

- Self-referral for first three emergency food hampers; any additional hampers (to a maximum of seven per 12-month period) require referral from a community agency in which individual is participating in programs or services.
- Community depots throughout the city available for pick-up points.
- Approximately seven days worth of groceries in one food hamper.
- Be prepared to provide information about income and basic expenses.
- ID is required for hamper pick-up, two pieces per adult and one piece for children under 18.

27

**Calgary Humane Society****403-205-4455**

4455 – 110th Ave. S.E.

calgaryhumane.ca

- 21-day Pet Safekeeping Program, offering safety planning and support to victims of domestic violence and other vulnerable individuals by providing them and their pets with a safe alternative to remaining in a dangerous situation.
- 10-day Emergency Boarding Program in cases of a life crisis, such as a loss of house due to fire, flooding, other natural disaster or unexpected hospitalization. Program may allow pet to be temporarily boarded.
- A professional agency referral is required to access either program.
- No fee for either program but donations are appreciated to help cover the cost of care for the pets.

28

**Calgary Immigrant Women's Association****403-263-4414**

200, 138 Fourth Ave. S.E.

ciwa-online.com

- Intake, settlement and referral services for immigrant and refugee women, including needs assessments, information, referrals and counselling.
- Language training offered through LINC and ESL Literacy classes, as well as through in home literacy programs.
- Skills training and employment services to help clients identify, create and implement an employment plan.
- Family services including cross-cultural parenting, counselling and assistance with family conflict/violence, homelessness, housing, legal issues, social welfare, etc.
- Free childcare for women attending programs.
- Services are free and available in a number of languages.

**Calgary Inter-Faith Furniture Society****403-276-3173**

635 – 35th Ave. N.E.

- Sale of used items such as dressers, nightstands, sofas, chairs, mattresses, kitchen tables and chairs, dishes, pots and pans, toys, yard furniture, etc.
- Work for Furniture program (must be referred by an agency).
- Delivery charge of \$60 within city limits (usually not the same day).
- Free pick-up of donated goods and furniture in Calgary city limits by appointment.

Tuesday to Saturday 9 a.m. – 5 p.m. (closed Tuesdays after Monday statutory holidays).

29

**Calgary John Howard Society****403-266-4566**

917 Ninth Ave. S.E.

cjhs.ca

- Assistance to individuals who have been or are at risk of involvement with the criminal justice system.
- Crisis and/or reintegration services tailored to individual needs.
- Adult programs and services for males and females in areas of literacy, education, employment preparation and training, life management and housing.
- Individual support for adults suspected or diagnosed with FASD who have current justice involvement.
- Youth programs and services to provide advocacy and support with basic needs, employment, education, financial support, recreation and criminal justice involvement.

30

31

**Calgary Legal Guidance****403-234-9266**

100, 840 Seventh Ave. S.W.

clg.ab.ca

- Free and confidential legal advice, information and referrals.
- Evening and daytime appointments booked on a variety of legal issues.
- Information for older adults on issues including powers of attorney, wills, personal directives and elder abuse.
- Assistance with immigration and refugee issues.
- Assistance for victims of domestic violence, including protection orders.
- Assistance with applying for, maintaining or appealing social benefits such as Alberta Works, AISH and Old Age Security.
- Assistance with non-government photo identification.
- Assistance with issues affecting homeless people.
- Assistance with criminal charges.

**Dial-A-Law****(24-hour) 403-234-9022**

- Free recorded legal information on 140 topics available by phone or by internet.

32

**Calgary Meals on Wheels****403-243-2834**

5759 – 80th Ave. S.E.

mealsonwheels.com

- Nutritious, healthy and affordable meal programs available to anyone.
- Short-term or long-term service.
- Home Meal Delivery Programs include Lunch and Supper and Frozen Programs.
- Meals are delivered Monday to Friday between 11 a.m. – 1 p.m. Subsidies may be available.
- Group Meal Program available for community events or gatherings.

**Calgary Military Family  
Resource Centre (MFRC)****403-410-2320 (Ext 3590)****33**

Room 138, Waters Building  
4225 Crowchild Tr. S.W.  
calgarymfr.ca

Support services and programs for Canadian Armed Forces (CAF) members and their families.

- Personal development and community integration to help ease the transition into a new community.
- Family separation and reunion services to support families during absences.
- Prevention, support and intervention for individual and family health and mental well-being.
- Child/youth development and parenting support to foster the well-being and optimal care of CAF children.

**Calgary Pregnancy  
Care Centre****(24-hour) 403-269-3110****34**

205, 925 Seventh Ave. S.W.  
pregcare.com

- Pregnancy tests, options peer counselling, advocacy, basic needs referrals, maternity and baby resources.
- Pre-natal and parenting classes, support groups for birth mothers and women experiencing post-abortion grief.
- Community education on healthy relationships and sexual decision making.

35

**Calgary Public Library****403-260-2600**

calgarylibrary.ca

- Free library cards.
- Provides access to free programs, books, movies, music, eBooks, online homework help, and online magazines and newspapers.
- Visit website for hours and locations.

36

**Calgary Seniors Resource Society****403-266-6200**

3639 – 26th St. N.E.

calgaryseniors.org

- Programs and services for independent seniors in Calgary.
- Offers a variety of programs and services with the goal to end senior isolation and help seniors remain safe and independent in their homes as long as possible.
- Assistance with transportation, shopping, housing, community education, critical needs and benefits and information and referral.

37

**Calgary Sexual Health Centre****403-283-5580**

700, 1509 Centre St. S.W.

calgarysexualhealth.ca

Free and confidential services for the following health issues:

- Pregnancy testing.
- Pregnancy options counselling by appointment (parenting, abortion and adoption).
- Birth control information and referrals.
- Sexually transmitted infections (STIs) information, support and referrals.
- Post-abortion counselling.
- Gender identity and sexual orientation information, support and referrals.
- Free condoms, lube and dental dam.
- HIV/STI testing for Gay, Bi and men who have sex with men.

