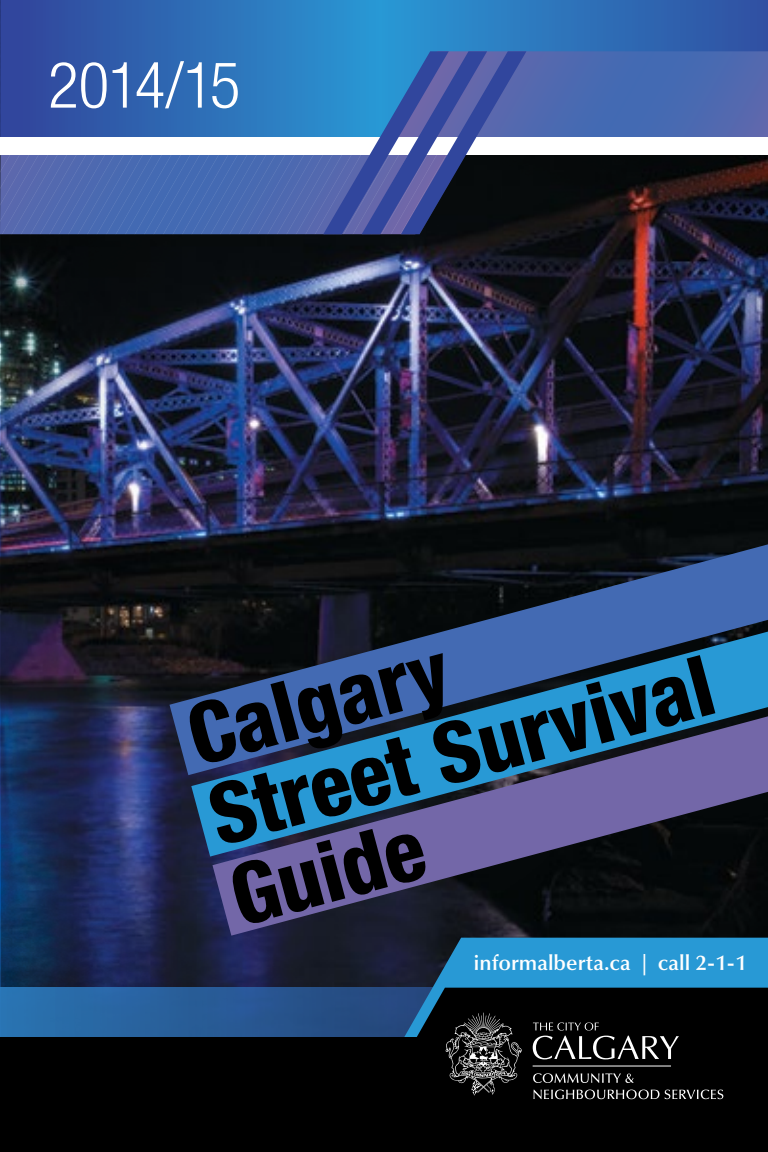


2014/15



Calgary Street Survival Guide

informalberta.ca | call 2-1-1



THE CITY OF
CALGARY
COMMUNITY &
NEIGHBOURHOOD SERVICES

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 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 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 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 contact 311. The Street Survival Guide is available online at calgary.ca/streetsurvival. Web browser application at calgarystreetguide.ca.

***“Your life does not get better by chance,
it gets better by change.”***

Additional services not listed in the Calgary Street Survival Guide

Aboriginal Affairs (Field Unit – Treaty 7)	403-292-5901
Alberta Health Care	403-310-0000
Insurance Plan	(then enter: 780-427-1432)
Calgary Housing Company (subsidized housing)	403-221-9100
Calgary Parole Office (federal)	403-292-5505
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
Landlord and tenant information	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

Worried about flooding

Immediate danger or emergency	9-1-1
Community Services (counselling, support, donations, etc.)	2-1-1
The City of Calgary (calgary.ca/floodprep) or	3-1-1
Access Mental Health	403-942-1500
Health Link	403-943-5465

Community Resource Centres

Community Resource Centres (CRCs) operate in partnership with other agencies to provide community information and referral.

Bowwest Community Resource Centre **403-216-5348**

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

Bowness, Greenwood, Greenbriar, Montgomery and surrounding area

Ranchlands Office **403-374-0448**

**14 – 1840 Ranchlands Way N.W.
bowest.com**

Ranchlands and surrounding area

Family Centre for **403-536-6558**

Inner City Communities

(Calgary Family Services)

**1, 1922 Ninth Ave. S.E.
calgaryfamily.org**

Bankview, Beltline, Bridgeland/Riverside, Chinatown, Cliff Bungalow-Mission, Crescent Heights, Downtown, East Village, Eau Claire, Erlton, Inglewood, Lower Mount Royal, Ramsay, Renfrew, Sunalta and Winston Heights/Mountainview

Heart of the Northeast Community **403-293-5467** **Solutions Resource Centre**

(Aspen Family and Community Network Society)

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

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

**South East Calgary Community
Family Resource Centre**

403-720-3322

2734 – 76th Ave. S.E.

secalgarycrc.ca

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

**North Central Community
Resource Centre**

403-275-6666

ext. 221/232

(Huntington Hills Community Association)

520 – 78th Ave. N.W.

weconnectyou.ca

Beddington Heights, Highland Park, Highwood, Huntington Hills, MacEwan, Mount Pleasant, North Haven, Sandstone, Thorncliffe/Greenview, Tuxedo and the Northern Hills

**North of McKnight Community
Resource Centre**

403-293-0424

95 Falshire Dr. N.E.

(lower level of Falconridge/Castleridge Community Centre)

northofmcknightcrc.ca

Castleridge, Cityscape, Coral Springs, Falconridge, Martindale, Redstone, Saddle Ridge and Taradale

**SouthWest Communities
Resource Centre**

403-238-9222

42, 2580 Southland Dr. S.W.

