

Calgary Street Survival Guide 2011



THE CITY OF
CALGARY

COMMUNITY &
NEIGHBOURHOOD SERVICES

informalberta.ca | call 2-1-1

REMEMBER . . . you are NOT alone.

The Calgary Street Survival Guide is a publication of The City of Calgary Community & Neighbourhood Services.

The Guide is not a full list of all services available. Additional information is available at **informalberta.ca**, a public website of community, government, health and social services. This online database is a partnership between Alberta Health Services and The City of Calgary.

2-1-1 is a free, confidential and multilingual service that connects 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 **2-1-1** 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 Street Survival Guide, please call 3-1-1.

The Street Survival Guide is available online at **calgary.ca/streetsurvival**.

Additional services not listed in the Calgary Street Survival Guide

Alberta Health Care Insurance Plan registration/claims/billings/inquiries walk-in:

727 Seventh Ave. S.W.

Alberta Seniors' Information line1-800-642-3853

Calgary Housing Company (subsidized housing).....403-221-9100

Calgary Parole Office (federal) 403-292-5505

Calgary Transit (LRT service is free along
Seventh Avenue between 10th Street S.W. and
Third Street S.E.).....403-262-1000

Employment Insurance inquiries..... 1-800-206-7218

Family Violence Info line (24 hours) 403-310-1818

GST credit (cheques)..... 1-800-959-1953

Government of Alberta

(provincial programs and services)403-310-0000

Government of Canada

(federal programs and services) 1-800-622-6232

Greyhound Canada

(terminal located at 850 16th St. S.W.) 1-800-661-8747

Immigrant Services Calgary403-265-1120

Indian Affairs (Field Unit – Treaty 7) 403-292-5901

Landlord and tenant information

(Alberta Government Services)1-877-427-4088

Pensions and Allowances (Canada) 1-800-277-9914

Social Insurance Numbers 1-800-206-7218

Workers' Compensation Board.....403-517-6000

Clothing, food, haircuts, laundry and showers

A visit to these places can help you look and feel better. Meet your basic needs here and learn about other programs and services from staff.

Check the listings in the Street Survival Guide for other places for help with some of these needs.

Clothing

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(residents only)
- St. Mary's Hall – Sunday supper 3:30 – 5 p.m.63
(221 18th Ave. S.W.)
- The Mustard Seed – daily meal service.....75

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Community Resource Centres

Community Resource Centres (CRCs) are community based one-stop shops for resources and support. They exist to connect you to all of your available community services, organizations and groups.

CRCs strive to meet the needs of families directly, or through partnerships with other agencies and community organizations. They work to ensure that community residents have access to everything they need – housing, utilities, food, furniture, clothing and childcare. Your family may be struggling financially and having difficulty getting enough food and clothing, finding affordable housing or paying the utility bills. Perhaps you want to upgrade your education, or find a job that pays decent wages.

Income may not be an issue. Instead, you want parenting education, say, tips on how to relate to your cranky two-year-old or your rebellious teen. Or perhaps a child or adult in your family has been feeling angry or depressed for a long time. Perhaps you have to finally deal with an addiction to drugs, alcohol or gambling. Or perhaps you and your children live with a violent person and you need a safety plan.

You can call or drop in to the community resource centre in your area to get support for yourself and your family. People who work at CRCs are knowledgeable about resources close to where you live and city-wide. There will be someone there who will sit down with you, listen to your story and connect you through information or referral to programs and services appropriate to your needs. Community resource centres partner with many other agencies to provide these programs and services as close to where you live as possible. Some may be located at the resource centre itself, or off-site in a nearby agency, church or community hall.

(Reprinted from the BowWest Community Resource Centre website.)

Bowwest Community Resource Centre

403-216-5348

**7904 43rd Ave. N.W. (Bowness Community Association)
bowest.com**

- For residents of Bowness, Greenwood Village, Dalhousie, Montgomery, Ranchlands, Silver Springs, Varsity and surrounding areas.

Ranchlands Office

403-374-0448

14 – 1840 Ranchlands Way N.W.

Heart of the Northeast Community Solutions Resource Centre

403-293-5467

**(Aspen Family and Community Network Society)
2623 56th St. N.E.**

- For residents of Monterey Park, Pineridge, Rundle, Temple, Whitehorn and Vista Heights.

Inner City Community Resource Centre

403-536-6558

**(Calgary Family Services)
922 Ninth Ave. S.E. (Alexandra Centre)
calgaryfamily.org**

- For residents of the inner-city communities of Bankview, Beltline, Bridgeland/Riverside, Chinatown, Cliff Bungalow-Mission, Crescent Heights, downtown, the East Village, Eau Claire, Erlton, Inglewood, Lower Mount Royal, Ramsay, Renfrew, Sunalta and Winston Heights/Mountainview.

Millican-Ogden Community Association Family Resource Centre

403-720-3322

**2734 76th Ave. S.E.
moca-frc.org**

- For residents of Millican-Ogden, Riverbend and other southeast communities.

North Central Community Resource Centre

403-275-6666

**(Huntington Hills Community Association)
520 78th Ave. N.W.**

- For residents of Beddington Heights, Greenview, Highland Park, Highwood, Huntington Hills, MacEwan, Mount Pleasant, North Haven, Sandstone Valley, Thorncliffe and Tuxedo Park.

North of McKnight Community Resource Centre

403-293-0424

**95 Falshire Dr. N.E.
northofmcknightcrc.ca**

(Lower level of Falconridge/Castleridge Community Centre)

- For residents of Castleridge, Coral Springs, Falconridge, Martindale, Saddle Ridge and Taradale.

SouthWest Communities Resource Centre

403-238-9222

42 – 2580 Southland Dr. S.W.

- For residents of Acadia, Bayview, Bel Aire, Braeside, Bridlewood, Canyon Meadows, Cedarbrae, Chinook Park, Eagle Ridge, Evergreen, Fairview, Haysboro, Kelvin Grove, 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

701 Erin Woods Lane S.E.

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

West Central Community Resource Centre

403-543-0555

3507A 17th Ave. S.W.

closertohome.com

- For residents of Aspen Ridge, Christie Park, Coach Hill, Cougar Ridge, Discovery Ridge, East Springbank, Glamorgan, Glenbrook, Glendale, Killarney/Glengarry, Lincoln Park/Rutland Park, Patterson, Rosscarrock, Richmond Hill, Shaganappi, Signal Hill, Springbank Hill, Spruce Cliff, Strathcona Park, West Springs, Westgate and Wildwood.

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AIDS Calgary**403-508-2500****110 – 1603 10th Ave. S.W.****aidscalgary.org**

- Confidential services for people living with HIV+/AIDS, their friends, family and people-at-risk for HIV in the Calgary community.
- Information and education on how HIV is transmitted and where to go for testing and treatment.
- Confidential one-on-one support, advocacy and referrals, emergency financial assistance and nutritional programs for people living with HIV/AIDS.
- Outreach services on the street, in addiction centres, in prison and shelters.
- Free condoms, dental dams and lube.
- Monday to Friday 8:30 a.m. – 4:30 p.m. (closed 12:30 – 1:30 p.m.).

Shift Program**403-237-8171****(support services for persons involved in the sex trade)****shiftcalgary.org**

- Assistance to women, men and transgendered individuals with current or past involvement in the sex trade, using a harm reduction and rights based approach.
- Free safer sex supplies: condoms, lube, dental dams and female condoms.
- Safer sex information and education.
- Bad Date Sheets and anonymous reporting.
- Court /legal information and support.
- Assistance with escort and massage licence applications.
- Counselling, advocacy and referrals (housing, addictions, mental health).
- Basic needs support (food, laundry services and toiletry items).
- Internet access.
- Drop-in services from Tuesday to Friday 8:30 a.m. – 4:30 p.m. (closed 12:30 – 1:30 p.m.)
- Telephone support Mondays 8:30 a.m. – 4:30 p.m. (closed 12:30 – 1:30 p.m.)

Adoption Options

207 5940 Macleod Tr. S.
adoptionoptions.com

403-270-8228

1-888-277-8228

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- 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.

Alberta Employment and Immigration

employment.alberta.ca

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- Alberta Works programs to help unemployed or low-income Albertans get the employment, financial and social support they need.
- Income support providing financial benefits to individuals and families who do not have the resources to meet their basic needs, like food, clothing and shelter.
- Varying levels of assistance depending on each individual's situation, including financial resources, ability to work and the number of children in the family.
- Health benefits, information and training to find a job, and help in obtaining child support benefits to individuals eligible for income support.
- Click online, call or come in to any of the offices below for more information on the full range of services offered by Alberta Works.

Calgary South/Central (downtown)

403-297-2094

10th and 10th Office, 1021 10th Ave. S.W.

Monday to Friday 8:15 a.m. – 4:30 p.m.

Calgary North

403-297-7200

One Executive Place, 1816 Crowchild Tr. N.W.

Monday to Friday 8:15 a.m. – 4:30 p.m. (closed noon – 1 p.m.)

