



Calgary



Calgary Community Services Guide

2016

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, 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.

“Trust yourself, you know more than you think you do.”

Additional services not listed in the Guide

Aboriginal Affairs (Field Unit – Treaty 7)	403-292-5901
Alberta Health Care	403-310-0000
Insurance Plan	(then enter: 780-427-1432)
Alberta Women’s Shelter Look-up	1-866-331-3933
Calgary Housing Company (subsidized housing)	587-390-1200
Calgary Parole Office (federal)	403-292-5505
Career Information Hotline	1-800-661-3753
Employment Insurance inquiries	1-800-206-7218
Employment Standards	1-877-427-3731
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
Health Link	811
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

Community and Family Resource Centres

Community and Family Resource Centres 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

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

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

(Aspen Family and Community Network Society)

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

aspensfamily.org

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

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

#3217, 150 Millrise Blvd. S.W.

aspensfamily.org

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

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

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

520 – 78th Ave. N.W.

weconnectyou.ca

Beddington Heights, Highland Park, Highwood, Huntington Hills, MacEwan, Mount Pleasant, North Haven, Sandstone, 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

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

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

2734 – 76th Ave. S.E.

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, 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, 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)**

1

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

Alberta Gamblers Anonymousalbertaga.net**403-237-0654****(help line)**

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

Alberta Health Services – Addiction and Mental Healthalbertahealthservices.ca

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

- 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.

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

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
Sheldon M. Chumir Health Centre
Seventh Floor, 1213 Fourth St. S.W.**

403-955-6600

- 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. – 4:30 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

403-650-4050

**Sheldon Chumir Health Centre
1100C-2, 1213 - Fourth St. S.W.**

- Assistance for homeless, at-risk of becoming homeless and recently-housed individuals in obtaining and storing personal identification.
- Support to navigate the system and attain supporting documents.
- A secure mailing address and safe storage of ID and documents

Monday, Wednesday, Thursday and Friday 8:00 a.m. – noon

Mobile Response Team **403-266-4357**
(Calls answered 24-hour by the Distress Centre)

- Team of registered nurses, social workers, occupational therapists and psychologists.
- Crisis prevention, intervention and support for individuals who experience a traumatic event.
- Information 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/renfrewrecocerycentre

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

- 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, gonorrhoea and syphilis testing.
- STI treatments
- Vaccines including Influenza (October to March), pneumonia, tetanus, hepatitis A and B vaccinations.
- Pregnancy testing, health information, counselling and referrals.
- Wound care.
- Prescribe and provide take home naloxine kits.

Sites available at:

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

Monday and Wednesday mornings 9 a.m. - Noon.

Centre of Hope 403-410-1180

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

Sheldon Chumir Centre 403-955-6014

Monday evening 5 p.m. – 7 p.m.

Wednesday 1 - 3 p.m.

VAN Mobile Services 403-850-3755

Daily 8 p.m. - 12 a.m.

Sexual and Reproductive Health Clinics

Doctors and registered nurses can see anyone:

- younger than 25 years old
- anyone with barriers to service (e.g., no Alberta Health Care, can't afford birth control)
- anyone that needs special services like pregnancy options support or emergency contraception.

Drop-in services:

- Birth control information and low-cost birth control supplies, STI testing and treatment, free pregnancy testing, pregnancy options support (parenting, adoption, abortion), pap test, morning-after pill, post-abortion 2 week check-ups, care and support after a sexual assault.

Appointments may be needed for:

- HPV vaccinations/cervical cancer prevention.
- Pregnancy options supports.
- IUD insertions and counselling. (May need two appointments.)

East Calgary Health Centre

403-955-1431

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

403-943-9510

Main floor, 31 Sunpark Plaza S.E.

Monday 1 p.m. – 5:15 p.m.

Tuesday 4 p.m. – 7:30 p.m.

Friday noon – 3:30 p.m.

Sunridge 403-944-7666

406, 2675 – 36th St. N.E.