**Calgary Women's  
Emergency Shelter**[calgarywomensshelter.com](http://calgarywomensshelter.com)**(admin) 403-290-1552  
(crisis line) 403-234-7233**

38

- **Helpline Counsellors** available 24-hours a day to answer questions and provide counselling, safety planning, information and support.
- **Emergency Shelter** provides safe and secure accommodation, food, basic needs, referral services and counselling for women and children fleeing family violence and abuse.
- **Community Services Counselling** provides support and counselling to women and children experiencing family violence, who are unable or choose not to enter the Emergency Shelter, as well as outreach and follow up for women and their families.
- **Child and Adolescent Services** provides compassionate, interactive age appropriate activities and counselling for children and families in the Emergency Shelter and in the community.
- **Healthy Relationships Program** provides counselling for youth in Junior and Senior high schools.
- **Men's Counselling** offers respectful, non-judgmental counselling for men who are concerned that their anger and abusive behavior are negatively impacting their family members.
- **Court Program** helps women experiencing family violence and abuse navigate their way through the complex legal system.
- **Take a Stand Community Capacity Building Initiative** helps inform organizations and individuals about the issue of family violence and abuse, ways to respond compassionately to victims and how to connect them with resources.

39

## Canadian Centre for Male Survivors of Child Sexual Abuse

587-575-7000

cc4ms.ca

- Treatment, support and assistance to adult male survivors of child sexual abuse through healing, education, advocacy and research.
- Call to set up an intake assessment and arrange to receive counselling.

40

## Canadian Mental Health Association

403-297-1700

105, 1040 – Seventh Ave. S.W.

cmha.calgary.ab.ca

### Counselling

- Counselling for family members of those with mental health and addiction concerns.
- Counselling for suicide related loss for survivors of suicide.
- One-on-one, group and peer lead options.

### Peer Support

- Telephone and in-person support for individuals needing information.
- Referrals or support dealing with issues related to mental health.
- Information about available mental health services, support in solving problems and accessing services.

### Recovery College

- Free courses for individuals 16 and over.
- Educational based approach to help people recognize and develop their own resourcefulness and awareness in order to become experts in their own self-care, make informed choices and do things that they want to do in life.



## Street Outreach and Stabilization program (SOS)

- Outreach support for homeless (absolute or relative) persons with mental health issues.
- Connection with mental health, financial, social and other community supports.
- Referral from a local shelter or community agency required.

## Suicide Bereavement

- Counselling for individuals bereaved by suicide and debriefings in the community when a suicide has occurred.

### Canadian Red Cross (Disaster Emergency Assistance)

403-541-6100

1-888-800-4693

1305 – 11th Ave. S.W.

redcross.ca

(HELP Program) 403-273-4426

- Disaster Management and Disaster Emergency Services assistance.
- First Aid and Water Safety.
- Respect Education.
- Health Equipment Loan Program (HELP), professional referral required.

### Canlearn Society

403-686-9300

100, 1117 Macleod Tr. S.E.

canlearnsociety.ca

- Free literacy programs to help parents learn to support learning and development in preschool years.
- Help for children, adults and families to address attention and learning issues.

41

42

**Catholic Family Service****403-233-2360**

250, 707 10th Ave. S.W.

cfs-ab.org

**Affordable Counselling Program**

- Counselling for individuals, couples, families and children with no wait-list.
- Services available in Spanish, Russian, German and Farsi.
- Marriage Preparation Program.

**Community Programs**

- Youth mentorship programs (Crew) including young parents (Motherhood Matters).
- Immigrant family support in schools (Multicultural School Support Program).
- Supported high school completion for young Indigenous learners (CACY) and adults (Never Too Late).
- Enhancing parent-child relations (Functional Family Therapy) at home and at school (Families and Schools Together).

**Louise Dean Centre****403-205-5897**

- Counselling, financial and social support for pregnant and parenting teenagers while they are finishing high school at Louise Dean School, including on-site childcare and parenting education.
- Parenting education, child minding and social support for youth attending programs at the Calgary Achievement Centre for Youth.
- Programming for young dads.

**Centre for Newcomers****403-569-3325**

1010, 999 – 36th St. N.E.

centrefornewcomers.ca

44

- Settlement services to assist immigrants in making a successful transition to a new life in Calgary.
- Career and employment services including workshops, information and networking sessions and counselling.
- Language training for newcomers to learn more about using English for life and work in Canada.
- LGBTQ+ Settlement Service helps LGBTQ+ immigrants and refugees succeed and adapt to life in Canada.
- Programs and workshops for family and youth.
- Refugee Integration Project helps refugees learn English and improve communication skills.
- Multicultural Peer Mentorship and Volunteer Development programs.
- EthniCity Catering commercial kitchen training program that provides Canadian workplace experience and training.

**Children's Cottage Society****403-233-2273**

845 McDougall Rd. N.E.

childrencottage.ab.ca

**(24-hour)**

45

**Crisis Nursery****403-233-2273**

- 24-hour childcare for children (newborn to age 8) in times of family crisis or emergency situations.
- Maximum three-day stay.
- Follow-up in-home family coaching assistance available.

**Volunteer Day Care****403-233-2273**

- Day respite for children under 5 in community child care centers, where available, for families in crisis or emergency situations.

**In-Home Infant Respite Care****403-233-2273**

- In-home childcare for children (newborn to 6 months) once a week, for low income parents with no alternative childcare support.

**Brenda's House****403-242-8575 (24-hour help line)**

- Emergency family shelter and re-housing support for parents over 18 with children.

**46****Chinese Community Response to Family Violence****403-261-7956**

ccrfv.ca

- Free services to assist family violence victims of the Chinese community in Cantonese and Mandarin.
- Risk assessment, safety planning and referral services.
- Court system navigation, preparation and emotional support.
- Advocacy and support to access housing, financial resources and legal services.
- Education and training to service providers, volunteers and community members about family violence.