Calgary East

403-297-1907

Radisson Centre District Office, 525 28th St. S.E.

Monday to Friday 8:15 a.m. – 4:30 p.m.

Canada-Alberta Service Centre 403-297-2020
 100 – 6712 Fisher St. S.E.
 Monday to Friday 8:15 a.m. – 4:30 p.m.

After-Hours Emergency Assistance 1-866-644-5135
 • Financial help for emergency needs may be obtained on weekends and after 4:30 p.m. on weekdays.

**Labour Market Information Centres at
 Canada – Alberta Service Centres**

- Four locations in Calgary to get help finding a job and making career, employment and training decisions.

Calgary Centre Century Park Place (downtown) 403-297-6344
 Fifth floor, 855 - 8th Ave. S.W.
 Monday to Friday 8:15 a.m. – 4:30 p.m.

Calgary North 403-297-3951
 One Executive Place, 1816 Crowchild Tr. N.W.
 Monday to Friday 8:15 a.m. – 4:30 p.m.

Calgary East Marlborough Mall 403-297-7570
 1502 – 515 Marlborough Way N.E.
 Monday to Friday 8:30 a.m. – 4:30 p.m.

Calgary South 403-297- 4024
 Fisher Park Place II, 100 – 6712 Fisher St. S.E.
 Monday to Friday 8:15 a.m. – 4:30 p.m.

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Alberta Health Services – Addiction and Mental Health
Addiction Helpline (24-hour toll free) 1-866-332-2322
albertahealthservices.ca

Adult Outpatient Addiction Counselling Services 403-297-3071
 Second Floor, 1177 11th Ave. S.W.

- For individuals and families with alcohol, drug and/or gambling problems.
- Prevention and treatment services to anyone over 18.
- Drop-in intake 1 p.m. daily
 Monday and Friday 8 a.m. – 4:30 p.m.
 Tuesday, Wednesday and Thursday 8 a.m. – 9 p.m.

Opioid Dependency Program

403-297-5118

2130 – 1213 Fourth St. S.W.

- Provides methadone maintenance treatment for those dependent on opioids.
- Individuals using service must be over 18.
- Walk-in intake Monday to Friday at 1 p.m., AADAC Adult Services, Second Floor, 1177 11th Ave. S.W.
- Clinic hours Monday to Friday, 7 a.m. – 3:15 p.m.

Youth Addiction Services

403-297-4664

1005 17th St. N.W.

- For youth 12 to 17 and their families.
- Adolescent Information Series, Parent Awareness Series, Parents Skills Workshop, Parent Support groups.
- Addiction-focused individual and family outpatient counselling.
- Mobile Outreach counsellors will meet high-risk clients at sites in the community for counselling and referrals.
- Day treatment program provides a three to four month intensive, structured approach. Residential support homes available.
- Detox and stabilization – six to 10 day planned intake with focus on engagement and treatment planning. Family involvement is encouraged.
- Residential treatment program – three-month, adventure based wilderness program (Calgary) or urban-based program (Edmonton).
- Prevention services for youth, families and the community.
- PChAD (Protection of Children Abusing Drugs) – Youth Addiction Services provides addiction expertise, assessment and counselling with PChAD Protective Safe House facilities throughout the province.
- Monday and Tuesday 8:15 a.m. – 6 p.m.
Wednesday 8:15 a.m. – 9 p.m.
Thursday and Friday 8:15 a.m. – 4:30 p.m.
- Walk-in Monday, Wednesday, Friday 8:30 – 10 a.m.
or make appointment by phone.

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

1611 Remington Rd. N.E.

- 40-bed, residential, co-ed facility offering detoxification services by daily nursing staff.
- Voluntary admission. Clients to attend Centre between 8:15 and 8:30 a.m.

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HEALTHLink****Toll free 1-866-408-5465****albertahealthservices.ca****HEALTHLink Alberta****403-943-5465**

- 24-hour nurse telephone advice and health information.
- Locations of walk-in clinics or Community Health Centres.

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

- Mental Health clinicians are available by phone to discuss any mental health concerns and help find the most appropriate service direction.
- Mental health information to the general public, front-line staff and all professionals.
- Information and options for adult and geriatric services and community referrals where appropriate.
- Telephone intake for all Alberta Health Services child and adolescent Addiction and Mental Health programs providing clients with connection to appropriate resources.
- Monday to Friday 7:30 a.m. – 7 p.m. (voicemail after hours).

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.
- Assistance with transportation whenever possible.

Calgary Diversion Services

403-410-1132

- A mental health program to re-direct low-risk and non-violent adult and youth offenders who have a designated mental disorder, from the Justice System into appropriate community-based health services.

Community Health Centres

403-943-5465

- Adult/family wellness.
- Well child services.
- Vaccination programs.
- Parent drop-in.
- Home visits for special circumstances.
- Communicable disease control.
- School-age health.
- Health education.
- Childhood safety and injury prevention.

AHS Mobile Response Team

403-266-1605 (24 hour)

(accessible through Distress Centre Calgary)

- Professional staff of registered nurses, social workers and psychologists available through the Distress Center seven days a week.
- Assistance for those experiencing a crisis in relation to mental health, addictions, family, relationships, social and/or personal problems.
- Critical Incident Stress Management Services for persons who are exposed to a traumatic event.
- Team works out of three sites in Calgary and will arrange to meet clients in a negotiated safe place within Calgary and in rural areas south to High River.
- Services provided to the general public, as well as professionals, in need of support and/or consultation.
- Team is available daily from 9:30 a.m. to 9:30 p.m.

Safeworks**(cell) 403-850-3755****(needle exchange/harm reduction)**

- Provide clean needles, condoms, alcohol swabs, biohazard sharps containers, vein care resources, safer crack use kits.
- Free and confidential HIV, hepatitis A, B and C, chlamydia, gonorrhea and syphilis testing.
- Influenza (October – December), pneumonia, tetanus, hepatitis A and B vaccinations.
- Pregnancy testing, health information, counselling and referral.

Exchange sites available at:

Calgary Drop-In & Rehab Centre**403-699-8216**

117 – 423 Fourth Ave. S.E.

Monday to Friday 9 a.m. – noon

Centre of Hope**403-410-1180**

201 – 420 Ninth Ave. S.E.

Monday to Friday 1 p.m. – 4 p.m.

The VAN goes out**(cell) 403-850-3755**

Saturday to Thursday 8 p.m. – midnight

Friday 5 p.m. – midnight

The VAN is parked at 8:15 p.m. by the SEED and 8:30 p.m. by the Drop In Centre.

Sexual and Reproductive Health

- Free confidential help including birth control, STI testing, pregnancy testing, morning after pill, condoms at low cost.

East Calgary Health Centre**403-995-1071**

Main floor, 4715 8 Ave. S.E..

Tuesday and Thursday 1 – 5:15 p.m.

Sheldon Chumir Centre**403-955-6500**

fifth floor, 1213 Fourth St. S.W.

Monday to Thursday 1 p.m. – 5:15 p.m.

Friday and Saturday noon – 3:30 p.m.

South Calgary Health Centre**403-943-9510**

31 Sunpark Plaza S.E.

Monday 1 p.m. – 5:15 p.m., Tuesday 4 p.m. – 7:30 p.m.

Friday 1 p.m. – 4:30 p.m.

Sunridge**403-944-7666**

406 – 2675 36th St. N.E.

Monday to Thursday 1 p.m. – 5:15 p.m.

Friday noon – 3:30 p.m., Saturday noon – 3:30 p.m.

- Free sexually transmitted infections (STI) tests and treatment.
- Free HIV tests.
- Free pregnancy tests and options counselling.
- Free pelvic exams and Pap tests.

Drop-in services for:

- Teenagers (male and female) 24 years and younger.
- Students (regardless of age or school attended).
- Emergency contraception.
- Pregnancy testing and options counselling.
- Men age 24 years and older if their partner is attending or has attended the Family Planning Clinic.
- Any other urgent sexual and reproductive health issue.

Appointments are needed for:

- HPV vaccinations.
- IUD insertions (requires two appointments).
- Diaphragm fittings.

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

Fifth floor, 1213 Fourth St. S.W.

24-hour STD/AIDS Info line

(toll free) 1-800-772-2437

- 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.
- Monday to Wednesday 9:15 a.m. – 5 p.m.
Thursday 10:30 a.m. – 5 p.m.
Friday and Saturday 8:30 a.m. – 4 p.m.

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Al-Anon**(24 hour) 403-266-5850****calgaryal-anon.org**

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

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Alcoholics Anonymous**(24 hour) 403-777-1212****calgaryaa.org**

- Self-help program based on the 12 Steps.
- Daily meetings at a variety of locations in Calgary and area.

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Alex Community Health Centre**403-266-2622****101 – 1318 Centre St. N.E.****thealex.ca****Community Health Centre**

- Primary healthcare and health promotion for individuals who have barriers to accessing health and social care.
- Special attention focused on the client's social, emotional and financial needs, with the assistance of client support specialists.
- Services available include medical care, counselling, lab testing, physiotherapy, chiropractic care, massage therapy and other health supports.
- Alberta Health Care Insurance Plan not required to receive services.