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 811

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 403-297-6571

Confidential Inquiry Line (toll-free) 1-800-232-7215

Southern Regional Office

200, 620 – Seventh Ave. S.W.

(J.J. Bowlen Building)

albertahumanrights.ab.ca

- Free, confidential telephone information about general inquiries or specific situations related to rights and responsibilities under Alberta's human rights legislation.

Alberta Human Services**1-877-644-9992****Alberta Supports****albertasupports.ca**

- Information on social-based supports offered by the Government of Alberta for children, youth, adults and seniors .
- Access is available online, by telephone or in person.

Alberta Supports Centres:**Calgary South,****100, 6712 Fisher St. S.E.**

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

Calgary Central**Fifth Floor, 855 Eighth Ave S.W.**

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

Alberta Works**humanservices.alberta.ca/Calgary**

- Helping unemployed or low income individuals and families with employment, financial and social supports.
- Albertans can access Income Support for assistance with basic costs of living, receive health benefits and child support agreements or court orders.
- Career Planning and Work Search workshops and self-assessment print resources.
- Information on training and employment programs and available funding options.

Alberta Works Centres

10th and 10th

403-297-2094

Third Floor, 1021 10th Ave. S.W.

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

Fisher Park**403-297-2020**

100, 6712 Fisher St. S.E.

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.

(Employment services only.)

One Executive Place**403-297-7200**

1816 Crowchild Tr. N.W.

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

Radisson**403-297-1907**

525 – 28th St. S.E.

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 weekends.

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Al-Anon
al-anon.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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ALCOVE Addiction Recovery for Women
5, 1230A - 17th Ave. S.W.
alcoverrecovery.net

403-984-2707

- Services for women who have addictions, experiences of abuse and mental health distress.
- 90 day residential addiction treatment for women and Family Program for women with children.
- Outreach services are offered through the aftercare program which include individual supports and referrals for women who attended the phase one program.

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

403-266-2622

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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 is not required to receive services.

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 – 12 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.

**Aventa Centre of Excellence for
Women With Addictions**
610 – 25th Ave. S.W.
aventa.org

403-245-9050

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- Trauma-informed addiction treatment for women 18 and over.
- Short and long-term residential treatment services.
- Family, parenting and continuing care support groups.

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

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- 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
4518 17 Ave. S.E.

403-531-1880

- 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.

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

403-410-1400

- 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.

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Calgary Alpha House Society
203 – 15th Ave. S.E.
alphahousecalgary.com

(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.
- AAWEAR (Alberta Addicts Who Educate and Advocate Responsibility) provide client support.

Housing

- Scattered site and placed based housing for those with addictions needing a harm reduction approach.
- Referrals by coordinated access and assessment.
- Intensive case management.
- Aboriginal, nursing and trauma informed support available.

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.
- 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.

ENCAMPMENT TEAM

403-805-7388

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

Calgary Association of Self Help
1019 Seventh Ave. S.W.
calgaryselfhelp.com

403-266-8711

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.

Calgary Catholic Immigration Society (CCIS) **403-262-2006**
5th Floor, 1111 – 11 Ave. S.W.
ccisab.ca

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- Programs and services for immigrants and refugees.
- Initial needs assessment followed by services, information and referrals.
- Information (all ages) – benefits, education, government documents, health services, etc.
- Employment and training (adults and youth) – trades training, career matching, resumes and job interviews information, English language (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.
- Connect newcomers with Calgarians to help introduce the city and make new friends.

Calgary Chinese Community**403-265-8446****Service Association****1406 Centre St. N.E.****cccsa.ca**

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.

Children and Youth

- Super Cool After School, Youth in Action leadership training, Career Scene Investigation (CSI), Social Knot, Life Skills Training, spring and summer camps.

