

**Calgary**



**2017**

A photograph of the Calgary skyline. In the foreground, a stone bridge with a large lion statue (the Lion of Scotland) is visible. In the background, the Scotiabank Tower (a tall, cylindrical glass building) and other city buildings are seen under a blue sky with scattered clouds.

# **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).

**"We can't help everyone, but everyone can help someone."**

## 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</b> (24-hours) .....	403-310-1818
<b>GST credit</b> (cheques) .....	1-800-959-1953
<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</b> (Canada) .....	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 and referral.

### **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)

[aspenfamily.org](http://aspenfamily.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](http://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](http://weconnectyou.ca)

Beddington Heights, Cambrian Heights, Country Hills, Conventry 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)  
[northofmcknightcrc.ca](http://northofmcknightcrc.ca)

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

**SE Calgary Community** **403-720-3322**  
**Family Resource Centre**  
 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**

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**

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  
Resource Centre**

**403-543-0555**

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

**3507A – 17th Ave. S.W.**

**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 .....	13
Calgary Communities Against Sexual Abuse .....	17
Calgary Humane Society.....	23
Calgary Legal Guidance .....	27
Calgary Police Service .....	29
Calgary Women's Emergency Shelter .....	35
Canadian Centre for Male Survivors of Child Sexual Abuse .....	36
Discovery House Family Violence Prevention Society .....	46
Kerby Centre .....	56
Sagesse.....	73
Sonshine Community Services.....	79
The Brenda Strafford Centre .....	83
YW Calgary .....	93

**ADDICTIONS**

Act Clinics .....	2
Alberta Gamblers Anonymous.....	4
Alberta Health – Addiction and Mental Health.....	5
Al-Anon .....	8
Alcoholics Anonymous.....	9
Alcove .....	10
Aventa Centre of Excellence for Women with Addictions.....	12
Calgary Alpha House Society .....	14
Cocaine Anonymous .....	43
Fresh Start Recovery Centre.....	50
Keys to Recovery .....	57
Narcotics Anonymous .....	64
Oxford House Foundation.....	67
Recovery Acres.....	70
Salvation Army .....	74
Simon House Recovery Centre .....	77
Sunrise Native Addictions Services .....	82
Victory Foundation .....	88

**ANIMALS**

Calgary Humane Society.....	23
The City of Calgary, Fair Entry.....	84

**CLOTHING**

Calgary Drop-In & Rehab Centre.....	21
Salvation Army.....	74
The Mustard Seed.....	86
Women In Need Society.....	90
Wood's Homes (Exit Community Outreach).....	91

**COMMUNITY SUPPORT**

Aboriginal Friendship Centre.....	1
Calgary Chinese Community Service Association.....	16
Calgary Counselling Centre.....	18
Calgary Crime Stoppers Association.....	19
Calgary Military Family Resource Centre.....	30
Calgary Pregnancy Care Centre.....	31
Canadian Mental Health Association.....	37
Canadian Red Cross.....	38
Canlearn Society.....	39
Centre for Newcomers.....	40
Children's Cottage/Crisis Nursery.....	41
CUPS.....	44
Deaf and Hear Alberta.....	45
Distress Centre.....	47
Metis Calgary Family Services.....	60
Money Mentors.....	62
Royal Canadian Legion (Poppy Fund).....	72
Society of St. Vincent de Paul.....	78
SORCe.....	80
Wood's Homes (Community Resource Team).....	91
Wood's Homes (Eastside Family Centre).....	91
Worker's Resource Centre.....	92



## EDUCATION

Calgary John Howard Society .....	26
Calgary Public Library .....	32
Canlearn Society .....	39
Chinook Learning Services (Calgary Board of Education) .....	42

## EMPLOYMENT/TRAINING

Alberta Human Services – Alberta Supports .....	7
Calgary Drop-In & Rehab Centre .....	21
Calgary Immigrant Women's Association .....	24
Calgary John Howard Society .....	26
Centre for Newcomers .....	40
McBride Career and Employment Centre .....	59
Motive-Action Training Foundation .....	63
Salvation Army .....	74
Servants Anonymous Society .....	76
The Doorway .....	85
Women in Need Society (WINS) .....	90

## FINANCIAL ASSISTANCE/SUBSIDIZED PROGRAMS

Alberta Human Services – Alberta Supports Centres .....	7
Royal Canadian Legion (Calgary Poppy Fund) .....	72
The City of Calgary, Fair Entry .....	84

## FOOD

Alex Community Health Centre .....	11
Calgary Drop-In & Rehab Centre .....	21
Calgary Food Bank .....	22
Calgary Meals on Wheels .....	28
Inn from the Cold .....	55
Roman Catholic Diocese of Calgary (Feed the Hungry) .....	71
Royal Canadian Legion (Veteran's Food Bank) .....	72
Salvation Army .....	74
Society of St. Vincent de Paul .....	78

SORCe .....	80
The Mustard Seed .....	86
Wood's Homes (Exit Community Outreach) .....	91

## **GENDER AND SEXUAL DIVERSITY**

Calgary Sexual Health Centre .....	34
HIV Community Link .....	51

## **HEALTH/CLINICS**

Alberta Health Services .....	5
Alex Community Health Centre .....	11
Calgary Drop-In & Rehab Centre .....	21
Calgary Sexual Health Centre .....	34
CUPS .....	44
Sexually Transmitted Infections .....	5
Tsuu T'ina Nation Health and Wellness Centre .....	87
Wood's Homes (Exit Community Outreach) .....	91

## **HIV/AIDS**

Alberta Health Services – Safeworks .....	5
Alberta Health Services – STI Clinic .....	5
HIV Community Link .....	51