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/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

(Closer to Home Community Services Society)

3507A – 17th Ave. S.W.

closertohome.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, West Springs

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Adoption Options

207, 5940 Macleod Tr. S.
adoptionoptions.com

403-270-8228

1-800-277-8228

(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.

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Alberta Gamblers Anonymous

albertaگانet

1-855-222-5542

(help line)

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

3

Alberta Health Services – Addiction and Mental Health

albertahealthservices.ca

Addiction Helpline

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

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

Adult Outpatient Addiction

403-297-3071

Counselling Services

Second Floor, 1177 – 11th Ave. S.W.

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

Monday and Friday 8 a.m. – 5 p.m.

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

Drop-in intake 12:45 p.m. on weekdays

Opioid Dependency Program
2130, 1213 Fourth St. S.W.

403-297-5118

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

Walk-in intake Monday to Friday at 12:45 p.m.,

(Adult Services, Second Floor, 1177– 11th Ave. S.W.)

Clinic hours Monday to Friday, 7 a.m. – 3:15 p.m.

Renfrew Recovery
Detoxification Centre
1611 Remington Rd. N.E.

(24-hour) 403-297-3337

- 40-bed, residential, co-ed facility offering detoxification services by nursing staff.
- Voluntary admission. Clients to attend Centre between 7:45 a.m. – 8 a.m.

Alberta Health Services
albertahealthservices.ca

Health Link Alberta

(toll-free) 1-866-408-5465
(24-hour) 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
(toll-free) 1-844-943-1500

- A telephone-based service staffed by mental health clinicians.
- Information and referral options for addiction and mental health services.
- Connection to services for children, adolescents, adults and seniors.
- Over 1,400 Alberta Health Services and community addiction and mental health resources available.

- Anyone is welcome to call with concerns or questions about addiction and mental health.

Monday to Friday 8 a.m. – 5 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 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.

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.

Drop-in and appointment-based services.

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

**AHS Mobile Response Team
(accessible through Distress Centre)****(24-hour) 403-266-4357**

- Professional staff of registered nurses, social workers and psychologists available through the Distress Centre 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 will arrange to meet clients in a negotiated safe place within Calgary city limits.
- Services 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
(needle exchange/harm reduction)****(cell) 403-850-3755**

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

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, pap test, pregnancy testing, morning-after pill, condoms at low cost.

Drop-in services for:

- Youth (male and female) up to 24.
- Males older than 24, if their partner is attending or has attended the Sexual and Reproductive Health Clinic.

Appointments are needed for:

- HPV vaccinations/cervical cancer prevention.
- IUD insertions (requires two appointments).

East Calgary Health Centre **403-995-1431**
Main Floor, 4715 Eighth Ave. S.E.

Tuesday and Thursday noon – 4:30 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
Main floor, 31 Sunpark Plaza S.E.

403-943-9510

Monday 1 p.m. – 5:15 p.m.

Tuesday 4 p.m. – 7:30 p.m.

Friday noon – 3:30 p.m.

Sunridge
406, 2675 – 36th St. N.E.

403-944-7666

Monday to Thursday 1 p.m. – 5:15 p.m.

Friday and Saturday noon – 3:30 p.m.

Sexually Transmitted Infections
(STI) Clinic

403-955-6700

Fifth Floor, 1213 Fourth St. S.W.

24-hour STD/HIV 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.
- Needle exchange site.

Monday to Wednesday 9 a.m. – 5 p.m.

Thursday 10:30 a.m. – 5 p.m.

Friday and Saturday 8:30 a.m. – 4 p.m.

Sheldon M. Chumir Health Centre
1213 Fourth St. S.W.

403-955-6200

- A health centre designed to meet the needs of those who work and live in Calgary's inner city.
- Services including 24-hour emergency, urgent care, community health and mental health.

5 **Alberta Human Services – Alberta Works** **humanservices.alberta.ca**

- Helping unemployed people find and keep jobs by offering employment services, career resources and training supports.
- Resume writing and job search workshops, career counselling, self-assessment print resources and funding for approved occupational training less than 12 weeks.
- Helping Albertans with low incomes cover their basic costs of living, receive health benefits and get child support agreements or court orders.
- Connecting people to a wide variety of programs from affordable housing to food programs to childcare.

Alberta Works Centres

10th and 10th Alberta Works Centre **403-297-2094**
1021 10th Ave. S.W.

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

Century Park Place Alberta Works Centre **403-297-6344**
Fifth Floor, 855 eighth Ave. S.W.

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

(Employment services only.)

Fisher Park Alberta Works Centre **403-297-2020**
100, 6712 Fisher St. S.E.

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

Marlborough Mall Alberta Works Centre **403-297-7570**
1502, 515 Marlborough Way N.E.

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

(Employment services only.)

One Executive Place Alberta Works Centre **403-297-7200**
1816 Crowchild Tr. N.W.

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

Radisson Alberta Works Centre
525 28th St. S.E.**403-297-1907**

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

After-Hours Emergency Assistance (toll-free) 1-866-644-5135

After 4:30 p.m. on weekdays and anytime on weekends.