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 (information and support) 403-237-5888
(toll-free) 1-877-237-5888
(business line) 403-237-6905****17**

- Crisis intervention and short-term counselling for up to 12 weeks for survivors of sexual abuse and sexual assault, their friends and loved ones.
- Individual and 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.
- Volunteer program.
- 24-hour accompaniment to the Sheldon Chumir or other facility from the Sexual Assault Response Team (SART).

Calgary Counselling Centre**403-691-5991****200, 940 Sixth Ave. S.W.****calgarycounselling.com****18**

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

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

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

calgarycrimestoppers.org

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

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Calgary Dream Centre

403-243-5598

4510 Macleod Tr. S.

calgarydreamcentre.com

- Supportive housing at the Centre and in the community for men over 18. Housing applications accepted daily.
- NOT a shelter, detox or drop-in facility.
- Career and life management skills training.
- Addiction recovery program.
- Community-based work programs.
- Counselling, mentoring and spiritual care.
- Health and wellness services.
- Access to medical services and mental health professionals.
- Post treatment supportive community housing for women.

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Calgary Drop-In & Rehab Centre

(24-hour) 403-266-3600

1 Dermot Baldwin Way S.E.

thedi.ca

- Supervised day drop-in centre open year-round from 6 a.m. – 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. 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 to Wednesday 9 a.m. – noon.
- Nurse Lead Clinic Sunday 8 a.m. - Friday 4 p.m.
- CUPS outreach clinic Tuesday and Thursday morning.
- AHS Chronic Disease nurse Tuesday, Wednesday and Thursday.
- Acupuncture Clinic with Chinese Medicine Tuesday 5 p.m. - 7:30 p.m.
- Chiropractor clinic Monday and Tuesday.
- 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 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)

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

Day of Week	Morning	Afternoon	Evening
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 7:30p.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.
- Six depots throughout the city available for pick-up points.
- Call before to book a pick-up at the main depot or community depot or use phones in lobby of main depot.
- Approximately seven days worth of groceries in one food hamper.
- Gluten-free hampers to low-income Calgarians with Celiac Disease.
- WAM (Weekends and More) Program to help children get healthy, nutritious food.

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.

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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.

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

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

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- 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 CPP Disability.
- 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.

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

5759 – 80 Ave. S.E.

mealsonwheels.com

- Nutritious and affordable meal programs to individuals, families, schools, and community groups. Subsidies for services may be available.
- Short-term or long-term service.
- Lunch and Supper Program: Lunch and supper meals weekdays. Special diet needs can be accommodated such as texture modification, celiac and more.
- Frozen Program: A variety for family-sized entrees, baked goods and soups for pick-up or home delivery.
- Chopsticks Program: Authentic Chinese supper with a western lunch accommodated in English and Chinese.

Monday to Friday 7:30 a.m. – 3 p.m.

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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 Pregnancy
Care Centre****(24-hour hotline) 403-269-3110****30****205, 925 Seventh Ave. S.W.
pregcare.com**

- Pregnancy tests, options peer counselling, advocacy, basic needs referrals, maternity and baby resources.
- Prenatal 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.

**Calgary Public Library
calgarylibrary.ca****403-260-2600****31**

- 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.

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Calgary Seniors Resource Society**403-266-6200****3639 – 26th St. N.E.****calgaryseniors.org**

- Programs and services for independent seniors in Calgary.
- Offers a variety of 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) 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

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- 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.
- 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.

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Calgary Workers' Resource Centre**403-264-8100**

308, 8989 Macleod Trail S.W.

calgaryworkers.org**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.

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**Canadian Centre for Male Survivors
of Child Sexual Abuse****403-245-6453**cc4ms.ca

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

Canadian Mental Health Association**403-297-1700**

400, 105 – 12th Ave. S.E.

cmha.calgary.ab.ca

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Advocacy**403-297-1700**

- 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.

Monday 8 a.m. – 4 p.m.

Street Outreach and Stabilization program (SOS)**403-297-1700**

- 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.

Monday to Friday 8 a.m. – 4 p.m.

Suicide Bereavement**403-297-1700**

- 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.