Community Health Bus**403-266-2622****thealex.ca**

- Free services at regular weekly locations in the inner city and east Calgary.
- Onboard physicians, nurses and resource specialists to provide assistance, support and referrals.
- Schedule available online.

HomeBase

403-266-8881

7245 12th St. S.E.

- Intensive case management support for men and women who are working to permanently end their homelessness and establish stable housing.
- Assistance in connecting individuals into their new communities.
- Please call to inquire about the program intake process.

Pathways To Housing

403-266-8881

7245 – 12 St. S.E.

- Program focused on a housing first model – access to permanent housing first and then support to keep individuals housed.
- Client focus is those with a mental health diagnosis and a history of homelessness – harm reduction model.
- Please call to inquire about the program intake process.

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.
- Alberta Health Care Insurance Plan not required to receive services.
- Access to support by physicians, nurses, chiropractors, counsellors, client support specialists and other services.
- Call with inquiries or to make an appointment.
- Monday to Friday 8:30 a.m. – 4:30 p.m.

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

101 – 1318 Centre St. N.E.

thealex.ca/youth

- Outreach service for at-risk, homeless and street connected youth 12 to 24.
- YHC provides confidential health services (doctor, nurse, counsellor). Appointments and walk-ins welcome.
- NO Alberta Health Care Insurance Plan card required for services.
- Advocacy and referrals for employment, housing, education, dental, legal and other Calgary resources.
- Assistance accessing food resources and getting or replacing ID.
- Food, telephone and computer access.
- One-to-one support and crisis counselling.
- Bus numbers 2, 3, or 17 north from downtown.
- Monday to Thursday, 1 to 7 p.m., Friday, 1 to 6 p.m.

9**Aventa Addiction Treatment
for Women****403-245-9050****610 25th Ave. S.W.**aventa.org

- Alcohol, drug, nicotine and gambling recovery services to women.
- Outpatient, residential and long-term recovery services.
- Family/parenting and aftercare support.

Awo Taan Healing Lodge (24-hour crisis line) 403-531-1972 **awotaan.org**

10

- Crisis shelter (up to 21 days) for abused women with or without children.
- 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.

Parent Link Centre 403-531-1880 **100 – 1603 10th Ave. S.W.**

- Parent Link Centre offering parent education and early childhood development services for parents and their children.
- Youth and Family Support Program.
- Triple P Positive Parenting Program.
- Advocacy and referrals.
- Healing circles and services for men and women.
- Monday to Friday 9 a.m. – 5 p.m.

BGS Enterprises 403-234-9119 **100 – 910 Seventh Ave. S.W. (Northland Building)** **bgsenterprises.com**

11

Youth Ventures

- Opportunities for youth 15 to 30 to explore their unique potential and develop strategies for personal success.
- Connections to “Skills Link” programs that offer pre-employment skills, work experience opportunities employment services and personal development.
- Referrals to community resources.
- Ongoing support and encouragement as you work towards goals.
- Community Outreach Services to connect with youth experiencing barriers to employment in the community.

12

Bow Valley College**403-410-1400****332 Sixth Ave. S.E.****bowvalleycollege.ca**

- One-year certificates or two-year diplomas.
- Career certificates and diplomas in the areas of health care, business, administration and human services.
- Largest provider of English as a Second Language (ESL) programs in Calgary.
- Study part-time, full-time, in class or online.
- Continuing education courses and part-time certificates for working professionals.
- Health services and counselling available.

13

Boys and Girls Clubs of Calgary**403-276-9981****713 13th Ave. N.E. (administration)****calgaryboysandgirlsclub.ca****Avenue 15****403-543-9651****938 15th Ave. S.W.**

- Crisis shelter for homeless and runaway youth 12 to 17 who need help getting off the streets.
- Short-term shelter, food, clothing and support in returning home or getting connected to other services.
- Referrals to counselling on a drop-in basis.
- Referrals to education and employment programs.
- Basic needs shelter program open from 10 p.m. to 7 a.m. but 24-hour support available as needed.

Safe House (Youth Shelter)**403-269-1997**

102 14th Ave. S.E.

- For youth 15 to 19 with Child Welfare Status.
- 24-hour support, a safe place to live, three meals per day, shower and laundry facilities.
- Life skills and recreation activities available.
- Bed is negotiated on a daily basis. Failure to return by 9 p.m. weekdays or 10 p.m. weekends or breaking house rules may result in bed being given to another youth in need.
- Youth are expected to have or work towards a 30-hour day program a week.
- Length of stay depends on the needs of the youth.
- Call or come to Safe House to arrange admission.

**Calgary Achievement Centre
for Youth (CACY)****403-268-3666****14****Second Floor, 315 10th Ave. S.E.****cacy.org**

- CACY is a partnership of organizations providing youth 15 to 24 a variety of services including education, employment, child care, information and referral.
- Monday to Friday 8 a.m. – 5 p.m.

Discovering Choices (Calgary Board of Education) **403-268-3265**

- A safe, structured environment for youth 16 to 19 to develop their academic and social skills when mainstream high school is no longer a choice.
- High school credits could be earned through self-directed learning (Alberta Distance Learning courses) and/or work experience.
- Community and educational resources.

Immigrant Youth Outreach Project **403-268-8131**
(Calgary Catholic Immigration Society)

- For youth 16 to 24, new to Canada and experiencing difficulty looking for work, staying in or returning to school, or other problems.
- Workshops including basic computer skills, employment preparation, career planning and outdoor activities.
- Self-study group with tutoring support on Saturday (except long weekends) from noon – 3 p.m. (please call to confirm)
- Monday to Friday 8:30 a.m. – 4:30 p.m. (closed noon – 1 p.m.)

The City of Calgary Youth Employment Centre **403-268-2490**
Second Floor, 315 10th Ave. S.E.
nextsteps.org/yec

- Free career planning and job search assistance to youth 15 to 24.
- Access to free photocopying, faxing and computers.
- Help with resumes, cover letters and preparing for interviews.
- Access to part- and full-time job opportunities.
- No cost industry and e-learning training.
- Help with researching educational opportunities, job shadows and work experiences.
- Monday to Friday 8 a.m. to 5 p.m.

15

Calgary Alpha House Society **(24 hour) 403-234-7388**
203 15th Ave. S.E.

Detox Centre

- Social detoxification services for those who want help withdrawing from alcohol and/or other drugs.
- Admissions seven days a week.
- Dorm setting for males and females over the age of 18.
- Offers health clinics throughout the week through health care partnerships.
- Transitional pre-treatment beds.

Shelter

- Open 24 hours for individuals under the influence of drugs and/or alcohol.
- Open to both males and females over the age of 18.
- Staff supervised showers and laundry facilities.
- Limited food program throughout the day: coffee, tea, donuts, sandwiches.

Downtown Outreach Addiction

403-998-7388

Partnership (DOAP TEAM)

(Calgary Alpha House and CUPS Community Health Centre)

- Street outreach with the primary focus being in the downtown.
- Team assists individuals on the street to improve their well-being and safety by providing primary needs such as referrals for treatment, housing, connections to health care, condoms, food, etc.
- The DOAP Team helps individuals with the following transportation needs:
 - Transporting people under the influence of any drug and/or alcohol to the appropriate shelter.
 - Addiction treatment appointments.
 - Discharge planning from hospitals, shelters, treatment programs.
- Monday to Friday 8:30 – 1:30 a.m.
Saturday and Sunday 1 p.m. – 1 a.m.

Calgary Association of Self Help

403-266-8711

1019 Seventh Ave. S.W.

calgaryselfhelp.com

- Programs and services for adults with mental illness/psychiatric disorders.

Activities of Daily Living

- 12-week program offering skill development in budgeting, cooking, grocery shopping, household management and nutrition.
- One afternoon per week.

Art Program and Writer's Club Program

- Art and writing instruction in a safe and supportive environment.
- Class times vary depending on classes selected.
- Monday to Friday 9 a.m. – 4 p.m.

Life Skills and Initiatives

- Programs teaching interpersonal skills to assist people in managing their lives more effectively.
- Life Skills – 16 weeks, Monday to Friday 9 a.m. – noon.
- Initiatives – 8 weeks, Monday to Thursday 9 a.m. – noon.

Mental Health Support Group

- Drop-in support group where members can share their thoughts and feelings about personal issues in a safe supportive environment.
- Monday and Thursday 1:30 – 3:30 p.m.

Occupational and Leisure Skills and Creative Arts programs

- Multi-activity programs, promoting skill development in a supportive setting.
- Therapeutic arts and crafts, interpersonal and living skills and community outings.
- Three mornings or afternoons per week.

Resource Activity Centre

- Offers support and direction in times of need, recreational activities, community outings and other support services including free clothing bank, telephone messaging services and volunteer opportunities for client.
- Monday to Friday 10 a.m. – 9 p.m.
- Saturday, Sunday and holidays noon – 8 p.m.