## **HOSPITALS/HEALTH CENTRES**

Alberta Children's Hospital .....	53
Foothills Medical Centre .....	53
Peter Lougheed Centre .....	53
Rockyview General Hospital .....	53
Sheldon M. Chumir Health Centre .....	53
South Health Campus .....	53

## **IDENTIFICATION**

AHS ID Program .....	5
Alex Community Health Centre .....	11
Calgary Drop-In & Rehab Centre .....	21

Calgary Legal Guidance .....	27
CUPS .....	44
Metis Nation of Alberta .....	61
The Mustard Seed.....	86
Women's Centre.....	89

## **IMMIGRANT SERVICES**

Calgary Catholic Immigration Society .....	15
Calgary Chinese Community Service Association .....	16
Calgary Immigrant Women's Association .....	24
Centre for Newcomers .....	40
Elizabeth Fry Society .....	49
Immigrant Services Calgary.....	54

## **INDIGENOUS SERVICES**

Aboriginal Friendship Centre .....	1
Awo Taan Healing Lodge .....	13
Calgary Alpha House.....	14
Elbow River Healing Lodge .....	5
HIV Community Link.....	51
Metis Calgary Family Services.....	60
Metis Nation of Alberta .....	61
Native Counselling Services .....	65
Sunrise Native Addictions.....	82
Tsuu T'ina Nation .....	87

## **LEGAL/JUSTICE**

Alberta Human Rights .....	6
Calgary Chinese Community Service Association .....	16
Calgary John Howard Society .....	26
Calgary Legal Guidance .....	27
Elizabeth Fry Society of Calgary .....	49
Legal Aid Alberta .....	58
Native Counselling Services of Alberta .....	65

Student Legal Assistance .....	81
Worker's Resource Centre .....	92
Women's Centre.....	89

## **MENTAL HEALTH**

Alberta Health Services – Mobile Response Team.....	5
Canadian Mental Health Association .....	37
Distress Centre.....	47
Elements Calgary Mental Health Centre .....	48
Hospice Calgary .....	52
Organization for Bipolar Affective Disorders .....	66
Potential Place Society .....	69
Schizophrenia Society of Alberta (Calgary Chapter) .....	75

## **NEEDLE EXCHANGE PROGRAM**

Alberta Health Services – Safeworks .....	5
Alberta Health Services – STI Clinic.....	5

## **PREGNANCY/PARENTING**

Adoption Options.....	3
Alberta Health Services (Best Beginning) .....	5
Alex Community Health Centre .....	11
Calgary Pregnancy Care Centre.....	31
Calgary Sexual Health Centre .....	34
CUPS .....	44
Metis Calgary Family Services.....	60
Parent Support Association .....	68

## **RECREATION**

Calgary Public Library.....	32
The City of Calgary, Fair Entry (Subsidy Application) .....	84

## **SENIORS**

Alex Community Health Centre .....	11
Calgary Seniors Resource Society .....	33

Kerby Centre (for seniors 55+) .....	56
The City of Calgary, Fair Entry .....	84

## **SEXUAL EXPLOITATION**

Calgary Police Service .....	29
HIV Community Link (Shift Program) .....	51
Servants Anonymous Society .....	76
Sexual Assault Response Team .....	5
Wood's Homes (Exit Community Outreach) .....	91

## **SHELTERS**

Awo Taan Healing Lodge .....	13
Calgary Alpha House Society .....	14
Calgary Drop-In & Rehab Centre .....	21
Calgary Women's Emergency Shelter .....	35
Discovery House Family Violence Prevention Society .....	46
Inn from the Cold .....	55
Kerby Rotary Shelter .....	56
Salvation Army .....	74
The Brenda Strafford Centre .....	83
The Mustard Seed .....	86
YW Calgary (Sheriff King) .....	93

## **SUPPORTIVE HOUSING**

Aboriginal Friendship Centre .....	1
Alex Community Health Centre .....	11
Calgary Dream Centre .....	20
Calgary Drop-In .....	21
Calgary John Howard Society .....	26
CUPS .....	44
Inn from the Cold .....	55
Keys to Recovery .....	57
Metis Calgary Family Services .....	60
Oxford House Foundation of Canada .....	67

Sonshine Community Services.....	79
SORCe .....	80
The Mustard Seed .....	86
Victory Foundation .....	88
Wood's Homes .....	91
YW (Mary Dover) .....	93

## **THRIFT STORES/FURNITURE**

Calgary Inter-Faith Furniture Society.....	25
Salvation Army .....	74
Women in Need Society (WINS) .....	90

## **WOMEN'S SERVICES**

Alcove .....	10
Awo Taan Healing Lodge .....	13
Calgary Immigrant Women's Association .....	24
Calgary Women's Emergency Shelter .....	35
CUPS .....	44
Discovery House Family Violence Prevention Society .....	46
Elizabeth Fry Society of Calgary .....	49
Sagesse.....	73
Sonshine Community Services.....	79
The Brenda Strafford Centre .....	83
Women's Centre.....	89
Women in Need Society (WINS) .....	90
YW of Calgary .....	93

## **YOUTH IN CRISIS**

Alex Youth Health Centre.....	11
Distress Centre Calgary .....	47
Elizabeth Fry Society .....	49
Sexual Assault Response Team .....	5
Wood's Homes (Exit Community Outreach).....	91

**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.

Monday and Friday 8 a.m. – 4 p.m.

**Act Clinics****403-232-6990****103, 3716 – 61st Ave. S.E.****(fax) 403-232-6992**

- 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.

Monday to Friday 9 a.m. – 5 p.m.