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Canlearn Society
100, 1117 Macleod Trail S.E.
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.

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Centre for Newcomers
1010, 999 – 36 St. N.E.
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 for children and youth.
- Business Communication for Accountants for newcomers with accounting experience.
- EthniCity Catering commercial kitchen training program that provides Canadian workplace experience and training.

Children's Cottage Society

845 McDougall Rd. N.E.

childrenscottage.ab.ca**403-233-2273****(24-hour)****40****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 rehousing support for parents over 18 with children.

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**Children's Legal and Educational
Resource Centre (CLERC)****403-207-9029****1010 – 14th Ave. S.W.****youthlaw.ca**

Free legal information, advice, representation and referrals to young people 19 and under in civil law matters related to:

- Family issues (including custody and access, pregnancy, parenting, guardianship, visitation, child support, adoption, independent living, forced marriage and divorce).
- Personal identification.
- Immigration and cross-cultural issues.
- Employment, school and landlord/tenant questions.
- Estates and inheritances, personal property and privacy.

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Chinook Learning Services**403-777-7200****2519 Richmond Rd. S.W.****chinooklearningservices.com**

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

Closer to Home Community Services
3507A – 17 Ave. S.W.
closertohome.com

403-543-0550

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Kiwehtata Parenting Program

- Education for parents on how to provide the best possible environment for their infants and toddlers.
- Hands-on teaching in child development, nutrition, safety and positive parenting.
- In-home support and parenting programs.

West Central Community Resource Centre

- Walk-In services providing crisis support, basic needs, problem solving, use of free Wi-Fi/computers/phones.
- Help for families to identify resources and make referrals.
- Child and Youth Programs in some communities.
- Parenting/Caregiver support and classes: Mother Goose, Common Sense Parenting, Nobody's Perfect.

Cocaine Anonymous
ca-ab.org

(referral line) 1-800-347-8998

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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 for low income individuals and families.

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

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

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

Pre-Natal to Three Child Development**403-206-1050**

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

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 funding for potential students who are actively involved in CUPS programs. 18 years and older.
- Housing programs for 18 years and older. Agency referral required.

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

- Family development through goal setting, case management, group involvement and referrals.
- Parenting classes for families with children under 6 years of age.

Dental Clinic **403-206-1060****Primary Care Clinic** **403-221-8797**

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.

Women's Health Clinic **403-221-8790****(appointments or walk-ins)**

Monday - Thursday 9 a.m. – 4 p.m.

Closed Friday, Saturday and Sunday

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

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

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

- 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.

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Discovery House Family Violence
Prevention Society
discoveryhouse.ca

403-670-0467

- Post-emergency longer-term support for women with children leaving domestic violence.
- Residential 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, and life and parenting skills.

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

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

211 (24-hour)

- Free access to information and referrals to hundreds of community resources, government, health and social services information in Calgary 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.

ConnecTeen line (24-hour)

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

- Email connecteen@distresscentre.com for non-emergency issues.
- Free peer support from 5 p.m. – 10 p.m. weekdays and noon to 10 p.m. weekends.
- 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.
- Walk-in sessions available 1 p.m.– 4 p.m. weekdays.
- Some evening available by appointment.

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

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

Support services to women 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.

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 Services floor of the Calgary Courts Centre.
- 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.

Feed the Hungry

403-218-5532

(Roman Catholic Diocese of Calgary)

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

feedthehungry@calgaryrcdiocese.ca

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

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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.

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HIV Community Link**403-508-2500****110, 1603 – 10th Ave. S.W.****hivcl.org**

- 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.
- 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.
- Needle distribution.

Monday to Friday 8:30 a.m. – 4:30 p.m.
(Closed 12:30 p.m. – 1:30 p.m.).