Calgary Board of Education**403-777-7200****2519 Richmond Rd. S.W.****ChinookLearningServices.com****Chinook Learning Services**

- Adult and continuing education.
- High school upgrading, English as Second Language (ESL), general interest, continuing education and child/youth and family programming.
- Students can complete their high school diploma, take extra courses, increase their marks or supplement their schedule.
- Teachers specialize in helping students achieve their educational, career and life goals.
- Students can study part-time, full-time, during the day or evenings, in the classroom or through self-directed learning.

17**Calgary Communities Against Sexual Abuse (CCASA)****403-237-5888****(toll free) 1-877-237-5888****Seventh Floor, 320 Fifth Ave. S.E. (business line) 403-237-6905**
calgarycasa.com**18**

Free and confidential services including:

- Individual counselling.
- Group counselling (sliding fee scale).
- 24-hour support and information line.
- 24-hour accompaniment to the Sheldon Chumir Centre or other facility.
- Police and Court Education and Support (PACES) program.
- Public education.
- Community outreach.

Crisis Intervention and Counselling Program 403-237-5888

- Crisis intervention and short-term counselling for up to 12 weeks for survivors of sexual abuse and sexual assault, their friends and loved ones.
- Group counselling offers survivors of sexual abuse and sexual assault support and counselling in a group setting.

24-hour Support and Information Line 403-237-5888

- Services available to anyone who is dealing with or has been affected by the various forms of sexual assault or sexual abuse including friends, family and support people of the survivor.
- Staff answer line directly from 9 a.m. to 5 p.m. Monday through Friday. Calls are dispatched to the Distress Centre to trained volunteers after hours.
- Services offered include crisis intervention, emotional support, problem solving, information and referral and access to emergency accompaniment to police or hospital.

19**Calgary Counselling Centre****403-265-4980****200 – 940 Sixth Ave. S.W.****calgarycounselling.com**

- Individual, family and couples counseling, including but not limited to anger problems, anxiety/panic attacks, 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 referral required to initiate counselling services.
- Fees are based on a sliding fee scale according to the client's annual family income.
- Monday to Thursday 8:30 a.m. to 7:30 p.m.
- Friday 8:30 a.m. to 5:30 p.m.
- Saturday 9 a.m. to 2:30 p.m.

Calgary Crime Stoppers Association**(toll free) 1-800-222-8477
403-262-8477****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.

Calgary Dream Centre**403-243-5598****4510 Macleod Tr. South
calgarydreamcentre.com**

- Supportive housing for men over 18 years of age. Housing applications accepted daily.
- NOT a shelter, detox or drop-in facility, the CDC offers a clean and safe environment.
- Career and life management skills training.
- Addiction recovery program.
- Community based work programs.
- Counselling, mentoring and spiritual care.
- Health and wellness services.

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Calgary Drop-In & Rehab Centre (24 hour) 403-266-3600
 423 Fourth Ave. S.E.
thedi.ca

- Supervised day drop-in centre open year-round.
- Supervised evening shelter services, mats and/or beds in a segregated dormitory-style and bunk alcoves every evening at 6 p.m.
- Transitional housing in a semi-private dormitory style.
- Meals provided daily at 7 a.m., noon and 6 p.m.
- Snacks at 9:30 a.m. and 3 p.m.
- Clothing room open 11 a.m. – 2 p.m., three days per week.
- Shower and hygiene products available.
- Laundry facilities available from 8 a.m. – 6 p.m. daily.
- Commissioner for Oaths services.
- Safeworks: Monday to Friday 9 a.m. – noon
 Saturday 1 p.m. – 3 p.m.
- Counselling, referrals and mail/fax services.
- Medical services on site.
- Casual Labour Office – Job Placement (employment help)
 Monday to Friday 6:30 a.m. – 2:30 p.m.
- CAP site (public Internet access) and Computer Learning Centre.
- CLIC – Computers for Low-income Calgarians providing free reconditioned computers to Calgarians who have low incomes as well as A+ certification for volunteers.
- CTI – Career Training Initiative providing a week-long course that includes many industry certifications.
- Subsidized affordable housing (Sundial Apartments), intake through counselling.
- Seniors Activity Centre offering recreation, drop-ins, social opportunities and intakes for seniors housing.
- Wild Rose Art Studio space for homeless artists.

Calgary Food Bank
5000 11th St. S.E.
calgaryfoodbank.com

403-253-2055
(Hamper Request Line)

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Hamper distribution:

Monday to Friday 1 – 3:30 p.m.

Monday to Thursday 6:30 p.m.– 7:30 p.m.

Hamper request line hours:

Monday 10:30 a.m. – 7:15 p.m., Tuesday to Thursday 1 – 7:15 p.m.

- Self-referral for first three emergency food hampers, any additional hampers (to a maximum of seven per twelve-month period) require referral from a community agency in which individual is participating in programs or services.
- Seven depots throughout the city available for pick-up points.
- Call before coming to main depot or use phones on entrance wall at main depot.
- Distributed to individuals and families in crisis.
- Seven to 10 days worth of groceries in one food hamper.
- Hampers for the Homeless, Children's Milk Program, BP Food Link through agency referrals.

Calgary Humane Society
4455 110th Ave. S.E.
calgaryhumane.ca

403-205-4455

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- 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.
- 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 your pet to be temporarily boarded.
- A professional agency referral is required to access either program.
- No fee for Pet Safekeeping Program but some costs may be involved with the Emergency Boarding Program.
- 21-day maximum stay for both programs.

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Calgary Immigrant Women's Association **403-517-8830**
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 supportive counselling.
- Language Instruction for Newcomers to Canada (LINC) part-time English as a Second Language classes.
- 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, housing, legal issues, social welfare, etc.
- All services are free and available in a number of languages.

Monday to Friday 9 a.m. – 4:30 p.m.

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Calgary Inter-Faith Furniture Society **403-276-3173**
635 35th Ave. N.E.

- Reasonably priced bedding, books, housewares, pots and pans, gently used furniture, small appliances, toys, yard furniture, etc.
- Work for Furniture program – must be referred by an agency.
- Delivery charge of \$50 within city limits.
- Tuesday to Saturday 9 a.m. – 5 p.m. (closed Tuesdays after Monday statutory holidays).

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Calgary John Howard Society **403-266-4566**
917 Ninth Ave. S.E.
calgaryjohnhoward.org

- Helps individuals who have been or are at risk of involvement with the criminal justice system.
- Programs in the areas of employment, community, education and assistance with crisis issues for youth and adults.
- CAP site (public Internet access) for client use only.
- Walk-ins 8:30 a.m. – 4:30 p.m.

Calgary Learning Centre**403-686-9300****3930 20th St. S.W.****calgarylearningcentre.com****28**

- Two free family literacy programs to encourage the development of literacy and learning in preschool children.
- Magic Carpet Ride is run by volunteers at community centres and schools. This program brings literacy to life for parents and preschool children as they learn together by reading, singing, doing crafts and fun activities.
- Share the Magic program gathers and delivers preschool books to children and families in high-needs areas.

Calgary Legal Guidance**403-234-9266****100 – 840 Seventh Ave. S.W.****clg.ab.ca****29**

- Free and confidential legal advice, information and referrals.
- In person or phone intakes during office hours.
- Services are delivered at downtown office and at other agencies around Calgary.
- Appointments booked on a variety of legal issues.
- Evening clinic staffed by volunteer lawyers.
- Assistance for victims of domestic violence, including protection orders.
- Assistance to apply for, maintain or appeal social benefits such as Alberta Works, AISH, EI and CPP Disability.
- Assistance with obtaining photo identification, birth certificates and information regarding SIN cards.
- Assistance with housing issues leading to homelessness.
- Monday to Thursday 8:30 a.m. – 4:30 p.m.
Friday 8:30 a.m. – 4 p.m. Evenings – by appointment only

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

- Pre-recorded legal information on 140 topics.
- Operator assisted.
- A free service available from a touch-tone phone.
- Monday to Friday 8:30 a.m. – 4:30 p.m.

30 **CALGARY OUTLINK:
Centre for Gender and Sexual Diversity****403-234-8973****1528 16th Ave. S.W.****calgaryoutlink.org**

- Information, support, referrals and resources for the gay, lesbian, bisexual and trans-gendered community.
- Peer support, drop-in and support groups.
- Educational programs, lending library and Internet resources.
- Hours vary. Call the office for details or to set up an appointment.

31 **Calgary Police Service****Non-emergency calls****403-266-1234****Emergency calls****9-1-1****calgarypolice.ca**

- If you are a prostitute who needs help to get off the street, call the Vice Unit at 403-206-8733.
- Intervention programs and referrals for “at risk” individuals.

32 **Calgary Pregnancy
Care Centre****(24-hour hotline) 403-269-3110****205 – 925 Seventh Ave. S.W.****pregcare.com**

- Pregnancy tests, options counselling, advocacy, housing, prenatal classes, maternity and baby resources.
- Parenting classes for parents, support groups for birth mothers and women experiencing post-abortion grief.
- Community education programs including teen sexuality.
- Abortion referral not offered.
- Monday and Wednesday 9 a.m. – 5 p.m.
Tuesday and Thursday 9 a.m. – 8 p.m.
Friday 9 a.m. – 3 p.m.