**Adoption Options****403-270-8228****207, 5940 Macleod Tr. S.****1-800-277-8228****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.

4

**Alberta Gamblers Anonymous**  
**albertaga.net**

**403-237-0654**  
**(help line)**

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

5

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

Monday to Friday 8 a.m. – 5 p.m.

**Addiction and Smoker's Helpline**

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

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

**Adult Addiction Services Calgary**  
**Second floor, 1177 – 11th Ave. S.W.**

**403-297-3071**

- 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.



**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.

**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, diabetes, foot and wound care, and chronic disease management.
- Traditional wellness counselling.
- Street outreach and advocacy.
- Health promotion and immunization.
- Adult aboriginal mental health services.

Monday and Friday 8:30 a.m. – 6 p.m.

Tuesday, Wednesday and Thursday 8 a.m. – 6 p.m.

**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.
- No appointment necessary.

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 7:45 a.m. – 8 a.m.
- Visit website to see what to bring and what not to bring.

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

- Clean 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, gonorrhea 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 naloxine kits.

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. – 12 a.m.

**Sexual and Reproductive Health Clinics****ahs.ca/srh**

Confidential and youth friendly services for anyone 24 years of age and younger.

- Birth control information, supplies and prescription.
- STI testing.
- Pregnancy testing and options support (parenting, adoption and abortion).
- Pap tests.
- Emergency contraception and IUD insertions.
- Post-abortion check-ups.
- Care after a sexual assault.

Sheldon M. Chumir Health Centre .....403-955-7666

Sunridge Professional Centre..... 403-944-7666

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

East Calgary Health Centre ..... 403-955-1431

**Sexual Assault Response Team (Calgary)****403-955-6030****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.

**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.

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.

**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's human rights legislation.
- Programs and services to educate and engage with Albertans and Alberta organizations about human rights and diversity.

**Alberta Human 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.

**Century Park Place****1-877-644-9992****Fifth floor, 855 – Eighth Ave. S.W.****Monday to Friday 8:15 a.m. – 4:30 p.m.****Fisher Park II****403-297-2020****100, 6712 Fisher St. S.E.****Monday to Friday 8:15 a.m. – 4:30 p.m.****Lancore Building****403-297-2094****Third floor, 1021 – 10th Ave. S.W.****Monday to Friday 8:15 a.m. – 4:30 p.m.****Marlborough Mall****403-297-7570****1502, 515 Marlborough Way N.E.****Monday to Friday 8:30 a.m. – 4:30 p.m.****One Executive Place****403-297-7200****1816 Crowchild Tr. N.W.****Monday to Friday 8:15 a.m. – 4:30 p.m.****Radisson Centre****403-297-1907****525 – 28th St. S.E.****Monday to Friday 8:15 a.m. – 4:30 p.m.****24-hour Emergency Assistance (toll-free)****1-866-644-5135**

**Al-Anon**  
**al-anon.ca****(24-hour) 403-266-5850****8**

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

**Alcoholics Anonymous**  
**calgaryaa.org****(24-hour) 403-777-1212****9**

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

**ALCOVE Addiction Recovery for Women**  
**1937 – 42nd Ave. S.W.**  
**alcoverrecovery.net****403-984-2707****10**

- 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.

**Alex Community Health Centre (The)****403-266-2622****101, 1318 Centre St. N.E.****thealex.ca****Community Health Centre**

- Primary health care 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.

**Community Food Centre****403-455-5792****4920 – 17th Ave. S.E.**

- Nutrition, cooking and gardening programs.
- After school drop-in programs.
- Community Garden and Meals.
- Community action and social justice training for youth and adults.

**Community Health Bus****403-266-2622**

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

**HomeBase****403-277-9865****124, 6170 – 12th St. S.E.**

- Support for individuals who have been without housing for six months or longer.
- Housing first model eligibility, must be 18 years or older with no minor children.



**Pathways to Housing****403-266-8881****7245 – 12th St. S.E.**

- Program focused on a Housing First model – access to permanent housing first and then harm reduction alongside continued support to keep individuals housed.
- Client centred focus on those with a mental health diagnosis and a history of homelessness and must be 18 years or older.

**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.

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

**Youth Health Centre****403-520-6270****1116 Centre St. N.E.****(text) 403-680-9627**

- Services for youth aged 12 – 24.
- Family physicians and medical resources.
- 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.

12

**Aventa Centre of Excellence for  
Women With Addictions**  
610 – 25th Ave. S.W.  
[aventa.org](http://aventa.org)

**403-245-9050**

- 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.

13

**Awo Taan Healing Lodge Society**  
[awotaan.org](http://awotaan.org)

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

- 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.

**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.

Monday to Friday 9 a.m. – 5 p.m.

**Calgary Alpha House Society****(24-hour) 403-234-7388****203 – 15th Ave. S.E.****[alphahousecalgary.com](http://alphahousecalgary.com)****14****Detox Centre**

- Social detoxification services with medical support for those who want help withdrawing from alcohol and/or other drugs.
- Dorm setting for males and females over the age of 18.
- Detox programs including Aboriginal Elders; support and access to sweat ceremonies, acupuncture, yoga, group presentations and 12-step meetings.
- Detox also includes 12 transitional beds for those waiting for housing or exploring treatment options.

**Housing**

- Scattered site and placed based housing first for those with addictions needing a harm reduction approach.
- Intensive case management.

## Shelter

- Open 24-hours for males and females over 18 and under the influence of drugs and/or alcohol.

## DOAP TEAM

**403-998-7388**

- Mobile assistance to people with addiction issues.

## ENCAMPMENT TEAM

**403-805-7388**

- Outreach team focused on housing first and assessment.