**47****Chinook Learning Services****403-777-7200**

2519 Richmond Rd. S.W.

chinooklearningservices.com

- High school upgrading for students 18 and older.
- Adult ESL and LINC (Language Instruction for Newcomers to Canada).
- Non-credit adult continuing education (professional and personal development).
- Summer School for grades 10 – 12.
- Off campus programs (work experience) for high school students.
- Summer band programs for grade 5 to adult.

**Cocaine Anonymous****(referral line) 1-800-347-8998**

ca-ab.org

- Self-help program based on the 12 Steps of Alcoholics Anonymous.
- Meetings every day in a variety of locations.

48

**CUPS****403-221-8780**

1001 – 10th Ave. S.W.

cupscalgary.com

**Supports**

- Basic needs referrals.
- One-time assistance with rental and utility arrears (depending on need and situation).
- One-time assistance with obtaining forms of identification.

**One World Child Development Centre**

- Early intervention pre-school and kindergarten for 3 – 6 years old.
- Priority given to families already involved in CUPS programs and services.

**Family Development Coaching**

- Parent education programs.
- Coaching to support positive change and improve parent-child relationships.
- Adult counselling.

**Primary Care Clinic**

- Walk-in clinic and appointments with doctors and nurses.
- Dental, eye and foot care.
- Hepatitis C clinic, diabetes management and mental health care.

49

## Women's Health Clinic

- Walk-in clinic and appointments with doctors and nurses.
- Pre-natal/post-natal care.
- Pediatric and mental health care.

50

## Deaf and Hear Alberta 63 Cornell Rd. N.W.

403-284-6200

deafandhearalberta.ca

- Support and referrals for families affected by deafness or hearing loss.
- Interpreting services (English-ASL) for access to community or government services.
- Assistive equipment for deaf or hard of hearing of all ages.
- American Sign Language classes for individuals, professionals and/or families.
- Programming to support those with hearing loss, including speech reading, Peer-to-Hear mentoring, and other special events.

51

## Discovery House Family Violence Prevention Society

403-670-0467

discoveryhouse.ca

- Provides safe housing and essential supports for women and children fleeing domestic violence as they transition out of short-term shelters.
- Shelter program clients can stay for up to one year with additional follow up for one year if needed.
- Community Housing program clients are supported to attain and maintain safe and stable housing.
- Support includes group and individual wrap around services for women and their children and community resource links for everything from legal advice to career and education guidance to life and parenting skills.

**Distress Centre Calgary**  
 300, 1010 Eighth Ave. S.W.  
 distresscentre.com  
 ab.211.ca

**403-266-4357 (HELP)**  
 (Reception) 403-266-1601

**211 (24-hour)**

- Connection to a full range of community, government and human services information in over 200 languages.
- Online chat daily noon to 8 p.m.

**Crisis line (24-hour)**

**403-266-4357 (HELP)**

- Free confidential telephone crisis support.
- Online chat and email from 3 p.m. – 10 p.m. weekdays and noon – 10 p.m. weekends.

**ConnecTeen line (24-hour)**

**403-264-8336 (TEEN)**  
**(Text) 587-333-2724**

- Email connecteen@distresscentre.com for urgent issues.
- Peer support, online chat and text from 3 p.m. – 10 p.m. weekdays and noon to 10 p.m. weekends.

**Counselling**

**403-266-4357 (HELP)**

- Free and confidential 9 a.m. – 5 p.m. weekdays.
- Some evenings available by appointment.
- Online intake available.

**Suicide prevention line (24-hour)** **1-800-784-2433 (SUICIDE)**  
 (403 area code only)

- Crisis line for those thinking about suicide or concerned about others who may be considering suicide.

53

**Doorway, The****403-269-6658**

10, 2808 Ogden Rd. S.E.

thedorway.ca

- For young people 17 – 24 who have lived on the street for a long time and feel stuck there.
- Safe, daytime place away from downtown to write your own goals and plan steps off the street.
- Computer and phone access to community and mainstream options.
- Opportunity to succeed in maintaining goals, employment and a place to live.

54

**Elements Calgary Mental Health Centre****403-266-8711**

1019 Seventh Ave. S.W.

elementscmhc.ca

- Programs and support services for adults with a mental illness to support recovery and help maintain wellness.
- Access to counselling, crisis intervention/prevention and linkages to community supports.
- Educational programs that promote skill development, personal health and wellbeing.
- Recreation services provide access to social and recreational activities.
- Mental Health and Reach for Recovery Support Groups are drop in with a staff facilitator.



**Elizabeth Fry Society of Calgary (EFry)** 403-294-0737  
**1731 – 10th Ave. S.W.** (toll-free) 1-877-398-3656  
elizabethfrycalgary.ca

Support services to women and marginalized populations affected by systemic social issues which contribute to their criminalization.

### Prison Community Outreach Program

- Incarceration – support to manage incarceration constructively and assistance in release planning.
- Community and Outreach – case management supports to address core issues, and increasing opportunity for stabilization.
- Indigenous cultural supports, programming, ceremonies, elder support and indigenous language classes.

### Court Programs

- Court Support to adults and youth (both male and female) regarding legal information on plea options and referrals for first and second appearances.
- Legal Information and referrals on the Domestic Violence floor and Traffic Court floor.
- Supports are provided in the Calgary Court Centre and Regional Courts (Airdrie, Didsbury, Cochrane, Canmore and Okotoks).

### Legal Information Program

- Women are supported with assistance regarding legal issues that may require further assistance with processes, documentation assistance, advocacy and direct referrals to resources.

### Community Awareness Program for Immigrants

- Individual support with immigration documentation and legal information for women with immigration status.