Calgary Public Library
calgarypubliclibrary.com

403-260-2600

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Central Library
 616 Macleod Tr. S.E.

403-260-2600

- Use any library for education, enrichment, job searching and recreation.
- Get your library card at any location at a low yearly price.
- Card registration fees may be waived for low-income Calgarians. Ask staff for details.
- Library cards are free for children 12 and under.
- Free computer access including Internet, email, MS Word, Excel, and PowerPoint with your Calgary Public Library card.
- Use your card to attend free programs at all locations: Storytimes, literacy and learning, ESL, computer programs and more.
- Central Library hours:
 Monday to Thursday 9 a.m. – 8 p.m.
 Friday 9 a.m. – 5 p.m.
 Saturday 10 a.m. – 5 p.m.
 Sunday noon – 5 p.m.
 (closed Sundays from mid-May to mid-September).

Alexander Calhoun – 3223 14th St. S.W.

Bowness – 7930 Bowness Rd. N.W.

Central – 616 Macleod Tr. S.E.

Country Hills – 11950 Country Village Link N.E.

Crowfoot – 8665 Nosehill Dr. N.W.

Fish Creek – 11161 Bonaventure Dr. S.E.

Forest Lawn – 4807 Eighth Ave. S.E.

Glenmore Square – 7740 18th St. S.E.

Louise Riley – 1904 14th Ave. N.W.

Memorial Park – 1221 Second St. S.W.

Nose Hill – 1530 Northmount Dr. N.W.

Shaganappi – 3415 Eighth Ave. S.W.

Shawnessy – 333 Shawville Blvd. S.E.

Signal Hill – 5994 Signal Hill Centre S.W.

Southwood – 924 Southland Dr. S.W.

Thornhill – 6617 Centre Street North

Village Square – 2623 56th St. N.E.

Please check website for library hours.

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Calgary Recreation

3-1-1

Fee Assistance

- Available to Calgary residents in financial need.
- Discounted access to recreation programs, pools and fitness centres, leisure centres, golf courses and other facilities.
- Available for all children, youth and family registered programs offered by Calgary Recreation.
- Application can be obtained from any Calgary Recreation pool, leisure centre or neighbourhood office or call 3-1-1 to have one mailed to you.

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Calgary Seniors Resource Society

403-266-6200

3639 26th St. N.E.

calgaryseniors.org

- Assists people 55 and older to maintain their independence.
- Seniors receive help with accessing resources, dealing with government agencies (e.g. taxes/benefits) as well as support services related to transportation and individual needs.
- Friendly visiting and telephone reassurance to isolated seniors.
- Escorted transportation program to assist seniors in getting to medical appointments.
- Monday to Friday 8:30 a.m. – 4:30 p.m.

Calgary Sexual Health Centre**403-283-5580****304 – 301 14th St. N.W.**
calgarysexualhealth.ca**36**

Free and confidential services for the following health issues:

- Pregnancy testing.
- Pregnancy options counselling (parenting, abortion and adoption).
- Birth control information and referrals.
- Sexually transmitted infections (STIs) treatment information and referrals.
- Post abortion counselling.
- Sexual orientation information, support and referrals.
- Free condoms and lube.
- Drop-in hours:
Monday 9 a.m. – 5 p.m.
Tuesday, Wednesday 9 a.m. – 1 p.m.
Thursday, Friday noon – 5 p.m.

Calgary Transit**403-262-1000****224 Seventh Ave. S.W.**
calgarytransit.com**37****Low-income monthly transit pass**

- Discounted monthly adult transit pass for Calgarians with low incomes.
- Must be a resident of Calgary (18 years of age or older) at the time of application or renewal and present proof of a Calgary address.
- Pass is one-half the price of a regular monthly transit pass.

Seniors' transit pass

- Annual passes for eligible seniors 65 years of age or older.
- \$35 regular rate pass
- \$15 low-income rate pass.
- Monday to Friday 10 a.m. – 5:30 p.m.
(Seventh Avenue location hours).

**Calgary Women's
Emergency Shelter****(crisis line) 403-234-7233****calgarywomensshelter.com**

- Residential Services provide safe and secure accommodation, food, clothing, referral services and counselling for women and a 24-hour Domestic Violence Help Line.
- Community Crisis Counsellors provide support to women and children fleeing domestic violence who are unable to access space at a shelter.
- Child Support and Therapy Program meets the needs of children of all ages through a combination of group programs and recreational activities.
- Men's Counselling Service offers short-term crisis therapy to abusive men and their partners, to create solutions for a non-abusive lifestyle.
- The Outreach/Follow up Program helps women and their families re-establish their lives after a shelter stay. The program also offers support and counselling to women who have worked with Community Crisis counsellors but have not had a shelter stay.
- Healthy Relationships program provides school-based counselling to youth 13 to 18 at risk of developing abusive and/or unhealthy interpersonal relationships. Parent and teen counselling groups are also available.
- Older Women's Long-term Survival Program (OWLS) supports women 50 years or older who have or are experiencing abuse. The shelter provides four different levels of group counselling.
- No fee for services.

Canadian Mental Health Association**403-297-1700****400 – 1202 Centre St. S.E.****cmha.calgary.ab.ca****39****Advocacy****403-297-1402**

- Telephone and in-person support for individuals needing information, referrals or support dealing with issues related to mental health.
- Services include information about available mental health services, support solving problems accessing services, assistance filing complaints/appeals and completing paperwork and attending appeal meetings.
- No charge for services.
- Monday 8 a.m. – 4 p.m.

Street Outreach and Stabilization program (SOS)**403-297-1704**

- Outreach support for homeless (absolute or relative) persons with mental health issues.
- Services include connection with mental health, financial, social and other community supports.
- Referral from a local shelter or community agency required.
- No fee for services.
- Monday to Friday 8 a.m. – 4 p.m.

Suicide Bereavement**403-297-1744**

- Counselling for individuals bereaved by suicide and debriefings in the community when a suicide has occurred.
- No fees for first session. Sliding scale for fees associated with ongoing supports.
- Monday to Friday 8 a.m. – 4:30 p.m.

(CMHA no longer has a suicide prevention program, and only offers bereavement counselling.)

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Children's Cottage Society/ Crisis Nursery

403-233-2273
(24-hour crisis line)

845 McDougall Rd. N.E.
childrenscottage.ab.ca

- Childcare for children (up to age 8) in times of family crisis or emergency situations.
- Maximum three day stay.
- Follow-up assistance available through the Family Liaison program.

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City of Calgary Community & Neighbourhood Services, City Links

403-974-3112

311 34th Ave. S.E.
calgary.ca

Employment preparation and training

- A safe and supportive work environment where men and women facing employment barriers receive paid work experience, work skills training and vocational counselling.
- Areas of work are house/yard cleaning and residential painting. Training is provided and no previous experience is required.

Home maintenance services

- Assistance to low-income seniors to live safely and securely in their own homes.
- Program provides basic yard care, house cleaning, interior and exterior painting, minor repairs and snow removal.
- Assistance to seniors applying for home maintenance funds.

Monday to Friday 8 a.m. – 4 p.m.

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Cocaine Anonymous ca-ab.org

403-568-8008
(24-hour info line)

- Self-help program based on the 12 Steps of Alcoholics Anonymous.
- Recorded listing of meetings.
- Meetings everyday in a variety of locations.

CUPS Health and Education Centre**403-221-8780****43****128 Seventh Ave. S.E.****cupscalgary.com****Family Resource Centre****403-221-8799**

- Referral for clothing, food, shelter and other services.
- Crisis counselling.
- Collective Kitchen program and lunch programs for families.
- Emergency clothing.
- Group discussions and classes on parenting and life skills.
- Monday to Friday, 10:30 a.m. – 4 p.m.
Tuesday to Friday, 8 a.m. – 4 p.m.

Medical Clinic**403-221-8797**

- A wide range of health services to individuals struggling with poverty.
- Primary care walk-in clinic with doctors and nurses.
- Women's Health Unit.
- Pregnancy care.
- Well Baby Clinic.
- Pediatric care.
- Mental health care.
- Dental and eye clinics.
- Hepatitis C clinic.
- Chiropractic clinic.
- Foot care.
- Nutritional consultation.
- Diabetes management.
- Outreach nursing.
- Chronic disease management.
- Monday to Friday, 8 a.m. to 4 p.m.
Saturday, 9 a.m. to 1 p.m.

Outreach**403-221-8788 or cell 403-714-5983**

- Basic needs assistance
- Crisis support
- Monday to Friday 8 a.m. – 8 p.m.
- Saturday 9 a.m. – 5 p.m.

One World Child Development Centre**403-264-2217****622 11th Ave. S.W.**

- Early intervention preschool and kindergarten.
- Parent education program.
- Family support workers and counselling.
- Monday to Friday 8:30 a.m. – 4 p.m.