Alberta Supports Contact Centre (toll-free) 1-877-644-9992

- For general inquiries on income support, adult health benefits, child health benefits, child support services, and Assured Income for the Severely Handicapped.
- Referrals to community agencies and other government programs.
- Referrals to a variety of career and employment services including the Career Information Hotline, Student Funding Contact Centre and Employment Insurance.

Career Information Hotline**(toll-free) 1-800-661-3753****alis.alberta.ca/hotline**

- Telephone career information and referral service.
- Consultation on educational programs, career planning, job descriptions and training programs.
- Referrals to community, government, educational and social agencies.
- E-resumé review service on website.

Employment Standards**1-877-427-3731****150 – 717 Seventh Ave. S.W. (Elveden Centre)**

- Information for employers and employees on minimum standards of employment.
- Investigation of complaints when employees cannot resolve differences with employers.
- Answers to questions about filing a complaint, general holiday and vacation pay, hours of work, minimum wage, payment of earnings, overtime, termination of employment and other work-related concerns.

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Al-Anon
al.anon.ab.ca

(24-hour) 403-266-5850

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

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Alcoholics Anonymous
calgaryaa.org

(24-hour) 403-777-1212

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

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AVENTA Addiction Treatment for Women
610 – 25th Ave. S.W.
aventa.org

403-245-9050

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

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

- 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.
- Youth and Family Support Program.

Parent Link Centre
100, 1603 – 10th Ave. S.W.

403-531-1880

- Parent Link Centre, offering parent education and early childhood development services for parents and their children.
- 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.

Bow Valley College
345 Sixth Ave. S.E.
bowvalleycollege.ca

403-410-1400

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

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

- Social detoxification services with medical support for those who want help withdrawing from alcohol and/or other drugs.
- Admissions seven days a week. Referral can be made by phone or through the shelter.
- Dorm setting for males and females over the age of 18.
- Detox programs including Aboriginal Elders support, access to sweat ceremonies, acupuncture for withdrawal, yoga group presentations and 12-step meetings.
- Detox includes transitional beds for those waiting for housing or exploring treatment options.

Housing

- Provides both scattered site and placed based housing for those dealing with addictions.
- Referrals by coordinated access and assessment.
- Intensive case management.

Shelter

- Open 24 hours for males and females over 18 and under the influence of drugs and/or alcohol.
- Staff-supervised showers and laundry facilities.
- Limited food program throughout the day: coffee, tea, donuts, sandwiches.
- AAWEAR (Alberta Addicts Who Educate and Advocate Responsibility) provide client support.
- Medical, SOS and Safeworks support.

DOAP TEAM**403-998-7388**

- Mobile assistance to people with addiction issues.
- Focus on getting people who are intoxicated in the community to a safe place. Operates daily 9:00 a.m. - 7:00 a.m.

ENCAMPMENT TEAM**403-805-7388**

- Outreach team that connects with rough sleepers to provide support into housing.

HOPE TEAM**403-714-5983**

- Works out of SORCe to provide support to clients who are facing barriers with housing in the community.

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 depending on classes selected.

Monday to Friday 9 a.m. – 4 p.m.

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 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 Friday 10 a.m. – 9 p.m.

Saturday, Sunday and holidays noon – 8 p.m.

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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.
- Study part-time, full-time, during the day or evenings, in the classroom or through self-directed learning.

**Calgary Communities Against
Sexual Abuse (CCASA)**
700, 910 Seventh Ave. S.W.
calgarycasa.com

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

Free and confidential services including:

- Individual counselling.
- Group counselling (sliding fee scale), however no one will be turned away if they can't afford the fee).
- Police and Court Education and Support (PACES) program.
- Public education and community outreach.
- 24-hour accompaniment to the Sheldon Chumir or other facility from the Sexual Assault Response Team (SART).

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 for survivors of sexual abuse and sexual assault.

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

- Services to anyone who is dealing with or has been affected by the various forms of sexual assault or sexual abuse, including survivors and their support persons.
- Crisis intervention, emotional support, problem solving, information and referral, and access to emergency accompaniment to police or hospital.

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Calgary Counselling Centre
200, 940 Sixth Ave. S.W.
calgarycounselling.com

(Nexen Call Centre)
403-691-5991

- Register via Nexen Call Centre or online at calgarycounselling.com.
- Individual, family and couples counselling, including but not limited to anger problems, anxiety/panic attacks, couples and conflict, depression, domestic abuse prevention, eating disorders, health problems, parent-child conflict, personal growth, self-esteem, separation and loss, sexual abuse, sexuality/intimacy and stress.
- 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.

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Calgary Crime Stoppers Association
calgarycrimestoppers.org

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

- 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
4510 Macleod Tr. S.
calgarydreamcentre.com

403-243-5598

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- 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, 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.
- Access to medical services and mental health professionals.

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

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- Supervised day drop-in centre open year-round from 6 a.m. – 9 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.
- Nutritious snacks 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 to Friday 9 a.m. – noon.
- Medical clinic on site, RN, MD and allied health professionals.
- Employment Services – Job Placement (employment help) Monday to Friday 6:30 a.m. – 2:30 p.m.
- Computers for low-income Calgarians and flood victims providing free reconditioned computers to individuals who have low-incomes, as well as A+ certification for volunteers.
- Employment Training program providing courses that includes many industry certifications.
- Affordable housing (Sundial and Bridgeland Manor), intake through DI housing with intensive support.
- 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.
- Wild Rose Art Studio space for homeless, low-income and street-involved individuals with an interest in artistic pursuits.