## Youth Legal Information and Mentorship

- Individualized support to youth regarding legal processes, access to resources, and follow up on completion of existing court orders.
- Mentorship supports to high-risk youth navigating the legal processes.

56

### Fair Entry (The City of Calgary)

311

Third floor, 800 Macleod Tr. S.E. (Municipal Building)

2623 – 56th St. N.E. (Village Square Library)

[calgary.ca/fairentry](http://calgary.ca/fairentry)

City programs and services at reduced prices to households that meet the low income criteria in one application form.

- Calgary Transit Low Income Transit Pass – reduced price of monthly pass for eligible adults (18+) and/or youth (6-17 years) and annual pass for eligible seniors (65+).
- Recreation Fee Assistance – offers low income Calgarians subsidized access to registered programs and admissions to City facilities.
- Property Tax Assistance – for low income homeowners who experience an increase in their property tax. If approved, homeowners also receive a rebate on City waste and recycle fees.
- No Cost Spay/Neuter Program – free spay/neuter for eligible companion cats and dogs offered by Animal & Bylaw Services for adult (18+) pet owners.
- Seniors Services Home Maintenance – basic yard care, snow removal, house cleaning, painting and minor repairs for low-income seniors to help them live securely in their home.

Municipal Building: Monday – Friday 8 a.m. – 6 p.m.

Village Square Library: Monday – Thursday 9 a.m. – 9 p.m.

Friday 9 a.m. – 6 p.m.

Saturday 10 a.m. – 5 p.m.

**Four Directions Foster Parent Association****403-273-4026**

2nd Floor, 4885 Hubalta Road S.E.

**57**

- Permanency support for foster/kinship caregivers of Indigenous/Metis/Inuit children and youth.
- One-on-one mentoring to children and youth with Ministry of Children's Services status.
- Culturally inclusive outreach and support for youth transitioning into adulthood and foster/kinship caregivers.
- Metis dance instruction for children and youth.
- Legacy Program offering guitar lessons for children 9 – 18 years of age.
- Case aides who assist with transportation and supervised visits.
- Foster parent recruitment/screenings and SAFE Home Study Assessments.

**Fresh Start Recovery Centre****403-387-6266**

411 – 41st Ave. N.E.

[freshstartrecovery.ca](http://freshstartrecovery.ca)**58**

- Housing, treating and supporting men and their families in recovery from addiction.
- Safe, secure, supportive residence with 24-hour supervision.
- Core of the program is 12-step abstinence based.
- Initial program is 12 to 16 weeks long, consisting of individual and group counselling.
- Length of stay determined on an individual basis.
- Stage 2 and 3 long term housing available.
- Family Healing Program for anyone who is impacted by someone in their life who is living with addiction.
- Day Program for those wishing to maintain a residence elsewhere and take part in the 12 week treatment program.

**HIV Community Link**

110, 1603 – 10th Ave. S.W.  
 hivcl.org

**403-508-2500****(toll free) 1-877-440-2437****HIV Support Services**

- Drop-in Centre provides a safe space to socialize and use a computer, internet and phone.
- Counselling, support, outreach and connections to services such as addiction treatment, clothing and food.
- HIV Community Link Peer Support program offers training, navigation and group facilitation as well as support groups for people living with HIV.

**Drumbeat – African Communities Program****403-508-2500****(ext. 109)**

- Outreach and education for clients and organizations addressing HIV in the African, Caribbean and Black (ACB) communities.
- Free safer sex supplies and brochures available in several African languages.

**HEAT Program (Gay, Bi, MSM)****508-2500 (ext. 129)**

- Training and workshops for community members and partner organizations.
- Outreach and education through social networking and dating sites.
- Peer-based groups to reduce HIV risk and increase healthy behaviors.

**Shift Program****403-237-8171**

shiftcalgary.org

- Support for people 18 and older of all genders currently or previously working in sex work.
- Counselling, case management, advocacy and information and referral.
- “Bad Date” reporting and safer working strategies.

**Strong Voices Aboriginal Program**     **403-508-2500 (ext. 115)**  
**403-554-8202**

- Cultural counselling, crisis support and referrals to health, basic needs, employment etc.
- Access to Elders, sweat lodge ceremony and other traditional practices.
- Free harm reduction supplies.

**Hospice Calgary**  
 1245 – 70th Ave. S.E.  
 hospicecalgary.com

**403-263-4525**

60

**Community Hospice**

- Counselling specializing in helping families adjust to living with a life-threatening illness. Counselling support continues after the death for as long as needed.
- Weekly group support for adults living with advanced cancer and their caregivers.

**Sage Centre**

- Grief counselling support for children, teens and their families grieving a death due to any cause, including illness, accidents, homicide or suicide.
- Grief groups for children, in grades 1 – 6 and youth, in grades 7 – 12. The adult caregiver component of the children's group offers strategies for supporting a grieving child.

61

**Hospitals/Health Centres**

Alberta Children's Hospital 2888 Shaganappi Tr. N.W.	403-955-7211
Foothills Medical Centre 1403 – 29th St. N.W.	403-944-1110
Peter Lougheed Centre 3500 – 26th Ave. N.E.	403-943-4555
Rockyview General Hospital 7007 – 14th St. S.W.	403-943-3000
Sheldon M. Chumir Health Centre 1213 Fourth St. S.W.	403-955-6500
South Health Campus 4448 Front St. S.E.	403-956-1111

62

**Immigrant Services Calgary****403-265-1120**

1200, 910 Seventh Ave. S.W.  
immigrantservicescalgary.ca

- A comprehensive settlement agency working together with immigrants and their families to make Canada home.
- Multilingual settlement counsellors assist newcomers with finding a place to live, applying for benefits, registering your child for school or daycare, finding a job, opening a bank account, obtaining a drivers license, finding a family doctor, etc.
- Citizenship classes.
- Language and vocational assessment including information and referral to LINC/ESL classes.
- Activities and workshops for immigrant and refugee youth.
- Multicultural men's program.