Rapid Exit Housing Program**403-221-8780**

- Priority given to families (and some singles) who are absolutely homeless in connecting clients with housing and appropriate support to stay housed.

44**Discovery House Family Violence
Prevention Society****403-670-0467****discoveryhouse.ca**

- Average five months secure accommodation and support for women with children who experienced domestic violence.
- Women's and children's counselling services and follow-up for residential families.
- Community-based counselling services (individual and group) for individuals affected by family violence.
- A second-stage shelter with 24-hour security.

Distress Centre

300 – 1010 Eighth Ave. S.W.
distresscentre.com

403-266-1605**(administration) 403-266-1601****Crisis line** (24 hours)**403-266-1605****Men's line** (24 hours)**403-266-4357****Out is OK line** (24 hours)**1-877-688-4765**

Crisis and help line for the bisexual, gay, lesbian, transgendered and transsexual community.

Seniors help line (24 hours)**403-264-7700****Suicide prevention line** (24 hours)**1-800-784-2433**

(Southern Alberta only, toll free in the 403 area code)

Teen line (24 hours)

Peer support from 5 p.m. – 10 p.m.

403-264-8336**Counselling****403-266-1605**

- All counsellors are registered social workers.
- Evening and telephone appointments also available.
- All services are free and confidential.
- Monday to Thursday 9 a.m. – 8 p.m.
Friday 9 a.m. – 5 p.m.

2-1-1 (24 hours)

- Connects you to a full range of community, government and social services information in Calgary.
- Trained information and referral specialists answer calls and link you to the best available information and services.

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Elizabeth Fry Society of Calgary**403-294-0737****600 – 1509 Centre Street S.W.****1-877-398-4548 (toll free)****elizabethfry.ab.ca****403-297-6043 (Youth Court worker)****403-297-4548 (Adult Court worker)**

- Individual and/or group support for girls and women in conflict with the law, from time of being charged, through prison and upon reintegration to the community.
- Immigrant law support.
- Volunteers at youth and adult court to provide support and practical assistance.
- Monday to Friday 9 a.m. – noon, 1 – 4 p.m.
(closed Thursday afternoons).

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Fresh Start Recovery Centre**403-387-6266****808 Abbeydale Dr. N.E.****freshstartrecovery.ca**

- Treatment, support and shelter for addicted adult males.
- Safe, secure residence with 24-hour supervision.
- Core of the program is 12-step based.
- Initial program is eight weeks long consisting of individual and group counselling.
- Length of stay determined on an individual basis.
- Fees based on income and ability to pay.
- Call to be placed on a waiting list. Average waiting time is six to eight weeks.
- Day Program for those who wish to maintain a residence elsewhere and take part in recovery groups.
- Service operates 24 hours a day.

HIV Peer Support Group

- HIV Peer Support workers (people who are HIV positive) offer confidential and non-judgmental support, information and encouragement to those with concerns and issues surrounding HIV/AIDS.
- Connect with the HIV Peer Support Group through one of the agencies listed below. Ask to speak with a social worker, counsellor or support worker to arrange a private personal meeting with a Peer Support worker.
 - Alberta Health Services, Addiction and Mental Health
 - AIDS Calgary
 - Alpha House
 - CUPS
 - Eastside Family Centre
 - Exit Community Outreach
 - Distress Centre
 - Drop-In & Rehab Centre
 - CALGARY OUTLINK: Centre for Gender and Sexual Diversity
 - Safeworks
 - STI Clinic
 - Sunrise – Native Addictions Services
 - The Mustard Seed

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Hospitals

Alberta Children's Hospital
 2888 Shaganappi Tr. N.W.
 403-955-7070 (Emergency)

403-955-7211

Foothills Medical Centre
 1403 29th St. N.W.
 403-944-1315 (Emergency)

403-944-1110

Peter Lougheed Centre
 3500 26th Ave. N.E.
 403-943-4999 (Emergency)

403-943-4555

Rockyview General Hospital
 7007 14th St. S.W.
 403-943-3449 (Emergency)

403-943-3000

HEALTHLink
 (24-hour health information and advice)

403-943-5465

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Hull Child and Family Services**403-251-8000****hullservices.ca**

Bridging the Gap
 800 – 1520 Fourth St. S.W.

403-216-0660

- Flexible, one-to-one support for youth and young adults 16 to 24 who have mental health concerns (no diagnosis required) and have difficulty accessing the services they need.
- Advocacy, information, emotional and practical support, as well as referrals to other community services.
- Appointments held at the office or in the community.
- Monday to Friday 8:30 a.m. – 4:30 p.m.

Inn from the Cold**403-263-8384****106 – 110 11th Ave. S.E.****innfromthecold.org****51**

- Temporary overnight shelter with hot dinner, breakfast and a bag lunch.
- Emergency family shelter for families.
- Temporary shelter program for singles meeting screening criteria.
- Ongoing support to families transitioning from shelter to housing.
- Daily intake and screening from 4 – 5:30 p.m.

Kerby Centre (for seniors 60+)**403-265-0661****kerbycentre.com****52**

- Assistance filling out pension forms, income tax, legal advice and shopping.
- Housing Registry offers assistance with independent and supportive housing.

Kerby Rotary House**(24-hour crisis line) 403-705-3250**

- Shelter for senior men and women experiencing family violence.
- Information, support and crisis intervention.

Kids Help Phone**(24 hour) 1-800-668-6868****kidshelpphone.ca****53**

- Anonymous and confidential.
- Toll-free, professional and bilingual, counselling and information/referral service for youth up to 20.
- Online and phone counselling.

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Legal Aid Alberta**1800 – 639 Fifth Ave. S.W.****legalaid.ab.ca****403-297-2260****1-866-845-3425**

- Legal services at a reduced cost to persons who need assistance for criminal and civil legal matters and are unable to pay for a lawyer from their own resources.
- Legal advice based on financial eligibility guidelines.
- Contact office for information on fees, services and eligibility.
- Monday to Friday 8 a.m. – 5:15 p.m.

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Metis Calgary Family Services**19 Erinwoods Dr. S.E.****mcfs.ca****403-240-4642****Native Network Family Resource Centre 403-240-4642 ext. 303**

- Assistance to Aboriginal and Metis individuals and families with referrals and resources to meet basic needs.
- Bus tickets for medical appointments, job interviews and going to and from shelter.
- Aboriginal AA meetings, Aboriginal youth mentor support.
- Clothing exchange, crafts group, emergency transportation, housing advocacy and resume assistance.
- Monthly community and family feasts and gatherings.
- Cultural referrals, elders, sharing circles, Metis dance classes, PowWow dance classes.
- Emergency homeless hampers and Grocery Bingo.
- Children and family summer camps, access to recreation for low-income Aboriginal families.
- Monday to Friday 8:30 a.m. – 4:30 p.m. (and various evenings).

Native Network Metis Parent Link Center 403-240-4642 ext. 300

- Aboriginal parenting programs.
- Tiny Bundles parenting workshops and prenatal program.
- Little Turtle preschool program.
- Mother Goose literacy program.
- Babysitting course for ages 11 and older.
- Home Alone Safety Program.
- Family advocacy and parenting groups.
- Youth family mentor support program.
- Cultural PowWow dance and drumming classes.
- Little Buffalo cultural dance program.
- Parent and child activities, parent education library.
- Community kitchen, toy lending library.
- Monday to Friday 8:30 a.m. – 4:30 p.m (and various evenings).

Rainbow Lodge Families in Homelessness Program 403-240-4642 ext.400

- Advocacy and housing for Aboriginal families experiencing homelessness.
- Aboriginal parenting education programs.
- Addiction education workshops.
- Onsite daycare.
- Family resource centre.
- Referrals for basic needs.
- Access to affordable and low-income resources.

56**Money Mentors****150, 1200 59th Ave. S.E.****moneymentors.ca****403-265-2201****(toll free) 1-888-294-0076**

- Exclusive provider of the Orderly Payment of Debts (OPD) in Alberta (an option to bankruptcy).
- Unbiased solutions to provide immediate and long-term relief from financial stress.
- Money Mentors division focusing on the basics of financial planning.
- Consultations by appointment only.
Monday to Thursday 8 a.m. – 8 p.m.
Friday and Saturday 9 a.m. – 5 p.m.

57**Narcotics Anonymous****chinookna.org****403-991-3427****1-877-463-3537**

- Self-help program based on the 12-Step program.

If you get a recorded message leave a message and a member will call back. Calls made from a pay phone cannot be returned. Meetings every day in a variety of locations.

58**Native Counselling Services of Alberta****403-237-7850****614 Sixth Ave. S.W.****ncsa.ca**

- Assistance to aboriginal adults and youth who are involved with the legal system.
- Court workers provide assistance in Criminal, Family and Youth courts to help clients understand their charges and speak on their behalf.
- Monday to Friday 8:30 a.m. – 4:30 p.m.