**15**

## **Calgary Catholic Immigration Society (CCIS)**

**403-262-2006**

**Fifth floor, 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.

**Calgary Chinese Community  
Service Association**  
**1406 Centre St. N.E.**  
**cccsa.ca**

**403-265-8446**

**16**

Provides linguistically and culturally sensitive services to the Calgary Chinese community in Mandarin and Cantonese.

### **Integration and Civic Engagement**

- Parenting education program, community safety project, career planning, EI application, income tax clinic, interpretation service, information and referral, benefit application, ESL Stepping Stone program, New Immigrant Circle and women and Mandarin support groups.

### **Health and Wellness**

- Mindfulness training, women and mammogram screenings, health seminars and breast cancer support groups.

### **Law and Advocacy**

- Legal information and referral, Commissioner for Oath, legal and immigration clinics, education seminars, wills and estates documents drafting services and follow up legal services.

**Calgary Communities Against Sexual Abuse (CCASA)****700, 910 Seventh Ave. S.W.****calgarycasa.com****(support and information) 403-237-5888****(toll-free) 1-877-237-5888****(business line) 403-237-6905**

- 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**  
 1000, 105 – 12th Ave. S.E.  
[calgarycounselling.com](http://calgarycounselling.com)

**403-691-5991**

**18**

- Register via the call centre or online at [calgarycounselling.com](http://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.

Monday to Thursday 8:30 a.m. – 7:30 p.m.

Friday 8:30 a.m. – 5:30 p.m.

Saturday 9 a.m. – 2:30 p.m.

**Calgary Crime Stoppers Association**  
[calgarycrimestoppers.org](http://calgarycrimestoppers.org)

**(toll-free) 1-800-222-8477**

**19**

- 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.

20

**Calgary Dream Centre****403-243-5598****4510 Macleod Tr. S.****[calgarydreamcentre.com](http://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.
- Counselling, mentoring and spiritual care.
- Health and wellness services.
- Access to medical services and mental health professionals.
- Post treatment supportive community housing for women.

21

**Calgary Drop-In & Rehab Centre****(24-hour) 403-266-3600****1 Dermot Baldwin Way S.E.****[thedi.ca](http://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.
- Supportive, transitional, reserved beds in semi-private dormitory from 5 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.
- Advocacy, Commissioner for Oaths, counselling, identification, mail/fax services, referrals.
- 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.
- Affordable housing (Sundial and Bridgeland Manor), intake through DI housing with staff.
- Possibilities Project offering opportunities for involvement in a wide range of art, creative and music activities.
- Seniors Activity Centre for those 50+ providing counselling, drop-in, meals, recreation and social activities.

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

**403-253-2055**  
**(Hamper Request Line)**

**You must book a hamper before you pick-up.**

### **Hamper request line hours:**

<b>Day of Week</b>	<b>Hours</b>
Monday	10:30 a.m. – 7:15 p.m.
Tuesday	1 p.m. – 7:15 p.m.
Wednesday	10:30 a.m. – 7:15 p.m.
Thursday	1 p.m. – 7:15 p.m.
Friday	10:30 a.m. – 3:30 p.m.

### **Distribution hours:**

<b>Day of Week</b>	<b>Morning</b>	<b>Afternoon</b>	<b>Evening</b>
Monday	CLOSED	1 to 3:30 p.m.	6:30 to 7:30 p.m.
Tuesday	10:30 a.m. to 1 p.m.	1 to 3:30 p.m.	6:30 to 7:30 p.m.
Wednesday	CLOSED	1 to 3:30 p.m.	6:30 to 7:30 p.m.
Thursday	10:30 a.m. to 1 p.m.	1 to 3:30 p.m.	6:30 to 7:30 p.m.
Friday	10:30 a.m. to 1 p.m.	1 to 3:30 p.m.	CLOSED

- 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.

**Calgary Humane Society****403-205-4455****4455 – 110th Ave. S.E.****calgaryhumane.ca****23**

- 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.

**Calgary Immigrant Women's Association****403-263-4414****200, 138 Fourth Ave. S.E.****ciwa-online.com****24**

- 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, homelessness, 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.

25

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

- Reasonably priced bedding, books, housewares, mattresses, 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 \$60 within city limits.
- Pick-up of donated goods and furniture in Calgary only.

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

26

**Calgary John Howard Society****403-266-4566****917 Ninth Ave. S.E.****[cjhs.ca](http://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.
- Programs and services in the community for males and females in areas of literacy, education, employment preparation and training, life management and housing.
- Individual and group support for adults with FASD who are at risk or involved with the criminal justice system.

**Calgary Legal Guidance**  
**100, 840 Seventh Ave. S.W.**  
**clg.ab.ca**

**403-234-9266**

**27**

- 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, EI and Old Age Security.
- Assistance with non-government photo identification.
- Assistance with issues affecting homeless people.
- Assistance with criminal charges.

Monday to Thursday 9 a.m. – 4:30 p.m.

Friday 9 a.m. – 4 p.m.

Evenings by appointment only.

**Dial-A-Law**

**(24-hour) 403-234-9022**

- Free recorded legal information on 140 topics available by phone or by internet.
- Operator assisted Monday to Friday 8:30 a.m. – 4:30 p.m.

28

**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, Frozen and Chopsticks 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. Monday to Friday between 10 a.m. – 1 p.m.

29

**Calgary Police Service (non-emergency calls)****403-266-1234****Emergency calls****911****calgarypolice.ca**

- If you are a sex industry worker who needs help to get off the street, call the Vice Unit at 403-428-2356.
- Intervention programs and referrals for “at risk” individuals.