**Inn from the Cold****403-263-8384**

106, 110 – 11th Ave. S.E.

**(after 5:30 p.m. 403-389-4083)**[innfromthecold.org](http://innfromthecold.org)

- Emergency shelter to assist homeless children and their families.
- On site services include three meals per day and snacks.
- Housing and shelter programs offer intensive support that includes assessment, triage, case management and primary medical care.
- Community partnerships provide Indigenous programming, community agency referrals, early childhood programs and youth development.
- Supportive housing for single mothers and families through Journey House.

**Kerby Centre (for seniors 55+)****403-265-0661**

1133 Seventh Ave. S.W.

[kerbycentre.com](http://kerbycentre.com)

- Assistance filling out pension forms, income tax, legal advice and shopping.
- Housing Registry offering assistance with independent and supportive housing.
- Education, recreation and fitness courses.
- Foot care clinic.
- Social events and drop-in activities.

**Kerby Rotary Shelter and 24-hour crisis line****403-705-3250**

- Shelter for senior men and women experiencing elder abuse.
- Information, support and crisis intervention.

65

**Keys To Recovery****403-244-5397**

201, 327 – 41st Ave. N.E.

keystorecovery.ca

- A program to re-house and support chronically homeless individuals who have had a housing assessment completed at SORCe.
- Case management support in areas of budgeting, culture, employment, life skills, mental health, and relapse prevention.
- Assistance with system navigation in order to remove barriers.
- Subsidized rent in single and double occupancy apartments.
- Participant determination based on those who have completed substance abuse and addiction treatment, who are most vulnerable and who have no fixed address upon treatment conclusion.

66

**Legal Aid Alberta****1-866-845-3425**

1100, 665 Eighth St. S.W.

legalaid.ab.ca

- Legal representation to eligible individuals who need legal representation for criminal, family and other civil legal matters.
- Duty Counsel at docket courts to offer basic limited services and help people who are unrepresented at their court appearance.

67

**McBride Career and Employment Centre****403-668-5445**

350, 11012 Macleod Tr. S.E.

mbridecareergroup.com

- No cost career and employment services.
- Career counselling, job search and resume assistance.
- Computer one-on-one, webinars, career cafe.
- Resource centre with computers, photocopier/fax/scanner, telephone.
- Free visitor parking and access to LRT.



**Metis Calgary Family Services****403-240-4642**

352 Sunvale Dr. S.E.

mcfs.ca

68

**Native Network Family Resource Centre**

- Assists Aboriginal and Metis individuals and families with referrals and resources to meet basic needs.
- Aboriginal Students Program helps Aboriginal Youth in grades 8 – 12 stay in school.
- Youth worker support, recreational and cultural opportunities.

**Native Network Parent Link Centre 403-240-4642 (ext. 300)**

19 Erinwoods Dr. S.E.

- Aboriginal parenting classes, groups, programs, library and workshops.
- Pre-school, pre-natal and post-natal support programs.

**Rainbow Lodge Permanent Supportive Housing Program****403-240-4642 (ext. 402)**

701, 6505 Huntridge Hill N.E.

- Affordable housing for Aboriginal and Metis families with children.
- Family Resource Centre and support workers.
- Little Thunderbird out of school program.

**Metis Nation of Alberta, Region 3****403-569-8800**

1415 – 28 St. N.E.

albertametis.com

69

- Information and referral to community resources, including culture, recreation, education, employment business start ups or expansions.
- Application forms and assistance for Metis membership cards.
- Free youth group every Thursday evening.
- Senior luncheons, referrals and assistance with Metis forms.

70

**Money Mentors****(toll-free) 1-888-294-0076**

150, 1200 – 59th Ave. S.E.

moneymentors.ca

- Exclusive provider of the Orderly Payment of Debts (OPD) in Alberta (an option to bankruptcy).
- Unbiased solutions providing immediate and long-term relief from financial stress.
- Money coaching and free credit counselling.
- Provide alternatives for families and individuals facing financial crisis.
- Free consultations by appointment.

71

**Motive-Action Training Foundation****403-287-3132**

1201A – 42nd Ave. S.E.

motiveaction.com

- Non-profit, automotive training centre providing youth 18 to 30 with the work skills, attitudes and confidence needed to be productive members of the work force.
- Six-month program providing three months of work experience (with employers) and three months of training in the auto body and auto service, heavy duty and welding trades.
- Placement service to assist graduates with securing full-time employment.

72

**Mustard Seed, The****403-269-1319**

102 – 11th Ave. S.E.

theseed.ca

**Employment Services**

- Job search assistance, referrals for job skill training and certification, cover letter, resume and interview preparation.

## Housing

- Case management and housing supports.
- Assistance with navigating housing programs and housing resource information.

## Shelter

**403-723-9422**

### **7025 – 44th St. S.E.**

- 370 emergency beds. Intake begins at 4:00 p.m. daily.
- Breakfast, bagged lunches and supper provided for checked-in guests.
- Clothing and hygiene services for checked-in guests.

## Spiritual Care (Chaplaincy)

- Sunday services, bible studies, bible distributions, counselling, memorial services and spiritual support.

## Street Level

- Access to a phone, fax, computer, mailbox and message service and computer lab.
- Evening shuttles to shelter location.

## Wellness Centre

### **1010 Centre St. S.**

- Advocacy and information and referral to services such as addiction treatment, crisis intervention, legal and victim assistance.
- Assistance with transportation, government identification, forms and government income programs such as Alberta Supports and AISH.
- Help with housing, employment, furniture and food referrals.
- Health and Wellness Services such as doctors, chiropractors, massage therapists, physiotherapists, occupational therapists, counsellors, addiction specialist, foot care, nurses and advocates.

73

**Narcotics Anonymous**

chinookna.org

**403-991-3427****1-877-463-3537**

- Self-help program based on the 12-step program.
- Meetings every day in a variety of locations.