Shift Program
shiftcalgary.org

403-237-8171

- Support for people (18+) of all genders currently or previously involved in sex work.
- In-office and community outreach support.
- Case management, counselling, advocacy, community referrals and resource coordination.
- Safer working resources and “Bad Date” reporting.
- Support with leaving the industry (when this is an identified goal).
- Free safer sex supplies and information.
- Drop-in lounge with computer access, food, laundry facilities.

Drop-in services from Tuesday to Friday
9 a.m. – 4 p.m. (closed 12:30 – 1:30 p.m.)

Telephone support Monday to Friday 9 a.m. – 4 p.m.
(Closed 12:30 p.m. – 1:30 p.m.).

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.
- Short-term (crisis) and long-term (case management) support.
- Counselling and emotional support, including mental health, addictions and trauma.
- Community referrals, advocacy (social benefits, child, family services etc.).
- Safe sex supplies and needle distribution available.
- Education and support groups.

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 GLBTQ supports and services.
- HIV and STI testing.
- Answers questions about safer sex, sexual health, HIV testing and other STI's.
- Information on safer sex supplies, free condoms and STI testing locations.
- Service provider training on HIV and HCV transmission prevention.

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Hospice Calgary**403-263-4525****1245 70 Ave. S.E.****hospicecalgary.com****Sage Centre**

- Grief counselling support for children, teens and their families grieving a death due to any cause, including homicide or suicide.
- 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.
- 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.
- 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) 403-943-7007

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

Hull Services
hullservices.ca**403-251-8000**

Bridging the Gap 403-216-0660
 800, 1520 Fourth St. S.W.

- 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 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**

- 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 9 a.m. – 3 p.m.

Kerby Centre (for seniors 55+)**403-265-0661****1133 Seventh Ave. S.W.****kerbycentre.com****58**

- 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.
- Social events and drop-in activities.

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****59**

- 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
 1100, 665 Eighth St S.W.
legalaid.ab.ca

1-866-845-3425

- 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.)

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Metis Calgary Family Services
 19 Erinwoods Dr. S.E.
mcfs.ca

403-240-4642

**Native Network Family
 Resource Centre**

403-240-4642 ext. 303

- Assistance to Aboriginal and Metis individuals and families with referrals and resources to meet basic needs.

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.

**Money Mentors
150, 1200 – 59th Ave. S.E.
moneymentors.ca**

(toll-free) 1-888-294-0076

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- 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.

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Motive-Action Training Foundation**403-287-3132****1201A – 42nd Ave. S.E.****motiveaction.com**

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

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Narcotics Anonymous**403-991-3427****chinookna.org****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**403-237-7850****1010, 910 – Seventh Ave. S.W.****nca.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

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- Peer support meetings for individuals and their families dealing with bipolar, depression, and 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
#1B, 4321 23B St. N.E.
oxfordhouse.ca

403-287-8771

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- Safe and affordable housing for men and women in recovery from addictions. Twenty-two houses in Calgary (six 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 8:30 a.m. – 4 p.m. (office hours).

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Parent Support Association**403-270-1809****201, 4321 23B St. NE****helpforparents.ca**

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

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Peer Support Services**403-234-7337****for Abused Women****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.

Recovery Acres (Calgary) Society (24-hour) 403-245-1196
 (1835 House)
 1835 – 27th Ave. S.W.
recoveryacres.org

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- 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 calling for 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).

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 403-410-1111

- 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 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.

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.
- 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 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**403-930-2711****Supportive Housing**

- Emergency, transitional and residential accommodations for women.

Schizophrenia Society of Alberta
(Calgary Chapter)
309, 8989 Macleod Tr. S.
schizophrenia.ab.ca

403-264-5161**72**

- Family Support program offering telephone or in-person support and education to family members who have a relative with schizophrenia.
- Partnership Education program offers public education with personal experiences through presentations and the Starry Starry Night play.
- Peer Support Outreach program provides support to those struggling 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.

Monday to Friday 8:30 a.m. – 4 p.m.

Second Chance Recovery
103, 3716 – 61st Ave. S.E.

403-232-6990**73**

- 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.