**Calgary Military Family  
Resource Centre (MFRC)**  
Room 138, Waters Building  
4225 Crowchild Tr. S.W.  
[calgarymfr.ca](http://calgarymfr.ca)

**403-410-2320 (Ext 3590)**

**30**

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**  
205, 925 Seventh Ave. S.W.  
[pregcare.com](http://pregcare.com)

**(24-hour) 403-269-3110**

**31**

- 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.

Monday and Wednesday 9 a.m. – 5 p.m.

Tuesday and Thursday 9 a.m. – 8 p.m.

Friday 9 a.m. – 5 p.m.

32

**Calgary Public Library**  
calgarylibrary.ca

403-260-2600

- 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.

33

**Calgary Seniors Resource Society**  
3639 – 26th St. N.E.  
calgaryseniors.org

403-266-6200

- Programs and services for independent seniors in Calgary.
- Offers a variety of innovative 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, social support, housing, critical needs and benefits as well as information and referral.

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

34

**Calgary Sexual Health Centre**  
304, 301 – 14th St. N.W.  
calgarysexualhealth.ca

403-283-5580

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.

Drop-in hours: Monday to Thursday 9 a.m. – 5 p.m. Friday 9 a.m. – 4 p.m.



**Calgary Women's  
Emergency Shelter**  
**calgarywomensshelter.com**

**(admin) 403-290-1552**  
**(crisis line) 403-234-7233**

**35**

- Helpline counsellors provide counselling, safety planning, information and support.
- Residential services providing safe and secure accommodation, food, basic needs, clothing, referral services and counselling for women and children fleeing domestic violence and abuse.
- Community crisis counsellors providing support to women and children fleeing domestic violence who are unable to access space at a shelter or choose not to enter a shelter, as well as outreach and follow up for women and their families.
- Child Support and Counselling Program for children of all ages.
- Youth Counselling Program for ages 12 – 18 in Junior and Senior high schools.
- Men's Counselling Service offering therapy for men who are concerned about their abusive behavior towards their family members.
- Outreach/Follow-up Program helping women and their families re-establish their lives after a shelter stay. Support and counselling to women who have worked with community crisis counsellors but have not had a shelter stay.

36

**Canadian Centre for Male Survivors  
of Child Sexual Abuse**  
[cc4ms.ca](http://cc4ms.ca)

**403-245-6453**

- 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.

37

**Canadian Mental Health Association**  
**400, 105 – 12th Ave. S.E.**  
[cmha.calgary.ab.ca](http://cmha.calgary.ab.ca)

**403-297-1700**

**Advocacy, Navigation and 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, accessing services, assistance with filing complaints/appeals and completing paperwork, and attending appeal meetings.

**Family Support**

- Counselling for family members of those with mental health and addiction challenges.
- One-on-one, group and peer lead options.

**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.

Monday to Friday 8 a.m. – 4 p.m.

**Canadian Red Cross**  
**(Disaster Emergency Assistance)**

1305 – 11th Ave. S.W.

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

**(HELP Program)**

**403-541-6100**

**1-888-800-4693**

**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**  
**100, 1117 Macleod Tr. S.E.**  
[canlearnsociety.ca](http://canlearnsociety.ca)

**403-686-9300**

- Free family 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.

**38**

**39**

40

**Centre for Newcomers**  
 1010, 999 – 36th St. N.E.  
[centrefornewcomers.ca](http://centrefornewcomers.ca)

403-569-3325

- 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.
- Programs and workshops for family and youth.
- Canadian Business Essentials for Accountants for newcomers with accounting experience.
- Multicultural Peer Mentorship and Volunteer Development programs.
- EthniCity Catering commercial kitchen training program that provides Canadian workplace experience and training.

41

**Children's Cottage Society**  
 845 McDougall Rd. N.E.  
[childrenscottage.ab.ca](http://childrenscottage.ab.ca)

403-233-2273  
 (24-hour)

**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.

**Chinook Learning Services****403-777-7200****2519 Richmond Rd. S.W.****[chinooklearningservices.com](http://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**  
**[ca-ab.org](http://ca-ab.org)****(referral line) 1-800-347-8998**

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

**42****43**

**CUPS****403-221-8780****1001 – 10th Ave. S.W.  
cupscalgary.com****Supports****403-717-0922**

- 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****403-221-8799**

- 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****403-221-8799**

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

**Primary Care Clinic****403-221-8797**

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

**Women's Health Clinic****403-221-8790**

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

**Deaf and Hear Alberta**  
**63 Cornell Rd. N.W.**  
**deafandhearalberta.ca**

**403-284-6200**  
**(TTY) 403-284-6201**

**45**

- 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.

**Discovery House Family Violence**  
**Prevention Society**  
**discoveryhouse.ca**

**403-670-0467**

**46**

- 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 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](http://distresscentre.com)

**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.

### **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](mailto: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.

**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.



**Elements Calgary Mental Health Centre**  
**1019 Seventh Ave. S.W.**  
**elementscmhc.ca**

**403-266-8711**

**48**

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

### **Activities of Daily Living**

- 12 week program teaching healthy living options; nutrition, cooking, budgeting and money management.

### **Art Program**

- Art instruction in a safe and supportive environment.
- Class times depending on classes selected.

### **Life Skills and Initiatives**

- Programs teaching interpersonal skills to assist individuals 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 with a staff facilitator, where members can share their thoughts and feelings about personal issues in a safe supportive environment.

Monday and Thursday 1:30 p.m. – 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

- 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 clients.

Monday to Sunday 10 a.m. – 6 p.m.

49

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

Support services to women 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.
- Group programming (U.N.L.O.C.K. function skills program) in the Calgary Remand Centre and the Calgary Attendance Centre.
- 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 Family Justice floor and Traffic 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.
- Assistance for women seeking support for Records Suspension (Pardons) around processes and document assistance.