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

403-253-2055
(Hamper Request Line)

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**You must book a hamper before you pick-up
 during distribution hours:**

Day of Week	Morning	Afternoon	Evening
Monday	CLOSED	1:00 to 3:30 p.m.	6:30 to 7:30 p.m.
Tuesday	10:30 a.m. to noon	noon to 3:30 p.m.	6:30 to 7:30 p.m.
Wednesday	CLOSED	1:00 to 3:30 p.m.	6:30 to 7:30 p.m.
Thursday	10:30 a.m. to noon	noon to 3:30 p.m.	6:30 to 7:30p.m.
Friday	10:30 a.m. to noon	noon 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.
- Six depots throughout the city available for pick-up points.
- Best to call before coming to main depot or may use phones on entrance wall at main depot.
- Distributed to individuals and families in crisis.
- Approximately seven days worth of groceries in one food hamper.
- Gluten-free hampers to low-income Calgarians with Celiac Disease.
- Agencies may access Hampers for the Homeless, Children's Milk Program, and J.P. Morgan Food link.

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

403-205-4455

- 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.

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Calgary Immigrant Women's Association
200, 138 Fourth Ave. S.E.
ciwa-online.com

403-263-4414

- 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.

Calgary Inter-Faith Furniture Society
635 – 35th Ave. N.E.**403-276-3173****22**

- 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 \$60 within city limits.

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

Calgary John Howard Society
917 Ninth Ave. S.E.
cjhs.ca**403-266-4566****23**

- 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****24**

- Free and confidential legal advice, information and referrals.
- In-person or phone intakes during office hours.
- Appointments booked on a variety of legal issues.
- Evening clinic at office, shelters and other community locations are staffed by volunteer lawyers.

- 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 CPP Disability.
- Assistance with obtaining photo identification and affidavit.
- Assistance with housing issues leading to homelessness.

Monday to Thursday 9:00 a.m. – 4:30 p.m.

Friday 9:00 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 from a touchtone phone or by internet.
- Operator assisted Monday to Friday 8:30 a.m. – 4:30 p.m.

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CALGARY OUTLINK: Centre for Gender and Sexual Diversity **403-234-8973**
(Out is OK) 1-877-688-4765
303, 233 – 12th Ave. S.W.
calgaryoutlink.ca

- Out is OK peer support and referral line, 5 p.m. – 10 p.m. daily.
- Information, support, referrals and resources for the LGBT community.
- Educational programs, lending library and Internet resources.
- Specialized peer group meetings for youth, gay families, transitioning individuals and newcomers to Canada.
- Beyond Borders LGBT immigrant support.
- Hours vary. Visit website for details or call to set up an appointment.

Calgary Police Service (non-emergency calls) 403-266-1234
Emergency calls 9-1-1
calgarypolice.ca

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- If you are a sex industry worker who needs help to get off the street, call the Sex Crimes Unit at 403-428-2211.
- Intervention programs and referrals for “at risk” individuals.

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

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- 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

Central Library
616 Macleod Tr. S.E.

403-260-2600

- Education, enrichment, job searching and recreation.
- Library card 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 library card.
- 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 6532 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.
Saddletowne 7556 Falconridge Blvd. N.E.
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.

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

403-266-6200

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- 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.

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

Free and confidential services for the following health issues:

- Pregnancy testing.
- Pregnancy options counselling by appointment (parenting, abortion and adoption).
- Birth control information and referrals.
- Sexually transmitted infections (STIs) treatment information and referrals.
- Post-abortion counselling.
- Sexual orientation information, support and referrals.
- Free condoms and lube.

Drop-in hours:

Monday – Friday 9 a.m. – 5 p.m.

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Calgary Transit**403-262-1000****234 Seventh Ave. S.W.****125 Seventh Ave. S.E. (Centre Street LRT Station)****calgarytransit.com****Low-income monthly transit pass**

- Discounted monthly adult and youth (6 to 17) transit pass for Calgarians with low incomes.
- Must be a resident of Calgary at the time of application or renewal and present proof of a Calgary address and photo identification.

Seniors transit pass

- Annual passes for eligible seniors 65 or older.
- \$95 regular rate pass
- \$15 low-income rate pass.

Monday to Friday 10 a.m. – 5:30 p.m.

Calgary Women's Emergency Shelter

calgarywomensshelter.com

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

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- Residential services providing safe and secure accommodation, food, clothing, referral services and counselling for women.
- Community crisis counsellors providing support to women and children fleeing domestic violence who are unable to access space at a shelter.
- Child Support and Therapy Program for children of all ages through a combination of group programs and recreational activities.
- Men's Counselling Service offering short-term crisis therapy to abusive men and their partners to create solutions for a non-abusive lifestyle.
- Outreach/Follow-up Program helping women and their families re-establish their lives after a shelter stay. Also offers support and counselling to women who have worked with community crisis counsellors but have not had a shelter stay.
- Older Women's Long-term Survival Program (OWLS) supporting women 50 years or older who have witnessed or are experiencing abuse.

Canadian Mental Health Association

400, 105 – 12th Ave. S.E.

cmha.calgary.ab.ca

403-297-1700

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Advocacy

403-297-1402

- Telephone and in-person support for individuals needing information, referrals or support dealing with issues related to mental health.
- Services including information about available mental health services, support in solving problems, accessing services, assistance with filing complaints/appeals and completing paperwork, and attending appeal meetings.