Organization for Bipolar Affective Disorders (OBAD) Society

403-263-7408

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2 – 1019 17th Ave. S.W.

obad.ca

- Weekly support groups for individuals and their families affected by bipolar affective, unipolar, or schizoaffective disorders and depression.
- Depression/peer support groups for caregivers, individuals, family members and friends affected by the above disorders.
- Community information sessions and presentations.
- Meetings held Monday and Thursday evenings at 7 p.m.

Oxford House Foundation of Canada

1-877-214-5764

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403-287-8771

204 – 1409 Edmonton Tr. N.E.

(Housing and Outreach)

oxfordhousefoundation.ca

- Safe and affordable housing for men and women in recovery from addictions. Nineteen houses in Calgary (five for women).
- Family-type support beyond the treatment phase in an affordable housing and fellowship 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.
- Monday to Friday 9 a.m. – 3:30 p.m. (office hours).

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Peer Support Services for Abused Women

403-234-7337

301 – 501 18th Ave. S.W.
pssaw.org

- Community-based program providing peer-based support to women who are at risk or who have experienced abuse
- Finding Our Voices (FOV) self-esteem seminars available.
- Growth Circle workshops for women to better understand anger, self-esteem and violence issues and improve their communication and problem-solving skills in a peer-support setting.
- Moving on with Mentors (MOWM) partners a woman experiencing abuse or who recently left an abusive relationship, with a mentor who experienced abuse in the past.
- Services are free and a childcare subsidy is available.
- Monday to Friday 9 a.m. – 5 p.m.

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Recovery Acres (Calgary) Society (24 hour) 403-245-1196 (also known as 1835 House)

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

- Substance abuse treatment services for adult males.
- Services include day program and short- and long-term residential treatment.
- Call to make an appointment with a counsellor. Must be clean and sober at least four days before interview.
- Monday to Friday 8 a.m. – 5 p.m. (office hours).

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Roman Catholic Diocese of Calgary 403-218-5532

221 18th Ave. S.W. (St. Mary's Cathedral Hall)
rcdiocese-calgary.ab.ca

- Sunday Dinner program from 3:30 – 5 p.m.
- Hampers for Homeless program distributed at Sunday Dinner.

Salvation Army**(24 hour) 403-410-1111****Centre of Hope, 420 Ninth Ave. S.E.**
ab.salvationarmy.ca**Booth Centre****403-262-6188****631 Seventh Ave. S.E .**

- Free, emergency accommodation.
- Low-cost, semi-private and private transitional accommodations for single men and women.
- Individual counselling and advocacy available to assist with job and housing search, plus other referrals.

Centre of Hope – Residential Services
420 Ninth Ave. S.E.**(men) 403-410-1184**
(women) 403-410-1126

- Free, emergency accommodations.
- Low-cost, semi-private and private transitional accommodations for single men and women.
- Resource counsellors available to assist with employment, housing, plus other referrals.

Community Corrections**403-410-1140**

- Provides confidential counselling and support for adults and youth (male and female) in conflict with the law.

Community Services**403-410-1111**

- Low-cost, nutritious meals available daily.
- Medical clinic Monday to Friday 1 – 5 p.m. (Safeworks).

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

- Emergency housing support programs.
- Infant essentials for families with newborns.
- Income tax preparation assistance.
- Camps for kids, teens and moms and tots.
- Tuesday to Friday, 9 a.m. – 5 p.m.

Employment and Education Resource Services 403-410-1167

- Assistance in all aspects of job hunting, computer lab and referral services.
- One-to-one career counselling.
- Workshops (career and daily living skills).

Men's Addiction Recovery program 403-410-1150

- A four-phase, three-month program for adult males 18 to 59.
- Residential orientation, assessment and creation of an individual treatment plan and goals.
- Residential treatment and counselling.
- Residential aftercare including relapse prevention, exit planning, life skills, community re-integration and follow-up support.

Pastoral Care 403-410-1142

- Pastoral care and chaplaincy services.

Thrift Stores 403-287-9470

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

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Schizophrenia Society of Alberta (Calgary Chapter) 403-264-5161

309 – 8989 Macleod Tr. South
schizophrenia.ab.ca

- Family Support program offering telephone or in-person support to family members who have a relative with schizophrenia.
- Peer support outreach program to visit people with schizophrenia isolated in the community.
- Unsung Heroes program offering:
 - Advocacy and referrals.
 - Encouragement, information and support.
 - Monthly social activities.
 - One-to-one peer support and information sessions to newly diagnosed individuals.
 - Free, drop-in art and poetry classes.
- Monday to Friday 8:30 a.m. – 4:30 p.m.

Second Chance Recovery**403-232-6990****103 – 3716 61st Ave. S.E.****66**

- Methadone maintenance treatment program for those dependent on heroin or other opiate derivatives.
- 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.
- Program covered by Alberta Health Care Insurance Plan.
- Monday to Thursday 9 a.m. – 4 p.m.

Servants Anonymous Society**403-237-8477****Emergency pager 403-708-6677 (24 hour)****servantsanon.com****67**

- Long-term recovery for females 16 to 29 who are either involved in, or are at risk of, becoming involved in sexual exploitation.
- 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 SAS program.

Simon House Residence Society**403-247-2050****5819 Bowness Rd. N.W.****simonhouse.com****68**

- Substance abuse treatment services for adult males.
- Services include residential short and long-term treatment and transitional housing.
- Call for placement availability.
- Must be clean and sober at least five days prior to admission.

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Sonshine Centre**403-243-2002****sonshine.ab.ca**

- Help for women with or without children who experienced family violence and abuse.
- One-year program provides counselling, support services and low-cost housing.
- Second stage shelter.

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Student Legal Assistance**403-220-6637****3310 Murray Fraser Hall, University of Calgary****2500 University Dr. N.W.****sla.ucalgary.ca**

- Legal clinic for low-income individuals.
- Assistance and representation at the provincial court level.
- Small disbursement charge may apply.
- Appointments made by telephone.
- September through April: appointments Monday to Thursday evenings.
- May through August: appointments Monday to Thursday during the day with some evening appointments.

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Sunrise – Native Addictions Services**403-261-7921****1231 34th Ave. N.E.****nass.ca**

- Out-patient and residential centre for native and non-native adults (18+) who have concerns with alcohol, drug and gambling abuse.
- Phone or walk-in.
- Agency referrals welcome.
- Appointment preferred.
- Monday to Friday 8:30 a.m. – 4 p.m.

Teen Line**403-264-8336****72****distresscentre.com**

- 24-hour support phone line.
- Confidential and free service referrals.
- Access to free, short-term counselling for youth.
- Peer support from 5 – 10 p.m. daily.

**The Brenda Strafford Centre
for the Prevention of Domestic Violence****403-270-7240****73****brendastraffordsociety.org****Residential Program**

- Second stage shelter for women and children.
- Residential programs.
- Child and youth programs.
- Follow-up and outreach programs.
- Childcare.
- 34 self-contained apartments.
- Average stay of six months.
- 24-hour security.

Affordable Housing Program

- 51 self-contained apartments.
- Leases available for up to two years.
- Available to women and children previously impacted by domestic violence.
- Wheelchair accessible units.

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The Doorway**403-269-6658****10 – 2808 Ogden Rd. S.E.**
thedoortway.ca

- Welcomes young people 17 to 24 who have been on the street for more than one year.
- Offers a way to plan steps off the street.
- Support and information to cope with daily life, housing, work and personal goals.
- Telephones, newspapers, internet and people who listen.
- #24 bus from downtown.

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The Mustard Seed**403-767-2400****102 11th Ave. S.E.**
theseed.ca

The Seed serves people in the community through a number of services.

Advocacy

- Information and referrals to services such as addictions treatment; identification; transportation; government application forms; medical, dental and optometry services; and access to legal, victim assistance, crisis intervention services.

Arts and Recreation

- People can participate in many offsite recreational activities or experiment with various art mediums in our art studio.

Education Services

- Assistance with high school upgrading or pursuing GED.
- English literacy assistance.
- Computer training.

Employment Services

- Job readiness – career exploration, resume writing and interview skills.

Health and wellness

- Access to SOS nurse, CUPS outreach nurse and doctor, and CMHA outreach.
- Narcotics Anonymous meetings offered onsite once a week.
- Health clinics and safeworks.
- Calgary Legal Guidance.

Housing

- Step Up – a short term housing program for guests who are working towards getting a place of their own. Application is needed to enter the program.
- Transitional – guests can stay for a longer period than in Step Up and will need to have stayed in Step Up before applying for Transitional. Guests in Transitional pay rent and are responsible for buying and preparing their own meals.

Street Level Services

- Access to a phone, fax, computer, mailbox, and message service.
- Meals on weekdays for those participating in programs at The Mustard Seed.
- Work boot program.

The Mustard Seed Shelter

403-723-9422

7025 44th St. SE.

- 370 emergency beds available daily. Intake begins at 5:30 p.m. daily.
- Breakfast, bagged lunches and supper provided for checked in guests who have been through an intake process at The Mustard Seed.
- Clothing services available to checked-in guests.
- Chaplaincy providing Sunday Worship service, baptisms, memorial services, spiritual support, and counseling.