### Community Awareness Program for Immigrants:

- Preventative workshops and legal clinics to assist newcomers (male or female) with information regarding laws (housing, employment, health and systems) and information to assist with rights and responsibilities under Canadian legislation.
- 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.

50

**Fresh Start Recovery Centre****403-387-6266****411 – 41st Ave. N.E.****freshstartrecovery.ca**

- 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.

51

**HIV Community Link****403-508-2500****110, 1603 – 10th Ave. S.W.****(toll free) 1- 877- 440-2437****hivcl.org**

- Harm reduction and support services for people living with HIV, their friends, family and individuals at risk for HIV and Hepatitis C.
- Confidential one-on-one support, advocacy and referrals, emergency financial assistance and nutritional programs for individuals living with HIV.
- Outreach services on the street, in addiction centres, in prison and shelters.
- Drop-in lounge with computer access, food, laundry facilities.
- Free safer sex and injection supplies.

Drop-in services

Tuesday – Friday 9 a.m. to 12:30 p.m. and 1:30 p.m. to 4 p.m.

**Shift Program****403-237-8171****1603 – 10th Ave. S.W.****shiftcalgary.org**

- Support for people (18+) of all genders currently or previously involved in sex work.
- Case management, counselling, advocacy, community referrals and resource coordination.
- Safer working resources and “Bad Date” reporting.
- Non-judgmental services to reduce stigma, discrimination, and violence towards sex workers.
- Free safer sex and injection supplies.
- Drop-in lounge with computer access, food, laundry facilities.

**Strong Voices Aboriginal Program****403-554-8202**

- Culturally based outreach, prevention and healing practices.
- Support services for people at risk of street involvement, homelessness, addictions, mental health, isolation and other issues.
- Counselling and emotional support, including mental health, addictions and trauma.
- Advocacy, resources and community referrals (social benefits, child, family services etc.) including harm reduction supplies.

**HEAT Program (Gay men, MSM)****(ext. 129) 403-508-2500**

- Community based outreach, sex positive prevention and education for gay men/MSM (men that have sex with men) community.
- Referral to other LGBTQ supports and services.
- HIV and STI testing information.
- Safer sex supplies.
- Service provider training on HIV and HCV transmission prevention.

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

- Outreach and education for clients and organizations serving newcomers.
- Education and cultural competency training for staff at immigrant serving agencies.
- Free safer sex supplies and information material for venues and organizations.

**52****Hospice Calgary****403-263-4525****1245 – 70th Ave. S.E.****[hospicecalgary.com](http://hospicecalgary.com)****Sage Centre Child and Family Grief Services**

- Grief counselling support for children, teens and their families grieving a death due to any cause, including homicide or suicide.
- Grief groups for children, 5 – 12 and youth, 13 – 18. The parent component of the children's group offers strategies for supporting a grieving child.

**Community Hospice**

- Counselling specializing in helping families adjust to the changes in their lives when someone close to them is 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.

**Hospitals/Health Centres**

**Alberta Children's Hospital** (non-emergency) 403-955-7211  
 2888 Shaganappi Tr. N.W. (Emergency) 403-955-7070

**Foothills Medical Centre** (non-emergency) 403-944-1110  
 1403 – 29th St. N.W. (Emergency) 403-944-1315

**Peter Lougheed Centre** (non-emergency) 403-943-4555  
 3500 – 26th Ave. N.E. (Emergency) 403-943-4999

**Rockyview General Hospital** (non-emergency) 403-943-3000  
 7007 – 14th St. S.W. (Emergency) 403-943-7000

**Sheldon M. Chumir Health Centre** 403-955-6200  
 1213 Fourth St. S.W.

**South Health Campus** (non-emergency) 403-956-1111  
 4448 Front St. S.E. (Emergency) 403-956-3000

**Immigrant Services Calgary** 403-265-1120  
 1200, 910 Seventh Ave. S.W.  
[immigrantservicescalgary.ca](http://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.

**55****Inn from the Cold****106, 110 – 11th Ave. S.E.****[innfromthecold.org](http://innfromthecold.org)****403-263-8384****(after 5:30 p.m. 403-389-4083)**

- Emergency family shelter (3 nutritious meals per day).
- Assessment and triage.
- Primary medical care.
- Early childhood development programs.
- Housing with intensive supports.
- Journey House (long-term supportive housing for single mothers).
- Staging for Stability (partnership with the Drop-In Centres Sundial Program)
- Daily intake and screening from 8 a.m. – 5:30 p.m.

**56****Kerby Centre (for seniors 55+)****1133 Seventh Ave. S.W.****[kerbycentre.com](http://kerbycentre.com)****403-265-0661**

- 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 family violence and/or homelessness.
- Information, support and crisis intervention.



**Keys To Recovery**  
**201, 327 – 41st Ave. N.E.**  
**keystorecovery.ca**

**403-244-5397**

**57**

- A program to re-house and support chronically homeless individuals who have completed substance abuse and addictions treatment.
- 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 currently in addiction treatment centres who are most vulnerable and who have no fixed address upon treatment conclusion.

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

**Legal Aid Alberta**  
**1100, 665 Eighth St. S.W.**  
**legalaid.ab.ca**

**1-866-845-3425**

**58**

- Legal representation to eligible individuals who need assistance 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.

Monday to Friday 8 a.m. – 4:30 p.m. (closed Wednesday at 2:30 p.m.)

59

**McBride Career and Employment Centre****403-668-5445****350, 11012 Macleod Tr. S.E.****mcbriidcareergrout.com**

- Free 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.