Monday 8 a.m. – 4 p.m.

Street Outreach and Stabilization program (SOS) 403-297-1714

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

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.

Monday to Friday 8 a.m. – 4 p.m.

34**Canlearn Society****403-686-9300****100, 1117 Macleod Trail S.E.****canlearnsociety.ca**

- Four free family literacy programs to encourage the development of literacy and learning in preschool children.
- Learning Starts at Home program helping families with preschoolers through home visits once a week. Children experience books, play, rhyme and learn, and singing. Parents find out about resources and how to support their children's learning.

Centre for Newcomers
1010, 999 – 36 St. N.E.
centrefornewcomers.ca

403-569-3325

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- Settlement services to assist immigrants in making a successful transition to a new life in Calgary.
- Career and employment planning including fax, phone, computers, job board and other resources to assist in job search.
- Language training for newcomers to learn more about using English for life and work in Canada.
- Programs for children and youth.

**Children's Cottage Society/
 Crisis Nursery**
845 McDougall Rd. N.E.
childrenscottage.ab.ca

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

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- 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.

Brenda's House

403-242-8575

- Emergency family homeless shelter for parents over 18 with children.
- Follow up services and housing locator on site.

Cocaine Anonymous
ca-ab.org

(24-hour) 403-568-8008

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

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

Health care, education and housing programs and services to individuals and families struggling with poverty.

Monday to Friday 8 a.m. – 4 p.m. (closed noon – 1 p.m.) unless otherwise stated.

One World Child Development Centres
622 – 11 Ave. S.W.**403-264-2217**

- Early intervention education with multi-disciplinary and family supports for families with children from ages 3 to 6.
- Parent education program.
- Family support workers and counselling.

Pre-Natal to Three Child Development Centre
622 – 11 Ave. S.W.**403-206-1050**

- Early intervention education with multi-disciplinary and family supports for families with children 0 to 35 months.
- Parent education program.

Community Supports**403-717-0922**

- Community referrals (Food Bank, Women In Need, Sleep Country, NeighbourLink, etc.) for ages 16 and older.
- Client In Transition one-time assistance (up to \$400) for damage deposit, first month's rent, utility disconnection, or eviction notices. CIT does not locate housing nor help with unsustainable rental situations. Must be 18 and older.
- Lorraine Melchior Bursary Fund emergency funding for students who are actively involved in CUPS programs. 18 years and older.
- ID Program one-time assistance with getting various forms of ID.
- Housing programs for 18 years and older. Agency referral required.

Monday, Thursday and Friday 8 a.m. – noon and 1 p.m. – 3 p.m.

Family Development Centre**403-221-8799**

- Family development through goal setting, case management, group involvement and referrals.

Primary Care Clinic and Women's Health Clinic**403-221-8797****403-221-8790**

- General clinic care.
- Blood test and vaccinations.
- Pre-natal/post-natal care.
- Pediatric care.
- Dental and vision care.
- Diabetes and Hep C testing and programs.
- Mental health care.
- STI and planned parenthood.

Monday to Friday 8 a.m. – noon and 1 p.m. – 4 p.m.

Saturdays 9 a.m – 1 p.m. Walk in times with a doctor and nurse practitioner usually fill up within 2 hours.

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

403-670-0467**39**

- Post-emergency longer-term support for women with children leaving domestic violence.
- Residential program clients can stay for up to one year with follow up for 6 months if needed. Community Housing program clients are supported until the family stabilizes.
- Support includes group and individual wrap around services and community resource links for everything from legal advice to career and education guidance, and life and parenting skills.

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Distress Centre
300, 1010 Eighth Ave. S.W.
distresscentre.com

403-266-4357 (HELP)
(admin) 403-266-1601

2-1-1 (24-hour)

- Connection to a full range of community, government, health and social services information in Calgary.

Crisis line (24-hour)

403-266-4357 (HELP)

- Telephone crisis support and online chat daily from 5 p.m. – 10 p.m.
- Access to information, referrals and counselling services.

ConnecTeen line (24-hour)
calgaryconnecteen.com

403-264-8336 (TEEN)

Peer support and online chat from 5 p.m. – 10 p.m. weekdays
 noon to 5 p.m. weekends

Counselling

403-266-4357 (HELP)

- Free and confidential.
- Evening and emergency appointments available.

Suicide prevention line (24-hour)

1-800-784-2433 (SUICIDE)

(Central and southern Alberta only, toll-free in the 403 area code.)

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Elizabeth Fry Society of Calgary (EFry)
1731 – 10th Ave. S.W.
elizabethfrycalgary.ca

403-294-0737
(toll-free) 1-877-398-3656

- Support services to women with a history of conflict with the legal system.
- Prison visits for support with incarceration and release planning.
- Community based support for transition into housing, employment, and income support.
- Individual and group programs.

Legal Information Programs:

- For women and men, youth and adults: court teams providing legal information and referral prior to sentencing.
- Located in Calgary Courts Centre and 6 regional courts surrounding Calgary.
- Workshops for new Canadians, women and men, regarding various types of legislation affecting life in Canada.
- Individual support for women, Canadian citizens and varying immigration status, with issues impacting their immigration status.
- Support and assistance for women seeking Records Suspension (Pardon).

Fresh Start Recovery Centre

403-387-6266**411 – 41st Ave.N.E.****freshstartrecovery.ca****42**

- Housing, treating and supporting men 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.
- Fees based on sliding scale.
- Day Program for those wishing to maintain a residence elsewhere and take part in recovery groups.