Tuesday to Friday 9 a.m. – 3 p.m.

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Servants Anonymous Society
servantsanon.com

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

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

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Society of St. Vincent de Paul
ssvpcalgary.org

403-250-0319

- Basic needs assistance to those in need including food, household items and furniture
- General support, resources and advocacy for immigrants, seniors and others in obtaining services
- Home visits to determine how to assist those in need
- Contact 403-250-0319 to be connected to the appropriate conference

Sonshine Community Services
sonshine.ca

403-243-2002

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- 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.

SORCe

403-428-3300

(Safe Communities Opportunités Resource Centre)

316 Seventh Ave. S.E.

(westbound City Hall LRT station)

score.ca

- Drop-in information and referrals to addictions, mental health, employment/training and housing supports.
- Intake and assessments for specified homeless housing programs.

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

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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.

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

1231 – 34th Ave. N.E.
nass.ca

- Co-ed 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 Brenda Stafford Centre
for the Prevention of Domestic Violence**
brendastraffordsociety.org

403-270-7240

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Second Stage Program

- Second stage shelter for women and children. Must be referred by a women's emergency shelter.
- Support programs for women, children and youth.
- Childcare Play Centre.
- 34 self-contained apartments.
- Average stay of six months.

Progressive Housing Program

- Self-contained apartments for women and children previously impacted by domestic violence and referred by a second stage shelter.
- Support for women provided.
- Wheelchair accessible units.

The City of Calgary, Fair Entry**Third Floor, 800 Macleod Trail S.E. (Municipal Building)****2623 56 St. N.E. (Village Square Library)****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) .
- 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

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- 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

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Advocacy

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

Chaplaincy

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

Employment Services

- Job search assistance, cover letter, resume and interview preparation.

Health and wellness

- Chiropractor services, Canadian Mental Health, addiction services and Calgary Legal Guidance clinics.

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 4:00 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.

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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

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Ogden Victory Outreach
 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.
- 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.

Women's Centre
 39 Fourth St. N.E.

403-264-1155

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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.
- Girl Power Programs which include after-school and summer camps for girls 10-13 years of age.

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)**403-255-5102****womeninneed.net****Thrift stores**

Four stores in Calgary selling gently used clothing, household goods and furniture at affordable prices.

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.

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

Family Resource Centres

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

- Family Resource Centres for women, men and their families to access resources and programs available in the community.
- Programs that strengthen skills and encourage inclusion in the community.

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 on of WINS partner agencies (see website for list) or through a WINS Family Resource Centre.

Wood's Homes
woodshomes.ca

403-270-4102

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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. – 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.

Storefront 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.

YWCA of Calgary
 320 Fifth Ave. S.E.
ywcaofcalgary.com

(Reception) 403-263-1550

Inglewood facility
 2003 - 16th St. S.E.

(24-hour family violence crisis line)
 403-266-0707
(Reception) 403-266-4111

Supporting women to thrive in the community through a continuum of programs.

Emergency Shelter, Transitional and Supportive Housing Programs

- YWCA Sheriff King Home emergency shelter, YWCA Mary Dover House transitional housing, YWCA Community-based housing, YWCA Winter Emergency Response

Education and Employment

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

Counselling and Personal Development.

- Women's Wellness, Mindful Families, Group and Individual Counselling, YWCA Visitation Services

Child Development and Child Care Services

- YWCA Parent Link Corridor, YWCA Child Care Centres, YWCA Community Parent and School Support (COMPASS)

Youth Unlimited
15, 1725 – 30th Ave. N.E.
youthunlimitedcalgary.ca

403-291-3179

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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 age 24.
- Food, friendship, mentorship, informal counselling, games and music.
- StreetLight parks at 10th Avenue and Macleod Trail S.E. on Monday and Thursday 7 – 9 p.m. (ages 24 and under) and at 41st Avenue and 77th Street N.W. on Tuesday at 7:45 – 9:30 p.m. (ages 18 and under)

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31						

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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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