60

**Metis Calgary Family Services****403-240-4642****19 Erinwoods Dr. S.E.****mcfs.ca****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.

Monday to Friday 8:30 a.m. — 4:30 p.m. (and various evenings).

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

- Aboriginal parenting classes, groups, programs, library and workshops.

Monday to Friday 8:30 a.m. — 4:30 p.m. (and various evenings).

**Rainbow Lodge Aboriginal  
Affordable Housing Program  
701, 6505 Huntridge Hill N.E.****403-240-4642 ext. 402**

- Affordable housing for Aboriginal and Metis families with children.
- Family resource centre and support workers.

**Metis Nation of Alberta, Region 3****403-569-8800****1415 – 29 St. N.E.****albertametis.com**

- 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.

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

**61****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.

Monday to Thursday 8 a.m. – 8 p.m.

Friday and Saturday 9 a.m. – 5 p.m.

**62**

63

**Motive-Action Training Foundation****403-287-3132****1201A – 42nd Ave. S.E.****[motiveaction.com](http://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.

64

**Narcotics Anonymous****403-991-3427****[chinookna.org](http://chinookna.org)****1-877-463-3537**

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

65

**Native Counselling Services of Alberta****403-237-7850****Northland Building****1010, 910 Seventh Ave. S.W.****[ncca.ca](http://ncca.ca)**

- Assistance to aboriginal adults and youth who are involved with the legal system.
- Court workers providing assistance in criminal, family, traffic 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**  
2, 1019 Seventh Ave. S.W.  
obad.ca

**403-263-7408**

**66**

- Peer support meetings for individuals and their families dealing with bipolar, depression, and schizoaffective disorders.
- Community information sessions and presentations.
- Meetings held at Sheldon M. Chumir Health Centre, 1213 – Fourth St. S.W. Monday and Thursday evenings at 7 p.m.

**Oxford House Foundation of Canada**  
1B, 4321 – 23B St. N.E.  
oxfordhouse.ca

**403-287-8771**

**67**

- 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.

Monday to Friday 8:30 a.m. – 4 p.m. (office hours).

68

**Parent Support Association****403-270-1809****201, 4321 – 23B St. N.E.****psacalgary.org**

Improves the well-being of families by providing a range of services for parents and caregivers of:

- Teens who are struggling to make positive choices.
- Family members of any age who have a suspected or diagnosis of FASD.

69

**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.

70

**Recovery Acres****(Calgary) Society****(Men's programs) 403-245-1196****1835 – 27th Ave. S.W.****(Women's programs) 403-229-0795****recoveryacres.org****1835 House for Men**

- Day program and short and long-term residential treatment.
- Must be clean and sober 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 calling 403-229-0795.

## **Roman Catholic Diocese of Calgary**

**403-218-5532**

### **Feed the Hungry**

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

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

## **Royal Canadian Legion**

**403-265-6304**

### **Poppy Fund**

### **Veterans Food Bank**

**1, 4539 Sixth St. N.E.**

**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.

Monday to Friday 9 a.m. – 4 p.m.

**71**

**72**

73

**Sagesse**  
**240, 1509 Centre St. S.W.**  
[sagesse.org](http://sagesse.org)

**403-234-7337**

- Community-based program providing peer-based support to women who are at risk or who have experienced abuse.
- Finding Our Voices (FOV) workshops for women to understand self-esteem, communication, and healthy relationships in a peer-support setting.
- Growth Circle workshops for women to better understand anger, family of origin, effects of abuse and violence issues while improving their problem-solving skills in a peer-support setting.
- Moving on with Mentors (MOWM) partnering a woman experiencing abuse with a mentor who experienced abuse in the past.

Monday to Friday 9 a.m. – 5 p.m.

74

**Salvation Army**  
**Centre of Hope, 420 Ninth Ave. S.E.**  
[ab.salvationarmy.ca](http://ab.salvationarmy.ca)

**(24-hour) 403-410-1111**

### **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.

**Community Support Services**  
**1826 – 36th St. S.E.**

**403-220-0432**

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

Monday to Friday 9 a.m. – 5 p.m.



**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 classes.
- ESL classes.
- Various family activities.
- 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 aftercare, including relapse prevention, exit planning, life skills, community re-integration and follow-up support.

**Spiritual and Religious Care****403-410-1142**

- Pastoral care and chaplaincy services.

**Thrift Stores****403-287-9470**

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

**WISH – Women's Integrated  
Supportive Housing****403-930-2711**

- Emergency, transitional and residential accommodations for women.

75

**Schizophrenia Society of Alberta****403-264-5161****Bay 101A, 1120 – 53rd Ave. N.E.****[schizophrenia.ab.ca](http://schizophrenia.ab.ca)**

- Family Support program offering telephone or in-person support and education to family members who have a relative with schizophrenia.
- Community Education Program offers public education with personal experiences through presentations and the Starry Starry Night play.
- Peer Support Outreach program provides support to those living with schizophrenia.
- Peer Support Telephone program offers support for individuals living with the illness over the phone.
- 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.

Monday to Friday 8:30 a.m. – 4 p.m.

76

**Servants Anonymous Society****403-237-8477****[servantsanon.com](http://servantsanon.com)****(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 SAS program.

**Simon House Recovery Centre**  
**5819 Bowness Rd. N.W.**  
**simonhouse.com**

**403-247-2050****77**

- 12 week Residential Addiction Treatment.
- 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 St. Vincent de Paul**  
**ssvpcalgary.org**

**403-250-0319****78**

- Basic needs assistance including food and household items.
- Referrals for clothing and furniture.
- Support, resources and advocacy for immigrants, seniors and others in obtaining services.
- Home visits to determine how to assist those in need.
- Call to be connected to the appropriate conference.