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

403-508-2500

- Confidential services for those living with HIV/AIDS, their friends, family and individuals 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.
- 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 p.m. – 1:30 p.m.).

Shift Program**403-237-8171**

(support services for persons involved in the sex industry)

shiftcalgary.org

- Assistance to women, men and transgendered individuals with current or past involvement in the sex industry, using a harm reduction and rights based approach.
- Free safer sex supplies including 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 p.m. – 1:30 p.m.).

Hospitals

Alberta Children's Hospital
2888 Shaganappi Tr. N.W.

(non-emergency) 403-955-7211
(Emergency) 403-955-7070

Foothills Medical Centre
1403 – 29th St. N.W.

(non-emergency) 403-944-1110
(Emergency) 403-944-1315

Peter Lougheed Centre
3500 – 26th Ave. N.E.

(non-emergency) 403-943-4555
(Emergency) 403-943-4999

Rockyview General Hospital
7007 – 14th St. S.W.

(non-emergency) 403-943-3000
(Emergency) 403-943-3449

South Health Campus
4448 Front St. S.E.

(non-emergency) 403-956-1111
(Emergency) 403-956-3000

Hull Services

hullservices.ca

403-251-8000

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.

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Immigrant Services Calgary**403-265-1120****1200, 910 Seventh Ave. S.W.****immigrantservicescalgary.ca**

- A comprehensive settlement agency working together with immigrants and their families to make Canada home.
- Multilingual counsellors provide services to newcomers on various issues such as 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.

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

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

Kerby Centre (for seniors 55+)**403-265-0661****1133 Seventh Ave. S.W.****kerbycentre.com****48**

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

Kerby Rotary House 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**403-244-5397****201, 327 – 41st Ave. N.E.****keystorecovery.ca****49**

- 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.

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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 individuals 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.

Monday to Friday 8 a.m. – 4:30 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

- Aboriginal Triple P Parenting Program.
- 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.
- Youth Family Support Workers, Aboriginal youth mentor support.
- Clothing exchange, crafts group, emergency transportation, housing advocacy and resumé 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 classes, groups, programs and workshops.
- Prenatal, preschool and literacy programs.
- Dance and drumming classes.
- 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 Aboriginal
Affordable Housing Program**

403-240-4642 ext. 400

701, 6505 Huntridge Hill N.E.

- Affordable housing for Aboriginal families.
- On-site family support workers.
- Family resource centre.
- Childcare and after school programming.

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 credit counselling.
- 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.

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Motive-Action Training Foundation
1201A – 42nd Ave. S.E.
motiveaction.com

403-287-3132

- 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.

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Narcotics Anonymous
canaacna.org

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

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

Meetings every day in a variety of locations.

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Native Counselling Services of Alberta
2nd Floor, 614 Sixth Ave. S.W.
ncsa.ca

403-237-7850

- Assistance to aboriginal adults and youth who are involved with the legal system.
- Court workers providing 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
2, 1019 – Seventh Ave. S.W.
obad.ca

403-263-7408

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

Oxford House Foundation of Canada
204, 1409 Edmonton Tr. N.E.
oxfordhousefoundation.ca

403-287-8771

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- Safe and affordable housing for men and women in recovery from addictions. Twenty-three 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 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) 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.

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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.
- Day program and short- and long-term residential treatment.
- Call to make an appointment with a counsellor. Must be clean and sober at least five days before interview.
- Client must be fully mobile and able to obtain and maintain full-time employment.

Monday to Friday 8 a.m. – 5 p.m. (office hours).

Roman Catholic Diocese of Calgary 403-218-5532
 221 – 18th Ave. S.W. (St. Mary's Cathedral Hall)
rcdiocese-calgary.ab.ca

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

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Men's Residential Services 403-410-1184

- 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 Corrections 403-410-1140

- Confidential counselling and support for male adults and youth in conflict with the law.

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

- Infant essentials for families with newborns.
- Income tax preparation assistance.
- Camps for kids, teens and moms and tots.

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.
- One-to-one career counselling.
- Workshops (career and daily living skills).

- Infant essentials for families with newborns.
- Income tax preparation assistance.
- Computer classes.
- ESL classes.
- Various family activities.

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.

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

- Emergency, transitional and residential accommodations for women.

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

309, 8989 Macleod Tr. S.
schizophrenia.ab.ca

- Family Support program offering telephone or in-person support to family members who have a relative with schizophrenia.
- Partnership Education program offering mental health and wellness education presentations.

- Peer support outreach program to visit people with schizophrenia isolated in the community.
- Unsung Heroes program offering advocacy and referrals, monthly social activities, one-to-one peer support and information sessions, free drop-in art and poetry classes.

Monday to Friday 8:30 a.m. – 4:00 p.m.

SORCe

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

- A community collaborative serving Calgarians.
- Access point to housing assessments, mental health/addiction support and employment/training.
- On-site services and support or referral to external agencies.

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

Second Chance Recovery

403-232-6990

103, 3716 – 61st Ave. S.E.

- 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.

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

- Long-term recovery for females 16 and older 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.

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

- Substance abuse treatment services for adult males.
- Services including residential, short- and long-term treatment and transitional housing, upon completion of Phase 1.
- Must be clean and sober at least five days prior to admission and client must call to be put on wait list.