74

**Native Counselling Services of Alberta****403-237-7850**

Northland Building

1010, 910 Seventh Ave. S.W.

nca.ca

- Assistance to Aboriginal adults and youth who are involved with the legal system.
- Courtworkers provide assistance in Criminal, Family, Traffic and Youth Courts to help clients understand their charges and speak on their behalf.

75

**Oxford House Foundation of Canada****403-287-8771**

Homes for Recovery

1B, 4321 – 23B St. N.E.

oxfordhouse.ca

- Provides men and women in recovery from addictions a supportive program and a safe home for a clean and sober lifestyle.
- 19 houses in Calgary (five for women).
- Peer type support after the treatment phase in a supportive housing and family setting.
- Prospective clients must have had recent addiction treatment and be attending school, looking for work, working or volunteering.
- Clients must have a desire to change.
- Application and interview process. Monthly rental payments depending on location.

**Potential Place Society****403-216-9250**

110, 999 Eighth St. S.W.

potentialplace.org

- Employment opportunities and support for individuals with a mental illness.
- Housing program for members.
- Support programs such as financial literacy, personal skills development, social, recreation and youth transitioning into adult programming.
- Education grants for school and course fees.
- Advocacy for applying for government entitlements.
- Food hampers for members four times a week.

76

**Punjabi Community Health Services****587-999-9312**

Unit 245, 3015 Fifth Ave. N.E.

pchscalgary.com

- Provides counselling, support and programs to help bridge the gap between eastern and western cultures.
- One-on-one counselling on anger management, mental health, resource navigation and social support.
- Group counselling on domestic violence issues, addictions and positive parenting.
- Couples and family counselling on issues related to family conflict and behavior related issues.
- Services offered in English, Punjabi, Hindi, Urdu and Pashto.

77

78

**Recovery Acres****(Calgary) Society**

1835 – 27th Ave. S.W.  
recoveryacres.org

**(Men's programs) 403-245-1196**  
**(Women's programs) 403-229-0795**

**1835 House for Men**

- Day program and residential treatment options.
- Must be free of substance use at least five days before calling for an appointment.
- Must be fully mobile and able to obtain and maintain full-time employment.

**Co-occurring Addiction Recovery Essentials (CARE) for Women**

- Clinical outpatient addiction and co-occurring mental health treatment for adult women.
- Child-minding service for pre-school children.
- Make an appointment online or by telephone.

79

**RESET (Rapid Exit from Sexual****Exploitation and Trafficking)**

resetcalgary.ca

**403-237-8477****(24-hour intake) 403-918-7311**

- Long-term recovery for females 16 and older who are either involved in, or are at risk of becoming involved in sexual exploitation and/or sex trafficking.
- Support while dealing with alcohol and/or drug recovery.
- Support during pregnancy.
- Housing to those attending day program.
- Life skills day program. Childcare provided.
- Assistance with returning to school or job seeking.
- Services only available to those accessing the RESET program.

**Roman Catholic Diocese of Calgary** **403-218-5532**

**Feed the Hungry**

221 – 18th Ave. S.W. (St. Mary's Cathedral Hall) **403-228-6318**

- Sunday Dinner program from 3:30 p.m. – 5 p.m.

80

**Royal Canadian Legion** **403-265-6304**

**Poppy Fund – Veterans Food Bank**

1, 4539 Sixth St. N.E.

[ABNWTLegion.com](http://ABNWTLegion.com)

- Provides emergency and short-term financial assistance to veterans and their dependents.
- Helps determine if veteran qualifies for assistance from other organizations.
- Provides medical equipment for use by veterans or their dependents.
- Provides food hampers and food vouchers for veterans and/or dependents in need.
- Assistance provided after approval of completed application.

81

**Rupertsland Institute** **403-250-8902**

**Metis Training to Employment Services** **1-877-250-4295**

540, 1000 – Seventh Ave. S.W.

[rupertsland.org](http://rupertsland.org)

- Comprehensive employment services for Metis individuals including job search, resume assistance and interview tips.
- Labour Market Programs including skills development and post-secondary support for tuition, books and income support.
- Metis Apprenticeship Program provides support in a registered trade.
- Metis Employment Support Program helping with required work equipment, attire and safety certification.

82

83

**Sagesse****403-234-7337**

240, 1509 Centre St. S.W.

sagesse.org

- Community-based programs providing peer-based supports to women who are at risk or who have experienced abuse.
- Finding Our Voices program deals with issues related to self-esteem where participants discuss self-image, effective communication, shame, compassion and healthy relationships.
- Growth Circle program that delves into the experience of domestic violence with topics ranging from understanding the effects of abuse, shame and compassion, to creating healthy support systems, building personal power and integrating new skills moving forward.
- Moving on with Mentors (MOWM) partners a woman experiencing abuse with a mentor who experienced abuse in the past.

84

**Salvation Army Community Services (24-hour) 403-410-1111**

Centre of Hope, 420 Ninth Ave. S.E.

salvationarmycalgary.org

**Men's Addiction Recovery Program****403-410-1150**

- A four-phase, three-month program for adult males over 18 years of age.
- Residential orientation, assessment and creation of an individual treatment plan and goals.
- Residential aftercare, including relapse prevention, exit planning, life skills, community re-integration and follow-up support.

**Men's Residential Services****403-410-1111**

- Low-cost, semi-private and private transitional accommodations for single men under 65.
- Resource counsellors available to assist with job hunting, computer lab and other referrals.
- No cost emergency beds.



**Community Support Services** **403-220-0432**  
**1826 – 36th St. S.E.**

- Emergency food.
- Infant essentials for families with newborns.
- Income tax preparation assistance.
- Resource counsellors.