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Tsuu T'ina Nation Health and Wellness Centre

403-251-7575**3700 Anderson Rd. S.W.**

- Community health services including dentist, immunization, pharmacist, physician and pre- and post-natal care.
- Out-patient addiction counselling and prevention/support services.
- FASD counselling and mentoring.
- Home care program including personal and nursing care and home support.
- Individual, couple, family and group counselling.

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Victory Outreach Centre

403-264-0598**7012 Ogden Rd. S.E.****1840 38 St. S.E. (Forest Lawn)****403-273-1050**

- Church-based counselling and support services.
- Sunday morning service at 10:30 a.m. with coffee and sandwiches.
- Affordable housing for single men and women and couples with no children.
- Addictions, counselling and life skills groups.

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Women's Centre

403-264-1155**646 First Ave. N.E.****womens-centre.org**

- Safe place for women to talk to someone and get information on services.
- Practical help provided.
- Use of phone, computer, fax and photocopier.
- Legal advice by appointment.
- Groups and workshops.
- Monday to Thursday 9:30 a.m. – 8:30 p.m.
Friday 9:30 a.m. – 3:30 p.m.

Women In Need Society of Calgary (WINS) 403-255-5102**womeninneed.net****79****Thrift stores**

Four thrift stores in Calgary selling affordable, quality clothing and household goods.

Bowness 403-288-4825, 6432 Bowness Rd. N.W.

Dover* 403-235-6448, 3525 26th Ave. S.E.

Fisher Park 403-255-7514, 134 71st Ave. S.E.

Killarney 403-242-4969, 2907 Richmond Rd. S.W.

* Furniture only available at Dover location.

- Proceeds support WINS community programs.
- Donations of gently used clothing, furniture (Dover), small appliances and household goods are accepted. See website list for items needed.
- Monday to Saturday 9:30 a.m. – 5 p.m.

Thrift store employment program

Entry-level employment opportunities for women who may not have previous employment experience, or may be re-entering the workforce.

Women gain employment and life skills through on-the-job training.

Family Resource centres

Three, part-time Family Resource centres located in Calgary Housing complexes (Bridgeland Place, Hillhurst, Shaganappi Village). Centres offer women and their families access to resources available in their community. Education and training in a wide variety of life and family skills (e.g. parenting, literacy, basic computer skills).

Free Goods Referral program

Women and their families who meet the program criteria can get clothing, household items and furniture at no cost through the WINS Stores. Women can access the program by registering with one of WINS partner agencies. See website for a list of these agencies.

Wood's Homes Treatment Resources**403-270-4102****woodshomes.ca****Community Resource Team (24 hour)****403-299-9699****(toll free) 1-800-563-6106**

- Telephone and mobile crisis team for children, adolescents and families experiencing crisis.
- Crisis intervention and support within communities, homes and schools.

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

- A no fee walk-in counselling service providing clients with connections to appropriate resources.
- Available to the Calgary community and surrounding areas with a focus on children, adolescents and families.
- Monday to Thursday 11 a.m. – 7 p.m.
Friday 11 a.m. – 6 p.m.
Saturday 11 a.m. – 2 p.m.

Exit Community Outreach**117 Seventh Ave. S.W.****403-262-9953 (storefront)****403-860-6521 (outreach)****403-512-9041(van cell – after 8 p.m.)**

- Downtown storefront assistance and outreach for street youth 12 to 24.
- Food and clothing, crisis counselling, support and referrals to educational, dental, legal and medical resources.
- CATS (Calgary Adolescent Treatment Services) – walk-in medical services for youth up to age 22.
Tuesdays and Thursdays, 10 a.m. – 5 p.m.
- Van provides crisis counselling, health information and a break from the street for street youth and anyone involved in sexual exploitation.
- Storefront hours: Monday to Friday 9 a.m. – 5 p.m.
- Van hours: Wednesday to Saturday 8 p.m. – 2 a.m.

Exit Youth Shelter**403-509-2323**

112 16th Ave. N.E.

- Short-term safe shelter (up to 15 days) for youth 12 to 17.
- Youth with Child Welfare Status can be referred by their social worker.
- Youth without Child Welfare Status can be referred by any social service agency or self.
- Basic needs provided.
- Family mediation.
- Day services are available Monday to Friday for employment help and support from staff.
- Shelter opens at 6 p.m.
- Staff available for intake at 4 p.m. daily.

Young Women's Christian Association**403-263-1550****320 Fifth Ave. S.E.****ywcaofcalgary.com**

- Child care.
- Community health and recreation.
- Education and employment services.
- Family violence prevention.
- Home and school support.
- Housing.
- Parent Link Centre.

Mary Dover House Residence**403-263-1550****320 Fifth Ave. S.E.**

- Safe, affordable and supportive housing for women in transition or crisis.
- Short or long-term basis.
- Counselling, referrals, advocacy.

Sheriff King Home 403-266-4111
 2003 16th St. S.E.
 (24-hour family violence crisis line) 403-266-0707

- Emergency, short-term (maximum three weeks) shelter for physically, emotionally, financially, and/or sexually abused women and their children.
- Provide accommodation, meals, basic needs, information, counselling, support, referrals and child support.
- Group and individual counselling for women, men and children to learn alternatives to domestic abuse.
- Women's introductory sessions Wednesdays 6 p.m.
- Men's introductory sessions, Tuesdays 6 p.m.
- Saturday groups for children 4 to 17.
- Outreach program for families leaving the shelter or families in the community needing support.

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Youth for Christ Association of Calgary 403-291-3179
 15 – 1725 30th Ave. N.E.
yfccalgary.org

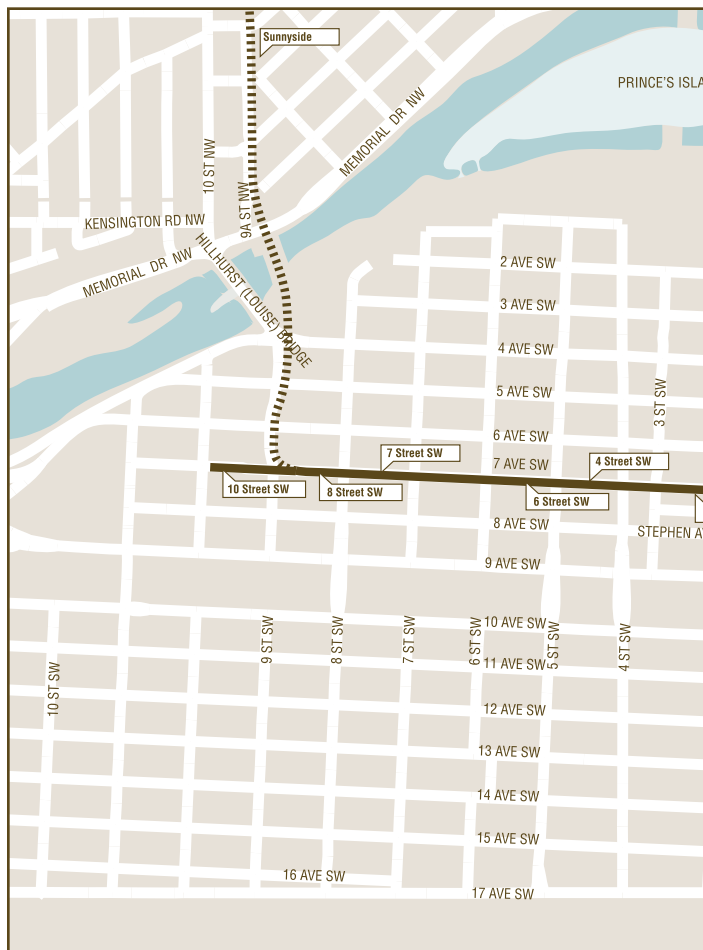
StreetLight Mobile Youth Centre 403-470-9322 (cell)

- A safe place away from the pressures of the street.
- Open for street youth up to age 24.
- Food, friendship, informal counselling, games, music.
- Call for help anytime or for new locations.
- Monday and Thursday 8 – 11 p.m.
- StreetLight parks at 10th Avenue and Fourth Street S.E.

Youville Recovery Residence for Women**403-984-2707****3210 29th St. S.W.****youville.net****83**

- Services for women 18 years of age and older who have addictions, experiences of abuse and mental health distress.
- A two-phase treatment program with safe, caring, homelike facilities.
- New Beginnings: Group Residential Program.
- New Directions: Shared Accommodation.
- Family Enhancement: 4-Plex Women and Children.
- Outreach services, individual counselling and group counselling sessions are the core aspects of the programs.

Downtown map of Calgary Including Free Fare Zone stops for LRT





NOTES

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January

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Disclaimer

The service information listed in the Calgary Street Survival Guide was provided by the agencies themselves. The accuracy of the information presented rests with them. The City of Calgary assumes no responsibility to any person or persons regarding the accuracy of the information contained in this publication or the quality of the services offered, nor shall it be held liable for any damage caused to any person, whether negligently or otherwise.

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