**Sonshine Community Services**  
**sonshine.ca**

**403-243-2002****79**

- 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 Day Care and Family Day Homes for typically developing children and those that have been exposed to family violence and other forms of trauma.

80

**SORCe****403-428-3300**

**316 Seventh Ave. S.E.  
(westbound City Hall LRT station)  
score.ca**

- Information and referrals to addictions, mental health, employment/training and housing supports.
- Intake and assessments for homeless housing programs.
- Drop-in distribution of food hampers Wednesday between 9 a.m. – 11 a.m.

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

81

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

**3390 Murray Fraser Hall, University of Calgary  
2500 University Dr. N.W.  
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.
- 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.

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

- Co-ed outpatient and residential centre for Native and non-Native adults (18+) who have concerns with alcohol, drug and gambling abuse.
- Phone or walk-in, but appointment preferred.

Monday to Friday 8 a.m. – 4 p.m.

**82**
**The Brenda Strafford Centre  
for the Prevention of Domestic Violence**  
**brendastraffordsociety.org**
**403-270-7240**

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.

**83**

**The City of Calgary, Fair Entry****Third floor, 800 Macleod Tr. S.E. (Municipal Building)****(Main floor – temporary location)****2623 – 56th St. N.E. (Village Square Library)****[calgary.ca/fairentry](http://calgary.ca/fairentry)****Subsidy Application**

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.

**The Doorway**  
**10, 2808 Ogden Rd. S.E.**  
**thedorway.ca**

**403-269-6658**

**85**

- For youth 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 other resources.
- Opportunity to succeed in maintaining goals, employment and a place to live.

**The Mustard Seed**  
**102 – 11th Ave. S.E.**  
**theseed.ca**

**403-269-1319**

**86**

**Advocacy**

- Information and referrals to services such as addictions treatment, crisis intervention services, legal and victim assistance.
- Assistance with transportation, getting government identification and government application forms.

**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.

**Spiritual Care (Chaplaincy)**

- Sunday services, bible studies, baptisms, 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.

## The Mustard Seed Shelter 7025 – 44th St. S.E.

**403-723-9422**

- 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.

## The Wellness Centre 1010 Centre St. S.

- Physical and mental health care services including chiropractor services, doctors, Canadian mental services, addictions counselling, occupational therapy and Calgary Legal Guidance clinics.

**87**

## Tsuu T'ina Nation Health and Wellness Centre 3700 Anderson Rd. S.W.

**403-251-7575**

- 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.
- Diabetes Program.
- Telehealth and Dietitian.



**Victory Foundation**  
**victoryfoundation.ca**

**403-264-0598**

**Neighbourhood Victory Church**  
**7012 Ogden Rd. S.E.**

**403-264-0598**

- 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**  
**1840 – 38th St. S.E.**

**403-387-0587**

- 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**  
**39 Fourth St. N.E.**

**403-264-1155**

**womenscentrecalgary.org**

- Safe place for women to talk to someone and get information on community services.
- 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.
- Tax and identification clinics.
- Commissioner of Oaths.
- Basic needs assistance.

Monday to Thursday 9:30 a.m. – 8:30 p.m.

Friday 9:30 a.m. – 1 p.m.

## Women In Need Society of Calgary (WINS) womeninneed.net

403-255-5102

90

### Thrift stores

Stores selling gently used clothing, household goods and furniture.  
Visit website for hours.

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

\* Furniture only available at Dover location.

### Family Resource Centres

Family Resource Centres for women, men and their families to access resources and programs available in the community.

10th Street .....	403-269-4670
Temple .....	403-590-5752
Bridgeland .....	403-290-0210
Hillhurst .....	403-270-7283
Glenbrook .....	403-686-1502
Erin Woods .....	403-273-1927

### 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**  
**woodshomes.ca**

**403-270-4102**

**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**  
**117 Seventh Ave. S.W.**

**(storefront) 403-262-9953**

- Downtown storefront, 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.

Walk-in medical services: Monday, Tuesday, Thursday 9:15 a.m. – 4 p.m.

Store front hours:

Monday 9 a.m. – 5 p.m.

Tuesday 9 a.m. – 7 p.m.

Wednesday 11 a.m. – 7 p.m.

Thursday 9 a.m. – 7 p.m.

Friday and Saturday 9 a.m. – 5 p.m.

**Workers' Resource Centre**  
308, 8989 Macleod Tr. S.W.  
[calgaryworkers.org](http://calgaryworkers.org)

**403-264-8100**  
(toll-free) 1-844-435-7972

92

### **Advocacy and Support**

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

- Employment Insurance (EI).
- 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.
- Canada Pension Plan – Disability Benefits.

### **Education**

- Free workshops on all employment-related legislation.

Monday to Friday 9 a.m. – 4 p.m.

**YW Calgary**  
**320 Fifth Ave. S.E.**  
**ywcalgary.ca**

**(Reception) 403-263-1550**

**YW Sheriff King Home (24-hour family violence crisis line)**  
**2003 – 16th St. S.E. 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, Community-based supported housing, Winter Emergency Response program.

### **Education and Employment**

- Language Instruction for New Canadians, Canadian Employment Skills, Vermilion Energy Employment Resource Centre.

### **Counselling and Personal Development**

- Mindful Families, Group and Individual 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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## January

S	M	T	W	T	F	S
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15	16	17	18	19	20	21
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29	30	31				

## April

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## July

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## October

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## February

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## August

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## November

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## March

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## June

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## September

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## December

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## **Disclaimer**

The service information listed in the Calgary Community Services 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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