**Barbara Mitchell** **403-930-2700**  
**Family Resource Centre**  
**1731 – 29th St. S.W.**

- Assistance in all aspects of job hunting, computer lab and referral services.
- Emergency food.
- Infant essentials for families with newborns.
- Income tax preparation assistance.
- Computer and ESL classes.
- Various family activities.
- Workshops (career and daily living skills).

**Spiritual and Religious Care** **403-410-1162**  
 • Pastoral care and chaplaincy services.

**Thrift Stores** **403-287-9470**  
**thriftstore.ca**

- Used clothing, furniture and household articles at low prices.

**121 58th Ave. S.W.** **403-251-5941**

**3A, 3200 17th Ave. S.E.** **403-235-3976**

**2840 Glenmore Tr. S.E.** **403-279-9035**

**461, 3508 32nd Ave. N.E.** **403-250-2110**

## **WISH – Women’s Integrated Supportive Housing**

**403-930-2711**

- Emergency, transitional and residential accommodations for women 18 years and older.
- Resource counsellor’s to assist with referrals and aftercare.

**85**

## **Schizophrenia Society of Alberta**

**403-264-5161**

Bay 101A, 1120 – 53rd Ave. N.E.

[schizophrenia.ab.ca](http://schizophrenia.ab.ca)

- Family Support program offers telephone or in-person support and education to family members and caregivers of those living with schizophrenia.
- Community Education program offers public education presentations to schools, community organizations and first responders.
- Peer Support Outreach provides support to those living with schizophrenia.
- Peer Support Telephone program offers support for individuals living with schizophrenia.
- Adult Peer Support offers monthly social activities, bi-weekly group support meeting and information sessions, free weekly drop-in art and poetry classes.
- Online programming offering support to individuals, families and caregivers. Registration through the website.

**86**

## **Simon House Recovery Centre**

**403-247-2050**

5819 Bowness Rd. N.W.

[simonhouse.com](http://simonhouse.com)

- 12 week Residential Addiction Treatment and recovery for males 18 years of age and older.
- Transitional housing and long-term Sober Living opportunities available upon completion of the 12 week residential program.

- Must be at least 3 days clean and sober before admission to residential treatment.

### **Society of Saint Vincent de Paul**

**403-250-0319**

[ssvpcalgary.org](http://ssvpcalgary.org)

- Basic needs assistance including food and small household items.
- Referrals for clothing, furniture and other agencies.
- Home visits to determine how to assist those in need.

**87**

### **Sonshine Community Services**

**403-243-2002**

[sonshine.ca](http://sonshine.ca)

- Help for women with or without children who have experienced family violence and abuse.
- Residential program providing counselling, support services and low-cost housing.
- Second stage shelter.
- Community counselling including workshops and seminars.
- Children's Centre for typically developing children and those that have been exposed to family violence and other forms of trauma.
- Family Day Homes.

**88**

### **SORCe**

**211**

316 Seventh Ave. S.E.

[score.ca](http://score.ca)

- Multiple agencies in one location that provides information, referrals and connections to community supports for people experiencing homelessness.
- Intake and assessments for homeless housing programs.
- Drop-in distribution of food hampers Wednesday between 9 a.m. – 11 a.m.
- Services available on a walk-in basis only.

**89**

90

**Student Legal Assistance****403-220-6637**

3390 Murray Fraser Hall, University of Calgary  
 2500 University Dr. N.W.  
[slacalgary.ca](http://slacalgary.ca)

- Legal clinic for low-income individuals.
- Legal assistance with wrongful conviction claims and prison justice issues.
- Assistance and representation in family, criminal and civil matters, as well as some bankruptcy and tax matters.
- Mediation Clinic for clients with family law and civil law issues.
- Small disbursement charge may apply.
- Appointments made by telephone.

91

**Sunrise Native Addictions Services****403-261-7921**

1231 – 34th Ave. N.E.  
[nass.ca](http://nass.ca)

- Co-ed outpatient and residential centre for Native and non-Native adults (18+) who have concerns with alcohol, drug and gambling abuse.
- Walk-in, outpatient applications accepted Tuesday, Wednesday and Thursday 9:00 a.m. – 11:30 a.m. or 1:00 p.m. – 2:30 p.m.

92

**Tsuu T'ina Nation  
Health and Wellness Centre****403-251-7575**

3700 Anderson Rd. S.W.

- Community health services, including dentist, immunization, laboratory services, pharmacist, physician and pre- and post-natal care.
- FASD counselling and mentoring.
- Home care program including personal and nursing care and home support.

- Diabetes Program, Telehealth and Dietitian services.
- Out-patient addiction counselling and prevention/support services at Spirit Healing Lodge.

### **Victory Foundation**

**403-264-0598**

victoryfoundation.ca

93

### **Neighbourhood Victory Church**

**403-264-0598**

**7012 Ogden Rd. S.E.**

- Church-based counselling and support services.
- Sunday morning service at 10:30 a.m. with coffee and sandwiches.
- Youth activities, Sunday morning children's program and small adult groups.

### **Housing**

**403-723-0840**

- Transitional, affordable housing for men and women (at various locations).
- Support and assistance applying for resources and programs.
- Addictions, counselling and life skills groups.

### **Eastside Victory Outreach**

**403-387-0587**

**1840 – 38th St. S.E.**

- Sunday morning service at 10:30 a.m. followed by lunch.
- Addictions, counselling and life skills groups.
- Food hamper program in emergency situations.
- Assistance with employment, housing and skill development.

**Women's Centre****403-264-1155**

39 Fourth St. N.E.

[womenscentrecalgary.org](http://womenscentrecalgary.org)

- Safe place for women to talk to someone and get information on community services.
- Basic needs assistance, Commissioner of Oaths, tax and identification clinics.
- Computer, fax, phone and photocopier.
- Legal advice by appointment (family, civil, immigration, notary public).
- Groups and workshops.
- Programs for girls which include after-school and summer camps for girls 10 – 17 years of age.
- Participate in feminist community work.