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Sonshine Community Services**sonshine.ab.ca****403-243-2002**

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

Student Legal Assistance**403-220-6637****68**

3390 Murray Fraser Hall, University of Calgary
2500 University Dr. N.W.
sla.ucalgary.ca

- Legal clinic for low-income individuals.
- Assistance and representation is provided 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****69**

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, but appointment preferred.

Monday to Friday 8 a.m. – 4 p.m.

The Alex Community Health Centre
101, 1318 Centre St. N.E.
thealex.ca

403-266-2622

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.
- Alberta Health Care Insurance Plan not required to receive services.

Community Health Bus
thealex.ca

403-266-2622

- 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
124, 6170 – 12th St. S.E.

403-266-8881

- 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
7245 – 12 St. S.E.

403-266-8881

- Program focused on a housing first model – access to permanent housing first and then support to keep individuals housed.

- Client focus on those with a mental health diagnosis and a history of homelessness.
- 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.
- 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 Brenda Strafford Centre
for the Prevention of Domestic Violence**
brendastraffordsociety.org

403-270-7240

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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.

Progressive 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 City of Calgary,
Community & Neighbourhood Services
Seniors Services, City Links Program**

403-476-7266**311 – 34th Ave. S.E.****calgary.ca/cns****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 experience is required.

Home maintenance services

- Assistance to low-income seniors to live safely and securely in their own homes.
- 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.

The City of Calgary, Recreation

3-1-1

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Fee Assistance

- Available to Calgary residents in financial need.
- Discounted access to recreation programs, pools and fitness centres, leisure centres, golf courses and other partner 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 contact 3-1-1 to have one mailed to you.

The Doorway

403-269-6658

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10, 2808 Ogden Rd. S.E.

thedoortway.ca

- 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

403-269-1319

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102 – 11th Ave. S.E.

theseed.ca

Advocacy

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

Chaplaincy

- Sunday worship service, baptisms, counselling, memorial services and spiritual support.

Employment Services

- Job search assistance.
- Cover letter and resume assistance.
- Interview preparation.
- Job maintenance skills.

Health and wellness

- Chiropractor services.
- Canadian Mental Health Services.
- Addiction services.
- Pure North blood tests and dental clinic.
- Calgary Legal Guidance.

Housing

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

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. SE.****403-723-9422**

- 370 emergency beds. 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 to checked-in guests.

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

403-251-7575

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- 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.

**Victory Foundation
victoryfoundation.ca**

**Ogden Victory Outreach
7012 Ogden Rd. S.E.**

403-264-0598

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- Church-based counselling and support services.
- Sunday morning service at 10:30 a.m. with coffee and sandwiches.
- Affordable housing for single men.
- Addictions, counselling and life skills groups.

**Eastside Victory Outreach
1840 – 38th St. S.E.**

403-387-0587

- Transitional housing for men, women and families.
- Addictions, counselling and life skills groups.
- Food hamper program in emergency situations.
- Assistance with employment, housing and skill development.
- Support with Child Welfare and court system issues.

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Women's Centre**403-264-1155****39 – Fourth St. N.E.****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.
- Groups and workshops.

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

Friday 9:30 a.m. – 1 p.m.

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

Four stores in Calgary selling affordable clothing and household goods.

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

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

* Furniture only available at Dover location.

- Proceeds support WINS community programs.
- Call for individual store hours.

Family Resource Centres

10th Street, 325 - 10th St. N.W.,403-269-4670

Temple, 16 Templemont Lane N.E.,403-590-5752

Bridgeland, Main Floor - 736 McDougall Court N.E.,403-290-0210

Hillhurst, 10th Flr, 411 - 14 St. N.W.,403-270-7283

Shaganappi, C12, 3520 Balsam Drive S.W.,403-686-1502

Erin Woods, 701 Erin Woods Lane S.E.,403-273-1927

- Family Resource Centres offering women and their families access to resources available in the 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

403-270-4102

woodshomes.ca

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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. – 2 p.m.

Exit Community Outreach

(storefront) 403-262-9953

117 Seventh Ave. S.W.

- 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, Thursdays 9:15 a.m. – 4 p.m.

Storefront hours:

Monday, Friday, Saturday 9:00 a.m. – 5 p.m.

Tuesday and Wednesday 11:00 a.m. – 7 p.m.

Thursday 9:00 a.m. – 7 p.m.

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YWCA of Calgary

403-263-1550

320 Fifth Ave. S.E.

ywcaofcalgary.com

- Emergency and supportive housing.
- Language and employment skills training.
- Family violence prevention programs.
- Child and youth development.

YWCA Mary Dover House Residence

403-263-1550

320 Fifth Ave. S.E.

- Short-term supportive housing for single women and children who experience homelessness and poverty.
- Case management staff and support services work to intervene and guide clients to resources and assistance that help them transition into the community.

YWCA Sheriff King Home

403-266-4111

2003 – 16th St. S.E.

(24-hour family violence crisis line)

403-266-0707

- Emergency, short-term shelter for women and their children who are fleeing family violence.
- Basic needs including food and personal items.
- Counselling for women, men and children to learn alternatives to family violence.

- Client connection to resources for housing programs, legal services and education supports.