**Women In Need Society of Calgary (WINS) 403-255-5102**

womeninneed.net

**Thrift stores**

Stores selling gently used clothing, household goods and furniture.

Bowness, 6432 Bowness Rd. N.W. ....	403-288-4825
Dover, 3525 – 26th Ave. S.E. ....	403-235-6448
Fisher Park, 134 – 71st Ave. S.E. ....	403-255-7514
Macleod Plaza, 180 – 94 Ave. S.E. ....	403-251-2028
Richmond, 2907 Richmond Rd. S.W. ....	403-242-4969

**Family Resource Centres**

Community hubs for women, men and their families to access resources, services and programs for skill development, education, community building and knowledge.

Bridgeland, 736 McDougall Court N.E. ....	403-290-0210
Erin Woods, 701 Erin Woods Lane S.E. ....	403-273-1927
Glenbrook, 40, 3805 47th St. S.W. ....	403-686-1502
Temple, 16 Templemont Lane N.E. ....	403-590-5752

**Free Goods Referral Program**

- Women and their families who are experiencing poverty and meet program criteria receive clothing, household items and furniture at no cost through the WINS stores.
- To access contact one of WINS partner agencies (see website for list) or through a WINS Family Resource Centre.

**Wood's Homes****403-270-4102**

woodshomes.ca

**Community Resource Team****(24-hour) 403-299-9699  
(toll-free) 1-800-563-6106**

- 24/7 crisis counselling for individuals and families.
- Mobile response within home, school and community settings.

**Eastside Family Centre****403-299-9696****255, 495 – 36th St. N.E. (Northgate Village Mall)**

- Free walk-in counselling for individuals and families.
- Assistance with mental health concerns, life stresses, family stress and relationship issues.

Monday to Thursday 11 a.m. – 7 p.m.

Friday 11 a.m. – 6 p.m.

Saturday 11 a.m. – 4 p.m.

**Exit Community Outreach****403-262-9953****1008 14th St. S.E.**

- Outreach and mobile van service for homeless or at-risk youth 12 to 24.
- Food, clothing, onsite counselling and medical services, washing and laundry facilities, referrals to housing, employment, legal and educational resources.
- Call ahead for hours.



**Workers' Resource Centre**

308, 8989 Macleod Tr. S.W.  
helpwrc.org

**403-264-8100**

(toll-free) 1-844-435-7972

**97**

Free and confidential services for the following employment-related issues:

- Employment Insurance (EI), Alberta Employment Standards, Alberta Employment Standards, Alberta Occupational Health and Safety, Alberta Workers' Compensation Board, Alberta Human Rights Commission for employment-related issues, Canada Labour Code, Short and Long-Term Disability Benefits and Canada Pension Plan – Disability Benefits.
- Free workshops on all employment-related legislation.
- Services by appointment only.

**YW Calgary**

320 Fifth Ave. S.E.

ywcalgary.ca

**(Reception) 403-263-1550****YW Sheriff King Home**

2003 – 16th St. S.E.

**(24 hours) 403-266-0707****(Reception) 403-266-4111**

- Shelter, support and outreach to women and their families struggling with domestic abuse.

**Transitional and Supportive Housing Programs**

- YW Mary Dover House transitional housing and Community-based supported housing.
- Intensive case-management that includes counselling, street outreach and basic life-skills development.

**Education and Employment**

- Language Instruction for New Canadians.
- YW Employment Resource Centre.

**Counselling and Personal Development**

- Group and Family Counselling, Parenting Groups, Community Parent and Support (COMPASS).

**Child Development and Child Care Services**

- Parent Link Centre child-minding services, Childcare Centres at YW downtown and Bow Valley College and Family Access Services.

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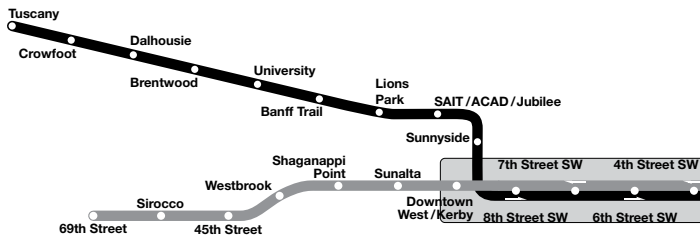
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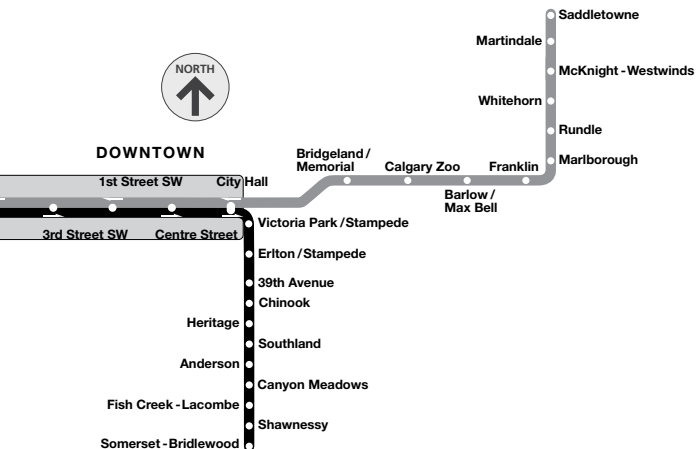
## Calgary Transit C-Train map



### Legend

-  Downtown Platform Location and Direction
-  **Red Line**  
Crowfoot / Somerset - Bridlewood
-  **Blue Line**  
69th Street / Saddletowne
-  7th Avenue Free Fare Zone  
CTrain Transfer Points





## January

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## April

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

## July

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## October

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## February

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

## May

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

## August

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

## November

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

## March

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## June

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## September

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

## December

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

## **Disclaimer**

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# Production Tag

Approval of the attached proof constitutes approval of the specifications listed below, as well as the artwork. Please review thoroughly and ensure all information is correct.

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