Youth Unlimited

403-291-3179

15, 1725 – 30th Ave. N.E.

youthunlimitedcalgary.ca

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StreetLight Mobile

(24-hour crisis line) 403-470-9322

Drop-In Centre (24-hour sexual exploitation line) 403-710-2879

- A safe place away from the pressures of the street.
- Open for street youth up to 24.
- Food, friendship, informal counselling, games, music.
- StreetLight parks at 10th Avenue and Macleod Trail S.E. on Monday and Thursday 8 – 10 p.m. (ages 24 and under) and at 41st Avenue and 77th N.W. on Tuesday at 7:45 – 9:30 p.m. (ages 18 and under)

Youville Recovery Residence for Women

403-984-2707

3210 – 29th St. S.W.

youville.net

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- Services for women who have addictions, experiences of abuse and mental health distress.
- A two-phase treatment program with safe, caring, home-like facilities.
- New Beginnings group residential program.
- New Directions shared accommodation.
- Family Enhancement 4-Plex for women and children.
- Outreach services, individual counselling and group counselling sessions are the core aspects of the programs.

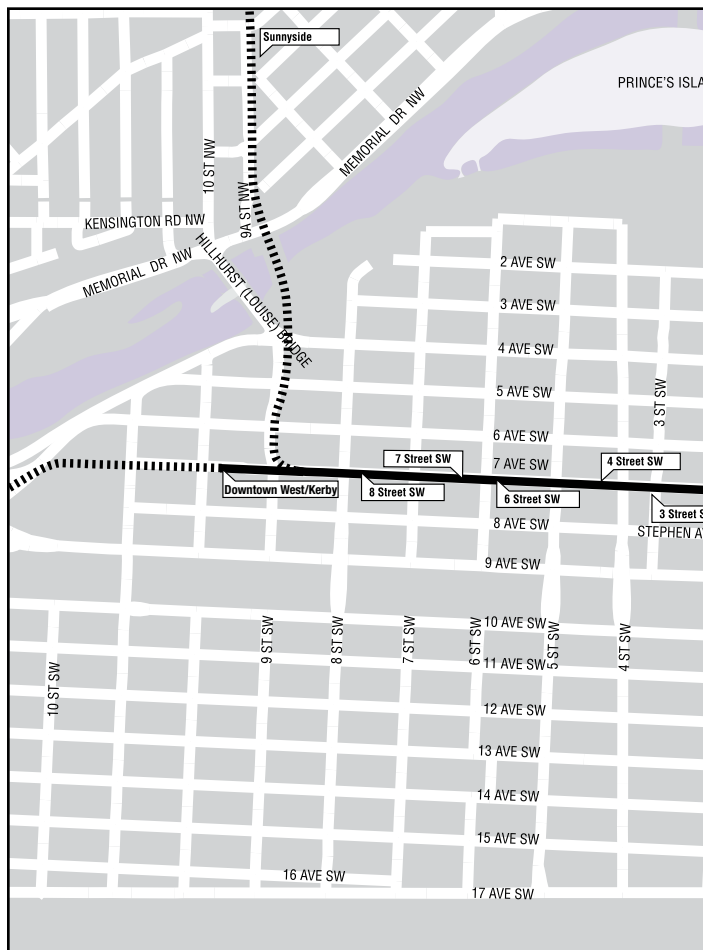
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Map of downtown Calgary, including Free Fare Zone stops for LRT.



January

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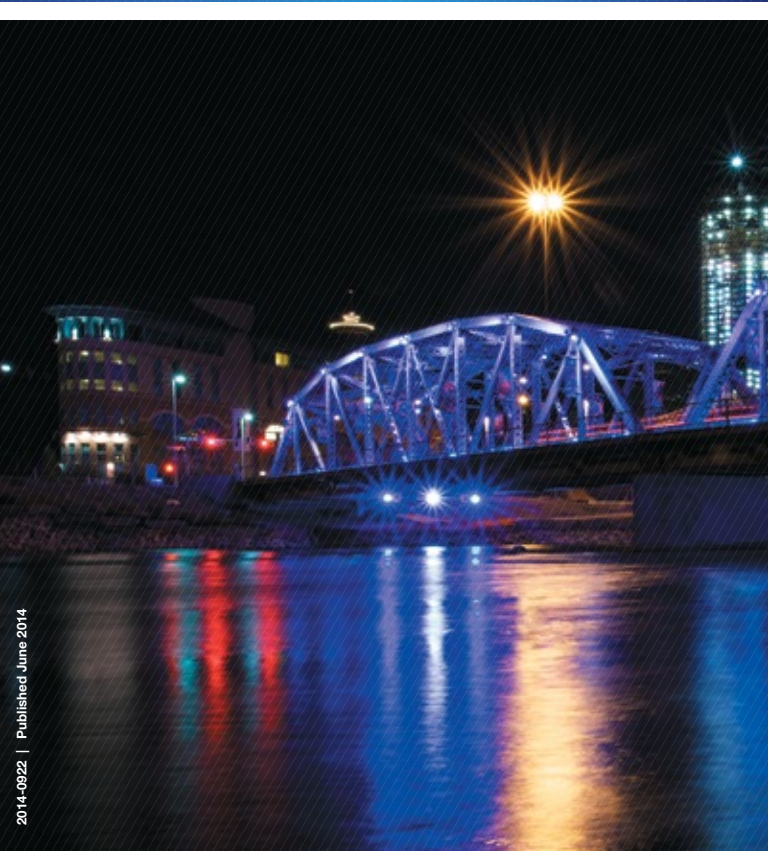
Disclaimer

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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The City of Calgary Community
& Neighbourhood Services

Family and Community Support Services (FCSS)



informalberta.ca | call 2-1-1

Onward/ By 2020, 100% of eligible low-income Calgarians will have improved access to low-income programs and services.